| Theme | Code | Description |
| --- | --- | --- |
| Emotion | Frustration | User having frustration or negative language with anything we mention |
| Emotion | Satisfaction | User using positive language in general about items we mention |
| Emotion | Certainty | User expression things they dont want to be changed from the certification process |
| Emotion | Speculation | User raising points about what they would want the GEN Certification process to be |
| Person | Difficulties | User having setbacks during the certification process |
| Person | Beliefs | Thought the user holds about  The future Dashboard process |
| Organization | Roles | What role people or tech play in  The certification process |
| Organization | Interaction | User mentions how they completed the certification in the past |