**Moderator**: Thank you guys for participating in this focus group. This focus group is for MCM 431. It basically talks about Social Media Networking Sites and your activities on Social Media. I’ll start by introducing myself, my name is Youmna, I am going to be your moderator. I just want to tell you guys that this session will be video-taped. Now I want you guys to introduce yourselves. Tell me your name your name, your major and standing.

**Person 1:** Hi my name is Omar, my major is Civil Engineering and I am graduating this semester

**Person 2:** Hi my name is Nour, I study Marketing and I am a junior

**Person 3:** Hi my name is Yara, I study Psychology and I am a junior

**Person 4**: My name is Ghazal, my major is Computer Engineering and I am junior

**Person 5:** My name is Hadi, I study industrial engineering and I am a junior

**Person 6:** Hi I am Andrew, I study economics and I am a sophomore

**Moderator:** Now that we got to know each other, I’m going to start with the questions. Can you state the Social Networking Sites on which you have a profile?

**Person 1:** I have accounts on all social media sites, Instagram, Snapchat, Facebook, Twitter

**Person 2:** Me too, Instagram, Snapchat, Facebook, Twitter

**Person 3:** I have accounts on Instagram, Snapchat, Twitter and Facebook

**Person 4:** : Instagram, Snapchat, Facebook, and Twitter

**Person 5:** : Instagram, Snapchat, Facebook, Twitter

**Person 6:** : Me too, Instagram, Snapchat, Facebook, Twitter

**Moderato**r: So basically all of you have accounts on Instagram, Snapchat, Facebook, and Twitter. Which devices do you frequently use to access these social networking sites?

**All of them:** Mobile

**Moderator:** Would you consider using your laptop?

**Person 6:** Yes for Facebook

**All of them:** Yeah Facebook on laptop

**Person 1:** I prefer using Facebook on the laptop to watch videos

**Moderator**: Do you use Social Media Sites during class time?

**Person 1:** Definitely

**All of them:** Yes!

**Moderator:** How frequently do you check Social Media in classes?

**Person 3:** Most of my professors have a strict no phone use, so not very frequently. But I check my phone whenever I can.

**Person 1:**  Or you can open the laptop and check Whatsapp through it in class. That’s when I use the laptop!

On average how many do you use social networking sites for?

**Person 3:** 16 hours! As long as I am awake. My phone is always on me all the time.

**Person 6:** 5 hours

**Person 4:** yeah 4 or 5 hours

**Person 2:** half an hour or an hour tops

**Person 1:** my phone tells me my screen time is 6 hours a day.

**Person 3:** 16 hours only the during the summer, now it is between 7 to 10 hours so whenever I am not sleeping

**Moderator:** What do you usually do during those 7 to 10 hours?

**Person 3:** I scroll on Twitter, check snapchat, chat with my friends or watch Netflix. It is mostly entertainment.

**Person 1:** Is Netflix counted as a social networking site?

**All of them:** No

**Person 3:** oh okay so a bit less than 7 hours on social media

**Moderator:** How many contacts do you have on social networking sites? Like followers for example

**Person 3:** like in total all of them?

**Moderator:** no, each of the sites, let’s start with Instagram

**Person 5:** 400 plus.

**Moderator:** do you know all of them?

**Person 5:** yes

**Person 6:** On Instagram I have like 5,000 but I don’t know all of them. I know like half of them. But like on Twitter I have 50 followers, so like the difference is a lot.

