

Attachment 4: Interview Protocol

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Protocol for Administering Interviews:

A. Scheduling the interview

Step 1: Notify each participant ahead of time that you want to schedule an interview, explaining its main purpose and importance.

Step 2: Contact each participant personally to schedule the phone (or Skype if that is preferred) interview at a convenient time; and confirm the interview.

Step 3: In the event that the first attempt of contacting a participant fails, arrange three follow-up phone calls to the SSAs and the provider staff. If they have voicemail, leave a message explaining the purpose and importance of the interview and a phone number, along with an email address that the contact can reach you.

B. Before the interview

Step 4: Before the interview starts, establish rapport with the participant by engaging in an informal conversation and demonstrating an interest in the participant's working environment.

Step 5: Introduce the interview, reviewing its purpose and importance, the policies you have established with regard to incentives and confidentiality, and the means by which you intend to record the interview data (Scripted in the interview protocol).

C. During the interview

Step 6: With the permission of the participant, audiotape the interview and take brief notes on a copy of the interview protocol.

Step 7: Follow the interview protocol, using a level of standardization appropriate to the interview structure; maintain control of the substance and pacing of the interview.

Step 8: Allow the participant sufficient time to think and respond to interview questions, *use silence or follow-up probe questions to elicit in-depth responses*, and communicate neutral interest.

Step 9: At the conclusion of the interview, thank the participant and collect any supporting materials.

D. After the interview

Step 10: Later the same day, verify the quality of the interview data, expand on brief protocol notes, and document any unusual or other interesting aspects of the interview experience.

Step 11: Use a consistent format and set of conventions to transcribe interview audiotapes. Make any necessary clarifications to the typed transcripts.