# C5 – 250820

### In person

### Researcher

* **C5**

### Researcher

If you're talking to an older person and they said “C5, what’s social media?”, what would you say?

### C5

Its a form … it is usually in an app and it's … like on the Internet. You can connect with people usually not face to face, but you can post photos and videos and stuff. Like say, about them and then people can ‘like it’, and they can comment on it, and share it to other people usually, but it does depend on and which app it is.

### Researcher

Really what I'm interested in trying to find is the limits of where social media are. Because you may have 20 apps on your phone but they may not all be social media, but some might be almost social media or not and that's what I'm interested in.

### C5

Well with social media, as opposed to other apps … any form of like communication is social media, except for games. So any games on your phone their not social media unless the purpose (and I don't really know any like games or apps like that) where the purpose is to connect with people while playing a game. But I’ve never seen one like that.

### Researcher

We’ll have a chance to delve into that a bit further on, so do you do use social media?

### C5

I think I only have two so I have Snapchat and WhatsApp. I don't have Instagram yet because mum says “not yet”.

### Researcher

So, that's a mum decision, okay. Do you have friends who don't have social media at all?

### C5

At primary school I had this one girl who I don't even think has a phone yet, but she did have quite strict per parents… she doesn't have any social media. Ed told me that WhatsApp is a form of social media so most of my friends have that, but quite a few don't have Snapchat and Instagram which I’d had say others are top by two, other than TikTok.

### Researcher

Okay so your user of WhatsApp your user of Snap, OK. So my next question is what are the things, particularly those two platforms, that you really enjoy about it? What is it that they can do that you enjoy doing?

### C5

Well, on WhatsApp, I quite like that because I have an iPhone you can like create groups and I'm not good on my iPhone, but, and I don't know how to do it on my phone in just the Messages app, but I do know how to do it on WhatsApp. And you can, I don't know, more people use it and I’d say use WhatsApp more than Messages. So I wouldn't say there's anything in particular I like about it, just that other people use it and it's quite good to send messages to people. It's very good about your privacy and if you get someone who say, your friend like we started, or something and you lost their number and if a random number texts you, it will say ‘do you know this person? Do you want to add them to your Contacts or block them or report it? So I quite like that it protects your privacy.

### Researcher

You have control…

### C5

… yeah and with Snapchat if you do the single streaks where if you Snap; they have Snapping and chatting is when you just send a message and Snapping is when you send a photo. And if you send someone a photo everyday you get a streak higher and higher and you can get like … I'm not sure what it is but, um your Snap score goes up and it's something that makes you feel, people feel quite proud of themselves and stuff. And yeah it's got like filters so, I don't really use it, but you can take photos of yourself with filters on and yes I think that's why people tend to quite like it because you can make yourself look different. But the only danger is with Snapchat is it's not on phone numbers, but it will it can say like this person is in your Contacts, so several of my friends who I have their phone number and their Snapchat they and, I'm not friends with them, but then I've got a few people who I know in person but I don't have their phone number but I will know who it is, but some people don't know so that is a bit dangerous. And the other thing is if you can save like the messages, if you tap on it it's saved, but if not then they can be deleted, so, a bit dodgy.

### Researcher

Right. All sorts of questions there. Because Snapchat is one I really don't know it all well because I need to people do I know on Snapchat so most people use snapshots are very young that's not appropriate. Whereas I can go onto Instagram and find people of … so I'm interested in Snapchat. So to talk about you personally, do you have streaks with people like your friends?

### C5

Yeah

### Researcher

So what sort of numbers you up?

### C5

Well with different people it's different days, but with several I'm up to 100. And then there some where I'm just begun in the past few days last week….and it will come up with like a little fire emoji and then the number…

### Researcher

…so you said you feel a sense of achievement that you’ve managed to keep this going on. Is it also, in a sense, a pressure? Would it be dreadful if you were the one who failed?

### C5

No, no. Well some people do take it very very seriously and if you say loose your Wi-Fi or you forget for whatever reason, there are some people could be like “why did you do that, we had such a high streak”. But I think most people are still quite chilled about it…you know “well it happens!”

### Researcher

I'm interested in this this idea of of people being able to connect with you but you might not necessarily know who they are. So if somebody on your Snap community… do you have to request to become a friend?

