

## SI 582 Interview Questions

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### Questions

1. What are the top issues or concerns you have about money and finances?
2. What are some financial topics you want to learn about or wish you had learned about sooner?
  - a. If you have children, is there something you'd like help teaching them about money or money management?
3. Have you ever used an online tool (app, website) for financial education or money management?
  - a. If yes...
    - i. What tools did you use?
    - ii. What was your experience?
      1. Were the tools helpful to you?
    - iii. How recently have you utilized a financial education mobile app?
    - iv. Are you still using these tools?
      1. If not, how long did you use them?
      2. Why did you stop using them?
  - b. If not...
    - i. Why not?
    - ii. Has anything prevented you from using a mobile app, website, or other online tool for financial education or money management?
4. Have you had positive learning experiences surrounding life skills and / or financial education?
  - a. How does the idea of learning about financial education alongside your child or parent make you feel?
5. What have been your most positive and negative online learning experiences?
6. Would you consider using a personalized financial education app?
  - a. If yes, what type of personalized aspects would you want your financial education app to have?
  - b. If not, why not?
7. What mobile apps, websites, and digital tools do you most trust?
  - a. How can digital platforms build trust with you?
  - b. Are there certain apps you would not feel comfortable trusting with your financial information; if yes: why?

- c. Is there certain financial information you would not feel comfortable sharing with a personalized financial education app? If yes, please explain.
  - d. Specifically speaking to financial education apps, do you have any trustworthiness concerns?
- 8. Do you utilize public benefits?
  - a. If yes, how do you find out about benefits you might be eligible for?
  - b. What challenges do you face in terms of receiving information regarding benefits you may be eligible for?
  - c. How comfortable would you be using a tool that gave you information about new public benefits you might qualify for or that gave you information on changes that could impact your benefits?
- 9. Is there anything else you would like to add or any question you'd like to expand upon?