

Supplemental Material S1. Interview guide.

Overarching Question: What are the experiences of parents participating in the More Than Words program during COVID-19?

Warm-up

As you know, in this research we're interested in understanding the experiences of parents participating in the More Than Words (MTW) program during COVID-19. Before we get to that, I wonder if we could begin by having you tell me a bit about yourself and your family?

- Tell me a little bit about yourself and your family

1. Do you recall how you first heard about the MTW program?

[Potential prompts]

- For someone that does not know anything about the MTW program, how would you describe it?
- How did you first get involved with the program?
- Besides you and your child(ren) are other people in your family involved?

2. During COVID-19 the MTW program is being delivered virtually and not in person. I'm curious to know what this experience has been like for you and your family. Can you provide me a description of your experience?

[Potential prompts]

- What have been some of the unique things that you have experienced while being part of the MTW program?
- What were some of the benefits or advantages you feel that you or your family experienced being part of the virtual MTW program?
- What are some of the not-so-positive things or disadvantages you feel that you or your family experienced being part of the virtual MTW program?

3. Did you experience any challenges with technology while participating in the virtual MTW program? (Technology includes videoconferencing, connectivity challenges, video camera)

[Potential prompts] *If Yes*

- Can you describe the challenges you faced at the beginning, when adjusting to the virtual program
- How did the technological challenges change over time?
- Was there ever an instance when a technology problem made it hard for you to participate in the program?

4. Here's a different sort of question – What three emotions do you feel when you think about how the speech-language pathologist (SLP) shared knowledge or information with you

during your time in the MTW program? Can you tell me a bit more about why those emotions come to mind?

[Potential prompts]

- Can you describe a time when the SLP helped you?
 - What did the SLP do to make you feel supported?
 - How did they help you feel competent? Did you ever feel incompetent? Tell me more about that emotion.
 - Can you describe a time when a miscommunication occurred?
5. What did the SLP do to make you feel competent during your virtual MTW appointments? Was there something they ever said or that happened that made you feel incompetent?
6. In what ways did the SLP provide you with opportunities to provide input on the activities you were asked to do or the activities you planned to do at home with your child as part of the MTW program?

[Potential prompts]

- What was your experience receiving feedback from the SLP about the activities you planned or did with your child in this virtual environment?
 - What kinds of suggestions did the SLP provide to try to help you during your time together in this virtual program?
 - How did the SLP guide you in implementing the MTW program in your home?
7. I would like to hear in your own words the ways in which the SLP supported your child's emerging language and communication skills during your time in the program.

[Potential prompts]

- Can you tell me some of the things that you remember that the SLP suggested you try and why you think they made those suggestions?
 - What kinds of things, if any, did they do to support you?
 - What kinds of tools/techniques did they use to support you?
8. We're interested in hearing from you about your relationship with the SLP you met through the MTW program.

[Potential prompts]

- Do you remember the types of things the SLP did, or said to you, that made you feel that you were cared for even while receiving the MTW program virtually? If you don't feel that you were in a caring atmosphere, what do you think the SLP did or say to make you feel that way?

9. In thinking about your time in the MTW program is there anything the SLP could have done (or could do) to make your time in the program better for your child or your family?
10. Your SLP spent some time observing you implementing strategies from the MTW program with your child. What was your experience like being observed by the SLP in a virtual fashion?
11. Here's a follow-up question: How do you think this might have been different if you were meeting in person/face-to-face?
12. At each MTW session your SLP provided you with some kind of feedback. What was it like receiving feedback from the SLP? Can you describe your experience of receiving feedback in this virtual environment?
13. How do you think this might have been different if you were meeting in person/face-to-face?
14. During the MTW program you had the opportunity to interact with other parents in the program. What was that experienced like?

[Potential prompts]

- Were there things you learned from other parents that were different than what the SLP taught?
 - How do you feel this connection would have differed in person?
 - Were there benefit (drawbacks) to having other parents in the group?
15. List the ways in which you were satisfied with the MTW program, also telling me what happened to make you satisfied.

[Potential prompts]

- List the ways in which you were satisfied with the virtual delivery of the MTW program, also telling me what happened to make you satisfied.
 - Similarly, List the ways in which you were not satisfied with the virtual MTW program, also telling me what happened to make you dissatisfied.
16. If a parent asked you to relate to them your experiences in the MTW program, what would you say?

[Potential prompts]

- If a parent was starting the program tomorrow, what advice would you share with them?

17. What, if anything, has surprised you the most about participating in the MTW program virtually rather than face-to-face?
18. Let's imagine you were asked to advocate for keeping the MTW program virtual. What would be the top 2 reasons you would give for why the program should be virtual and why?
19. Let's imagine you were asked to advocate for having families receive the MTW program face-to-face. What would be the top 2 reasons you would give for why the program should be delivered face-to-face and why?

Wrap-up

Thank you so much for sharing your insights and experiences with me. Is there anything more about your experience in the MTW program in general or in participating in the MTW program virtually that we haven't talked about yet that you would like to share or that you feel is important for us to know about in this research?