# Diary study of COVID-19 remote working and technology use

This study aims to understand the use of technologies for remote working necessitated by the COVID-19 outbreak, or to explore those continuities that persist despite it. Many of the activities that we once carried out face to face have had to be replaced by digital channels. We’re interested in understanding the effects of these changes on how users feel about the nature of what they are doing, and how effectively technology is supporting it.

Is digital better than physical? Is it worse, or is it just different? If so, how? What frustrates you? What do you enjoy? What surprises you? What do you miss? What are you happy to be rid of?

To take part in the study, please use the diary form below. There are two ways to do this:

1. Keep the diary for between 2-5 days, and list all the tasks you undertake, regardless of technology use.
2. Keep the diary for longer and only enter your thoughts when you use a digital tool to replace a physical interaction (eg using Zoom instead of having a face to face meeting)

You are welcome to do either.

When you have finished, please simply email it back to covid.techstudy@durham.ac.uk

We will anonymise all data, so nothing that you say will be associated with your name - which will be replaced with a participant number when the data is processed. Any material that might identify individuals will also be removed. We ask for your age and gender for demographic purposes, but if you prefer not to divulge such details, please leave this part of the form blank.

Diary studies work best when accompanied by focus groups and interviews- remote ones, of course- of a small sample or respondents. So if you would be willing to have a short follow-up interview, or take part in an online focus group, please indicate this on the form.

Thank you for your interest in our study.

Best wishes,

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Name: Date:

Age: Gender:

Would you be willing to be interviewed?

Would you be willing to take part in a focus group?

Please fill in the table below giving a short description of the activity that you were undertaking and any technology that you used to do this. Please log a new task when you feel that you have changed to another, different activity. Feel free to be as discursive as you wish. We are especially interested in any problems that you may have, and what you like and dislike about using a given tool or technology. So please be honest.

We’ve filled in a sample entry, which we hope may be helpful. Please add more rows to the table as necessary. Keep the diary for a minimum of two days- longer if you wish.

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| --- | --- | --- | --- | --- | --- | --- |
| **Your location** | **Usual location of activity** | **Description of activity** | **How did it go?**  **(better/worse/different?)** | **Date** | **Start time** | **End time** |
| Kitchen table | Cafe on campus | Informal meeting about new research idea, with two colleagues. We used Skype | Seemed OK. The connection was a bit slow though, so we were voice only. It was odd not being able to see who I was talking to. At least we didn’t have to queue for coffee!  Still prefer face to face- more sociable | 31/3/20 | 11.15 | 11.50 |
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