

# Information Technology Coordinator Interview Protocol



## Instructions

The purpose of this interview is to gather information from IT coordinators about the planning, implementation, and support of the Intel technology solution. This interview will last approximately 45 minutes to an 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 start out by telling us about yourself and your job.

Job Title and Professional Background	<ol style="list-style-type: none"> <li>1. What is your title?</li> <li>2. How long have you been doing this work?</li> </ol>
Job Duties	<ol style="list-style-type: none"> <li>3. Please tell us what your job here is like.</li> <li>4. Can you describe a typical day for you in this job?</li> </ol>
Job Goals	<ol style="list-style-type: none"> <li>5. What are your goals in this position?</li> <li>6. What do others consider to be a job well done for this position?</li> </ol>

### Part 2: Goals and Purposes of the Program

Please tell me about the Intel technology solution program and your role in it.

The Context of Technology-Supported Reform and Development	<ol style="list-style-type: none"> <li>7. Is there an education reform or economic development initiative that the technology solution is a part of?</li> <li>8. How does this program fit in with the larger [name of local initiative]?</li> </ol>
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**Part 2: Goals and Purposes of the Program—continued**

IT Coordinator's Responsibilities in the Program	<p>9. What are your responsibilities in this larger ICT plan?</p> <p>10. Are you involved in</p> <ul style="list-style-type: none"> <li>a. ICT planning and policy?</li> <li>b. ICT readiness/infrastructure?</li> <li>c. Program implementation?</li> <li>d. Technical training and support?</li> <li>e. School-wide or community-wide resources (for project, schools, teachers, students)?</li> <li>f. Others?</li> </ul> <p>How?</p>
ICT Access and Use Prior to the Integration Effort	<p>11. Prior to the program, what kinds of technology did students have access to?</p> <p>12. Prior to the program, what were the most common types of technology used here?</p> <p>13. Prior to the technology solution, how did your school or institution manage teacher/student use of ICT (e.g., computer on cart/wheels, block scheduling, etc.)?</p> <p>14. How has this changed with the program?</p>

**Part 3: School and Classroom ICT Readiness**

Please tell me about the ICT infrastructure at your school or center—the equipment, connectivity, space resources, and anything else that supports ICT use.

Connectivity at the School	<p>15. Is the connection fast and reliably available?</p> <p>16. Is there a protocol for Internet security? How are students protected online?</p>
Local Network Infrastructure	<p>17. Is there a local infrastructure allowing for shared file storage and collaboration between students?</p> <p>18. Can students print and scan within the school or center network?</p>
Maintenance and Support	<p>19. Who carries out maintenance and support tasks for ICT at the school or center?</p> <p>20. Are maintenance and support needs being met?</p> <p>21. How did the effort to integrate the technology solution influence maintenance and support needs and activities at the school or center?</p>

**Part 4: Specifics About the Integration Effort**

Please tell me about the Intel devices and their introduction at this school.

Device Description	<p>22. Was the device distributed with included software or other resources?</p> <p>23. What are the device capabilities that are most important for this integration effort?</p>
Supports	<p>24. Have any policies or practices been put in place to support the successful use of the device?</p> <p>25. Did teachers or center staff initially receive training? Did others?</p> <p>26. Which organizations and individuals contributed resources to support the use of this technology?</p> <p>27. What additional resources are needed (if any) to make the program a success?</p>

**Part 5: Usage**

Please describe the kinds of device uses that are typical with the students and classes at this school or activities at this center.

User Identification	<p>28. Who are the users of the devices at this school or center?</p> <p>29. To whom were the devices distributed? How were they selected?</p>
Usage	<p>30. How have teachers or staff integrated the devices with their instructional practices?</p> <p>31. For what activities do you see instructors and students using the devices?</p> <p>32. Do you think the devices are used primarily in school or out of school?</p>
Difficulties	<p>34. What are common problems for users and classrooms/groups?</p> <p>35. Who solves problems and how?</p> <p>36. What happens if an individual has difficulty outside school or center use?</p>

### Part 6 : Level of Buy-in and Value of ICT Integration

Do you have a sense of how much the school community is supportive of the technology initiative?

Engagement from School or Center Leadership	37. Are there school or center leaders who have been especially engaged in the integration?
Teacher or Staff Buy-in and Engagement	38. Is there a lot of variety in terms of teacher or staff engagement with the technology solution? 39. In general, are teachers and staff supportive of and engage, in the technology solution? 40. Are there teachers or staff who are less interested? Do you know their reasons?
Student Engagement	41. Have most students reacted positively to the technology solution? 42. If some students have reacted negatively, do you know what they don't like about it?

### Part 7: 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?

At the conclusion of the interview, ask the IT coordinator to identify other candidates for interviews.

### 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 7 and 8. Modify questions 9 and 10 to focus on how the IT role has changed. Questions 11–14 may be used without much modification, but change “prior to” to “earlier in” in questions 11–13.
Part 3	Focus all questions on changes in infrastructure since last visit.
Part 4	Omit questions 22 and 25. Questions 23, 24, 26, and 27 may be used without modification.
Part 5	Focus all questions on changes in buy-in and engagement.
Part 6	<b>Highlight this section.</b> Use questions 35–43 without much modification. Modify questions 30–34 to focus on how buy-in among stakeholders has changed.