1   Interview Protocol

"We are interested in how immigrants use technology. This is important to us because a lot of the time, technology is not easy to use, and this is the fault of the technology, not the people using it. So, we want to hear about your experience with technology, so that we can improve technology for others. This means that if there is anything that is hard for you to do or any technology that is hard to use, we really want to hear about it, so we can try to fix it."

- Do you have any questions before we start?
- How frequently do you use the following devices? (Daily, Once or twice a week, Once or twice a month, Rarely, Never, I don't own this type of device)
  - Desktop or laptop
  - Smartphone
  - Tablet
  - Smartwatch
  - Smart speaker (like Alexa, Google Nest, etc.)
- (For each device) What do you use [the device] for?
  - Social media
  - Online/mobile banking
  - Online shopping
  - Watching videos
  - Playing games
- Which social media apps/websites do you have an account on?
  - How frequently do you use them?
- (1st Generation) Many people use their device to communicate with people back home. Does your family use any apps to do this?
  - How did you choose the app?
  - Any stories about using or setting up the app?
- Is there anything different about your experience using technology in the US as compared to Pakistan?
  - What was the biggest change? Was it positive or negative?
  - What was the hardest change?
  - Is there anything you wish people in the US did more like people in Pakistan?
- If you give one or two pieces of advice to a new immigrant regarding technology in the US, what would that be? Why do you suggest this?
  - Are there any apps or technologies that you find to be especially useful?
- (1st Generation only)
  - Do you rely on your children to help you use the internet? How so?
    * Can you think of a specific time when they helped you?
    * Have there ever been any disagreements during this process?
    * Have your children relied on you to use the internet? What did that look like?
    * Did you feel that you had to do more than your non-immigrant friends to educate your children?
- (2nd Generation only)

- Has there been a time where you needed to help your parents with technology?
    * What was it? How did it go? Were they receptive?
    * Have there ever been any disagreements during this process?
    * Have your children relied on you to use the internet? What did that look like?
  - Have your parents helped you use technology before? What did that look like?

- What do you do to be safe on the internet?

- What security and privacy advice would you give to a new immigrant?

  - Why do you suggest this?

- (1st Generation only)

  - Do you think you and your children have similar internet safety habits?
    * Where did you/they learn your internet safety habits?
  - What types of security and privacy advice do you give to your children?
    * Which of these is the most important?
    * Do you feel your children are receptive to your advice? Why or why not?
  - What types of security and privacy advice do your children give to you?
    * Which of these is the most important?
    * How receptive are you to their advice? Why?

- (1st Generation only)

  - Do you think you and your parents have similar internet safety habits?
  - Where did you/they learn your internet safety habits?
  - What types of security and privacy advice do you give to your parents?
    * Which of these is the most important?
    * Do you feel your parents are receptive to your advice? Why or why not?
  - What types of security and privacy advice do your parents give to you?
    * Which of these is the most important?
    * How receptive are you to their advice? Why?
  - Are there any interesting stories you have about security and privacy? Any incidents that you can remember?

- Who or what do you think are the biggest threats when it comes to being safe online?

  - How likely are these threats to occur?
  - Has it happened to you before?
  - What do you do to address these threats?
  - Do you face any difficulties in doing so? (Barriers)
  - How effective are these mitigations?
  - What would be the consequences if those [threats] happened to you?

- Do you share your devices with other people?

  - In what situations do you share? Why?
  - How does this sharing impact your use of the device?
  - If you could choose not to share would you? Why?

- Is there any information you don't like putting online?

  - How do you store this information?
  - Are you worried that someone might steal the information you put online?

* Has this ever happened to you?

- Who do you think knows more about being safe online, you or your child/parent?
- Do you post about politics on your social media?

  - Why or why not?

- Do you post about religion on your social media?

  - Why or why not?

- What are your thoughts on passwords?

  - Do you think they protect you enough? Why or why not?
  - What tips do you have for keeping your password safe?
  - How do you create passwords that you can remember?
  - How do you remember your passwords and remember which accounts go with which passwords?
    * Do you use a password manager? Why or why not?
  - Do you share any of your passwords with anyone?
    * How do you go about sharing passwords?
    * What do you do if you don't want to share that password anymore?
  - Do you use an authenticator app or an HSK? Why or why not? (2FA question)
  - Have you ever used a VPN? Why or why not?
  - Some websites have you answer security questions if you forgot your password. Have you ever experienced this?
    * Did you find these questions easy to remember? Why or why not?