

# DEI EVALUATION

## FOCUS GROUP Moderators Guide

### I. BACKGROUND

Thank you for taking the time to participate in today's discussion about your experiences visiting this [name of One-Stop]. My name is \_\_\_\_\_, I work for Social Dynamics. We are collecting information on your experiences with the employment services that are available to you and what can be done to improve upon these services to help customers find jobs.

This discussion is called a "focus group". The purpose of a focus group is to get the honest opinions of small groups of people about a specific topic. We want to hear about your experiences and opinions.

Before we begin, I would like to review a few details about our discussion:

- There are no right and wrong answers. Remember that I don't work for the One-Stop, so please feel free to share your thoughts, whether they are positive or negative. Also, your individual comments will not be shared with One-Stop staff.
- It is ok to disagree with one another. We want to hear everyone's point of view. If you disagree, please do so respectfully.
- Your participation in today's focus group is voluntary. You are free to leave at any time.
- Only one person should talk at a time. We are tape recording this session so that we don't miss anything important. If two people talk at once, we can't understand what anyone is saying. I may remind you of this during the group.
- I would like everyone to participate. But, you each don't have to answer every question. You don't have to raise your hand either.
- I have a lot that I want to talk about today. So, don't be surprised if at some point I interrupt the discussion and move to another topic. But, don't let me cut you off. If there is something important you want to say, let me know and you can add your thoughts before we change subjects.
- We will be using first names only today. Everything you say is private. After we conduct several of these group discussions across the country, summaries from a number of these discussions in several One-Stops will be part of a report we will write for the Office of Disability Employment and Policy (ODEP). Your name will not appear anywhere in the report. We also ask that you don't tell other people what was said by anyone during the group. *What you say today will not be attached to your name at any point.*

## **MODERATOR INSTRUCTIONS**

**Arrive at the focus group site one-hour before the session is scheduled to begin.** When you arrive at the focus group location, arrange the chairs in a semi-circle. Re-check your supplies. You should have the following items:

- Two tape recorders,
- Two microphones,
- Six 90-minute tapes,
- 4 copies of the Focus Group Guide,
- 4 copies of the seating chart,
- 20 name tags,
- 2 markers,
- 20 copies of the contact information form, and
- 20 copies of the mileage reimbursement form,

**Before the participants arrive, label the cassette tapes as follows:**

1. Tape recorder A: 1 of 2
2. Tape recorder A: 2 of 2
3. Tape recorder B: 1 of 2
4. Tape recorder B: 2 of 2
5. Alternate Tape for recorder A: 1 of 1
6. Alternate Tape for recorder B: 1 of 1.

Locate the microphones about 5' apart and point them at the following angles: \ / . Test the recording equipment from approximately 2', 5', 10', and 15' away from each microphone. Make sure that the sound is clear from each angle and distance.

**A. Administrative Information**

*This section gathers information on the logistics of the focus group and is to be completed by the note taker prior to the start of the focus group.*

