OLL K-12 INTERVIEW PROTOCOL—2007-2008

STUDENTS USING ONLINE APPLICATIONS

This protocol is for use with students. Ideally, you will have sixty minutes for this interview.

Introduction

The following is a suggested introduction. When you begin the interview, make these points, but use your own words for a more personal introduction.

> You may know that we are working on a project sponsored by the U.S. Department of Education to look at characteristics associated with prevalent types of online learning and identify promising practices that are associated with improved student achievement. One of our priorities in this project is to learn more from you about *the features and capabilities of the online offering that you use, as well as how the application is implemented and administered at your school.*
>
> We want you to know that this project does not evaluate you or your school; we are looking to learn from your experiences to identify promising practices in online learning.
>
> Before we start, I need to have you review and sign this consent form. [AFTER THE RESPONDENT REVIEWS CONSENT FORM] Do you have any questions before we get started?

1. Which online courses are you enrolled in this semester? Why have you enrolled in these courses?

2. Have you taken any courses online previously? If so, how do your courses this semester compare to other courses you've taken in the past?

3. How do the courses you're taking this semester compare to face-to-face courses you've taken?

4. What do you like best about your online courses this semester?

5. What do you find most challenging?

6. If you could redesign your online classes, what would you change? Why?

7. Would you recommend online learning to your friends? Why or why not?

Time permitting, the contractor will ask the following questions:

Type / frequency of interaction between facilitators, facilitators and students, among students

1. How do you communicate with other students in the course? How often does this type of communication take place? [Probe for face to face interaction and online synchronous/asynchronous communications]

2. Do you have any input into what or how you learn in this course? If so, can you describe how you gave input and what happened as a result?

Quality Assurances

3. Do you / will you fill out a course evaluation? Have you been able to tell the teacher what you think about the course / program? If you had any complaints about it, has she / he changed anything?

4. What do you have to do to get credit? How often do you have to log in? How often do you have to participate in the program? Do you have to take any quizzes or tests online? Do you have to complete any projects (e.g., research something online, chat with a pen pal in another language, etc.) to get credit?

Enrollment Process and Policies

5. How did you find out about this online program? Did you decide to enroll yourself or were you selected or nominated? Did you enroll by yourself or did the teacher enroll you? Was the enrollment process easy? Explain.

6. Does the number of students in the class affect how much attention you receive? Your interactions with the teacher? With other students? How?

User Services and Support

7. Do you need any help with completing your work? If you do, who do you ask for help? How do you receive help?

8. Do you use any of the academic support services offered in this program (list of services provided by D, A, I)? Do you feel like you are getting what you need from these academic supports?

9. Do you need help in figuring out how to use the online program? Who do you ask if you need help? What kind of help do you receive?

10. Do you receive any other rewards, support, or encouragement from the teacher for doing this course? From the school?

Facilitators/Barriers

11. Have you had any trouble with the technology or getting access to the Internet when you wanted to participate in this course?

12. Are there certain times when you're required to be online for this course? Are you required to be online for a certain number of hours each week or for the course as a whole? Are you required to complete a certain number of assessments? To do a certain number of online postings?

13. What could be done to get you to participate more in this course or in other online courses?

Instructor Background and Characteristics

14. Do you feel that program administrators and / or facilitators have the required expertise?

15. What do you think are the characteristics of a good online instructor?

Student Background and Characteristics

16. Previous technology experience / fluency / access – How comfortable are you using technology? How comfortable were you before the online course? How comfortable were you after the course?

Closing

17. Is there anything else you would like to add about your experiences with this online learning application?