# Cognitive accessibility discussion guide template: Evaluative usability

For more information about facilitating online user interviews with participants who experience cognitive barriers, check out [Fable’s Cognitive accessibility engagement guide.](https://makeitfable.com/tutorial/cognitive-accessibility-engagement-guide/)

## Overview

Researcher: (your name)

Active session time: 30 minutes

## Research goals:

Task 1:

Task 2:

## Product access details:

URL:

Username:

Password:

Special instructions:

## Introductions (10 minutes)

*Introduce yourself and the goals of the session (or overview of product/tasks).*

### Optional ice breaker questions

* “Tell me a little about your day so far.”
* “Do you remember the first piece of technology you ever used or were excited about?”

### Tell me a bit about yourself

* “Can you tell me what operating system you’re using today?”
* “Are you using any assistive technology (like magnification) or accessibility settings (like increased font size)?"
* “Are there tools, settings, or features that really help you stay focused or reduce stress?”
* “Before we dive in, is there anything that would make this session easier or more comfortable for you?”

## Set up (5 minutes)

### Consent

“In this session, you may:

* Let me know if you don’t want to answer a question
* Ask questions at any time
* Stop at any time

 I’ll give you instructions for a task, you may share your feedback as you go through the task, if you’d like. I may ask you a few questions about your experience after you’ve attempted to go through the task.

Please keep in mind that we are evaluating our site! We are not testing you. Please just give us your honest feedback so we can make this experience better.”

Do you have any questions before we begin?”

## Task 1 (15 minutes)

Goals:

Activities:

## Task 2 (15 minutes)

Goals:

Activities:

## Wrap up (15 minutes)

* "Thanks so much for taking the time to walk through everything with me today. Your feedback was super helpful."
* "To recap, we explored [X tasks/features], and I really appreciated your thoughts on [mention something specific they brought up—e.g., ‘how the navigation labels felt confusing’ or ‘that shortcut you expected to work’]."
* "Before we finish, is there anything else you'd like to add—anything we didn’t cover or that came to mind along the way?"
* "We’ll take everything you shared today and use it to [improve the design, prioritize changes, etc.]. You’ve really helped us understand things from your perspective."

## Log out and survey

*Guide the user to log out (if applicable).*

“Thanks again—we really appreciate your time and insight. I hope the rest of your day goes well!”