

Themes

Personal

A35 [skype with video] It brings facial expression into the conversation

A36 [tm] It is quick

A45 [phone] It's a nice intimate, expressive communication method compared to texting or e-mail

A62 [im] Also it can be at times impersonal

A62 [phone] Nice to have a 'real' chat

A62 [phone] When upset about something, sometimes MSN doesn't cut it

A63 [tm] Can be quite impersonal and emotions cannot be easily read

A70 [f2f] Far more personal and easy to express and be understood

A70[im]{use something else} Personal touch needed

A70 [letter] Personal, something old fashioned and caring

A71 [f2f] Because it is more personal and means you can read body language

A71 [f2f]{example} When he was upset because he was missing his dad who died a year ago

A71 [im] It's not very personal and you can't see their body language

A73 [phone] Personal... can hear voice

A73 [email] More formal than other ways eg. Text

A85 [phone] Hear their voice and laugh

A85 [letter]{like} Very personal

A98 [tm]{didnt} When we were discussing something of personal importance

A99 [f2f] Can see facial expressions, can see body reactions, can talk more easily

Effort

A31 [fcbk] It's quick and easy

A35 [im] It's an easy no-frills method of communicating

A35 [tm] It is convenient

A35 [skype voice only] It's much easier to converse and takes less effort
A35 [skype with video] It decreases the amount of effort required to converse
A35 [email] I like using email because it's relatively low cost

A36 [tm] Long messages takes a while to write

A45 [tm] Fast, cheap, unintrusive

A45 [email] It's fairly fast

A53 [tm] Quick and easy

A62 [im] Because it's easy

A63 [f2f] It is easier to communicate the point

A64 [tm] It's quick

A70 [letter] Mor eeffort

A71 [im] Because it's quick and convenient

A73 [f2f] Easy going... have to organize it

A73 [im] Quick, easy, always there

A73 [phone] Easy

A85 [tm] Quick. Easy.

A85 [letter]{like} Time spent on them

A98 [tm] When I'm feeling lazy

A98 [phone] It's quick

Response

A53 [tm] Instant response not always guaranteed

A62 [tm] Sometimes receive no reply!

A62 [tm] You can send a message that doesn't require a totally instant response

A63 [f2f] It is quicker to get answers back

A73 [phone] Real-time so have to give fuller attention

A98 [f2f] It's an instant response

A98 [tm] Because there's not always a response

A98 [phone] You get an immediate response

Purpose

A35 [im] Difficult to explain things

Other

A35 [im]{time} I can do other things while having a conversation

A35 [tm]{anticipation} It is always nice to receive an unexpected message

A35 [skype with video] Sometimes technical issues hinder the conversation – freezing video, dropped calls etc.

A36 [tm]{other} I can do other things while waiting for a reply

A45[emai]{time} Sometimes he can take a while to reply

A70 [letter]{cost} Money

A73 [email {length}] Can write longer messages

A85 [skype voice only]{cost} It's free!

Comprehension

A85 [im] Difficult to judge tone

Tangible

A85 [f2f] Touch... more intimate

A85 [phone] When one party is upset its hard to comfort with words alone

Fleeting

A45 [email] It can be saved for later