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SAMHSA DTAC Webinar Feedback Follow-Up Phone Interview Guide

INTERVIEW INFORMATION

Date:

Time:

Interviewee Name, State/Territory/Tribe, Title:

Interviewer:

Note-Taker:

INTRODUCTION

- Introduce self as [NAME], a member of the SAMHSA DTAC Survey Team, and [SCRIBE'S NAME], a colleague on the SAMHSA DTAC Survey Team.
- SAMHSA DTAC refers to the Substance Abuse and Mental Health Services Administration Disaster Technical Assistance Center (SAMHSA DTAC).
- Thank you for participating in our data collection effort. Your opinions are very important to SAMHSA. This interview will take no more than a half hour to complete.
- Overview of webinar feedback:
 - o The goal of the data collection effort is to gather feedback on SAMHSA DTAC webinars to enhance the training and technical assistance provided by SAMHSA DTAC, which may include tailoring resources to specific needs, providing resources in the most useful formats, and creating new resources.

- Emphasize that participation is voluntary and that privacy and confidentiality will be maintained:
 - o Your participation in this session is voluntary.
 - o If you would prefer to end the interview at any time, you are free to do so.
 - o We treat the information you share as confidential. That means we will protect your confidentiality to the extent allowable by law. We will not reveal the names of data collection effort participants and no information will be publicly reported that can identify you.
 - o Your name will not be linked to your answers or to any comments you make during the discussion. Only cleared SAMHSA DTAC Research Team members will have access to the data collection effort data, and only aggregate-level findings will be reported.
- We typically audio record these interviews, in order to make sure that we don't miss any of your important feedback. We will only use the recording as a backup check as I read through the call notes to ensure that we've captured everything and will destroy it once the interview notes are finalized. Is it okay with you if I start recording the call now? [IF YES, BEGIN RECORDING CALL; IF NO, SAY YOU UNDERSTAND THE CONCERN AND WILL NOT RECORD THE PHONE INTERVIEW.]

WARM UP

Thank you for taking the time to speak with me today about [name of webinar]. Before we get started on talking about the webinar, I'd like to begin by getting to know you and your job a little bit.

1. What is your title and job role? In other words, what are your main responsibilities in your job?

Probes:

- Related to disaster behavioral health, mental health, and substance abuse preparedness and response? Emergency Management? Public Health?
- How long have you been in this position?
- How long have you been in this field?

TRAINING FEEDBACK

Now that I know a little bit more about your job, let's begin discussing the webinar.

2. Before attending this webinar, what did you hope to gain from it?

Probes:

- In what ways did the event meet or exceed your expectations?
 - In what ways did it fall short of your expectations?
3. What did you learn during the event? What are the top two things that you learned during the webinar?
 4. Have you had a chance to apply what you learned from the webinar to your job?
 - a. If so, how?
 - b. If not, why not? Was the material not relevant? Or have you just not had the opportunity to apply it yet?

Probes:

- Which aspects of the webinar are or will be most valuable to you?

5. In what ways do you think the webinar could be enhanced?

Probes:

- In terms of:
 - o Content?
 - o Presentation style?
 - o Level of detail?

WRAP UP

6. Have you participated in or viewed any other SAMHSA DTAC webinars or podcasts?

a. If so, which ones?

b. Have you attended any SAMHSA DTAC trainings?

i. If so, which ones?

7. What other topics would you like to see SAMHSA DTAC provide webinars on?

8. Is there anything else that we haven't covered that you'd like to share?

Thank you again for taking the time to provide your webinar feedback with SAMHSA!