### C5

Yes so they can't just say…

### Researcher

So what would you see on your machine as you’re receiving a friend request? You get their name?...

### C5

So they have like the name and then their username and the name is what you usually see first so…

### Researcher

So their real real name is first and then …

### C5

…but it's whatever they decide to put, so my name is my name but I could put ‘purple something’ and they have just see ‘purple’. And then you can see their username at bottom sometimes and so up the top they have your Bitmoji, which like what your character looks like, and Bitmoji another app where you can design what your character and if you tap on that they it's only for like personal stuff. And then next to it…

### Researcher

… but do they only get that if you allow them to be friends?

### C5

They don't get that, only I get that.

### Researcher

So, your personal details are kept to you.

### C5

Yes, so it'll be like your date of birth, email address, phone number etc. And then next to that there’s quite a long search bar and you can search for your friends. So if they say, “oh by the way, I've still got Snapchat but don't remember my name, can you look for me?” So if their name began with ‘A’, I'm done with A; their surname began with AB … and then they'll be a list of people who have AB and can add them. And then next to that there's this person and then a plus and that's where you pop up with someone who's added you and you can either ‘accept’ or you can ‘ignore’ it which is like declining. And then there's a list of people who Snapchat thinks you will know, because they are a similar age to you, or they live near to you or … and usually it can say something like ‘recently joined’ or ‘mutual friends’ which you don't really know what that means, or like ‘private account’ or something or ‘public popular account’ or something.

### Researcher

I don't know but I wonder if a ‘mutual friend’ is a ‘friend of a friend’. So you got a friend and their friendly is so and so and…

We talked about groups with WhatsApp…

### C5

… with WhatsApp yeah so you can have lots of different conversations. So ‘one on one’ (so with my parents probably or a friend) and then you can have one with a group of friends. So you can have, I'm not sure what the limit, is but when I started, when I first got my phone, loads of people making big groups for like the whole class and whole year group. And I didn't like them coz I just loads people I don't know. But you can have one with like 550 friends so you and four others and it can be like if you walk school together, or if its someone's party or birthday or whatever.

### Researcher

Have you created groups or have always been joined into groups?

### C5

I've created a few groups but usually if it's an stuff like in school where you get put together for work or if it's my birthday or whatever … but majority of the time because most people who have stuff to do that I do, they add me into their groups, but I do know how to do it.

### Researcher

And when you're communicating, you don't have to answer this, but when you're communicating on Snap or WhatsApp is most of your work text or are you posting pictures taking Snaps or posting images or videos or…

### C5

It's mostly text. Oh yes, on Snapchat there's like 3 different pages. So there's the one with all of your contacts, and then there's one with a photo where area where web-filters are will and another one where people put all their stories. So they could like him photos or videos of themselves. And sometimes it's stuff like, ‘I'm going to be out for the day, so if I don't reply, sorry’ and I don't want to send it to everyone, so just put it on their story.

### Researcher

So who could read your story, anybody who's in your friendship group?

### C5

I think there's like settings, I don't really know how to do it, but you can have public story, private story and worldwide story. So worldwide stories where literally the whole world, everyone on Snapchat, can see what you've put. Oh it's called like ‘my story’ and ‘our story’ and that's what I have at the moment. So my story would be, all of my contacts can see what I write, whereas ‘our story’ is the whole world. And then I think we can add 1 works like your private Storey where you choose you can see it.

### Researcher

So if you put something on our story does he get pushed to the other people or is it simply there if they come and find him it?

### C5

Also when you click your Bitmoji and you Scroll down there's a map and people can choose whether they see you…whether you see them or not. And they'll be like little … its a map of the world and there's like people’s Bitmoji, but the Bitmojis will only be of your contacts who choose whether you can see them or not. And then that there like glowing lights and if you press on the glowing light then that's the ‘Our story worldwide’ one. So [indistinct] on the map and then I go to America and then press it [indistinct] like California … this is happening, I went to the zoo or something…

### Researcher

Do you ever do much of that?

### C5

I have never put anything ever on ‘Our Story’. I think lots of people use ‘My Story’ for like happy birthday to whoever and then you can put any name, a user name, that's what lots of people do. So I've done that.