**Moderator:** yeah, what about the rest of you guys?

**Person 1:** I have like a 1,200 on Instagram

**Moderator:** Do you know all of them?

**Person 1:** Most of them

**Person 2:** it is the opposite for me. I have more followers on Twitter than Instagram because I don’t use Instagram a lot. So I don’t know all of them on Twitter

**Person 1:**  usually twitter has less followers because in my case I only have close people on twitter

**Person 5:** I don’t know half of my followers on Twitter

**Moderator:** So you guys accept random follow requests from people you don’t know?

**Person 1:** Sometimes

**Person 5:** It depends on their profile

**Person 3:** On twitter my account is public, so anyone can follow me I don’t necessarily follow back. But for example, when my Instagram is private I pick and choose who follows me. Now it is public so it automatically accepts everyone who follows, but if I don’t want them I block them

**Person 1:** it actually depends on their profiles especially on Instagram. Maybe they have mutual friends.

**Moderator:** so would you accept follow requests from people you have a mutual friend with?

**All of them:** Yes

**Person 1:** because most probably you have met them or seen them before

**Moderator:** What personal information do you include on your social networking sites?

**All of them:** University nationality

**Person 2:** I will include my age and my star sign

**Person 1:** I also include my star sign, birthday, nationality and major

**Person 6:** where I live and nationality

**Moderator:** Some people put a motivational quote or something, what do you think of that?

**Person 5:** that’s cringy

**Person 2:** I did it once but not anymore

**Person 6:** if it’s a quote that I really resonated with then I would put it

**Person 1:** yeah I mean if it is something you actually believe in or it defines your personality, it is good to have it so people can check your profile and know something about you

**Moderator:** Do you think you have to put a lot of information in your bio?

**All of them:** no

**Person 6:** you can tell from their posts what type of person they are and know a lot of stuff about them so the bio is not important

**Person 1:** Yeah but what if your account is private?

**Person 2:** If you have a long bio I just wont follow you. It’s too cringy.

**Person 4:** also why share all your personal information in your bio

**Person 1:** personal information is more present on twitter than Instagram I think.

**Moderator:** Why do you use social networking sites?

**Person 1:** just to waste time basically and to pass time in classes when I am bored

**Person 2:** to talk to friends andentertainment

**Person 3:** entertainment and passing time. Just to connect with people

**Person 6:**  to keep up with your friends. I use it to follow up with sports news

**Moderator:** so you follow news accounts

**Person 6:** Yeah I follow accounts which updates on football teams and things like that

**Moderator:** So how do you think social media affects your personal life?

**Person 1:** it depends if you let it affect you at all, or if you separate yourself from it

**Person 6:** even if you use it for more than 5 hours a day, if you can separate yourself from it you’re fine

**Person 5:** some people depend on their social media presence rather than their life presence so that keeps them in a negative loop. But if you use it from entertainment and stuff and it’s not affecting anything in your life then that’s fine.

**Person 1:** as long as people don’t actually like their personal life more than their actual life

**Person 3:** The good thing is we still see our friends in real life so it’s just both: we see them in real life and also connect with them on social media

**Moderator:**  do you think people are more social on social networking sites more than in real life?

**All of them:** yes

**Person 2:** Some people are more comfortable talking or posting through social media than in real life

**Person 1:** yeah some people don’t know how to actually talk face to face they would rather talk on whatsapp or text on whatsapp

**Moderator:** do you feel like you are that type of person?

**Person 1:** normally no but it depends on the situation

**Person 2:** most of the time I see myself as a social person so it doesn’t matter, but there are some things I prefer to say over the phone and some things I prefer face to face to prevent miscommunication

**Moderator:** Do you guys know what cyberbullying is?

**All of them:** Yes

**Moderator:** how do you define cyberbullying

**Person 1:** Bullying through the internet

**Person 2:** Hurting someone online

**Moderator:** have you or any of your friends ever experienced cyberbullying?

**Person 5:** my friend used to know a guy and one day this guy had a problem so he asked the girl to come over. So she came, talked him and it turns out there is nothing wrong, but this guy filmed her while she is at his house and she didn’t know. But then years pass by, and he sends her a message on Instagram and sends her the video. There is nothing wrong in the video, but her father did not know at the time that she was at a guy’s place. So she asked me to report it to the police, but I told her I won’t because she’s making it a big deal and he won’t do anything because he doesn’t know her father. And nothing happened but it was a very intense situation.

