

Attachment 11

Debriefing Protocol for the At-Home Session

NCVS-1 & 2 DEBRIEFING INTERVIEW – AT HOME SESSION

We have some questions that we want to ask you, but before we do that, we would like you to tell us in your own words about what you just did – explain the process, what you did, how it worked, what kinds of questions you answered, etc.

Can you recall any part of the interview where you felt confused or lost in the system or was the entire experience clear?

REVIEW SECTIONS WHERE THERE WERE NOTICEABLE DIFFICULTIES WHILE GOING THROUGH THE INSTRUMENT.

REVIEW OTHER SECTIONS, NOT COVERED BY DIFFICULTIES, ASKING:

[PROBE AS NECESSARY TO GET THE RESPONDENT TALKING ABOUT HIS/HER EXPERIENCE OF THE IVR.]

You just said that you ~~~. Can you say more about that?

You mentioned the ~~~~ ; how did that work for you?

ONCE COMPLETING THE INSTRUMENT, ASK (IF NOT ALREADY DISCUSSED)

Did it ever get too long or boring, or was it completely understandable and engaging?

Was there other particular part (not already discussed) that you did not understand or did you understand all parts of it?

Can you tell us whether you thought it was interesting or not so interesting?

Was there anything that you particularly liked or disliked about the IVR?

Was there anything particular that worked well for you or did not work well for you?

If you got a call like this at home, is this something you would choose to do or choose not to do?