### Researcher

OK. Really helpful thank you.

I took a questionnaire down to a local secondary school in [name of town] and I spoke to their 7s and 8s, and I asked what are your favourite social media platforms? So if you were answering it you'd have gone whichever order it was, WhatsApp, Snap. I’m going to show you their most popular social media. Because we're talking about a school four or five miles, away I think if I’d done it at [Name of your school] I’d probably got pretty similar results

### C5

Yes it would be TikTok, Instagram, Snapchat in that order.

### Researcher

I’ll show you this was just after Christmas, it was Instagram, TikTok, Facebook…

### C5

…Facebook is for old people…

### Researcher

… and Snapchat doesn't appear in their top 20. Isn't that interesting!

### C5

Is PlayStation a social media? I thought it was just like the Wi or Xbox but obviously it’s the same thing

### Researcher

No, I am very happy for you to pick away at that list. Just because people….

### C5

…and Xbox the same. I don't know …

### Researcher

Let’s go down the list. Are you happy that they put Instagram as a social media?

### C5

Yes yeah lots of people like my friends use that

### Researcher

And TikTok? TikTok is very different to other social media isn't it?

### C5

It's sort of like … do you remember a couple of years ago there was Vine? There's lots of people have said is that Vine and Musical.ly have mixed together so on Vine you could make let like a sound that's what they call it about 10 to 30 seconds… I didn't have one coz I don't have a phone …10 to 30 seconds long and then, but on Musical.ly the popular creators I think I don't have Musical.ly either, popular creators could make a sound and then you could lip sync to it. But on TikTok you can do both and where the longest is 60 seconds I think. So yeah.

### Researcher

So did you say you have TikTok?

### C5

Yes

### Researcher

When you said the social media use you didn't tell me about TikTok

### C5

Oh sorry

### Researcher

No no don't apologise. Is that because you haven't thought about it, or in your head it's not social media.

### C5

Well it is social media that, I sort of think of it as social media, but at the same time because it's different to other social media is sort of … and coz it's quite new(ish)

### Researcher

Do you have an account?

### C5

Yes

### Researcher

Do you have to have an account to use TikTok?

### C5

Yes…well

### Researcher

…or can you come in as a sort of guest

### C5

You can come in, and just like have the app, but you can't ‘like’, ‘follow’, comment, share. So you have to have an account to do that. And to make videos you have to have an account.

### Researcher

So TikTok, Facebook is “an old persons account”.

### C5

Yes, some people do still use it but some younger do.

### Researcher

Why do you think Snapchat is missing?

### C5

Um, well you said this was at school in [Name of Town]. I'm not sure, but isn’t [Name of Town] like slightly lower down in the…

### Researcher

… it's probably a poor area…

### C5

Yeah, that's what I mean.

### Researcher

Is that enough to make a difference?

### C5

I don’t know. I would say that social media, and probably Snapchat, is it depends who has it that usually that will make you want it. So I got it because some of my friends had it and they were starting to use that more but now we use WhatsApp more. So I wanted to contact them more so I've got Snapchat. And I guess that's as if no one at that school had Snapchat then no one else would want it.

### Researcher

Twitter, are you happy that Titter is a social media?

### C5

Yeah

### Researcher

OK WhatsApp we talked about. What about Messenger

### C5

Isn't that like, it's a bit like WhatsApp? Yeah I’d say its social media, I'm not too sure about…

### Researcher

Messenger is like text. So it would be like texting someone

### C5

yeah

### Researcher

…are you happy that?..

### C5

…yeah that’s social media yeah…

### Researcher

OK. Even though you can't do groups? I'm not telling you’re wrong I just want you to think it through. So you can't do groups in a Messenger … easily … or can you? Perhaps you can groups!

### C5

Well I'm trying to say it's not, but I think it is because social media, I’m pretty sure the definition is something like any apps that has any form of communication with people, so…

### Researcher

OK, YouTube?

### C5

So yes yeah … because… if someone does a video you can like in the comments you can say and you can share the video and ‘like it’ and ‘dislike it’. But I wouldn't say it's a… it's a bit like…

### Researcher

You wouldn’t use it to arrange to meet your friends in the park…

### C5

No. It's a bit like TikTok, it's sort of a different type of social media.

