

1 **Interviewer:** Recording... Yes, now you should be able to see it.

2 **Participant:** Great.

3 **Interviewer:** Alright. Okay, good. So, we'll try to go step by step here but feel free to
4 move around and just... describe organically, so to speak. I want you to think, like,
5 starting with the planning phase, you don't have any data maybe there, but you're still
6 maybe thinking about the data. So, what tools do you use here and what... Do you look
7 for support in the planning phase or do you use any specific tools. Did you incur any
8 costs for planning to work with data or starting to look at data, so to speak.

9 **Participant:** I mean the planning phase... Again, you know for me, because my main
10 my main data has been interviews... Then it's in terms of the resources I need there's
11 not really so many there, I would say. I mean, a big question always is the ethical side of
12 it and that's been a big cause of discussion at our department. Because(--) So, for
13 example, my research topic is intercultural communication. And then you're getting into
14 ethnicities and... cultural backgrounds, so... So that's been a big... The ethics side of it
15 in the planning has been a big topic, I would say. Well, generally, I would say for us here.
16 And, you know, being careful not to get into too sensitive topics.

17 **Interviewer:** And... Do you make use of any support, like when, for instance, writing the
18 ethical committee application?

19 **Participant:** So, with one of my articles, I was in discussions(--) I actually applied(--) I'm
20 in the process of doing a PhD. And... now I'm, I've just finished the fourth article. But in
21 the second article, we applied for ethical approval on national level. I can say generally
22 that's been quite(--) And then I got the response that I didn't need to have ethical
23 approval, because it wasn't, the data wasn't sensitive in their definition. But it's... I did
24 talk to(--) Now the ethical committee has been rearranged here at [university], so you
25 can get better support. But for example, then, in my case, I was talking to lawyers here
26 at [university], talking to the group responsible for ethics at that time, just to make sure
27 that the data I collected was going to be, could be ethically approved.

28 **Interviewer:** Okay. I see. And did you have any issues with that? Did you think it worked
29 or?

30 **Participant:** So, I mean, at the time, the biggest problem was actually the ethical
31 approval on national level, because that's very slow. But that's nothing that [university]
32 can do much about. And I say, I think what [university] has done is... set up(--) We have
33 this clear support on the ethics (.) side of things. So, yeah, there's no big issue. Well, I
34 haven't had these conversations for a while, so I don't know how it works now, but I
35 assume it works better.

36 **Interviewer:** Alright. Okay, great. Is there anything else you want to add to the planning
37 phase?

38 **Participant:** No, I don't think so.

39 **Interviewers:** Okay, well, there's time to add later on if something else comes up. So
40 then we'll go to maybe... Yeah, a more intensive part for you, the creating or collecting
41 of data. And then the same set of questions applies here: tools or support that you have
42 used and then issues that you have met in this. And here you can go into as many
43 specifics as you like, if you want to, or you can keep it general.

44 **Participant:** So, yeah... When(--) I mean on a fairly basic level I think, tools wise, I
45 mean in the sense that (.) Well, I've been doing what I guess you're doing now, which is
46 transcribing the interviews and saving those files. What has been(--) And then doing a
47 transcript... And that I've been doing through Microsoft online tools just to generate a
48 transcript. And then clean those up and then I put those into NVivo, for the analysis. And,
49 again, one issue has been making sure that these files aren't available. I mean, it's the
50 ethics side to making sure these files aren't available to... sort of, more generally. And
51 now that we have things in the cloud and we have(--) It used to be that I would save
52 things on an external hard drive (.) to make sure that, well, that there was no way that
53 anybody else could get access to those. Now I save them in the cloud in my documents
54 because I've been talking to IT support here and I've understood that only I have access
55 to them there. And then there's... and they're backed up.

56 **Interviewer:** Yep.

57 **Participant:** So, it's those two concerns, really. One is that making sure that those files
58 are private and... Two, making sure that the things are backed up. I've also conducted
59 interviews with people in companies. At Volvo, for example. And then this was a much
60 bigger concern than the university environment.

61 **Interviewer:** Do you have to write any sort of NDAs or anything like that when
62 interviewing?

63 **Participant:** Exactly. Yeah. And for example, they're quite concerned about interviews
64 being recorded. And so, there's obviously much more concern about how that data is
65 saved and who has access to it.

66 **Interviewer:** Right. And do you look for support when coming to the NDA phase or how
67 you are going to work with data?

