

Community Learning Center Staff Interview Protocol



Instructions

The purpose of this interview is to gather information from the coordinator of a community learning center (or other informal learning contexts) on the implementation of the technology-based solution. This interview should take approximately 1 hour.

For each part of the interview, begin with the initial open-ended question. The topics listed on the left-hand column are intended to guide your discussion. For each topic, the sample probes listed on the right are intended to initiate conversation and elicit information. Please note that the probes included here are suggestions to help you obtain information about the topic. **You are not required to ask every question listed; you are also welcome to make up other probes as might be appropriate and relevant.**

Questions

Part 1: Rapport Building and Background Information

Please tell us a little about yourself, your role in this center, and your experience with technology.

Current Experience	1. How long have you been working at this center? Have you had your current position the entire time?
	2. How long have you been working in these kinds of centers?
	3. Have you ever worked in schools (primary, secondary, college, or university)?
Background with Technology	4. What experience do you have supporting IT or children's use of technology?
	5. Tell us about how you use technology in other settings—at home or other workplaces, for example.

Part 2: Learning Context

Please tell us a little about this center and your work at it.

Context	6. Tell us about the center. What is its primary function?
	7. What kinds of activities are offered? Who are the typical participants?
	8. Can you describe a typical day for participants?
Practice/Activities	9. What kinds of activities do you coordinate or lead?
	10. What resources do you use to help planning activities?
	11. How do you gauge progress among the participants/learners?

Part 3: Intel Technology Solution

Please tell us a little about your experience with using the Intel educational technology.

Example of One Specific Activity	<p>12. Please describe one activity in which you have used the technology.</p> <p>13. How did you plan and prepare for this activity? What resources did you use?</p> <p>14. What did you do? What did the children do?</p> <p>15. How did the children respond to the activity? Did you assess what they were learning?</p> <p>16. What kinds of products, if any, did they produce?</p>
Integration with Daily Practice	<p>17. What kinds of activities have you been able to use the technology with, in general? (Note: Refer to questions 13-17 for further probes if necessary.)</p> <p>18. How have the children responded, in general, to the use of the technology?</p>
Perceived Impact/Value of the Technology	<p>19. How do you think this program might benefit participants? Children's learning?</p> <p>20. How might it benefit family members or the community beyond participants in this program? Organizations that provide services, businesses, faith-based entities, etc.?</p> <p>21. How do you think this program could benefit you as an educator?</p>
Challenges to Implementation	<p>22. What kinds of challenges and barriers have you encountered with using the technology in the community center context?</p> <p>23. How have you addressed these challenges?</p>

Part 4: Professional Development

Please tell me a little about the professional development that you have received as part of the Intel technology solution.

Participation In, and Value of Professional Development	<p>24. Have you participated in professional development specific to the technology solution and related programs?</p> <p>25. If yes, what did your professional development activities consist of?</p> <p>26. What did you find most valuable about this professional development?</p> <p>27. In what ways do you think the professional development could be improved?</p>
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Part 5: Support for Implementation

Please tell us about the various kinds of support you have received to help you implement the technology (support for implementation, technical support, support from colleagues, etc.). Please also tell us about any difficulties you may have encountered and how they were addressed.

Support for Implementation	<p>28. How was the Intel technology solution explained to you at the start?</p> <p>29. What support were you offered to help you learn about start using the technology? Have you received all the support you were offered?</p> <p>30. Has the implementation been carried out in a way that reflects the initial plan? If not, what are some of the major differences?</p>
Technical Support	<p>31. Have you encountered any technical difficulties in using the technology?</p> <p>32. To what extent do you receive support to help address these difficulties? (Probes: Who provides the support? How often do you need the support? How often do you receive it? What is the nature of the support you receive? Is the support you receive always in response to a problem or is it also proactive?)</p>
Support from Community Center Leadership	<p>33. To what extent do you feel supported by the leadership at the center in implementing this technology? And in resolving the challenges you have faced?</p>
Support from Colleagues	<p>34. Do you have colleagues at this center or beyond with whom you can share your experiences? Have your colleagues shared their experiences with you?</p> <p>35. Has interacting with your colleagues helped you use this technology?</p>

Part 6: Wrap-up

Finally, is there anything else you would like to tell me about your experience with this program?

Thank you so much for participating! If we have some follow-up questions or a follow-up interview in a couple of months or so, would you be willing to participate again? If yes, how could we contact you then?

Follow-up

If the integration research design calls for multiple rounds of data collection, this protocol can also be used for the follow-up interview. In these cases, it will be appropriate to focus on observed change since the original research took place. More specific guidelines for customization are as follows:

Section	Suggested Modification
Part 1	Omit.
Part 2	Omit questions 6 and 8. Modify questions 7 and 9–11 to focus on changes, if any, since the previous visit/interview.
Part 3	Questions 12–18 may be used without much modification. Focus questions 18–23 on changes since the previous interview, modifying the phrasing as appropriate. If possible, refer back to the interviewee's prior responses while asking these questions.
Part 4	Focus questions 24–27 on changes if any since the previous interview, modifying phrasing as appropriate.
Part 5	Omit questions 28–30. Focus questions 31–35 on changes since the previous interview, modifying the phrasing as appropriate.
Part 6	May be used without modification.