### Researcher

So you're happy it's in the family of social media.

### C5

Yes I’d say it is because people do sort of refer to it as … it's like TikTok because on TikTok you wouldn't say like you wouldn’t organise to go out with your friends on TikTok … but you wouldn’t with Instagram either … possible … actually yeah on DMs you can.

### Researcher

Do you have Skype?

### C5

Yes, that's a social media.

### Researcher

Now you questioned Xbox and PlayStation there, I think you were saying ‘don't think so’

### C5

Well actually yes. Once you think about it. I didn't really think of it as a social media because in my opinion social media is sort of more apps, but you can play with other people and talk to other people on …

### Researcher

…you can, is that sufficient to make it social media?

### C5

I'm not sure …because… yes it's not really an app, I don't think, because you can, its like a hard device and there's lots of different games and like discs and DVD's. So I don't think it is an app so I'm not sure whether it is social media.

### Researcher

I’m going to keep pushing at this, can I just say there is no right answer on this, nobody in the world has written definition of social media which is great.

[Break while door is opened cool the room]

OK, so you're saying Xbox and PlayStation, probably not social media. You talked about it not being an app, and I know what you mean, because they're games machines. So do you think you would want to put the word app into your definition of social media? That it has to be an app?
C5

Yes

### Researcher

OK, I suppose I should ask the question, what’s app?

### C5

An app is … I’m probably not going to explain it quite right … but on your phone when you open it up on the home screen, there will be lots of different icons. And if you touch the icon then you go into usually either a game or social media or something settings up the phone, so settings like App Store, photos. So there's their all apps.

### Researcher

You explained that well. Let’s quickly whittle down the list. Do you know Twitch?

### C5

I don't know about that.

### Researcher

Discord

### C5

Don’t know

### Researcher

Phone?

### C5

It’s not a social media.

### Researcher

But that’s communicating.

### C5

Yeah, but it's the apps that you use so not the…

### Researcher

So it doesn't meet the app criteria.

### C5

Yeah, no.

### Researcher

Fine. Do you know Reddit?

### C5

Its similar to Pinterest I think, but I don’t know.

### Researcher

Do you have Pinterest?

### C5

Yeah. Pinterest I would say it's a social media because you don't post things on it and people could comment on it and say you been ‘like it’ and share it actually can't ‘like it’ but yeah

### Researcher

Mail, email. Happy that the a social media?

### C5

Yeah because you communicate with people on it and you can use it to send things to people and photos and stuff.

### Researcher

Tumblr?

### C5

It’s dating site isn't it?

### Researcher

I think you're thinking of Tinder. Tinder is a dating site. Tumblr?

### C5

No

### Researcher

OK. Minecraft?

### C5

I think you can get it as an app on the phone, so yeah…wait oh I don’t know .. . if you can talk to people on it then yeah

### Researcher

I must confess, I don't know, so if you can't talk if its just a game…

### C5

We play it at home we do it in like private mode, I think so its just you.

### Researcher

But you think there might be a public mode which means you play along with others.

### C5

Yes [indistinct]

### Researcher

Google?

### C5

Well it’s the Internet which … I wouldn't say is social media though cos you use Google more and Safari I’d say isn't social media. You use it more to look for definitions and stuff and you wouldn't do that on Snapchat or Instagram or whatever.

### Researcher

Not unless you wanted the public opinion. What’s the last one, Line of Duty.

### C5

It’s a Xbox game, like a fighting game. I don't know that much about it so, pass.

### Researcher

OK. So apart far from Snapchat, which was interesting, yeah you're the first person who spotted that wasn't there! One of the other questions on the questionnaire asked the young people do they see any downsides, any negatives to being a social media user?

