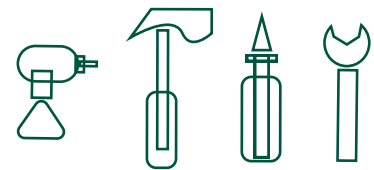


Interviews

Facilitator Guide



Use this guide to organize the facilitation of your interviews.

EXAMPLE:



Introduction

Introduce yourself and give the person you are interviewing space to introduce themselves as well. If there are any note-takers or other colleagues on the call, be sure to have them introduce themselves as well.

“Hello, my name is [name], and I’m part of a team that is trying to [goal of the effort]. Thank you for speaking with us today. This discussion should take about [x amount] minutes. We’re going to be talking about your experiences [related to whatever it is that you’re studying]. There are no right or wrong answers to these questions, we just want to hear from you. Your participation in this interview is completely voluntary, so we can stop the interview at any time and/or skip any questions that you don’t feel comfortable answering. Do you have any questions before we get started?”



Request consent form and/or permission for recording

If your particular research will use photos or quotes in different ways, you must disclose it to your participants to get their consent.

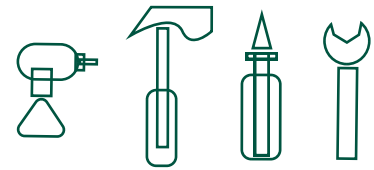
“Before we get started, I need to go over our consent form with you.”

[Use this time to review the Research Participant Agreement and Consent Form with the interviewee.]

“It would be helpful to us to record this interview and take pictures so that we can be sure that we are capturing what you share accurately. We will use these recordings for our own analysis efforts. Our notes will contain no information linking you to your specific statements or answers.”

Interviews

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Ask your questions

Write your questions in the space below and leave space to jot down notes for future reference. Don't feel like you need to get through all of your questions; prioritize questions and let the conversation flow to get the best information.

“Did you get frustrated at any point in the application process?”

“What frustrated you about the application process?”



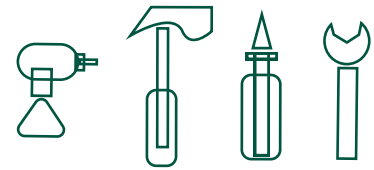
Conclusion

End the interview by thanking your interviewee for their time and giving them additional space for anything else they want to share.

“Thank you again for taking the time to speak with us today. The information you shared will be invaluable as we move forward with our effort. Before we wrap up, is there anything you wanted to share with us that I didn't ask about?”

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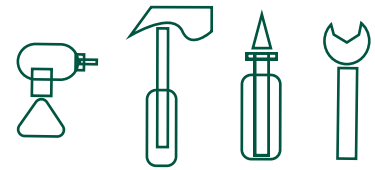


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Interviews

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