**Interview Guide Used with Digital Experts**

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| **“Information Communication Technologies”?** Access, where? How important is it for you to use the internet? Why? Ever wanted to use it? **What do you do most frequently online?** What is the internet useful for in your life?  **Where/how did you learn?** Asked for help? Someone taught you anything? How comfortable about using ICTs? What do you find easy/difficult? What does it mean to be an information, digital expert in the digital age? (civic) responsibilities, challenges? First-hand experiences?    **“Civic/political engagement”?** How engaged in your life? In what ways? Important? Why? How does the internet fit? What do you do online? What is the internet useful for? *TA1: show me/talk me through your last online civic/political activity –* *Easy/difficult to do this? Any issues? How did you come around them? Benefits/limitations for society of using the internet to do this? Do the internet’s technical features, its design or how it functions play a role? Any risks in how social media platforms and corporations running the internet are owned and operate? What made you realise this? Constraints – Can these issues be overcome? How? What should be done? Did any of these issues affect how you used the internet to do this? How did you deal with them? Was it important to deal with them? Why? How optimistic/pessimistic about 1) the internet and 2) the political system? What made you realise this? How did you develop these perspectives?*    **Has the internet changed people’s lives?** What areas? Advantages/disadvantages? How safe is the internet (e.g. in terms of content appropriateness/financial security/privacy)?  **Advantages/disadvantages** of the internet’s technical features, how it is designed, how it functions/operates?    **In what ways would you imagine that using the internet may be relevant to or affect** 1) democracy; 2) news production/consumption; 3) content consumption/creation; 4) elections/campaigns; 5) civil society; 6) government information gathering; 7) authoritarianism in the long run?  How optimistic/pessimistic about democracy and the political landscape in the UK and in the West? (In relation to how you engage), what is your vision of social change, if any? What kind of social change do you hope for or are you concerned about? Has this changed in the last few years? Where do you position the internet? If you were to imagine a better/worse society, what would it look like? How far/close are we?    **Any challenges when consuming online content?** Ever felt it may be subject to bias, prejudice, misrepresentation? How confident about assessing accuracy, trustworthiness? *TA2: show me/talk me through how you 1) consume news online – Easy/difficult? How do you get around issues? Benefits/limitations for society in using the internet to consume news? Any risks in how social media platforms and corporations running the internet are owned/operate? Constraints – Can these issues be overcome? How? What should be done? Do any of these issues affect how you do this? How do you deal with them? How do you assess veracity? Does familiarity with the internet’s technical features come in handy? Is it important to deal with these issues? Why? How optimistic/pessimistic about 1) the internet and 2) the political system? How did you develop these perspectives? – or 2) perform any activity mentioned (use TA1 questions above)*    **How familiar with who owns search engines, platforms and social media?** How are they funded? BBC website? Does it matter? Why? Any risks in the ways social media platforms, browsers and corporations that run the internet are owned and operate? Need for regulation? What kind? Why? What made you realise this? How did you develop these perspectives? |  | **Access, motivation**  mobile phone, tablet etc.; home, work  **Types of online engagement**    **FDL – technical, social, creative skills**  (sending/receiving messages, using SNS, creating/posting content, finding information, using services online, managing privacy settings etc.) Differences in how men/women use digital media, in terms of abilities/expertise? First-hand experiences? Recognition of men’s/women’s digital skills/expertise? What should be done?    **Civic/political engagement**  (community, voluntarism, charity, fundraising, government services, news/information, reposting/*liking*/creating/sharing/commenting on content, contacting politicians/parties, (e)petition, boycotting, campaign/demonstration, alternative media, virtual sit-ins/email bombings, information about demonstrations) What does being a citizen mean to you? Is this reflected in how you engage in civic/ political life? How confident about engaging? How familiar with civic/political matters and the political system in the UK and beyond? Is this knowledge important? Why? Is your voice as a citizen listened to? In what ways? By whom?      **FDL – dispositions towards the internet**  (escapism, connectivity, finding jobs, online shopping, privacy risks, financial security, identity theft). Any of these issues ever affected how you engage civically/politically? In what situation? How did you deal with them? Was it important to deal with them? Why?  **FDL – understanding digital affordances**  (digital interfaces, social media’s (privacy) settings, character of networks, algorithm, a/synchronicity) How did you learn this? In what situation?  **CDL – imaginaries of society in the digital age** What made you say so? How optimistic/pessimistic? Do the internet’s technical features, its design or how it functions play a role? Does the way in which the social media platforms and corporations that run the internet operate play a role? What made you realise this? Constraints – Can these issues be overcome? How? What should be done? Has any of these issues ever affected how you engage civically/politically? In what situation? How did you deal with them? Was it important to deal with them? Why? Is it useful to know this in relation to how you engage? How did you develop these perspectives? In what situation? Has interaction with family/friends/colleagues played a role?      **CDL – evaluating online content**  What do you need to know when consuming content? Target audience, construction techniques, points of view, omitted info? How did you learn? Do the internet’s features/design/how it functions play a role? How about how social media/internet corporations operate? Does familiarity with how the internet functions and/or the role of corporations come in handy? In what ways? What do you do when confronted with biased/misrepresented content? Ever come across misinformation? Consume/produce alternative content or use alternative platforms? In what situation?    **CDL – understanding socio-economic issues**  (ownership, funding, advertising, economic surveillance, regulation – content, market, corporations, advertising) Any risks reinforced by the internet’s features/design or how it functions? What kind of ads do you see on Facebook and/or Google and how do they know what you might like? Do you need to be logged in on Facebook for your activities on other websites to be tracked by Facebook? Familiar with Facebook Exchange/Pixel? Do you read T&C? Ever managed cookies, history, settings? Ever used DuckDuckGo, ad blockers? Familiar with how they work? Why is DuckDuckGo less invasive of privacy? Familiar with how Google’s and Facebook’s algorithms work? Cookies? Geolocation? Are Google’s results the same for everyone? Any platforms that you value as more secure than others? Why? |