68 **Participant:** Yeah, I mean, in that case, I involved the [university] lawyers and we
69 discussed. And then in that case, I only saved... I saved everything on except for the
70 external hard drive that nobody, so to, yeah, to be absolutely sure.

71 **Interviewer:** Right, yes.

72 **Participant:** But yeah, obviously it's... It's stricter depending on who you're dealing with.

73 **Interviewer:** And from what I understand, then, you don't really either collaborate with
74 other researchers so that you don't need to share the raw data, at least. [inaudible]

75 **Participant:** No, we collaborate on the writing of the papers and(--). But then I don't
76 share the transcripts in the entire form. I share just parts of it for analysis.

77 **Interviewer:** Okay. And for that do you use any particular tools or do you just send a link
78 or an email, or?

79 **Participant:** Yeah, so that I've been on a very, very sort of basic level and I just send it
80 as an attachment in a mail to parts that we're going to be looking at.

81 **Interviewer:** I just had one little other questions then. So, when you mentioned the
82 Microsoft, then you're essentially using [university] own Microsoft tools, right?

83 **Participant:** Yeah.

84 **Interviewer:** Yeah, and you mentioned that so, yeah. Interesting.

85 **Participant:** And I've also used Microsoft Forms. So, for example, I had with one paper
86 the data collection was with students writing a diary, a weekly diary. Then I've used
87 Microsoft Forms for that. It was also a conversation that I had about... Yeah, which
88 forms where the data would be safest. I got the advice to use Microsoft Forms rather
89 than, for example, Google Forms or something.

90 **Interviewer:** Yeah, exactly. I think it's because we run a version, our own instance of
91 Microsoft Forms at [university] so sort of the data ends up saved on [university] servers
92 rather than being shared.

93 **Notetaker:** Did you say online tools or [inaudible] tools? [speaks quietly]

94 **Interviewer:** Yeah, online. [speaks quietly] (.) Did you find any particular issues with this,
95 with this part of the process that you want to bring up here? With support or
96 infrastructure or tools?

97 **Participant:** No, not really. Again, the main sort of... The main headache has been (.)
98 just making sure that the privacy aspect... And also, I've had problems with NVivo, but
99 I'm not sure if that's something that's relevant for you.

100 **Interviewer:** Well, yeah, in a way it is as well, because it's still something that is
101 provided by [university]. So, I know that some other people have sort of started moving
102 away from NVivo because they find the tool doesn't really fulfill all of their needs, so it's
103 a very valid observation as well.

104 **Participant:** Okay. I mean, the issue for me with NVivo was that (.) it just lost my data.

105 **Interviewer:** Oh!

106 **Participant:** Yeah. So, I input the data in there and I started analyzing and then there
107 was some kind of, they updated the system, which they do pretty much continuously,
108 which I guess is a good thing. But somehow my data just wasn't there when I went to
109 open that project. The data was gone and I was in touch. And then the support is pretty

110 useless because I couldn't have any sort of phone contact with anybody. So, it was all
111 by mail, and they were sort of insuring me that they were giving me the steps to follow to
112 get the data back. And I never got it back, actually. It was(--) I just had to start the
113 project over again.

114 **Interviewer:** Oh, wow.

115 **Participant:** So that was, yeah, on the support side. I mean, I still use NVivo because it
116 is one of the tools we have access to for free. I know that, let's see, it's Max something
117 that a lot of people use. Something called Max, I can't remember the name. But anyway,
118 other tools you need to pay for yourself, and then you don't get any [university] support if
119 things go wrong. At least here I could talk to [university IT support] And cross fingers, it's
120 worked since then, but that was really not fun.

121 **Interviewer:** No, no, I can understand that. That sounds very painful. All right. I think we
122 can move on to the analysis phase. You've already mentioned analysis a bit here with
123 NVivo as well. Yeah. So, they're sort of melting into each other a little bit, perhaps. But
124 again, with tools you support used and how you store the data, this is something that we
125 could have brought up even in create and collect. But we can use it even for analysis.
126 So, like where you store the data and which tools to use for analysis. And if you have
127 any support here.

128 **Participant:** Yeah, I mean, just really to, I guess, sort of reiteration what I said already
129 with, I mean, the main analysis tool that I've been using is in NVivo and not just for
130 transcripts, but also for a little literature review and using it for analysis of that kind of
131 data as well from the articles that I collected. But in terms of literature for you I used an
132 online tool called Rayyan, R-A-Y-Y-A-N.