**Moderator:** do you guys have any similar situations?

**Person 1:** one of my friends’ account got hacked and the guy started posting some very bad things on her account, people thought she was the one posting them. And he took her pictures and started spreading them around, then she reported the incident to the police and it was fixed.

**Person 3:** this story is not about me, it’s about my mom. My mom works at the nursery and this have a page on Facebook and I think one of the parents of the child – I’m not sure what happened but they weren’t happy with something. But they spoke with a friend to go on the page and comment and post a bad review, they posted a very strong bad-worded comment on my mom’s page and my mom was very confused because she has never seen this person and she doesn’t know what happened. So they contacted the person and found out where this person works, and the matter was closed when the police was involved because they take cyberbullying very seriously so they dealt with the matter and the police apologized.

**Moderator:** Have you ever experienced cyberbullying yourself?

**Person 5:** yeah I think everyone was hacked at some point in their lives

**Person 3:** yeah I think if you consider any mean comment on the internet, or if I am fighting with someone about a political matter in my country for example, some people tend to attack me personally so I have had a couple of arguments with people online.

**Moderator:** on which social media site was that?

**Person 3:** Twitter

**Moderator:** Okay. Do you think privacy policies are effective on social networking sites?

**Person 4:** no, they’re very selective. So a lot of things on twitter like being a neo-nazi is pretty acceptable, but there are a lot of comments that are for example political, and they are not necessarily attacking a certain party but they get deleted so it depends on the policy and what the person is saying.

**Person 5:** they sell our information, and we know that they do but we can’t do anything about it

**Person 1:** i feel like since we are accepting it and we are still using these applications then..

**Person 5:** i feel like someone should do something

**Person 1:** stop using these applications

**Person 5:** but they know we wont. We wont stop using these applications even if they sell our information

**Person 3:** in snapchat there is the private option. Although I think privacy options are not enough because there has to be control on what is being said, especially for people of younger age. But now it is just limited things that you have control over.

**Moderator:** What about hacking, how do the privacy policies help with it if at all?

**Person 3:** I don’t know if that has to do with the policy or that having people you shouldnt have accepted

**Person 5:** yes but you can make the process harder on the hacker

**Person 1:** I don’t think hacking has to do with the privacy policies, because its not something that facebook or twitter or instagram can have control over. Because if a hacker is doing it then he’s going to do it even if you have strong privacy policies. You know hackers can actually hack banks.

**Person 5:** yes but if a normal person would hack you, like he shouldnt have the equipment to hack you, there is something wrong with the privacy policy

**Person 6:** if Facebook and instagram cared about the privacy of their users they would implement like firewalls to protect their privacy

**Person 3**: one of the times there was privacy policy statement, people dont really care or read them at all, so sometimes they even say that “we will use your information” but people dont read so they just click accept. They should make it easier to inform you on the policies and also try to change the policies so your privacy is protected.

**Moderator:** you mentioned that earlier, but where do you get your world news from?

**Person 5:** Twitter

**Person 3:** Twitter

**Person 1:** Twitter and Instagram and Facebook. I use Facebook for news videos and updates. Even Twitter has more updates on like social issues and political issues and games.

**Moderator:** Would you willingly check it every single day or just when a notification pops up you’ll be interested?

Person 1: for me I wait for the news to pop up

Person 5: depends on what’s happening in the world.

Person 3: usually something pops up so if you’re interested you start looking for it

Person 6: on twitter there is a trending section you just scroll through that and if there is a topic trending and I am interested I click on it

Person 1: yeah through hashtags too

Moderator: so you guys only use twitter and instagram? Do any of you use online newspapers or actual newspapers?

