Attachment H

**Usability test debriefing interview phone script**

Hello, my name is _____and I'm calling from Urban Institute about the Bureau of Justice Statistics' ***Census of Prosecutor Offices*** questionnaire that you recently completed.
Is this still a good time to talk? *[If not, reschedule while on the phone!]*

Great, so let me walk you through the basic process of how the debriefing will work. We'll go through the major sections of the census, and for each section, I'll ask you if there were any particular issues you encountered such as: problems opening the survey, problems selecting more than one option, inputting a free text response, display issues, the compatibility of the instrument with your device, closing out of the survey and coming back to where you left off.

With your permission, I would like to audio-record our conversation. This will allow me to concentrate on what you are saying instead of relying on notes I take while you're talking. I'll use the recording to help me write a summary of our conversation. It will not be used for any other purpose.

If you are willing to take part in the study and allow me to audio-record our conversation, please provide your verbal approval before we continue.
Record permission: Yes, proceed No, discontinue

Do you have any questions before we proceed?

1. How long did it take you to complete the survey?
2. Did you use a computer or a mobile phone to complete the survey?
    a. If computer, what internet browser did you use?
    b. If mobile phone, what kind of mobile phone do you have (e.g., Apple, Samsung, Google)?
3. Did you have any problems opening the survey?
4. Did you have any problems completing the survey? (probe to determine problem or problems)
5. Are there any questions that you think did not display properly (e.g., screen seemed to cut off, not obvious to scroll for more response options)? (probe to determine problems)
6. Did you share the survey link with anyone else in your office?
    a. If so, did that process go smoothly?
    b. If there were issues sharing the survey, can you describe what happened when you shared the link?
7. Did you experience any other technical difficulties completing the survey?