General:

*[Review Satisfaction responses- probe about any items rated <3)]*

Overall, what was your impression of the site?

Is there anything you liked / disliked about the site?

In general, would you say that it was easy or difficult to complete the tasks using the site? Which tasks, if any, were difficult to complete?

If you could change anything about the site, what would that be?

*Review screens (in PowerPoint slide deck) that participant experienced difficulty with during testing*

Is there anything else you would like to mention that we haven’t talked about?