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?

