

User Interview Guide

Introduction

- Hello, and how are you?
- Setting up interview expectations

Initial Form

- What parts of the FASFA application do you think are the most clear? Most confusing?
- What did you do when you were confused?

Corrections

- If you were to make corrections to your initial application, how would you do it?
- Have you made corrections to your application?
- What led you to make corrections?
- What parts of the corrections process were difficult to understand? What was done well?
- What did you do when you were confused at any part of the process?
- How did the corrections process overall feel in comparison to filling out the initial form?
- What do you wish had been done differently?
- Can you think of a website or experience that does this well?

Closing

- Any last thoughts?
- Thank you for your time.