# C11 – 250820

### In person

### Researcher

* **C11**

### Researcher

I may ask you this right at the very end because you may have different view time to get there, if someone was to say ‘what social media C11?’ would you say?

### C11

It’s a way of sharing and contacting other people anywhere in the world.

### Researcher

OK. Can you say more? Can you give me some examples to social media?

### C11

Yeah. There's Facebook, Instagram, Snapchat, even WhatsApp to an extent is. Yeah, I can’t think of any others.

### Researcher

That's fine. So you talked about it being a communicative tool. Is there anything else that you think is really … part of what I'm trying to do is to get to the point of, when you social media, social media? And when is it something else? I'm interested in those sort of margins and boundaries. What’s got to be there to be social media, what’s are the core?

### C11

Sharing with others. And still contacts with others. In some forms it is usually post something then other people say at last still a form of contact. And then yeah there are others where is direct messaging where is literally contacting through text messages but yeah the main bit is when you post something and other people could interact with it, can ‘like’ it, can comment on it, share it traffic …

### Researcher

Can I say there is no right or wrong answer. Nobody has got a definition of social media out there but there are different definitions I can find them but nobody quite agrees so that's just as valid as anything. Can I just check, your age is 15?

### C11

15

### Researcher

Do you use any social media?

### C11

I have them, I’m not incredibly active

### Researcher

Okay, so which ones did you chose to put on your phone?

### C11

I have Instagram, Twitter, WhatsApp, TikTok and that’s all.

### Researcher

Ok. Is there any of those that you would say that's the one I use most often and the rest just sit there, or do you I use them equally?

### C11

I use them equally, but I don't post on them, I just look at what people posted.

### Researcher

Fine. okay so that this is a personal question to you, what are the attributes of the social media that you use, that you really pleased about and that you're glad is something that you can do?

### C11

I think it's just being able to see how the people think and act and everything, is a good thing about it.

### Researcher

And are these people that you know, are you looking at family members or mates from school, or are they…

### C11

Yeah, some, yeah, I’m reading that. So some people are famous celebrities and others are people whose opinions I’m interested in. Yeah, but quite a lot are just friends.

### Researcher

Can you give me a sense of proportion? Is it 50:50 or 90% friends 10% …

### C11

…well it depends on which social media app is, so yeah, Snapchat is 100% friends 100% people I know. Because that’s mainly a communicative app, you don’t really just post on it. Whereas Twitter is more other people that I’ve never met [indistinct]

### Researcher

I'm not trying to go too deep, but just give me a clue the sort of celebrities, I mean I'm trying to see whether, sports politics, music?

### C11

Well yeah. Mainly sports, but yeah politics a bit, music less so but I do follow some music creators.

### Researcher

OK. I did a survey of admittedly they were year 7 and eight pupils, so a couple of years below you, from the school in [Local Area]. I could get into [Your School] I would have got into this community, but I did it with the community down the road. My guess is that they’re probably pretty similar answers. They may not be identical but I'm not sure there's anything radically different. In the survey I asked the youngsters what are your three favourite social media, if you have it. yet what's your top three okay and then I collected all the data going about 400 results so there’s quite a lot of data and that's the top 20 that came up from that school and those young people. So observations, comments?

### C11

Yeah some of them, I didn't realise are social media

### Researcher

Well you might not agree. So what you surprised to see on earth?

### C11

Well #7 YouTube I yeah I thought that's more of an entertainment thing, rather than social media but yes could be with my definition that is a form of social media. But Xbox and PlayStation yeah Twitch sort of the same as YouTube.

### Researcher

OK, let me let me just come back up the list. So Instagram you're happy with, TikTok you talked about, Facebook you talked about, Twitter you talked about. Do use WhatsApp?

### C11

Yeah.

### Researcher

When you first mentioned it you said it’s a sort of a social media. So what what is it that puts it into that category or doesn't put into that category?