**Person 4:** on twitter you can link the article so if you want to read the article just press on it

**Moderator:** okay sounds good. Moving on, are you parents aware of your social networking sites activities?

**Person 3:** Yes

**Person 2:** Yes

**Person 1:** I blocked them on Twitter

**Moderator:** Oh okay so would you guys accept your parents on social media?

**Person 1:** Anywhere but Twitter

**Person 3:** my dad is not on social media and my mom I have her on Instagram and Snapchat

**Person 4:** Also i make sure to post certain things on private stories so my parents dont see it

**Person 1:** I think they should change the “close friends” to “no family”

**Moderator:** Do you accept your relatives on social media?

**All of them:** No

**Person 3:** actually it took me awhile to accept them, I don’t want them to confront me in real life though. My uncles and aunts and cousins used to send me requests and I would just leave them there, neither decline nor accept. Over time I was like I don’t care I’ll just accept because I dont do anything wrong.

**Person 1:** Once I created another account for myself and added my relatives, then my aunt was like “you only have your relatives on this account”. I actually posted some pictures on this new account to make it look realistic

**Person 4:** I have my uncles and cousins but I blocked them from seeing my stories

**Person 1:** my dad doesn’t have social media, so every time he just calls me “are you the president of the jordnian culture club?” and I ask him how do you know? He says your uncle told me on he saw it on Instagram. So I go like, I am going to block him.

**Person 6:** my account is public and all my friends and parents follow me

**Moderator:** Do you block them on stories?

**Person 6:** No because i don’t post a lot

**Person 2:** I would block my dad’s side from seeing my stories but not my mom’s

**Person 5:** Yeah my mom’s side is chill

**Moderator:** so are you guys thinking of accepting your relatives or not at all

**Person 1:** I actually don’t mind them i have my uncles and aunts and uncles, but some people talk a lot

**Person 2:** my dad’s side no never, i dont even talk to them face to face

**Person 6:** yeah some people judge you even if you’re not doing anything

**Person 1:** some comments are just really embarrassing and like multiple comments

**Person 3:** I mostly have all the relatives on facebook, and when i post once in a blue moon you’ll find them all commenting.

**Person 4:** Yeah they go like I can see you’re free from your posts and stories, why don’t I see you?

**Moderator:** thank you guys for participating

**Person 4:** thank you for having us

**Person 1:** it was really nice and it was nice meeting you all, thank you for the opportunity.

**Moderator:** you’re welcome and thank you guys.

**Group 2:**

**Moderator:** Hi guys thank you for attending this focus group. This focus group is for MCM 431. My name is Yomna, I am going to be the moderator, and I would like to first introduce yourself.

**Person 1:** My name is Assem I am a sophomore and I study mechanical engineering

**Person 2:** My name is Habiba, I am a junior and I study industrial engineering

**Person 3:** I’m Mohamed, I’m a junior and I study at sba

**Person 4:** I’m Jana and I’m an english literature and I am a sophomore 2

**Person 5:** I’mFatma marketing student senior 1

**Person 6:** My name isMohamed Tarek computer engineering senior student

**Moderator:** Thank you guys for introducing yourselves. Now I will start with the questions and you can answer and have a discussion. It is a free space. I just wanted to point out that this focus group is being video-taped. So first, can you guys state what social networking sites do you have accounts on?

