

## Pre Test

What devices do you usually use to <xxx e.g., browse>?  
How often on average do you use <xxx, e.g., consumerfinance.gov>?  
For what purposes would you use <xxx, e.g., consumerfinance.gov>?  
What other resources might you use to find similar information?  
Rate your experience using <xxx e.g., current website> on a scale X to Y.  
Why do you think <xxx e.g., the current website> is <blank> to use?

## Pre Test - Consumer-based questions

What kind of devices do you own?  
Have you heard of this website <xxx, e.g., consumerfinance.gov> before?  
If yes, how?  
If not, what do you think it is for?  
What kind of information do you think you can find on <xxx e.g., site, page>?  
What is your main <xxx e.g., online financial resource> when you are looking for <xxx e.g., financial information>?  
What device do you usually use when looking for <xxx e.g., financial information>?

## Actual Test (specific page)

What comes to mind when you look at <xxx e.g., this page>?  
What can you do here <xxx e.g., on this page>?  
What is the first thing that caught your eye?  
What would be the first thing you would interact/select on <xxx e.g., this page>? Why?  
If you wanted to find <xxx>, how would you find <xxx>  
How would you find <xxx> using <xxx>  
How would you < \*\*perform a specific action xxx> (e.g., sign up for the email newsletter)  
If you could change one thing about <xxx e.g., this page> to make it work better for you, what would it be?  
Select <xxx> (e.g., a blog post, news article, or notice and comment) on this page.  
If a/an <xxx> was relevant to < \*\*a specific audience group>, how would you go about sharing it?  
Where would you find the related information to this <xxx> (e.g., page, blog post, news article, regulation)  
After you read this <xxx>, what would you do next?  
How do you go back to the <xxx e.g., blog main page>?  
What do you think < \*\*a particular naming/title\*\* > (e.g., 'Watchroom') is? What kind of content would you expect in it? Do you  
What <xxx e.g., blogs, news articles> would you be interested in reading?  
If you didn't see a/an <xxx> related to <xxx>, how would you try to find it/one?  
If you were looking for <xxx>, how would you find it?  
If you were interested in <xxx>, how would you find it?  
Let's say CFPB < \*\*perform an action\*\* > e.g., publish, passed > <xxx (e.g., news article or regulation)>, how would you find it?  
After you < \*\*perform an action\*\* >, how will you < \*\*perform another action\*\* >?  
What is < \*\*asking subject to identify a piece of info\*\* > e.g., CFPB's mailing address? How would you find that information?  
What is this <xxx e.g., page> for?  
What does it mean if <xxx \*\*trying to understand user's interpretation of an icon, graphic figure\*\* > ?  
If you didn't want to < \*\*perform an action\*\* > e.g., use the beta site>, how would you < \*\*perform an alternative action, e.g., g  
Before you < \*\*perform an action\*\* >, what do you expect will happen after you do?  
When you < \*\*perform an action\*\* >, what does/do <xxx> mean to you?  
Are there any <xxx> missing that you would expect <xxx>?  
Was it easy to < \*\*perform an action\*\* > e.g., read? If not, how could we improve?  
How intuitive and helpful is <xxx e.g., the navigation system>?

Did you notice <xxx e.g., email signup, video, search box>?

What did you think of the <xxx, e.g., font, color> of/on <xxx e.g., the Paying for College Tool >?

### **Consumer-based questions**

What <xxx e.g., key words> would you use to search <xxx e.g., the website>?

What <xxx e.g., search engine> would you use?

What do you usually do when visiting <xxx e.g., a new website>? What would be the first thing that you do here <xxx, e.g. landi

After reading <xxx, e.g., paragraph, header, navigation label > how easy was it to understand it on a scale X to Y (e.g., easy to o

If difficult what <xxx, e.g., word, phrase, image> would you use instead?

What is the purpose of this <xxx, e.g. page, section>?

You landed on <\*\*\*insert page\*\*\*> after <\*\*\*scenario that would drive you to this page based on the outbound content we

<\*\*\*scenario that would drive you to this page based on the outbound content we actually produce\*\*\*>. What is the next pie

What other information do you need in order to use <\*\*\*tool/info on the page\*\*\*>?

### **Post Test**

On a scale of <xxx e.g., \*\*number\*\*> to <xxx e.g., \*\*number\*\*>, how easy/difficult was it to use <xxx>?

What did you like the most about <xxx>?

What did you dislike the most about <xxx>?

Do you have any other feedback/input that we did not cover?

Was there anything too <xxx, e.g., obstrusive, well-hidden>?

What would encourage you to <xxx, e.g., return to this site in the future>?

If you could change one thing on the <xxx>, what would it be?

What would you do differently on <xxx, e.g. page, section>?

### **Post Test - Consumer-based questions**

Do you feel comfortable using the <xxx, e.g. website, page, navigation, filter>?

Would you recommend <xxx e.g., the website, the Paying for College tool> to <xxx e.g., a relative or friend>?

What <xxx e.g., frustrated, excited> you the most?

?

'B site>?

> What do you do now?  
You're interested in finding?