Transcription- Boys group. Summary

Informant A: 13 years. 4th grade. Has spent six years at school. Lives with family.

Informant B: 13 years. 5th grade. Has spent five years at school. Lives in an apartment with his father and siblings.

Informant C: 12 years. 5th grade. Has spent five years at school. Living in a house with the family.

Informant D: 15 years. 6th grade. Has spent six years at school, three years in Syria and three years in Lebanon. Lives in a refugee camp with his family.

Informant E: 13 years. 5th grade. Has spent five years at school in Lebanon. Has lived in Lebanon for 6 years. They live in a refugee camp with the family.

Questions related to the HH app

1. You have been participating in groups where you have been using the HH app.

- Can you explain what the HH app is?

The informants said that the app's purpose is to help them overcome their problems in everyday life. The app learns how to deal with problems. The app teaches them how to deal with school problems, especially such as bullying and presentation anxiety.

- How did you experience the app?

The informants' experiences were positive about the app because the app taught them, among other things, how to deal with bullying and what they should do if they are bullied. Others said they felt good when they used the app.

- Is it difficult/easy to use?

The interviewees responded that it was simple and easy to use the app.

- What is your impression of the language used in the app? Is the vocal language easy to understand? Is the written language easy to understand?

The language was easy to understand, but some words were written in dialect and not in Fusha (formal Arabic). The written language was easy to understand, and the respondents learned new words as well.

- To what extent is the different scenarios relevant to your lives?

The informants believed that most of the scenarios were relevant because they also face the same challenges in everyday life. They recognized themselves again in all the different scenarios in the game.

- What do you think of the main characters in the game?

The informants think that the characters were okay; none of them were strange. They liked most that they helped the various characters to overcome the problems they encountered in the game.

(I noticed that the boys were uncomfortable and embarrassed to answer the questions. I guess it was because a teacher was present in the room.)

- Can you relate any of these characters to yourself or any of your friend?

The informants all answered yes. Informant D elaborated with an example where he recognized his friend who was bullied with the character who faced the same problem. The others replied that the characters were similar to people they know without elaborating.

(The boys often look at each other and giggle/smile. When I tried to ask directly by name, the informant responded with the same opinion as the others)

- How many times have you used the HH app in the group?

They responded that they used the app five times, with 2 hours in each class.

- Did you use the HH app at home or in your spare time? If yes, why did you use it?

The informants answered with no. One of them said that he tried to search for the game on the App Store at home, but he did not find it. Another asked the teacher to help him download the game on his private phone but also failed.

- In your opinion, is it important for you to use the HH app? If yes, why? If no, why?

The informants responded with yes, it is important to use the HH app. One of the boys elaborated that the app teaches them new topics that are relevant, so it is important to use the app. They said that the app also teaches them to see new possibilities and solutions when a problem arises.

Question about having used the app

- Did you first use the HH app before, during, or after attending the HH groups? How so?

They used the app only during the classes.

- Can you, in your opinion, explain the utility of the HH app?

They mentioned earlier that the app mostly helps them solve problems they encounter in everyday life and see several possible solutions. One of them further said that the app helped him feel good, and he got more positive energy when he woke up in the morning. It was something he struggled with before, and by using the app, he felt more energetic.

- In your opinion, to what extent is the HH app engaging? Why so? And what aspects of the HH app are the most engaging/entertaining?

The informants agreed that the app is very engaging, firstly because it is made as a digital game. Secondly, because it teaches us important and relevant topics and gives us the opportunity to be a part of the game. We learned new things, things we did not know before. The helping hand is significant. The most engaging part for one of the informants was the scenario that dealt with Nora. What he liked most was helping her overcome the anxiety of presentation and get her to develop herself.

- Have you had life experience that is relatable to the scenarios in the HH app? Can you explain?

The informants answered yes. One of them mentioned an example where he was bullied in the neighborhood, and instead of fighting with the bully, he chose to interrogate his father and ask for advice. This situation reminded him of one of the scenarios in the app. Another mentioned that he was going to present a topic in front of the class and got presentation anxiety and needed someone who could motivate him. The situation also reminded him of Nora's scenario in the app. (It was challenging to communicate with all the boys, they were very insecure and uncomfortable and did not have much meaning themselves. Two boys spoke mostly, and the rest just agreed. It wasn't easy to see facial expressions because they sat with masks. The teacher who was presently made the situation uncomfortable for the boys, in my opinion.)

- Have you had any negative experiences related to the HH app? Can you explain?

The informants replied that they had no negative experiences neither negative feelings. The characters in the game went through negative experiences, but it did not affect them negatively; on the contrary, they learned from it.