A1. Facilitator's name: \_\_\_\_\_

A2. Note taker's name: \_\_\_\_\_

A3. Date of the focus group: \_\_\_\_\_

A4. Location of the focus group

Site: \_\_\_\_\_

City: \_\_\_\_\_

A5. Time the focus group began: \_\_\_\_\_

A6. Time the focus group ended: \_\_\_\_\_

A7. Number of participants attending the focus group session: \_\_\_\_\_

A8. Number of tapes used: \_\_\_\_\_

A9. Title of the label on the tapes: \_\_\_\_\_

A10. Quality of recording: Good: \_\_\_\_\_ Poor: \_\_\_\_\_

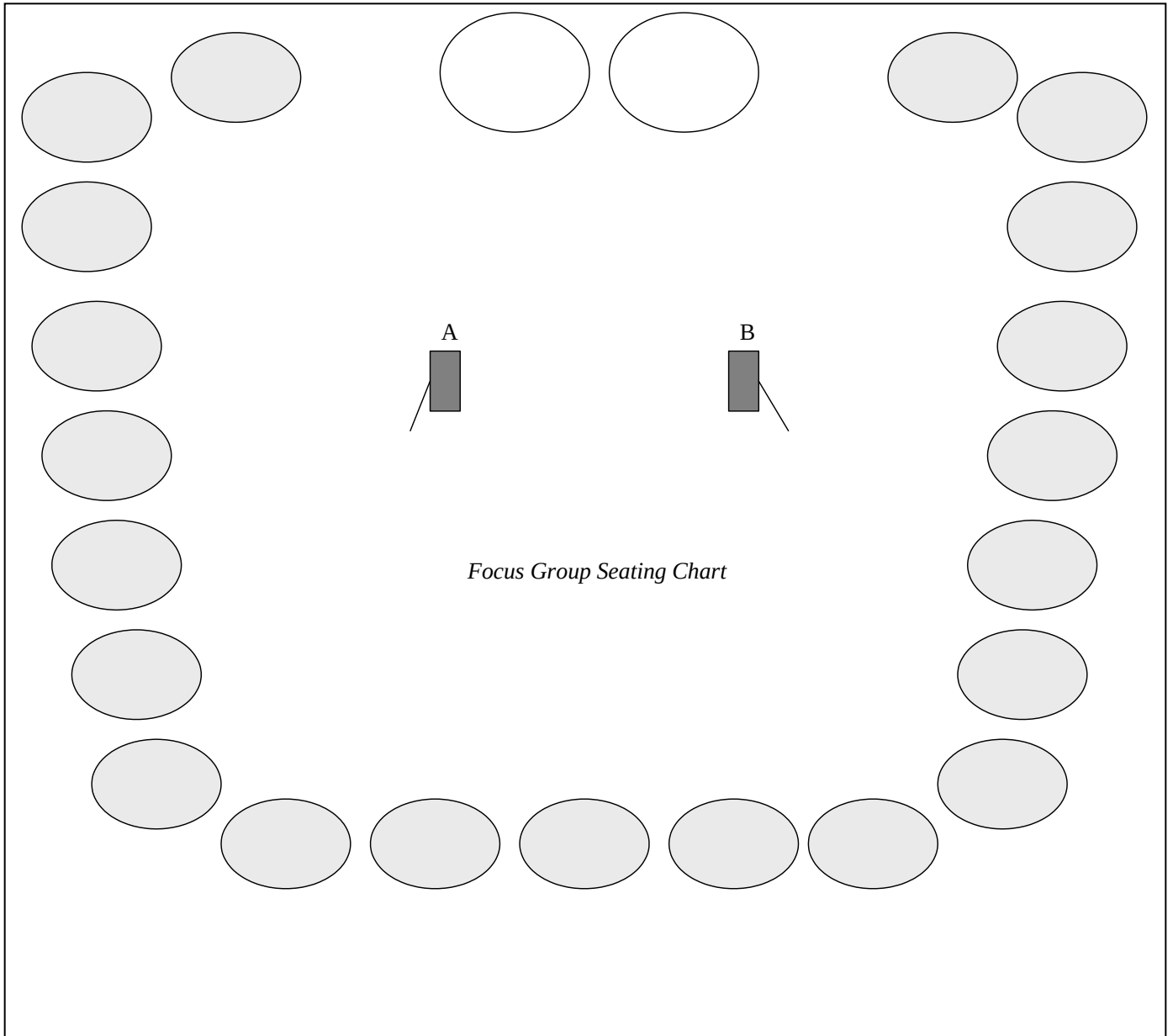
A11. Number of pages of handwritten notes: \_\_\_\_\_

## **Focus Group Guide**

To begin, let's go around the room so that everybody can introduce themselves. Please state your first name only.

***ALLOW PARTICIPANTS TO RESPOND ONE BY ONE.***

***The note taker documents the information provided during the introductions and writes the first names of each focus group participant in the approximate location on the seating chart (below).***



*Use probes when focus group participants are not engaged, appear not to understand the questions, and/or do not provide the information requested in the probes.*

Do you have any questions before we start?

## II. INTRODUCTIONS/ICEBREAKER

[TBD]

Before we begin, I'd like to go around the room and have everybody introduce themselves using their first name only.

## III. QUESTIONS

PROVIDED IN SEPARATE DOCUMENT

## V. CLOSING

Thank you very much for participating in this discussion. We have learned a lot about your perception of the workforce development system and your experiences with employment related services.

Is there anything I haven't asked that you would like to tell me about?

Thank you again for your time and the information you provided.