Hawisher and Selfe's Digital Literacy Interview Protocol

Hawisher, Gail E. and Cynthia Selfe. "Becoming Literate in the Information Age: Cultural Ecologies and the Literacies of Technology." *College Composition and Communication* 55.4 (2004): 642–692. Print.

The following protocol questions were taken from Hawisher and Selfe's article. You should think of them as "guide" questions to get you thinking about your paper. For example, there are no questions here about smart phones so it might be useful to answer some of these questions by substituting "computer" with "smart phone".

Appendix: Interview Protocol

We're doing research to find out primarily how people came to computers and what their experiences using computers have been. We're interested in what experiences different generations of people living in the United States have had with computers.

Demographic Information

Name:
Current Occupation:
Previous Occupations:
Nationality:
Race:
Orientation (only if volunteered by subject):
Let me get down a few facts about your family as you were growing up. Immediate family members and ages:
How would you describe your family circumstances? Income Level
      Growing up?
      Now?
Parents' Literacy Histories (e.g., literacy values, education, reading/writing/computing activities):
Did your parents value literacy? How? Any literacy stories?
Parents' Education and Professions:
Can you tell us a bit about yourself? Where were you born? Where did you grow up? What is your family like? What are you like?

Place and date of birth:
Where did you live?
      Growing up:
      Now:
Schooling History:
      Elementary College
      Secondary Other

Early Exposure to Literacy/Computers

Can you tell us how/when/why you learned to read and write?
Can you tell us the story about when, where, how you first came in contact with computers?
Smart phones?
Can you tell us the story about when, where, how you first learned to use computers? Smart
phone?
Do you remember what the prevailing images/representations of computers were when you were
growing up? (e.g., movies, television, magazines, books?)

At Home

If your family had a computer at home when you were growing up, can you tell us the story of
buying the computer? Who bought it? When? Why?
Can you tell us how much the computer cost? Can you talk about how significant/ serious that
investment was in terms of your family's regular budget?
For what purposes did you use the computer when you first started? As you continued to learn?
Can you tell how a typical session might have gone in your home computing environment?
How often did you use the computer? What contributed to your use of it or not? Are there any
stories/incidents that you can remember about this?
Can you remember any books/texts about computers that you had at home? Any that you read?
Any computer games?
Can you identify any images that you remember about computer use?
What did you and your siblings and parents use the computer for at this time? As you continued
to use it?

At School

Tell the story of how you first learned to use the computer at school: What was your motivation?
Age? Who helped? How did they help? What kind of support did you have? In what classes did
you learn to use the computer? How much access did you have to a computer per
day/week/month?
Describe your use of this computer: Who was there? What times of day? What were the
surroundings like?
For what purposes did you use this computer?
For what purposes did other kids use the computer at school when you were all first learning to
use technology? As you continued to learn?
Can you tell how a typical session might have gone in this environment?
What determined how frequently you used the computer? Are there any stories/incidents that you
can remember about this?
Can you remember any books/texts about computers that you had access to at school? Any that
you read? Any computer games?
Can you identify any images that you remember about computer use that you encountered at
school? Educational images?
What did your family think about computers? Your learning computers? Your parents? Sisters
and brothers? Uncles and Aunts? Cousins? Grandparents? What values did they place on this
activity? On your participation? On their role? Do you have any stories you can tell us that
would illustrate the value your family placed on computers or computer literacy?

What did your friends think about computers: What values did they place on this activity? On your participation? On their role? Do you have any stories you can tell us that would illustrate the value your friends placed on computers or computer literacy?

What did your teachers/the school you went to think about computers: What values did they place on this activity? On your participation? On their role? Do you have any stories you can tell us that would illustrate the value the educational system placed on computers or computer literacy?

Did you used to read about computers? If so, where? When?

Can you remember any pictures of computers or computer use that struck you as memorable? Where did you see these?

Current Exposure

Do you (or your family) own a computer now? If so, please describe it.

If "yes"

Can you tell us the story of buying the computer? Who bought it? When? Why?

Can you tell us how much the computer cost? Can you talk about how significant/ serious that investment was in terms of (your, your parents, your family's) regular budget?

Describe for us where you keep the computer in your house/apartment/dorm room. What are the things you have around the computer? What items of furniture do you associate with the computer?

For what purposes do you use this computer? (e.g., what kinds of work? what applications?)

For what purposes do your siblings/parents/children use the computer? Who taught them? Who provides support? (e-mail?)

Do you access the Web? What do you use it for?

Tell the story of how you learned to use the computer in this environment. What was your motivation? Who helped? What kind of support did you have? Do you continue to have?

What are the rules associated with using a computer in your home/apartment/dorm? Who made these rules up? How do they affect you?

Can you identify books/texts about computers that you have access to at your home/ apartment/dorm? Any that you read?

Also

Do you currently have access to a computer someplace other than at home? Where (workplace? school?) When? For how long? How do you get there? How much does it cost to use this computer? How do you get that money to pay for access?

Describe the surroundings in which you use this computer: Who is there? What times of day? What are the surroundings like?

For what purposes do you use this computer?

For what purposes do other students/co-workers use the computer? Can you tell how a typical session might go in this environment?

Tell the story of how you learned to use the computer in this environment: What was your motivation? Who helped? What kind of support did you have? Do you continue to have?

What are the rules associated with using a computer in this environment? Who made these rules up? How do they affect you?

Can you identify books/texts about computers that you have access to at your school/ workplace/other? Any that you read?

Can you describe your current level of skill with computers? Novice, competent, expert? Any stories about your expertise?

What do you think about computers now? Why?

What do your family think about computers now: Your parents? Sisters and brothers? Uncles and Aunts? Cousins? Grandparents? Your friends? What values do they place on computer use? On your participation? On their role? Do you have any stories you can tell us that would illustrate the value your family and friends now place on computers or computer literacy?

What values does the educational system currently place on computer use? Do you have any stories you can tell us that would illustrate the value your schools now place on computers or computer literacy?

How/when/where/why do you see yourself using computers in the future?

Do you read about computers? If so, where? When? What do you read on computers?

Can you identify any images of computer use that have struck you recently? Where have you seen these images?

Do you use a particular brand of computer? If so, why? Which one? Names of programs?

Anything more you'd like to say about your relationship with computers?