Mobile Tech Support Questionnaire (MTSQ)

for older adults

Preference

When faced with a problem with a mobile app, how much would you like to:		**not at all** (1)	**a little** (2)	**somewhat** (3)	**mostly** (4)	**very much** (5)
	Ask a friend	☐	☐	☐	☐	☐
	Ask a younger family member	☐	☐	☐	☐	☐
	Ask a family member who is above 60	☐	☐	☐	☐	☐
	Ask a colleague	☐	☐	☐	☐	☐
	Ask someone else you know	☐	☐	☐	☐	☐
self-reliant	Search the Internet for websites	☐	☐	☐	☐	☐
	Search YouTube for videos	☐	☐	☐	☐	☐
	Read the app's help menu	☐	☐	☐	☐	☐
	Use personal notes	☐	☐	☐	☐	☐
	Explore on your own	☐	☐	☐	☐	☐

Scoring: Preference for social and self-reliant mobile tech support are scored separately, as the average rating of the associated items, ranging from 1 (low) to 5 (high).

Quality

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** (1)	**disagree** (2)	**neutral** (3)	**agree** (4)	**strongly agree** (5)
social	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).	☐	☐	☐	☐	☐
self-reliant	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.	☐	☐	☐	☐	☐

Scoring: Perceived quality of social and self-reliant mobile tech support are scored separately, as the average rating of the associated items, ranging from 1 (low) to 5 (high).