### C5

Well, so on SnapChat random people can add you, but it is yourself decision on who does that. And on TikTok is similar because you can get like followers and you follow other people. But if you set your account to private then you can decide who follows you, but if it's public then anyone can follow you … on Instagram as well, and I think Facebook and Twitter, I think sort of the older Gen X I think, they think … I'm not sure what they think, I but they think its really negative because it's … like you get jealous of other people … which yes can make … if you see like your friends out, and they didn't invite you, that is their problem, but it can make you sad. But that only very rarely happens so yeah

### Researcher

OK. I'll show you what the other school came up with. It was an open question so I actually had 400 different answers, so I had to do a bit of sort of trying to sort similar answers together and they came up with these three. They're all pretty similar. So the first one is bullying. Would you say that's a particular issue … its doesn’t have to be a personal comment to you but do you think across your friendship group…

### C5

…Yes it is. Because people, some people think that because you’re behind a screen year you can be a different person.

### Researcher

OK

### C5

Strangers.

### Researcher

Yeah you mentioned that. Do you have any idea in your head as to who the strangers are?

### C5

They are usually men, males. They are either, I think usually teenagers who just want to know people, or middle aged to older men who like something, paedophiles so…

### Researcher

Yeah. In the conversation I had down at [Name of Town] with some of their students I think, I don't disagree with your answer, but some of them … I think that there's an issue there of people having multiple accounts, of their own year group. And therefore you might know Billy as Billy and you might get comments in which are very personal to you cause they know a bit about you, something identifiable and then you get comments about that from somebody called Frankenstein so that's why I wondered if that was also about strangers.

### C5

Yeah that does sort of annoy me a little bit when people have more than one account. I sort of don't mind when there's two, in case. And usually people call them a backup account in case their main one gets hacked or whatever. But when they have like 5 or something that does annoy me. Because one of my friends she has several accounts, and it is because she's quite forgetful, so she forgets the passwords to them. So she will make ‘account one’. And then she’ll make the backup account. But then she will forget the password to ‘account one’ so then she makes ‘account three’. But then she forgets the password to ‘account two’ and so on and so on.

### Researcher

And as a friend you just keep changing who you following coz she's …

### C5

Yeah and then she remembers it, and then you have to go back to it. But she does usually put her name or like her nickname on it so I do know it's her… but it does annoy me when people have more than two.

### Researcher

So your friend … is that the only example you could think of where are you where are the people who have more than one account? I hear you're counting a backup.

### C5

Some of my friends have had several. One of my friends from primary school he’s … a bit I don’t know, not crazy exactly, but eccentric; and he would come up with like names that he thought were funny and most my friends their profile picture is a picture of themself or like a cartoon that looks like them, or whatever. But he had just like random ones and yeah … so I mean I knew it was him but then he got… yeah he cos actually had his main account with his name and then his second one and I knew it was him so I [indistinct]. But then I got, … cos I have a private account and I got loads of ones coming up with so and so has requested to follow you, and so it did sort of freak me out of it because it didn't have his face or his name, so yeah.

### Researcher

So how do you resolve that? Do you just say ‘no’?

### C5

I've said no, in case it was some random person.

### Researcher

And the third thing, was the idea of trust came through.

### C5

Yeah I think, if you want to say like a secret, you should either do it … you shouldn't really do it with your phone around. So either you should do it calling to someone or face to face but probably not video calling them or Facetiming them.

### Researcher

Why?

### C5

Because some phones I think or some apps they like record it and yes so it could be something really embarrassing like ‘so and so wet themselves’. And then a friend could record that someone could find that recording and send it to everyone.

### Researcher

OK. Good we're getting near the end. Either picture your younger brother, who doesn’t as I understand have social media.

### C5

He doesn't have a phone, he just got too addicted to it, and it wasn't a proper phone it was like my old one but the contract run out and he's like then I have that message.

### Researcher

But I want to picture that you're giving advice now. Either too [Name of younger brother] for when he's ready to start properly using social media. Or maybe they invite you to talk to Year 7s. So here's the question, what advice would you give other people about using social media, so that they use it well?

### C5

I think listen to the age limit. So Instagram, TikTok, Snapchat they will have age limits I think and some other do.

### Researcher

Do you know what the age limit is?

