

## Theme

### Personal

A15 [f2f] Because it feels more personal

A15[tm] Impersonal

A15[phone] More personal than text

A42[tm] Not very personal

A42[tm] Didn't just want to send her a Happy Birthday message by text

A42[phone] Can talk there... and hear their voice

A42 [phone] Can't be too personal because [of physical situation]

A42[phone] When I was missing them, to hear their voice over the phone would have been great

A42[tm] Sometimes feels slightly impersonal

A42[tm] Sometimes when I'm feeling upset I'd rather talk on the phone but it's not always convenient

A43[phone] It's a lot more personal... Especially good when I feel upset

A43[phone]{didn't} Sometimes I wish I talked on the phone more for mundane everyday things (that we usually text about) not just at the extremities of emotion. I think it would make me feel closer to her because it would be like chatting at home.

A43[email] Like with texts, sometimes emails can be a bit impersonal

A51[f2f] When I was feeling unwell and I hadn't seen my parent for a few weeks

A51[f2f] Sometimes if I phone her it's not the same as talking in person. I feel closer to my Mum if I meet her.

A51[tm] It's not as personal as a phone call

A51[tm]{didn't} When I wanted a more personal experience eg. Phone/face to face

A51[phone] It's personal and enjoyable

A51[email]{not like} To give a personal update, it's more about information update

A54[f2f] It is more personal. Can see reactions and emotions more

A54[phone] Less personal

A55[f2f] Sociable

A56[f2f] More personal – can gauge their reactions/facial expressions

A59[phone] Personal

A60[f2f] Easier to gauge emotion than other methods. Feels most personal

A60[phone] It is more personal than text.

A69[phone]{example com different} Anytime I've felt low and just wanted a hug

A92[skype with video] You can see the person and their reactions, it is more like being with them

A92[skype with video] On parent's birthdays, I really want to see them face to face

A92[email] It's not very personal

### **Effort**

A15[f2f] It's a lot more effort

A15[tm] Convenient

A42[im] Quite easy to use for me, easily accessible

A42[tm] Short, simple, easy to respond whenever

A42[phone] Very easy to use

A42[letter] Time consuming, slow, not easy to respond to

A42[tn] Quick, easy

A43[email] Convenient

A43[email] Sometimes when it's boring things I get too lazy to reply to emails

A54[phone] Easy for making quick contact

A54[email] Quick...

A55[phone] Easiest to communicate longer messages than by text

A56[tm] Quick

A58[tm] It is quick and easy

A58[tm]{dislike} When I have lots to say or when I am upset

A59[phone] Convenience

A60[phone] Easier to chat with no particular reason

A92[tm] Takes times and effort to reply.

A92[phone] Its convenient

A97[phone] Very quick to do

### **Com management**

A15 [f2f]{leave} It's more difficult to leave a conversation

A42[im]{task} Can do other tasks at the same time

A92[tm]{anticipate} You don't know whether they have received the message

## **Response**

A54[email] Takes a while for them to respond!

A69[phone] Because it is instant

A97[phone] Small success rate (often no answer)

## **Fleeting**

A60[tm] Keeps a record so I can go back to it