

# Program Non-Completer Interview Protocol

## Tribal HPOG Participants – Non-Completer Interview

The purpose of the interview is to obtain information from Non-Completers who completed the program about their experiences with and perceptions of the tribal HPOG program. The following topics are addressed:

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All background information relevant to these topics will be consulted prior to the telephone interview in order to provide contextual information. The interviewer will also confirm the contact information for delivery of the respondent incentive.

<b>Tribal HPOG program</b>	<ul style="list-style-type: none"> <li>▪ Blackfeet Community College</li> <li>▪ Cankdeska Cikana Community College</li> <li>▪ Cook Inlet Tribal Council</li> <li>▪ College of Menominee Nation</li> <li>▪ Turtle Mountain</li> </ul>	<b>Study ID</b>	
<b>Interviewed by</b>		<b>Date &amp; time</b>	

*Directions to Interviewer:* Read the following statement to the respondent to obtain verbal Informed Consent:

Good morning/afternoon. My name is **[insert name]** and I work for NORC at the University of Chicago. NORC has been contracted by the Administration for Children and Families to evaluate the Health Professions Opportunities Grants in tribal communities. The program you participated in through **[Grantee site name]** is part of the Health Professions Opportunities Grants.

The Tribal HPOG Evaluation is a comprehensive evaluation of the design, implementation, and outcomes of the five Tribal HPOG programs. The interview questions will focus on your perceptions of the Tribal HPOG program, including the program design and curriculum, recruitment, supportive services, family engagement, the quality of instruction, educational attainment and employment outcomes of participants, implementation barriers and facilitators, and overall satisfaction. Your participation is voluntary, but it is very important because your responses will help us to improve the program. As explained in the consent form you signed, we will keep information about you private and you will not be identified in any report or publication of this study or its results. You may decline to answer any question you wish. If you have any questions, please let me know.

### **Program Structure**

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*Have grantees incorporated structures necessary to enhance the health care workforce needs of the community?*

### **Program Design and Curriculum**

1. *[READ ALOUD TO RESPONDENTS BEFORE ASKING 1a-1d] First, we are interested in learning about the curriculum of your program, such as academic lectures and internships, and in learning about you decision to stop the program.*
  - a. What program did you participate in? Why did you choose this program?
  - b. How long were you in the program?
    - Start and end date
  - c. You started but did not finish the program. Please tell me about your decision. *Possible reasons for leaving are program was not what I wanted/changed my mind, not satisfied with the quality of training/teaching, courses not at the right level, family circumstances, financial hardship, time/workload issues, health problem or disability, other, prefers not to disclose reason.*
  - d. Did you find the tribal HPOG program to be relevant to your culture? Please describe.

### **Program Processes**

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*Have grantees implemented processes to prepare participants for employment in the tribal health care sector?*

### **Recruitment**

2. *[READ ALOUD TO RESPONDENTS BEFORE ASKING 2a-2c] Now we would like to learn about how you found out about the program and your decision to enroll in the program*
  - a. Stepping back for a moment, can you tell us how you learned about the program?
  - b. Did you talk to anyone about whether or not you were a good fit for the program? Do you feel that you received enough information about the program before you joined?
  - c. Did you have any concerns about the program? Did program staff address these concerns when you were joining the program?

### **Orientation to the Program**

3. *[READ ALOUD TO RESPONDENTS BEFORE ASKING 3a-3b] Building on the last questions, we would now like to discuss how you were introduced and welcomed to the program.*
  - a. Once enrolled, how were you welcomed or oriented to the program? What did the program staff do? Please describe.
  - b. Was this helpful? Please describe.

### **Supportive Services**

4. *[READ ALOUD TO RESPONDENTS BEFORE ASKING 4a-4g] Next, we would like to ask you some questions about the support services, such as transportation, mentoring, and other services, that were offered to you as part of the program*
  - a. What kinds of services, if any, did you receive once you joined the program?
    - Social services (e.g., food stamps, childcare, transportation)
    - Employability services (e.g., essential skills, life skills, job readiness)
    - Employment related services (e.g., job development and placement, job coaching)
    - Retention services (e.g., mentoring)
  - b. How did you learn about the support services that were available?
  - c. How did you go about seeking help?
  - d. Did these services meet your needs? What additional services would have helped you complete the program?
  - e. Did you receive financial support while you were in the program?
    - i. If yes: What support did you receive? (e.g., grant, student loan, work study, etc)
  - f. Did you talk to or seek assistance/counsel from any program or support staff about your decision to leave the program?
  - g. Did the program provide assistance or supports to encourage you to stay in the program (retention)?

### **Family Education Model**

2. *[READ ALOUD TO RESPONDENTS BEFORE ASKING 5a-b] We would now like to discuss any strategies that were used to inform your families about the program.*
  - h. Did the program engage your family in any way? If so, how? *Examples are provided information, participated in orientation, participated in college activities, provided support for studying, other.*
  - i. If your family did not participate, can you tell us why not? Did this affect your participation in the program in any way? Did this affect your decision to leave?

### **Quality of Instruction**

5. *[READ ALOUD TO RESPONDENTS BEFORE ASKING 6a-b] Next we would like to hear your thoughts about your teachers and your classes.*
  - a. Were the teachers good?
  - b. Was the training content good?

### **Program Outcomes**

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*Is there evidence that participants in the program achieved successful employment and work force capacity building outcomes?*

### **Educational Attainment**

6. *[READ ALOUD TO RESPONDENTS BEFORE ASKING 7a-7b] Now we would like to learn about your plans for future education.*

- a. Although you have left the program, did you earn credits that could be transferred to another school?
- b. What do you plan to do? Do you have plans to go back to the program? Or continue your education elsewhere?

### **Employment Outcomes**

7. *[READ ALOUD TO RESPONDENTS BEFORE ASKING 8a-8b] Next we would like to learn about your employment prior to the program and your current employment.*
  - a. Did you have a job prior to participating in the program? If yes, were you working in a healthcare field?
  - b. Are you currently employed?
    - i. If yes, what is your job? Please describe.
      - Do you think your participation in the program helped you get your job?
    - ii. If no, why not?

### **Employability Outcomes**

8. *[READ ALOUD TO RESPONDENTS BEFORE ASKING 9a] We are now interested in learning ways in which the program has impacted your life.*
  - a. Although you did not complete the program, were there any benefits to participating?

### **Satisfaction with tribal HPOG program**

9. *READ ALOUD TO RESPONDENTS BEFORE ASKING 10a-10c] Finally, we would like to hear how satisfied you are with the program.*
  - a. On a scale of 1 to 5, where 1 is 'not at all satisfied', and 5 is 'very satisfied', how satisfied with the program would you say you were overall?
  - b. Did you meet any of your goals?
  - c. What would you say about the tribal HPOG program if you were asked by an interested family member or friend?

### **Recommendations for Program Improvement**

10. Is there anything that you would change about the program that could be helpful to future participants?

### **Conclusion**

11. Is there anything you would like to add before concluding the interview?

*Thank you very much for your time. It has been a pleasure to speak with you.*