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| **No.** | **Questions** |
| 1 | How do you use IT? |
| 2 | What devices do you use? |
| 3 | What software do you use? |
| 4 | What job would you like to do in the future? (then ask one of these questions)  *What does a database administrator do? What does a helpdesk supervisor do?*  *What does a project manager do? What does a software developer do? What does a support technician do? What does a system analyst?* |
| 5 | Can you tell me a name of a technology company?  What activities do they carry out? |
| 6 | What is the IT organization would you like to work for? Why? |
| 7 | Can you tell me the difference between peripherals and internal hardware? |
| 8 | What can you do to a window? |
| 9 | What do you use computers for? |
| 10 | Which website do you visit most often? |
| 11 | Which browsers do you use? Which is your favourite? Why? |
| 12 | What kind(s) of device(s) do you use to access the internet? |
| 13 | What computing devices do you use in your daily life, (e.g. ATMs)? (Do you think they are on a network? Is it wired or wireless?  Are these devices secure? What security features do they have (e.g. a PIN)? |
| 14 | What features do you use on a mobile device? (e.g. GPS, maps, camera)  What do you use them for? |
| 15 | How often do you use email? |
| 16 | When do you choose email instead of instant messaging, face-to-face or telephone  communication? |
| 17 | What do people use spread-sheets for? |
| 18 | Do you use spread-sheets? What for? |
| 19 | What do you find easy about using them (spread-sheets)?  What do you find difficult about using them? |
| 20 | What database programs do you know? |
| 21 | What do people use databases for? Give examples. |
| 22 | Can you describe …….? (Examiner may choose one of these)   * NAS device? * a touchpad? |

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|  | * a stylus? * a graphics tablet and stylus? * a touch screen? * a projector? * a headset? * a multifunctional printer? |
| 23 | How do you communicate electronically with friends and family? |
| 24 | Which types of communication do you think are better for communicating information?  Which types of communication do you think are better for being friendly? |
| 25 | Which method of communicating do you prefer: face-to-face, by video or by  telephone? |
| 26 | What do you think are the advantages of video conferencing over face-to-face  meetings? |
| 27 | Do you buy things on the internet? Why (not)? |
| 28 | What are the advantages and disadvantages of internet shopping? |
| 29 | When a company buys new technology, how important do you think it is to train  users? |
| 30 | What do you think are the advantages of e-learning over face-to-face learning? |
| 31 | What was the last problem you had with an electronic device? What other problems  could happen? |
| 32 | When you have problems with a device, what do you do? How can you find help? |
| 33 | Have you ever called an IT help desk centre? What happened? How was the  experience? |
| 34 | Can you talk about steps to solve an IT problem? |
| 35 | In what area of IT would you most like to work in the future? Why? |
| 36 | What technical skills do you have? Where have you used them? |
| 37 | What personal skills do you have? In what situations have you used them? |