**Person 1:** Instagram facebook

**Person 2:**Instagram facebook snapchat

**Person 3:** Instagram snapchat twitter

**Person 4:** Instagram Facebook snapchat

**Person 5:** Instagram facebook snapchat

**Person 6:**Instagram facebook snapchat

**Moderator:** okay. On which device do you usually access social media sites?

**All of them:** phone

**Moderator:** Would you log in with your laptops any time?

**Person 3:** Just Whatsapp

**Person 6:** Yeah Whatsapp and facebook

**Moderator:** How many hours a day do you spend on social media?

**Person 3:** 4 or 5 hours

**Moderator:** Do you access social networking sites during classes?

**All of them:** yes

**Moderator:** How many followers do you have on social networking sites?

**Person 2:** Can I check now?

**Moderator:** Yes you can

**Person 1:** 170

**Person 5:** 300 something

**Moderator:** Are they people you know?

**Person 2:** Yes all of them

**Person 1:** Most of them

**Person 4:** Some of them I don’t know, but it’s fine. If they seem familiar

**Moderator:** Would you accept follow requests from people you don’t know?

**Person 2:** complete strangers no, but like mutual friends yes

**Moderator:** Would you accept follow requests if it’s someone you don’t know but have common followers?

**Person 4:** Yes

**Person 6:** No

**Moderator:** What personal info do you include in your social media websites?

**Person 1:** Age, where i study,

**Person 2:** My name only

**Person 3:** yes and nationality

**Person 5:** Activities also like what I am doing

**Person 4:** I don’t have anything in my bio

**Person 2:** I also have Arabic sayings

**Moderator:** How would you consider social networking sites are affecting your life?

**Person 5:** They consume so much time

**Moderator:** so you waste so much time

**Person 5:**  yes and it’s also confusing to balance all the applications because you get so many notifications

**Person 2:** once you hold your phone and check one notification it never ends

**Person 3:** I think it is great. Yes we waste a lot of time on it but it is great from communication

**Person 4:** it’s also hard to balance social life with social media. I end up having so little time for my social life so it does waste a lot of my itime

**Person 1:** I also think it affects people’s happiness or moods. I think 35% of people’s mood is affected by social media

**Moderator:** Can you elaborate more on that? How does it affect?

**Person 1:** in terms of news and hate speeches. Once someone is caught up in this sporal it’s very hard to get out

**Moderator:** Do you guys know what cyberbullying yes?

**All of them:** yes

**Moderator:** Can you guys define it?

**Person 6:** it’s when someone uses a picture of you to threaten you

**Person 5:** I agree with what he is saying, and it could also be defamation

**Person 4:** Yeah it’s basically manipulating someone

**Person 3:** Yeah you guys described it perfectly

**Moderator:** do you or any of your friends experienced cyberbullying

**Person 1:** i think cyberbullying is very broad and some people are not aware that they are being cyberbullied

**Moderator:** do any of you have any experiences with cyberbullying or know someone who does?

**Person 3:** yeah, I don’t know much details but one of my friends got hate comments on twitter

**Person 5:** I know a friend someone from her followers used pictures she posted and made a fake account, but maybe this doesn’t count as cyberbullying

**Person 2:** yeah it’s like identity theft

**Person 6:** it can also be if someone follows your activities and your location. I know my friends faced this issue. You know how snapchat has the map mode? Everyone will know where you are

**Moderator:** Yeah basically your life is out there.Sometimes you want people to know where you are right?

**Person 6:** Yeah for example when I travel

**Person 1:** I believe you have control over your privacy but some social media platforms dont make it clear how to control your privacy

**Person 4:** There are situations where there are hackers and you dont have control over the situation.

**Moderator:** would you say your life is online?

**All of them:** no

**Person 1:** Five years ago everything in my life was online but now I realize it’s unnecessary

**Moderator:** do you think the social media privacy policy are helpful?

**Person 5:** i feel like once you go on social media or online, all your information is there. Even if you try to make it private

**Moderator:** where do you get your world news?

**Person 4:** facebook

**Person 2:** Facebook

**Person 6:** News channels on social media

**Person 3:** News apps

**Moderator:** do you check them every day or when something pops up?

**Person 1:** it depends on my interest but mostly every day

**Moderator:** are you parents aware of your social networking activities?

**Person 6:** i have them on most of social media sites

**Person 2:** only on whatsapp

**Person 5:** i dont have them but they are aware

**Moderator:** did you block your family on social media?

**All of them:** definitely

**Person 6:** some pictures or stories I make them only for friends

**Person 2:**  a lot of people talk

**Person 1:** I don’t block them but I don’t want to accept them. There is a difference between what you share with friends and what you share with family

**Moderator:** If your relatives requested to follow you would you accept or leave it hanging?

**All of them:**  leave it hanging

**Person 5:** I only accept them on facebook

**Person 6:**  then they start leaving weird comments

**Moderator:** That’s it you guys, thank you so much for participating!