133 **Interviewer:** R-A-Y-Y-A-N all right.

134 **Participant:** It's freeware and basically, it's a way to collect large amounts of articles
135 and sort through them very quickly and easily. (.) And then, I mean, reference tools, like
136 in my case, I've been using EndNote as a reference tool.

137 **Interviewer:** Okay. Let's see. With regards to, so at this point, you're still using software,
138 which is free, right? There's no cost incurred for tools or support, essentially?

139 **Participant:** No, not for me, no.

140 **Interviewer:** And storage-wise, both here and in the creation phase, are you storing
141 locally? Are you storing on [university] IT servers, OneDrive, or you mentioned hard
142 drive at one point, for instance?

143 **Participant:** Yeah, so initially I was saving everything on an external hard drive. But now
144 I'm saving it all in OneDrive. In documents on OneDrive.

145 **Interviewer:** And, yeah, of course, you don't have enormous data sets because you're
146 getting rid of the recordings quite quickly as well. You're just saving the transcriptions, I
147 guess.

148 **Participant:** Yeah, exactly.

149 **Interviewer:** Let's see if there's anything else. Yeah. Do you use any support functions
150 at this stage of the analysis phase or is it pretty much the same as the creation phase?

151 **Participant:** Yeah. No, I haven't used many support functions for this, no.

152 **Interviewer:** Is there anything else you want to add here? Any issues that you've met?
153 Anything specific to the analysis phase?

154 **Participant:** No, I don't think so... I mean, there's always(--) I mean, anytime you use
155 any sort of new software, whether it's NVivo or EndNote or any of these things there's
156 always that startup time...

157 **Interviewer:** The learning curve, so to speak.

158 **Participant:** The learning curve of getting to grips with a new system and the
159 possibilities of that and so on. I sit with the librarians here, so I can get a lot of help with
160 EndNote, for example.

161 **Interviewer:** Yeah [inaudible]

162 **Participant:** NVivo, I found that (.) we use it quite a lot in my department, but I don't
163 think across [university] it's so well known. And I found that when I phone, for example,
164 IT support, they don't really have much idea about what it is and how it works.

165 **Interviewer:** Yeah, it's a sort of minority tool at [university], I think. (.) Alright, sounds
166 good. We're going over now we come to the make available part and you mentioned, of
167 course, that you don't make data available because it contains personal information. If I
168 understood correctly. Have you been required to do anything by journals like sometimes
169 journalists ask for a preview link for data or that you share some kind of data, anything?

170 **Participant:** I haven't, no. I haven't been asked to make anything available. I mean it's
171 always part of the process of submitting an article that they want to know if you have a
172 dataset that you can share. But, yeah...

173 **Interviewer:** Yeah. But you still...

174 **Participant:** [inaudible] Yeah! And that's that.

175 **Interviewer:** That's that. (.) Alright, let's see. Do you still store this transcript? Well, we
176 come to the Preservation, but we can jump directly there. So preservation wise, do you
177 store any... anonymized data like transcripts or maybe secondary data that you've
178 extracted from the transcripts after analysis for instance or anything like that. It doesn't
179 need to be the raw data but it can also be a derivative of that.

180 **Participant:** Yeah, so when my participants engage in the interviews then they sign a
181 consent form where I say that I will keep the data for two years because it always takes
182 time to get things published and so on. So, I keep that data for two years and then the
183 analysis data, so the data in NVivo, if NVivo doesn't lose it, then that's the coding and so
184 on from that I keep in NVivo.

185 **Interviewer:** And do you then, when you store it, you are storing it on OneDrive, right, I
186 guess?

187 **Participant:** Yes, that's right, yeah.

188 **Interviewer:** And the NVivo, then you have it in NVivo, so you don't have a backup for it,
189 I assume. Maybe it's not even possible to back it up from in NVivo.

190 **Participant:** It's possible, yeah. I mean, so the files that are uploaded into NVivo and so
191 on, they're also on OneDrive. So, I have an NVivo folder on OneDrive and I can make
192 backups of those, which I do, of course, now. I mean, you always have one disaster,
193 right? And then learn from that.

194 [both laugh]

195 **Interviewer:** Okay, so I guess here maybe you don't really actively need any support or
196 any other tools than OneDrive then, or do you?

197 **Participant:** No, I don't think so.

198 **Interviewer:** No. And I guess this backup still goes under your basic OneDrive quota,
199 sort of.