- Have you had any positive experiences related to the HH app? Can you explain?

The informants had partially answered the question before, and they added that they only had positive experiences with the app. They learned about relevant topics and played an essential part in the game to guide the characters and solve problems.

Question about emotional coping before using the HH app

- How did you tend to act/behave under difficult circumstances?

The informants had different opinions, some used to be sad, and others used to be afraid. One of them used to think sensibly and imagine what the situation would look like in a week, a

month, a year… Another tried to be calm and ignore the problem but found it difficult because it is not always possible to control oneself.

- How did you react when getting angary? (f.ex. at parents, siblings, other kids/adolescents and other adults you live with)

The informants mentioned that some used to be angry; others used to be quiet and not talk to anyone. Others used to calm themselves down to avoid exploding. (I observed that three of the informants paid little attention to the questions and rarely answered. When I asked them directly, they copied others' answers)?

- How did you react when you got scared? (f.ex. in a specific situation, or in school, before holding a presentation)

The informants mentioned that they used to be nervous and insecure about themselves and the people around them. Some did not dare to talk, and others lowered their heads and avoided eye contact. (Here too, three of the boys copied others' answers when I asked them directly and did not have their own opinions. Some of the boys start joking around with each other).

- How did you react when experiencing painful memories?

They used to be sad and tried to avoid talking to others in the family. One of them mentioned an example where one of his relatives died in the war, and when he remembers this incident, he tends to isolate himself in a room and avoid talking to others. Another also mentioned that he used to have temper tantrums. (The teacher who was present left the classroom, and it was just the students and me alone.)

- Can you explain how you used to express your emotions under difficult circumstances?

One of them used to share his feelings with a friend he trusted. Another used to communicate with his father or mother. The rest used to keep things inside and not share with anyone. (The boys start to get very restless, two of them hid away from the camera, and the rest started talking with each other about other things).

Questions related to emotional coping after using the HH app

- How do you cope with difficult circumstances after using the HH app?

The informants responded that they have not yet encountered a difficult situation, so they were unsure how they would react differently. Some assumed that if someone were to bully them at school now, they would most likely tell the problem to their teacher or family and ask for advice.

- Do you do anything differently after having used the HH app?

The informants agreed that they try to think differently and find different solutions when a challenge arises. The boys try to apply what they have learned in the app to their everyday life. (The boys began to joke a lot with each other, and it became difficult to keep calm and concentration around the questions. I guess it's because the teacher left the room, and the boys became more relaxed.)

- How do you support friends and family in coping with difficult circumstances after using the HH app? Can you explain?

Some informants mentioned that they would help family and friends' sort and analyze which thoughts are red and green and, further, try to work with the red thoughts. Also, if someone were sad or nervous, they would try to comfort the person.

- Has using the app influenced the way you express your emotions? If yes, how? If no, why not?

The informants all answered yes. Most of them were of the opinion that the app has had a positive effect on how they express their emotions. They have become more confident in dealing with difficult emotions and feel that it is easier to talk about them with others. (There was a break on the internet, so I had to end the conversation and start again. This took time because the boys had to call after the teacher from another room. The boys were very restless and started interrupting me and asking me irrelevant questions about other things.)

- The HH app is also intended to help the user see more options and possibilities when a difficult circumstance emerge. How have you coped with difficult circumstances arising after using the HH app?

(The internet got bad, and the boys did not hear the question, so they kept joking with each other. I had to repeat the question several times). Some of them replied that the app helped them see other possibilities and solutions, so it has become easier to cope with difficult situations. One of them also said that it has become easier for me to cope with difficult situations because now I know that I am not alone, but others are also struggling with other things. Another mentioned that it has now become easier to ask for help from an adult or the family.

Feedback

- In your opinion, are digital tools providing emotional support of benefit to adolescents in your age? Why? Why not?

Everyone answered yes; they stated that such programs are beneficial and motivating for young people, especially when they are made in games or apps. One of them said that such apps teach them things they do not learn otherwise in books. Another mentioned that it was easy to understand through such programs.

- Do you have any advice for the producers of the HH app? How can they improve the activities in the game to make it more suitable to adolescents in your age?

The students want to have more of such programs in their education. They also wish for the Helping Hand app to be expanded so that they get more new scenarios and more problems to solve. Examples: problems related to school, or problems that occur on the street between boys, problems between siblings, etc. As an improvement to the HH app, one of the students suggested that those who created the HH app should include someone who has a good knowledge of Arabic culture and language so that they can create more relevant scenarios.

- Do you have any more feedback for the producers of the HH app?

They had nothing more to say.