## Debriefing Questions

Q: Tell us about your experience using the phone/tablet to answer the survey question (open ended).

Q: Did you have any difficulty using it to answer the survey?  What gave you the most difficulty? Least difficulty?

    Most: _____

    Least: _____

Q: What did you like most and least about the experience of answer the survey on the phone/tablet?

    Most: _____        Why: _____

    Least: _____       Why: _____

Q. Here are a list of screenshots from the ACS.  Please look them over and recall your experiences as you answered the questions using the smartphone/tablet.  Pick out the 5 most difficult questions.

1.

2.

3.

4.

5.

Q: Imagine you were at home and had to answer the survey. Does your device assist you in doing that?   How does it help?   What problems do you think there are?

Would you prefer to answer the survey by desktop, smartphone or tablet?

*Write down any questions requested by ACSO/DSSD sponsor to ask in any sessions:*

_____

**Screen specific debriefing questions**

*We can follow up with any of the 5 most difficult screens that participants mentioned – if we need to understand why they were most difficult….*

Tell me more about your difficulties with the following screens:

*Insert screen user said was most difficult*

Any screens with context from previous screen presented in gray color at top of screen (e.g., all income components, utility amounts, what language, and a screens in the roster.)

Were you able to navigate that text and figure out what you needed to do on this screen?

*(Only ask if there were issues)*

Login screen