Focus of research:
Our team's research will focus on gaining empathy for potential users of technology education and spam prevention services for seniors/elderly individuals.

Target interviewees:
Our target interviewees will be seniors/elderly individuals aged 65 and above who are currently using technology and those who are not using technology. Participants will be selected based on their age, current use or non-use of technology, experience with internet fraud or scams, and their willingness to participate in the study. We plan to interview at least 10 participants from each category (current technology users, non-users, and those who have experienced internet fraud/scams).

Recruiting plan:
We plan to recruit participants through various channels, including friends and family, social networks, and look for senior organizations in the area. We will also use online platforms such as Nextdoor to reach out to potential participants.

Logistics:
The interviews will be conducted online or in-person based on the participant's preference. We will conduct the interviews in a private and comfortable environment to ensure the participant's comfort. We will use a camera and recorder to capture the interviews with the participant's consent. Each interview will last approximately 45-60 minutes. Our team members will conduct the interviews, and we will also have an observer to take notes and ensure that the interview goes smoothly.We will provide participants with a consent form that explains the purpose of the study, what the interview will entail, and how their data will be used.

Discussion guide (Early Draft):
    Introduction:
        Introduce yourself and your team, explain the purpose of the study, and thank the participant for their time.

    Topics to cover:
        Current use or non-use of technology
        Experience with internet fraud or scams
        Perceptions of technology education and spam prevention services for seniors/elderly individuals
        Barriers to accessing and utilizing technology education and spam prevention services
        Suggestions for improving technology education and spam prevention services for seniors/elderly individuals

Specific questions:

Can you tell me about your current use or non-use of technology?

Have you ever experienced internet fraud or scams? If so, can you describe your experience?

What do you think about technology education and spam prevention services for seniors/elderly individuals?

Have you ever used technology education or spam prevention services? If not, what has prevented you from doing so?

What improvements do you think could be made to technology education and spam prevention services for seniors/elderly individuals?