



What has been your experience with online learning and parental controls?

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Thank you for taking part in this survey. We are looking at questions around online learning and parental controls and want to focus on the most common situations and concerns that you as parents have. The results will guide our work.

Our goal is to produce and publish an infographic and report to answer parents' most common questions and concerns. We will also made sure that companies that are in a position to improve things are made aware of our findings and any recommendations over how to improve things.

We will not sell or provide any of the information you give to any third parties. Thanks again for taking the time to fill this survey in. It should take no more than five minutes.

* 1. Where are you based?

State/County

Country

* 2. Are you a parent or full-time carer of a child or children under the age of 18?

Yes

No

* 7. What kinds of activities does your child carry out while online learning? (Please select all that apply)

Live video lessons

Apps that the school uses

Document sharing

Apps that we have downloaded

Watching videos

Apps that your child has downloaded

Browsing the internet

Chat / messaging

Read/listen to books

Other (please specify)

* 8. Do you use any tools to manage, view or control what your child does on their device?

Yes

No



What has been your experience with online learning and parental controls?

Parental controls

9. When it comes to parental controls, where have you added them? (Examples are provided underneath the answers)

- | | |
|---|--|
| <input type="checkbox"/> On the device itself | <input type="checkbox"/> Inside the browser |
| <input type="checkbox"/> Through a separate app I installed | <input type="checkbox"/> In the app itself |
| <input type="checkbox"/> I use my service provider's controls | <input type="checkbox"/> On my internet router |
| <input type="checkbox"/> I'm not sure (please give whatever indication you can) | |

Examples of parental controls...

- On the device: Apple Screen Time, Windows 7/10, Chromebook, Android, MacOS
- A separate app: Net Nanny, Norton, Qustodio
- Service provider: ISP, mobile phone company, cable company
- Inside browser: Chrome, Internet Explorer/Edge, Firefox
- In app: Facebook, YouTube, WhatsApp, Amazon Prime, Netflix

10. What are you most concerned about when it comes to online learning and your child?

- | | |
|---|---|
| <input type="radio"/> Seeing inappropriate content | <input type="radio"/> Lack of real learning / understanding |
| <input type="radio"/> Talking to strangers | <input type="radio"/> Learning about things unsupervised |
| <input type="radio"/> Downloading something dangerous | <input type="radio"/> Online bullying |
| <input type="radio"/> Other (please specify) | |

11. When it comes to your main concern, how effective do you find parental controls are at tackling it?

- | | |
|--|--|
| <input type="radio"/> Very effective / they work great | <input type="radio"/> They are more a hindrance than a help |
| <input type="radio"/> They work ok | <input type="radio"/> To be honest, I have no idea if they're working or not |
| <input type="radio"/> They are better than nothing | |

12. How easy do you find the parental controls to use?

- Really easy
- It's fine
- I struggle at times
- I can't figure them out at all
- It varies depending on the app or device

13. What would make parental controls easier or better for you? (Select all that apply)

- Simpler design
- Clearer explanations
- More graphics
- The same options across all apps and devices
- Other (please specify)
- An easy way to keep track of what they're done that day/week
- A real-time ability to see what they're doing
- Alerts if anything unusual happens



What has been your experience with online learning and parental controls?

Software

14. Which platform does your child use most often for live video lessons?

- | | |
|--|---------------------------------------|
| <input type="radio"/> Zoom | <input type="radio"/> Skype |
| <input type="radio"/> Microsoft Teams | <input type="radio"/> Houseparty |
| <input type="radio"/> Apple Facetime | <input type="radio"/> Google Hangouts |
| <input type="radio"/> Webex | <input type="radio"/> I don't know |
| <input type="radio"/> Other (please specify) | |

15. Which document sharing platform does your child use most often while learning?

- Google Docs / Drive
- Microsoft 365 / Office / One Drive
- Dropbox
- Other (please specify)

16. Which video service does your child watch most often while learning?

- | | |
|--|--|
| <input type="radio"/> YouTube | <input type="radio"/> An educational app |
| <input type="radio"/> YouTube Kids | <input type="radio"/> WhatsApp |
| <input type="radio"/> Facebook | <input type="radio"/> Instagram |
| <input type="radio"/> Amazon FreeTime | <input type="radio"/> Netflix |
| <input type="radio"/> Other (please specify) | |

17. Which browser does your child use?

- Chrome
- Firefox
- Safari
- Internet Explorer / Edge
- Other / I don't know

18. Which social media app does your child use most often while online learning?

- Twitter
- Facebook
- Instagram
- Reddit
- Other
- TikTok
- Weibo
- Snapchat

19. What type of educational app does your child use most frequently?

- A reading app
- A maths app
- A science app
- A puzzle / spelling app
- A homework sharing app
- Some other type of app

Please provide the name of any app that is particularly relevant

20. What chat / messaging app does your child use most often?

- Facebook Messenger
- WhatsApp
- WeChat
- Telegram
- Other (please specify)
- Google Hangouts
- Kik
- Snapchat



What has been your experience with online learning and parental controls?

21. What is the main reason that you don't use parental controls?

- Never felt the need
- Too complicated
- Costs money
- Didn't know they existed
- They don't work very well
- I don't like to control my kids too much
- Other (please specify)

22. If you have any comments or observations about parental controls either specifically or generally, please let us know what they are below.

Thank you so much for taking the time to fill this survey in.