Mobile Tech Support Questionnaire (MTSQ)

for older adults

When faced with a problem with a mobile app, how much would you like to:

	not at all	a little	somewhat	mostly	very much
Ask a friend	☐	☐	☐	☐	☐
Ask a younger family member	☐	☐	☐	☐	☐
Ask a family member who is above 60	☐	☐	☐	☐	☐
Ask a colleague	☐	☐	☐	☐	☐
Ask someone else you know	☐	☐	☐	☐	☐
Search the Internet for websites	☐	☐	☐	☐	☐
Search YouTube for videos	☐	☐	☐	☐	☐
Read the app's help menu	☐	☐	☐	☐	☐
Use personal notes	☐	☐	☐	☐	☐
Explore on your own	☐	☐	☐	☐	☐

Think about the times you faced a problem with a mobile app and tried to solve the issue. Now indicate how much you agree or disagree with the following statements:

	strongly disagree	disagree	neutral	strongly agree	agree
When someone helps me out, the problem usually gets solved.	☐	☐	☐	☐	☐
There are people in my social network (e.g., friends, family, or colleagues), who I can ask for help.	☐	☐	☐	☐	☐
I feel confident asking for help from the people in my social network (e.g., friends, family, or colleagues)	☐	☐	☐	☐	☐
Resources on the internet, e.g., websites or videos, usually solve the problem I am facing.	☐	☐	☐	☐	☐
The help section of the mobile app usually solves the problem I am facing.	☐	☐	☐	☐	☐
There are online resources, e.g., websites or videos, available to me if I need help.	☐	☐	☐	☐	☐
I feel confident looking for help on the internet.	☐	☐	☐	☐	☐