<For context: 15 minutes before the interview I received an upsetting text message that needed to be dealt with. I explained this to the participant at the interview, advising that it would be short and focussed since I needed to make a call to the Coroner’s office.>

00:00:03 Interviewer

So you've read you the details and you know what the study is about <THOMAS> from the survey, and the consent questions are almost the same, so I'm not going to go through any of that with you. I'm in the midst of interviews at the moment, and you're the only person that I've scheduled in our age range, purely because you're the only person who has said that you have a son or a daughter who might help you out if you ever get stuck.

00:00:30 Interviewer

What I'm finding from the surveys is that people in our age group are pretty digitally skilled and confident. We use it in our work and you know all that kind of stuff.

00:01:02 Interviewer

I think for this, so for me it was kind of difficult to try and figure out what age group am I going to start looking at and I didn't want to be ageist in any way by saying I'm only going to talk about people who are over 70 or 65 and that's why I put in the 55 to 64 group and also because it ties in with the Eurostat data age bands about accessing the Internet. So that's where I'm coming from.

All the older people that I'm talking to with the different sets of skills and in different areas, it's really more aimed towards them, but because I'm getting so much data and survey responses from our age group. I think it's important that I'll pick a few. I did my selection and I just need about four really and yours was the first one for that very reason. So does that sound OK?

00:01:58 Participant

Perfect.

00:02:01 Interviewer

So, what I really want from you <THOMAS>, is to chat to me for a few minutes about when we all get stuck. And for me I have to go to Google, you know, on my iPad or something of help me out.

But I'd really like to understand (and having done a study from the young person’s perspective) with your young person, whether a teenager or young adult, how does that work in your house? What kind of support do you get or give?

00:02:33 Participant

What I'd say is that in terms of the assistance that we get, it's primarily around social media rather than rather than, it's generally not work related. It's generally not anything related to computers, Microsoft Office, any of that stuff. It's primarily around social media and the way that social media is changing. So, for example, and I don't know whether you want to just talk about me, or whether you want to talk about, for example, my wife is sort of the same age group.

00:03:15 Interviewer

Brilliant, yes please.

00:03:16 Participant

For example, my daughter would have explained a couple of times to my wife around the difference... So things like TikTok and how she might be able to use TikTok for her business and a little bit around Instagram, how she might search on Instagram for stuff that's of particular interest and how that again could be used to...my wife has her own business. But it was around how some of the modern stuff is changing. And you know, TikTok, whatever it is, 45 seconds or a minute or whatever, is actually changing the type of messaging that's going on in the business space. And you're now starting to see businesses trying to pick up on that now.

00:04:13 Participant

From my point of view, I have an interest in that and so for example, my daughter would have in the past, would have explained some of the subtleties around Instagram to me, and so it tends to be that type of stuff, and what's really interesting is that you know it was, Snapchat it was then. My son is now with his friends using Instagram. So I ask why Instagram rather than Messenger or WhatsApp or whatever? And what's really interesting is that these are almost trends and there's new technology coming on board. Or there's new apps coming on board and the apps are changing the way in which the younger generation are communicating and what we're doing is we're sort of tapping into that in order to try and understand what's going on.

00:05:11 Participant

I would use WhatsApp all the time. I would use Messenger primarily for the family. I use WhatsApp for work literally all the time. But, for example, TikTok. I don't have TikTok on my phone. I've never considered the need for it. I use Facebook for family. I use LinkedIn for work. And again in the early days for Facebook my daughter would have showed me how to set it up, how to post, how to do all of that. She would have talked through all of that to save me going through the Google side of things. So it's primarily around the more modern software apps and the social media apps primarily where that intergenerational learning is occurring.

00:05:59 Participant

On the flip side. Anything associated with hardware, hardware integration, technology, Wi-Fi, all that. That's primarily the other way around.

00:06:19 Participant

“Daddy, it’s not working, please fix it.” So, when the Wi-Fi goes down it's me who fixes it as opposed to one of them. There's almost an exact hardware software split. But even with the software if they have a question on PowerPoint, Access, Excel, Word, whatever. It's more likely that they would come to me. I don't think I have ever.... No, I wouldn't because I've been using them in my job for the last 30 years so. I wouldn't consider asking the kids and if it's something I can't do it on Excel myself, it's primarily Google.

00:07:10 Interviewer

And I think that's an interesting point as well <THOMAS>, because the social media apps, they're just changing, you know, so rapidly and so quickly, and you know we're working, who has the time to be keeping on top of whatever?

00:07:23 Interviewer

And recently, some months ago when WhatsApp was changing its Ts and Cs, for whatever reason, data privacy and who has the time to go through and read all that?

00:07:36 Interviewer

So, I think there are challenges with that, but what I'm certainly finding with some of the older people that I'm talking to and they got onto Facebook and that's it, they stuck there, and they're getting their accounts hacked and they don't know what to do, and some of them have stories of falling foul of fraudsters and various things like that, which I think is interesting.

00:08:03 Interviewer

So, in some cases they do have a younger person who will advise them or say something like “Your Facebook friends are getting new friend requests from you” and suggest posting a warning message for their friends but it’s staying safe online for them I think seems to be quite a worry. They think they're safe but then something happens and they're not that safe at all.

00:08:31 Participant

Yeah, and I suppose in that regard if it’s a question came up related to a social media platform, probably my daughter would be the first point of contact, or maybe Google.

<Several minutes were spent chatting about topics not related to the study, college, PhD, project management and of no value to include in the transcript. The next few comments are useful feedback about the survey design and my response>.

00:13:22 Participant

When you think about it, it possibly some of the questions were written in such a way that people didn't think about it. So the way the questions have been phrased. They have been that people didn't consider the ways in which they were learning and not realising that they were learning.

00:14:01 Participant

"Oh no, I don't need help.” "But remember your daughter was showing you how to use Instagram?” "Do you remember your son loaded TikTok on your phone for you?”

00:14:13 Interviewer

And that's what you get at interview. So, the survey is just the tip of the iceberg and then get into more in depth at interview.

Because the people who are telling me is when I've prompted them so for example "so, who looks after the smart TV in your house?” “Oh well, I do that.” “And what do you use it for?” “And how do you use it?" “When the Wi-Fi goes off? Who knows where the code is and how to get back into it?” And that kind of thing.

00:15:40 Interviewer

I'm thrilled, with all that you’ve given me, so I'll let you go. Would you like me to send you a transcript of this when I have it done next week <THOMAS>, to see if you’re all right with it?

00:15:48 Participant

No, no need.

00:15:50 Interviewer

OK, I'll work on that next week. Thanks a million. Take care.

00:15:53 Participant

No problem at all. Mind yourself and best of luck.

00:15:56 Interviewer

Thank you, bye bye.