Good (morning/afternoon)_____! Thank you for your availability and willingness to participate in this interview. The United States Department of Health and Human Services, Office of Minority Health is interested in learning about the experience of users who have completed {e-learning program or e-resource name} on the Think Cultural Health website. You have been selected because you have expressed interest in being contacted about your experience using this e-learning program/e-resource.

My name again is _____. I work with SRA International, and we are completing these interviews on behalf of the Office of Minority Health. My partner _____ will be taking notes from our discussion. We would also like to audio record this interview to ensure that we obtain all the information as accurately as possible, and capture any important information that we might miss in our notes. May we have your permission to audio record this interview? The information we collect from you today will only be accessible to the HHS Office of Minority Health, and any information that is shared will be reported as a summary without your identifying information included. Do you have any questions?

Great! Let's begin the interview! First, we would like to ask you about the work you are currently doing.

1. What is your current position title within your organization?

2. What are your major responsibilities in this position?

Now, let's talk more about your experiences with the {e-learning program or e-resource name}.

1. What motivated you to complete/use {e-learning program or e-resource name}?

2. Approximately, how long did it take you to complete each Course/Unit of the {e-learning program or e-resource name}?

3. How was the information provided in each Course/Unit of the {e-learning program or e-resource name} relevant to your current work?

4. How have you applied the information in the Courses/Units of the {e-learning program or e-resource name} to the work that you do?

5. How has completing each Course/Unit of the {e-learning program or e-resource name} changed the way you {Course/Unit topic(s) objectives}?

6. How has your attitude about {Course/Unit topic(s)} changed because you completed Unit _?

7. What additional information would make the {e-learning program or e-resource name} more applicable to the work you do?

8. In the past six months, what information from the {e-learning program or e-resource name} have you looked at again to help you in your daily work?

9. How could the information provided in the {e-learning program or e-resource name} be more helpful to you?

Great! Now, I want to talk to you about some of the features of on the {e-learning program or e-resource name}.

10. What was it like taking a training on {Course/Unit topic(s)} online?

11. What were your overall impressions of the various Case Studies used in {e-learning program or e-resource name}?

12. What other features in the {e-learning program or e-resource name} did you like?

13. What other features in the {e-learning program or e-resource name} did you *not* like?

14. In what ways could we improve how the content in the {e-learning program or e-resource name} was visually presented?

Thank you! We are almost done! We just have a few more questions about the website and your experience using and navigating the site.

15. What about the website for {e-learning program or e-resource name} did you like?

16. What about the website for {e-learning program or e-resource name} did you not like?

17. How was your experience registering for the {e-learning program or e-resource name}?
    PROBES: Did you feel the registration questionnaire was too long or too short?
    How did you feel about the password requirements? How easy or difficult was it for you to log in at a later time?

18. How was your experience navigating through the {e-learning program or e-resource name}?
    PROBES: How easy was it for you to navigate from one page to another?

19. Did you take the {e-learning program or e-resource name} a device other than a computer or laptop?
    PROBES: If yes, what kind of device did you use? (E.g., tablet, smartphone?) How did the site look?

20. Overall, what would you say to others (for example, your coworkers) about the {e-learning program or e-resource name}?

21. Who else do you think would benefit from the {e-learning program or e-resource name}?

22. What additional comments do you have about the {e-learning program or e-resource name}?

Thank you so much for your time and participation. We have learned a great deal from you today.

23. Before we end, is there anything else that we have not asked you about that you would like to share?

We appreciate you sharing your experience with {e-learning program or e-resource name} on Think Cultural Health. Your feedback will help us in understanding how the content of this e-learning program/e-resource is used. Thank you again for your participation and please do not hesitate to contact us with any further comments or questions you may have.