



### Example of a knowledge stair:



### Example of questions to use for the in-depth interviews:

- Do you have email in your smartphone?
- Do you know how to send emails using your smartphone?
- Can you send and receive text messages?
- Do you have a Facebook account?
- How do you communicate with friends and family?
- Can you connect to Wi-Fi?
- How do you take part of society information?
- Do you read newspapers online?
- Do you know how to search for a job online?
- Do you know how to download an application?



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