

Theme	Prompts
Usage	When did they last use? Where do they access from? What devices do they use?
Motivation	Why do they use? Is there a reason behind their use?
Digital Skills	Searching – web search, internal site searching Communication – email, IM Shopping – use of card online, PayPal Government applications – application forms
Personal Details	Security/Safety concerns around Social media, online banking, shopping online Mitigating actions taken?
Learning & Experimentation	What happens when they get stuck? Being taught/shown by someone? Are they confident?
Technical	Knowledge of web development,