### C5

Um, I think for Snapchat is like 12, Cos it used to be 16 and then they changed it to 12. And I think TikTok and Instagram they're both 13 I think. Yeah, listen to the age limit because I think that once you're that age you should be responsible enough for … and they are there for a reason. So, and I also, this is my personal thing … it annoys me when those people who are like in single digits who have a phone, because I don't think they should. Especially when there’s social media. I'd say wait until you're in secondary to have a phone yeah. Just because when you're older and you're more mature and you know what to do and, yeah I'd say when you were younger so below the age of 16, if you get a social media account make sure you can decide who follows you and know who sees what you post because: we had to do this thing one lesson where this old detective can discover these things from a mothers photos. And he managed to find out what school they go to, the shopping centre near them, the park near them, how often they go there etc. So, also be careful what you post and be careful being posted to, because there could be someone who follows you and you don't know who it is and they can discover where you.

### Researcher

So, we got we got things about don't start too young keep to the advised age group limits, you've got advice about what you post, and being aware that if you put too much personal stuff out there people can find out about you. Anything else?

### C5

Yeah, don't bully people online. You shouldn't bully someone anyway. But yeah online it can just it will just be there forever, and that person could be scrolling through, and he could have resolved the issue, but they could be scrolling through to find whatever, and they could just come across that, and it's just not nice.

### Researcher

Okay. So you mentioned some, they’re not negatives but it's about the dangers of, isn't it. Any advice that you might give [Name of younger brother] that’s positive?

### C5

…I’d say, do keep in contact with your friends though. Especially now, because you will miss them quite a bit and yeah

### Researcher

Do you think you've used social media more since lockdown?

### C5

Yes definitely especially since the summer Holidays began. But like even during school work because we had to use stuff like Microsoft Teams. When we were still doing school I used to FaceTime one of my friends every Sunday evening. And just talk about what we did that week have you been struggling on any work, etc etc. And it was quite nice for me because I've still got to talk to them and see them. Yes so I'll definitely do that, we should probably get back to doing that but we stopped…cos we get to meet up in person now. But yeah, be nice to your friends on it, and don't contact [indistinct] friends.

### Researcher

I've just thought of a question from back on way way back here. This survey was done in February. I'm wondering if I did it now, whether they would stick in things like Zoom or Teams or Google Hangouts. Do they count your book as social media?

### C5

Yes both of them because Zoom is like Skype and Teams is a mix of email and something else, I can’t remember, like messaging. Cuz at one point teachers did this thing where they would like record themselves during the lesson and then broadcast it to everyone so a mix with, think camera and I don’t know.

Researcher

Ok, Would you share your holiday snaps on Zoom or Teams?

### C5

Well yeah, I think it's a bit…I’d day Zoom and Teams and Skype and YouTube and Pinterest they’re all sort of their own form of social media, because they are social media but…

### Researcher

…they didn't deserve the full gambit…

### C5

Yeah

### Researcher

Okay, very good, nearly there. There's an open-ended question for you. Is there anything about social media that you wished you understood? I wonder why? What if?

### C5

I sort of get it, but why people feel the need to post like what their doing. I mean some of that I do get, like if its pretty scenery. And people say, ‘oh yes, that looks nice’. Or, I don't know what …because it can make people feel sad that, ‘oh, they're not doing that’. But also I do get why they do that, because they want validation and be appreciated. But like no one ever saw … I don't know I don't think anyone messaged them about it says, ‘Oh yeah that looks nice’. Maybe it just because we’re teenagers but yeah…

### Researcher

What's interesting to me I asked the question in my head which I thought was around the technology what you've done is you asked about the people who use it. Which is fine that's good. Because it's social media, the people is an important part of it isn't it. So do you have any questions about the tech the technical side of it … or how it operates … what it does?

### C5

Well I've never so thought about it because… I don't know when it comes to technology …

### Researcher

… you’re a user…

### C5

I sort of do wonder how they programmed it and yeah how they managed to do it all but yeah… I'm not really sure. Yeah I like how they programmed it to connect one person with another and to post a picture

### Researcher

Hey we're there! Thank you. You have been a star. If I asked you the first question again, because you came to it cold, ‘what is social media’ you just gave me an answer which is good. Having spent half an hour chatting about it, do you think your answers changed?

### C5

I don't really remember I said the first time

### Researcher

No nor do I, so if I said what’s social media? What would you say?

### C5

I’d say, it's usually in the form of an app, it has the Internet. It has to be connected to Internet to work. The majority of the time, bar a few, you can communicate with people: either one on one or in groups. You can post photos and videos. Yeah that’s it.