

Additional file 4. Semi-structured interview guide

Introduction (5 minutes)

- **Greeting and Introduction**
 - "Good [morning/afternoon], and thank you for taking the time to speak with me today. I am Adeline, a PhD Candidate from Flinders University, and I will be conducting this interview."
- **Purpose of the Interview**
 - "The purpose of our conversation is to gather your feedback on the online nutrition educational website you've had access to the last 2 weeks. I would like to understand your perspectives on its content, layout, usefulness, and any improvements you think could be made."
- **Consent and Confidentiality**
 - "I will be recording our interview today so that I don't leave out anything important you might have shared, and I want to assure you that your responses will be kept confidential and used only for research purposes. You can skip any questions you're not comfortable answering. Are you happy to proceed?"
- **Background and context (5 minutes)**
 - Can you tell me about your general interest in nutrition and how often you look up information on this topic?
 - Have you used other online resources for nutrition before visiting this website? If so, how does this one compare?

Overall Website Content (10 minutes)

- **Overall Impression**
 - "What was your overall impression of our website?"
 - "What did you think about the content provided on the website?"
Prompts: Did you find it easy or difficult to understand?
- **Specific Content Review**
 - "Were there any specific topics or sections that stood out to you as particularly helpful or informative?"
Prompts:

1. *Why? In what ways did that section stand out to you?*
2. *"e.g. How useful did you find the nutritional information relating to healthy eating for your muscles?" (as a prompt if participant cannot remember any particular topics)*

- **Motivation and goals**

- Was there any kind of information or resources you were specifically looking for when browsing the website?
- Did you have any specific goals in mind when browsing the website?

Website Layout and Usability (5 minutes)

- **Layout and Design**

- "What are your thoughts on the layout and design of the website?"
- "How well did the website align with your preferred learning style?"

Prompts: For example, did it offer enough of the types of content (videos, text, interactive) that you find most helpful?"

- **Accessibility**

- How do you usually approach finding the information you need on **this** type of website?

Prompts: What method(s) do you use when looking for information on nutrition/health websites?

- Can you describe your experience navigating **our** website? Was it easy or challenging? Why?

Prompts: How easy was it to navigate through the different sections and find the information you needed? Any issues with font size, colour contrast, or navigation?

- "What did you think about the external links on the website?"

Prompts: E.g. Recipe ideas. Did you click on any? Which ones?

Alignment with learning styles/learning preferences (10 minutes)

- **Preferred Learning Styles**

- "How do you usually prefer to learn new information?"

Prompts: For example, do you prefer reading, listening, watching videos, or hands-on activities?"

- "Did you feel that the website helped you learn something new? If so, what and how?"
- "What did you think about the interactive elements (such as quizzes or activities) on the website?"

Prompts:

1. Which ones did you like, or did you find useful? Why?
 2. Where there any you didn't like? Why?
- "What did you think of the practical activities suggested on the website (such as meal planning or recipes)?"

Prompts:

1. Which ones did you like, or did you find useful? Why?
 2. Where there any you didn't like? Why?
- "Were there other ways the website could have enhanced your learning?"

Prompts:

1. Do you have any feedback on the format of the information presented on the website? (e.g., text, videos, images, etc)
2. Do you think we could have included some videos or do you think the website was good enough as it is?
3. Did you find videos to be an effective way to learn about nutrition and frailty?
4. Why or why not?

- **Self-directed learning skills**

- Do you usually verify the accuracy or relevance of the information you find online?

Prompts: If yes, what strategies do you use? If no, why?

- Did the website support your ability to learn independently? If so, in what ways?
 - How confident did you feel in evaluating the information presented on this website?

- **Clarity and Presentation**
 - "How well was the information explained or presented on the website?"
 - "Is there anything we could do to improve the clarity to support your learning?"

Areas for Improvement (10 minutes)

- **Barriers & Challenges**
 - Were there any aspects of the website that hindered your ability to find or understand the information you needed?
 - Did you encounter any information that was unclear, incomplete, or difficult to interpret?
 - Were there any moments when you felt frustrated or overwhelmed? If yes, can you describe these moments?
- **Missing Topics**
 - "Were there any important topics or information missing from the website that should have been included?"
- **Suggestions for Improvement**
 - Do you have any suggestions for improving this website that would have better supported your learning?

Prompts:

1. Is there anything you think was missing or could have been presented differently?"
- What additional features or content would you like to see to make it more useful for someone learning about nutrition?

Impact & Outcomes (10 minutes)

- **Informative Value**
 - "Overall, how informative did you find the website in providing educational nutrition information related to frailty?"
 - "Did your visit to the website prompt you to take any actions or make changes in your daily life? If so, what were they?"
- Prompts "Have you made any dietary changes since using the website?"*
- "If you were to revisit this website in the future, what kind of information or resources would you hope to find?"

- **Recommendations**

- "Using a scale of 1 to 10, with 1 being least likely, and 10 being most likely, how likely are you to recommend this website to others who want to learn more about nutrition and frailty? Why or why not?"

Closing (5 minutes)

- **Final Thoughts**

- "Is there anything else you would like to share about your experience with the website?"

- **Thank You**

- "Thank you so much for your time and valuable insights today. Your feedback is greatly appreciated and will help us improve the website to better serve older adults with frailty."