### C11

Well yeah I think WhatsApp is a form of messages, like text messages that uses Wi-Fi instead of your your allowance per month that you get for your phone. It’s an alternative to that. But like I do also know that they have something called I think ‘status’ where you can put for like 24 hours some picture or something, and all the people that you have their number they can all see that, so that would make is a social media.

### Researcher

Do you know I use WhatsApp, I never come across that.

### C11

I have never used it, never come across it, I've never seen any one else

### Researcher

You’ve heard other people talk about it?

### C11

Younger sister does use it.

### Researcher

OK, I’ll pick her brains about it. So are you comfortable then that that we categorise WhatsApp as a social media?

### C11

Yeah I think so. Yeah not comfortable with it, but think it would do

### Researcher

What is it about WhatsApp that makes you less than…and you know if you have if you had the centre of the circle which is where you’re going to put all the social media you put Instagram there, you’d put Facebook there. I’m sensing the WhatsApp is also getting a little bit further away. So what is it about WhatsApp in your mind that makes it less secure a social media?

### C11

Because I use it as a form of messaging so yeah I use it through actually message my grandparents. Because it's just the easiest way they always stand it and everything.

### Researcher

So why is messaging not social media, because also you’ve got number to directly underneath you’ve Messenger?

### C11

Exactly and I wouldn’t agree with that. I’ve never used it but…

### Researcher

Because?

### C11

Because it is just messaging. It’s a way of just talking to other people rather than sort of so showing other people. It is the same as why you are I are doing, just sitting here having a conversation through a phone.

### Researcher

Okay, so YouTube. Tell me if I've got this right, you went “I would never have put it there”.

### C11

Yeah exactly I didn't think of it at first. But yeah now see it definitely is, yeah.

### Researcher

Okay, do you have Skype.

### C11

Yeah I do.

### Researcher

Now quite a lot of people have put it as social media. You may not know enough about it to make a judgement…

### C11

Yeah, yeah I do. Yeah, I’d say it isn’t. I’d say it in the same way that WhatsApp I’m uncomfortable with it. But its just face-to-face having a conversation like we’re having.

### Researcher

Um, Xbox and PlayStation.

### C11

I wouldn’t say there social media.

### Researcher

Why are you putting them outside of the…

### C11

…because it's just sort of playing games with each other which isn't in what I’d say is social media.

### Researcher

If you're playing games with your headset on and you are chatting to your mates or people around the world is that not sufficient to make it social media?

### C11

I don't think so, no.

### Researcher

Somebody was telling me that on the Xbox you can save pieces of gameplay, and you can leave it on the timeline or some such. Is that not sufficient to make it social media?

### C11

That is, but I wouldn’t say the whole thing is (successful)? or primarily what Xbox and PlayStation 4’s for.

### Researcher

Do you know Twitch?

### C11

Yeah it is. Its sort of the same as YouTube.

### Researcher

So you'd be happy to broaden that definition a bit?

### C11

Year yeah.

### Researcher

Discord, do you know it?

### C11

Yes that’s another way of talking to other people.

### Researcher

Not social media or is social media?

### C11

No I don't think so, I think again it's just having a conversation through these technologies, so no.

### Researcher

OK, the phone

### C11

Yeah same there's definitely not its having a conversation.

### Researcher

Do you know Reddit?

### C11

Yeah that’s definitely is social media, I think yeah that's in the same category as Instagram and Facebook

### Researcher

OK, because?

### C11

Because it is, you post is there a picture or a comment or something and other people can share like comment on it

### Researcher

Pinterest have you used it?

### C11

Er, no I haven’t.

### Researcher

Do you know anything about it?

### C11

It is the same as Reddit, but it's more about about pictures.

### Researcher

Er, email

### C11

I don’t think that’s social media.

### Researcher

Tumblr?

### C11

Don’t know what that is.

### Researcher

OK. Minecraft?

### C11

That’s a game thing. It’s the same as Xbox and PlayStation so definitively no.

### Researcher

Google

### C11

Yeah, I no! That definitely isn’t.

### Researcher

Line of duty

### C11

No it’s a game.

