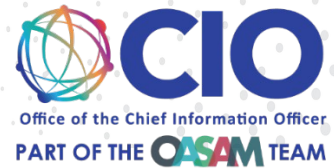


DESIGN REVIEW FOCUS GROUP QUESTIONS

EBSA Lost and Found Portal



Questions

1. How do you feel about using this search to look for potential retirement plans? Is there anything that is easier or harder for you?
2. Can you explain what about this website makes you feel it's trustworthy and want to use it?
3. What, if anything, about this website makes you feel doubtful or not want to use it?
4. Do you notice that there are more pages of results that you can see? Is it clear how to get to them?
5. Could you explain what, if anything, would bother or confuse you when using this website on your phone?
6. What parts of this website catch your attention or interest you the most?
7. Can you tell me about any parts of this website that make you feel happy or excited?
8. Can you tell me about any parts that make you feel unhappy or frustrated?
9. On a scale of one to ten: how would you rate your experience of this website overall? (One is very bad and ten is very good)
10. How would you make this website better or more fun to use -- is there anything that you would add, remove, or change?