200 **Participant:** No.

201 **Interviewer:** Right. Support functions. Let's see if there's anything else here. Right.
202 Okay. So, at the end of preservation, then you just go through the old stuff and delete
203 after two years, essentially.

204 **Participant:** Yeah.

205 **Interviewer:** Okay. Final one. We're going quite quickly here. Final one, reporting. So,
206 this is (.) I find the section a bit unclear because reporting maybe has to do more about
207 the project as a whole than about data. Do you do any sort of reporting back to
208 [university] or to anyone else, like funders, about data produced or what you did with
209 data?

210 **Participant:** No, I mean, I've only had one externally funded project and there was no
211 demand there to report back on how data was used. So, yeah, that's not been part of it.
212 The only sort of reporting I do in that sense is what is written up in the articles.

213 **Interviewer:** Right. Yeah. Yeah. Yeah. I guess all the sort of reporting is up front about
214 what you intend to do with the data and then sort of free to work on. (.) OK. Yeah. You
215 want to add something else?

216 **Participant:** No.

217 **Interviewer:** Alright. In that case, if I may take you to the dream scenario now. If
218 everything worked exactly as you wished and you had all the resources available, would
219 any of this look any different and how would it look like in that case?

220 **Participant:** I think as I'm a PhD student sort of [personal info redacted] and always, as
221 we talked about before, there's... this learning curve initially about, one, what's available,
222 and that we can see to a certain extent in the [university], the software tools you have.
223 But, two, what(--) I mean, in our case, so it would be some kind of workshops in both the
224 kind of safe storage of data when we're talking about this very sensitive ethical issues.
225 So, it would be sort of more on an information level and also in terms of sort of saving
226 things, how to make sure that you can guarantee privacy concerns.

227 **Interviewer:** Yeah, yeah, I understand. And anything else (.) in the dream scenario here?

228 **Participant:** Dream scenario would be getting knowledgeable back up for NVivo.

229 [both laugh]

230 **Participant:** So, it's still... Yeah, it's a system that not many people know about and
231 that's it.

232 **Interviewer:** Right yeah, so, you want support to be able to help you with NVivo
233 essentially here?

234 **Participant:** Yeah. So, when (.) [mumble] When the project was lost and it was... I got
235 some backup from IT support and they really tried to help out but it was yeah, we were
236 all, both kind of trying to learn, teach each other.

237 **Interviewer:** I see. [smiles] Okay, that's... Yeah. In that case we can go over to the last
238 phase and this is the (.) funny phase which is we're going to put smiley faces on the
239 different steps. The idea is how satisfied are you with what is available in terms of

240 support infrastructure and know-how from [university] in supporting you with your work
241 with data during these different phases, right? So, you can start from planning and just
242 go through the whole process.

243 **Participant:** Yeah... Well, planning I would have the sort of the middle face, so kind of
244 okay, but there was a lot of questions that were difficult to answer and say that maybe
245 that's improved since but... Okay, but could be better and the same thing with the
246 creating, say with the support around NVivo because... So, when the shit hit the fan it
247 was difficult to get support with that. (.) Then I think with the preserve then I think it's fine,
248 because as far as I'm aware the only thing would be getting, well, knowing that
249 everything is secure. That's, that that worries me a lot. (.) Yeah, report, I mean, fine.
250 There's nothing, nothing much to say there really, in my case.

251 **Interviewer:** And what about Analysis and Making Available?

252 **Participant:** Yeah, I think it's fine. Yeah. So happy, happy face.

253 **Interviewer:** Happy face. Okay. (.) Okay. Let's see if there's anything else to add. Right.
254 No, I think that's about it. Would you like to add anything else? This information, we at
255 [university] are going to make use of to try to improve the services and support provided
256 to researchers. If you have any other message you want to send, now was a good time.

257 **Participant:** No, not that I can think of, not that they haven't come up already. So, I think
258 that was good.

259 **Interviewer:** Alright. Well, you know what we are now, so you can always come and
260 find us or email us. I think that's about it. Thanks a lot for your time, [Name].

261 **Participant:** You're welcome. Thank you.

262 **Interviewer:** I hope that we'll be able to use your feedback to build our services.

263 **Participant:** Great!

264 **Interviewer:** Right.

265 **Participant:** Great, thanks a lot.

266 **Interviewer:** Great. Have a nice day!

267 **Participant:** Thank you!

268 **Interviewer:** Bye!

269 **Participant:** Bye!