# Cognitive accessibility discussion guide template: Informational interview

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)

Research goals:

## Introductions (10 minutes)

*Introduce yourself and the goals of the session (learning about the participant’s cognitive needs and preferences for digital experiences).*

### 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 and cognitive questions (15 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”

### Cognitive questions

* “Do you have any questions before we begin?”
* “What does a typical day look like for you?”
* “What kinds of tools, apps, or supports do you use most often?”
* “Are there times of day or certain tasks that feel harder to manage or stay focused on?”
* “What types of tasks feel mentally tiring or overwhelming?”
* “Do you use any strategies to help with remembering things or staying organized?”
* “Are there things that make it harder to understand or use written information or instructions?”

## Technology preferences (15 minutes)

*Ask about preferences for different devices, including mobile vs. desktop.*

* “Do you use different devices for different tasks?”
* “Is there a particular browser that works best for you?”
* “If you’re on a website or an app and you run into challenges, what do you do?”
* “What is a good experience for requesting support online, if you need it?”

Technology experiences (10 minutes)

* “Can you tell me about some of the challenges or pain points you generally might have while navigating online?”
* “What makes a good experience for you?”
* “Can you tell me about a website or app that you use often that works really well for you? What makes it a good experience?”

## Wrap up (10 minutes)

* “Is there anything else you want to share that we haven’t covered?”
* “What’s one thing you wish designers or developers better understood about your experience?”
* “Thank you. We’ll take everything you shared today and use it to [improve the design, educate our team, etc.]. You’ve really helped us understand things from your perspective.”