

## Interview Guide - Newcomers Mobile App

### Overview

- Can you briefly introduce yourself? (Where are you from and where do you live now? How long have you been in the United States? What is your cultural background?)
- What kind of neighborhood do you live in? (Urban, suburban, rural, etc.)
- Do you have any friends or family with you?
  - o Can you tell me about the methods you use to keep in contact with them?
- What languages do you speak? (Which do you find most comfortable speaking?)
- Can you describe to me the person or object that you value the most in your life?
- Can you tell me about your daily routines and your weekly schedule?
  - o Optional: Can you elaborate on your (activity)?

### Experience with Digital Technology

- What is your literacy level in regards to digital technologies, such as with smartphones, the Internet, and social media?
  - o Can you describe the websites and applications you currently visit on a regular basis?
    - Which of those platforms benefit you the most?
    - Which of those platforms do you think can be improved?
  - o Can you describe to me a hypothetical website or application that you would consistently use that would improve your daily routine?
    - What features would you like on that platform that are currently missing?

### Interactions with Community and Individuals

- What services and locations do you currently consistently use or visit that benefit you on a regular basis?
  - o How did you become aware of these services and locations?
    - Can you tell me a more ideal method that you would prefer to discover more services that would benefit you?
  - o Which one of those services or locations do you think are essential?
    - (If interviewee mentions a service) Can you tell me more about how this service or location benefit you and your community?
- What services/conveniences do you think is lacking in your community and would like them to be available?
  - o Do you believe that there are any services/conveniences that you are unaware of?

### Goals (Short-Term and Long-Term – personal, family, and socioeconomic contexts)

- Where do you see yourself in the next year?
  - o Can you walk me through any important short-term goals you may have? (Improve English proficiency, meet new local friends, etc.)
- Where do you see yourself in the next five to ten years?
  - o Can you walk me through any important long-term goals you may have?
    - (If interviewee mentions moving to another location) How do you plan to adapt to the new location you are moving to?
      - Would you have any family or friends moving with you?