### Researcher

This survey was done in February so just before lockdown. I'm wondering with all the things we've learned since lockdown, I wouldn’t have been surprised if I did the survey now whether youngsters might include or they use Google Hangouts schools or Zoom or Teams or whatever. Now what's your feeling on those products?

### C11

Er, yeah. I don't think their social media in the same way that Skype and…yes Zoom is just a newer better form of Skype. That’s not social media.

### Researcher

OK, that’s really good. That's really helpful, thank you for that lot. I asked the youngsters down the road were there downsides to social media? It was a free answer. They could write anything they wanted into the box. I'll show you their top answers in a second. But if I say is there a downside to social media and if so, what is it? What might you put?

### C11

I think number one is cyberbullying. If you’re being bullied at school in person you’d think if your at home you’d be free of all of that. It will be all right, be alone, have a safe space. And then you’d turn on phone and your getting all that, whilst still at home. That’s probably the worst thing about social media.

### Researcher

Any other downsides?

### C11

I think it makes people care too much about how they look to other people. Not both physically but also their thoughts and opinions and everything again too much about what people think of that.

### Researcher

The bit I didn't get from the youngsters, and forgot to ask my survey isn't about bullying so I’m not surprised it cropped up but I couldn't really get a sense of how prevalent that was as to whether a large number of people had at some point been bullied through social media, or whether a large number aware of other people, not necessarily themselves, coz they though they out to because they have heard a lot of people talking about it, but they hadn’t experienced it. What’s your sense from your friendship group?

### C11

Well, I think there is and there’s different severities of bullying, all the way down to little nit-picking comments. Its pretty much anything negative given on social media, I think could if enough of it could count as bullying. Which I do know lots and lots of people do have that.

### Researcher

Do you think the intent is to bully?

### C11

The intent I don’t know. I don’t know every person in the worlds views but don’t think, and I hope, isn’t bullying. I think it is a bit prodding…just a small negative comment, they don’t mean [indistinct] but they do do it.

### Researcher

Second thing in quite large numbers, from this particular group is that they don't like getting comments from strangers. Can you help me understand that?

### C11

Just let social media you can contact absolutely anybody and these being key stage three they’re still incredibly young as young as 11. And there are people out there who do and words and will see them as vulnerable and yeah they’ll try to exploit them in anyway.

### Researcher

So you're reading of that would be this this is probably adults making inappropriate approaches.

### C11

Yeah exactly.

### Researcher

Not from the survey, but from talking to some other youngsters, the other part of that is sometimes and this may be open a [Name of place] problem ,people feeling it was other people in the school having other accounts which had fake names, so it's not necessarily I’m getting comments from my school friends, I'm getting comments, they look as if they’re from my school friends, but no idea who's making it. So its more personal to me. They know me, but I don’t know who they are. Have you come across that?

### C11

No definitely not, that’s the first I’ve heard of that.

### Researcher

And then the other one was Trust. That phrase was used quite a lot, surprisingly a lot, maybe different contexts.

### C11

Year it could be used in many contexts and I don't know which their meaning would be.

### Researcher

Would you say trust is an issue on social media?

### C11

No, no I don't. I don't know how there can be distrust from social media.

### Researcher

Does [name of sibling] have social media?

### C11

No, not yet.

### Researcher

If you were giving him advice as he was setting off in the life of social media, or you have been invited to talk to Year 7 in [name of school] about social media, here’s some tips. What would advice would you give them, assuming that we are going to say its worth having?

### C11

I think the main one, which was the second one that was wrong with social media is, the strangers, the fact they can contact you, I would say to [Name of sibling]. I just thought now he does he has an account on my Xbox so and he's friends and he plays with them and yet we’ve made sure, told him many times that it's only his friends that he plays with. Not even like their older brother or something is just their friends and yet when he's older and everything gets other forms of social media I'll keep on telling him over over again I've told [Second sibling] many times, make sure that it's only people that you know person and can talk too easily person. Because if it's harder to talk someone in person than it is through online then, you should really be talking to them online then.

