## Research Questions:

1. What are the primary challenges faced by older adults that can be alleviated through mobile app technology?
2. How do older adults interact with current technologies, and what are their preferences?
3. What features are most effective in increasing the usability of tech products for older adults?

## Demographic Questions (Survey): [Link](https://forms.gle/wbxwbPFa6hoRgmrZ7)

### **Section 1: Basic Demographic Information**

1. Could you please tell me your age range?
   * ( ) 55–64
   * ( ) 65–74
   * ( ) 75–84
   * ( ) 85 or above
   * ( ) Other: \_\_\_\_\_\_\_\_\_\_\_
2. What is your gender?
   * ( ) Male
   * ( ) Female
   * ( ) Prefer not to say
   * ( ) Other: \_\_\_\_\_\_\_\_\_\_\_
3. What is the highest level of education you have completed?
   * ( ) No formal education
   * ( ) Primary school
   * ( ) Secondary school
   * ( ) College
   * ( ) University
   * ( ) Other: \_\_\_\_\_\_\_\_\_\_\_
4. What is (or was) your primary occupation?  
   * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. What is your current living arrangement?  
   * ( ) Alone
   * ( ) With spouse
   * ( ) With family
   * ( ) Assisted living facility
   * ( ) Other: \_\_\_\_\_\_\_\_\_\_\_

### **Section 2: Technology Access and Usage**

1. Do you own or regularly use any of the following devices? *(Select all that apply)*
   * Smartphone
   * Tablet
   * Laptop or desktop computer
   * Smartwatch or wearable device
   * Other: \_\_\_\_\_\_\_\_\_\_\_
2. How often do you use the device?  
   * ( ) Several times a day
   * ( ) Once a day
   * ( ) A few times a week
   * ( ) Rarely
   * ( ) Never
3. What do you mainly use your device (phone, computer etc) for?  
   * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. How confident do you feel using mobile apps or new technologies?  
   * ( ) Very confident
   * ( ) Somewhat confident
   * ( ) Neutral
   * ( ) Not very confident
   * ( ) Not confident at all

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### **Section 3: Support and Barriers**

1. Have you ever received help learning to use technology? If yes, from whom?  
   * ( ) Family or friends
   * ( ) Formal training/workshop
   * ( ) Online tutorials or videos
   * ( ) Self-taught
   * ( ) Other: \_\_\_\_\_\_\_\_\_\_\_
2. What are the biggest difficulties you face when using mobile apps or devices?  
   * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. What kinds of app features make technology easier or harder for you to use?  
   * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Do you have any vision, hearing, or motor difficulties that affect your interaction with devices?  
   * ( ) Yes
   * ( ) No
   * If yes, please specify: \_\_\_\_\_\_\_\_\_\_\_

### **Section 4: Preferences and Attitudes**

1. What do you enjoy most about using technology or mobile apps?  
   * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. What kind of app or feature would make your daily life easier or more enjoyable?  
   * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Would you be interested in using apps designed specifically for older adults?  
   * ( ) Yes
   * ( ) Maybe
   * ( ) No

## Qualitative Interview Questionnaires:

### RQ 1: Challenges Alleviated by Mobile App. Technology

**Objective: Identify the primary challenges older adults face that can be mitigated through the use of technology.**

**Subtopics & Questions:**

* **Daily Activities**

1. What daily activities do you find challenging as you age?
2. Are there any tools or devices you currently use to assist with these activities?

* **Health Management**

1. What difficulties do you encounter when managing your health or medical conditions?
2. Do you use any technological solutions to monitor or manage your health?

* **Social Interaction**

1. How do you stay connected with friends and family?
2. What challenges do you face when using current communication technologies?

* **Mobility and Transportation**

1. Do mobility issues limit your ability to travel or move around the house?
2. Are there technologies or devices that you think could improve your mobility?

### RQ 2: Interaction and Preferences with Current Technologies

**Objective: Investigate how older adults utilize current technologies and identify their preferences.**

**Subtopics & Questions:**

* **Technology Usage**

1. What types of technology devices (smartphone, tablet, computer) do you use regularly?
2. Describe how you learned to use these technologies.

* **User Experience**

1. Can you share any positive or negative experiences you’ve had with these technologies?
2. What features do you appreciate most in the technologies you use?

* **Preference and Comfort**

1. Which technologies do you find easiest to use and why?
2. Are there any technologies you avoid using? Please explain.

### RQ 3: Usability Features for Tech Products

**Objective: Identify key features that enhance the usability of technological products for older adults.**

**Subtopics & Questions:**

* **Design Preferences**

1. What design elements (e.g., button size, screen brightness) make a device easier for you to use?
2. How important is the size of text or icons on your devices?

* **Functionality Needs**

1. What functions or features do you wish were simpler to use on your current devices?
2. Do you prefer voice commands over traditional typing or tapping methods?

* **Accessibility Features**

1. Are there accessibility features you currently use (like text-to-speech, magnifiers)?
2. What additional accessibility features would you suggest for future technology designs?

Thank you for giving us your valuable time and efforts. Hopefully we will get back to you after designing something great for you insha’allah.

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## Contextual Inquiry Questions for Older Adults

### **1. Understanding Daily Challenges (RQ1)**

* Can you tell me about a typical day and what activities you use your phone for?
* Are there any things you find difficult or frustrating when using your phone or apps?
* Have you ever stopped using an app because it was too confusing or hard to use?
* What kind of help do you usually need when using your phone or an app?
* What do you wish your phone could do to make your life easier?

### **2. Interaction and Experience with Technology (RQ2)**

* What kinds of apps or digital tools do you use most often (e.g., calling, messaging, health, news)?
* How do you usually learn to use a new app or feature?
* Do you prefer using your phone, tablet, or computer? Why?
* When something goes wrong with your device, what do you usually do?
* Do you use any apps to stay in touch with family or friends? How do you feel about them?

### **3. Design Preferences and Usability (RQ3)**

* What makes an app easy or hard for you to use?
* What kind of buttons, colors, or text sizes do you find most comfortable?
* Do you prefer apps with more pictures or more words?
* How do you feel about notifications or reminders from apps?
* If you could design an app for people your age, what would it look like or do?

### **Optional: Follow-up & Observation Prompts**

* Can you show me how you usually open and use your favorite app?
* What parts do you find most useful or confusing on this screen?
* Is there anything here you avoid touching or using? Why?