1. Which feature do you think is the most poorly designed and most difficult to navigate?

• How and why does it make you think that?

• What would be an ideal solution like?

2. Would you say you are able to complete tasks on SIS [Easily, Fairly Easily, Not Easily, or Hard]?

• How and why does it make you think that?

3. Are there any features or tasks missing from SIS that you think would be nice to have?

• How and why does it make you think that?

• What would be an ideal solution like?

4. Which part of SIS do you think if it gets improved, you will find SIS more enjoyable to use?

• How and why does it make you think that?

• What would be an ideal solution like?