### Researcher

In terms of practicalities, how would that advice look in practise? So if a youngster had Instagram say or they had Snapchat or TikTok or something like that, is there anything they can do to prevent or reduce the chance of coming across strangers.

### C11

Yeah definitely. So I have all my accounts on private which means they have to request to follow me or have contacts with me. And I have had some random weird people who’ve requested to follow me … there’s just an ‘ignore’ button and they can go forever.

### Researcher

I’m interested that you’ve used the word ‘weird’. Are they weird because they’ve contacted you randomly or is there something about what you know about them that say…

### C11

Contacted randomly…

### Researcher

…so that behaviour is weird…

### C11

Yeah yeah, their behaviour is a bit inappropriate.

### Researcher

So it still needs the strength of character with the person, the user, to do the ignore but private bit helps a lot.

### C11

Yeah exactly. I mean don't really that much strength character and I think that is the person doesn't know that you’ve said no.

### Researcher

Are there people you follow?

### C11

Yes.

### Researcher

So the people who you would follow with public accounts would I guess for your celebrities…

### C11

… exactly and that's yeah obviously if you’re a celebrity you…

### Researcher

…that’s how you earn your money

### C11

…yes

### Researcher

Do you think from what you know of your friendship group that that their behaviour is equally sensible, or have you aware of any people who are just sort of accepting randomly body just sort of something so I got 500 followers

### C11

No my my friendship group, no I don’t think so.

### Researcher

Okay. So there’s the thing about strangers. Any other advice?

### C11

So other advice, I don’t know how to word it. About hateful comments, they’d receive. I don’t know what I would say as a solution really. Just tell someone else as well. Just so they know they could help you out with it. On all social medias you can block people so that they cant have contacts with you. And yeah, you can always do that. With hateful comments don’t take it to heard too much. Try and ignore them I think.

### Researcher

How easy is it practically to block someone? Is it technically in your face, or do you need to go deep into a menu to do that?

### C11

Er its not…it pretty easy to … most people they have … you click one button and it comes up with report, block, something else.

### Researcher

And you think most people could do that, once they have been shown.

### C11

Yes, once they have been shown.

### Researcher

So advice about stages, how to deal with comments which are unpleasant. Any thing else. Your comments could be positive.

### C11

Yeah, I don’t know anything positive. Just enjoy it really.

### Researcher

So for you what you see is the benefits of it?

### C11

Well yeah, I don't really know….just keep in contact especially over the lockdown. Being able to talk to my friends.

### Researcher

Do you think you’ve used social media much more in lockdown?

### C11

Well yeah definitely. So I mean as simple as for six hours a day at school I can't go my phone at all, where as for that six hours in download I’m actually on it, so yeah, at least plus six hours.

### Researcher

Were you talking to your friends, not just social things we talk about schoolwork ever? Or is there a strict divide between school work’s, school work and social media’s for fun.

### C11

Sometimes yeah if they needed help yeah lots of people came to me for help. But no, most of it is social. and three failed when I need it but no most fares so

### Researcher

Okay, this is I think the toughest question I've written. It's a very broad question and it may not have an answer. But is there anything about social media that you just wish you understood

### C11

I think again its the hateful comments Just because there behind the screen and they think they have every right to say it. I just don't understand why people would do that.

### Researcher

I've heard that a number of times, so it's quite a common thing and what just reflecting the answer back what's interesting is I've asked you a question about the technology and you give me an answer about human nature….

### C11

…exactly…

### Researcher

…because he's the humans who use it.

### C11

I think the technology itself and the actual platform everything's is all incredibly good and that why it's been created and everything. It's just yeah you have to factor in humans, which is always difficult.

### Researcher

You said you have an interest in an interested in bits of politics. Are there any social media and politics are there any places where those coincide?

### C11

Yes, on Twitter it very political. An I follow both labour and conservative. Just trying to get an idea of what they are both saying.

### Researcher

We’re done. So thank you so much. I tell you what, before we finish I’ll ask the first question again. If someone was to say social media, how would you define it?

### C11

It is a way of posting and sharing with other people that they can interact with it. It is a way of communicating with others.