

INTRODUCTION

Thanks for your time today. I'm Kale, part of the UX team in the Comms division. And Jenny John who will take notes.

Our goal is to learn more about your experience with the TRS website as a Health Benefit Counselor.

The responses that you provide will be kept anonymous. We are not collecting this data for public use. Your feedback will inform the website redesign process, which is currently underway.

If you have any questions or need to take a break during our discussion, just let us know.

Do you have any questions before we begin?

QUESTIONS:

1. What does a typical day look like for you as a health benefit counselor?
2. What are some common issues you assist members with?
3. What are some frequent concerns that members share?
4. Have you used the TRS Website as a reference or resource while helping members with issues? If yes, could you walk us through the last time you did that?

Can you share some of the most frequently shared references?

5. Are there any resources or information that members request most frequently?
6. Do members seem confused about where to find those resources? What are some of the reasons for the same, that they share?

a. How do you direct members to the resources?

7. Lastly, do you have any suggestions or thoughts on how we can improve health information that is currently provided on the TRS website?

CONCLUSION

That wraps up the questions we had planned. Thank you again for taking the time to speak with me today. Your feedback will help us make design changes as we work to improve the TRS Website. Do you have any questions or concerns you want to share before we sign off?

PREVIOUS INTRO/WELCOME

Welcome, and thank you for joining us today. My name is [name], and I am part of the UX team in the Comms division. I will be facilitating this interview today.

I'd also like to introduce [name(s)], who will be observing today's session. She will be taking notes during our chat.

Broadly, the goal of this interview is to learn more about your experience as a Health Benefit Counselor. In particular, we are interested in your experience working with members and guiding them to resources on the TRS website.

The responses that you provide will be kept anonymous. We are not collecting these data for public use. Your feedback will be used internally to inform the website redesign process which is currently underway.

We anticipate that this session will take about 30 minutes, but we can end at any time if needed. If you have any questions or need to take a break during our discussion, please do not hesitate to let me know.

Do you have any questions before we begin?