

Attachment 3 – Interview Guide

Researcher Personas and Maps Project Moderator’s Guide: Researcher Interviews Extramural and Intramural Researchers

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Session Information

Date	
Time	
Moderator	
Audience Group	Researchers
Additional info	

Setup

[The interviews with the researcher audience will consist of remote in-depth user interviews with researchers familiar with NCI and researchers unfamiliar with NCI.]

Introduction

Thank you for participating in this study today. My name is _____, and I am a researcher with the Fors Marsh Group Research Team. We are a private research company conducting interviews on behalf of the National Cancer Institute (NCI). NCI is learning more about their audience of cancer researchers to find out how they can best provide support and resources. Today, I'll be asking you questions to learn about your professional experiences as a cancer researcher. The entire session will last about 60 minutes.

Here are some things to know before we get started.

- Some people from my team and NCI may be listening in remotely to take notes and record your comments. Your honest and candid feedback will be very valuable, so even though people are listening in, please speak openly about your opinions and experience. There are no wrong responses to the questions I'll be asking.
- We will be recording audio from the interview. Only Fors Marsh Group and NCI staff who are associated with this project will hear or see the recording, and we will not include your name or personal information in the recording or the report. The recordings are a memory aid for me so I can go back later to recall what happened during each interview. Is that ok with you if we record the interview?
- If you do not want to answer any of my questions, you do not have to. Please just say so, and we will move on. And of course, you can stop at any time.

Do you have any questions before we begin? Any questions about the consent form you signed?

Section A: Professional Background

Goal: Understand the participant's professional background.

- A1. Can you give me a brief description of your educational and professional background?
 - A1.1. [If necessary] Probe about degrees, area of study, years of experience working, primary research interests, current job and employer.
 - A1.2. What are your professional affiliations?
 - A1.3. What, if any, training do you receive on an ongoing basis?
- A2. Can you tell me about your current position and your role as a researcher?
- A3. What are the day-to-day responsibilities in your current position?
 - A3.1. What, if any, responsibilities of your job do you find challenging?
 - A3.2. What, if any, responsibilities of your job do you find frustrating?
- A4. How often do you attend professional conferences in your field?
 - A4.1. Which conferences do you attend regularly?
 - A4.2. Do you ever interact with NCI employees at these conferences? In what way?
- A5. **[Extramural Only]** What institutions are currently funding your work?
 - A5.1. How does your work from these different funding sources compare?

Section B: Team Dynamics and Responsibilities

Goal: Gather insights into the needs of different research team members.

- B1. How many members are on your research team?
 - B1.1. How does your team size compare to similar research teams in your field of research?
- B2. Can you briefly describe the different roles and responsibilities of the members on your research team?
 - B2.1. How does your role fit into the team?
 - B2.2. Who is responsible for carrying out different day-to-day research activities?
[Probe below as necessary]

1. Who is responsible for submitting proposals, applications, articles, etc.? [If necessary] How are those responsibilities shared?
 2. Who is responsible for finding funding or training opportunities? [If necessary] How are those responsibilities shared?
 3. Who is responsible for completing the study documentation (protocols, IRB and other reviews, etc.)? [If necessary] How are those responsibilities shared?
 4. Who is responsible for carrying out the research, data collection, analysis, report writing? [If necessary] How are those responsibilities shared?
 5. Who is responsible for preparing for funding reviews? [If necessary] How are those responsibilities shared?
 6. Are there other activities and tasks that we haven't covered?
- B2.3. How are the roles and responsibilities determined between different researchers?
- B3. Who do you typically collaborate with on your research outside of your immediate team?
- B3.1. How do you find others to collaborate with? [If necessary] How do you reach out and communicate with them? [probe all methods, not just digital]
 - B3.2. How do you begin an official collaboration?
 - B3.3. Tell me about any challenges you have encountered when collaborating with others.
 - B3.4. What tools and resources do you use to collaborate with others?

Section C: Online Resources

Goal: Understand how researchers find resources, share information, use social media, and complete online tasks and activities.

- C1. When you carry out your day-to-day work, what sort of resources do you use? By resources, I'm referring to web pages, tools, data sources, articles, or documentation – anything you need to complete your work. [Probe below as necessary]
 - C1.1. [If necessary] Where do you typically go to find these resources?
 - C1.2. [If necessary] What online resources do you use?

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- C1.3. [If necessary] How do you decide which online resources to use?
- C1.4. [If necessary] What is your process for using these resources?
- C2. What resources do you need to obtain that are not “online”? [If needed; adapt based on response] Resources that are not online can refer to physical records or documents, biological samples, facilities, or participants.
- C2.1. What is your process for obtaining these physical resources? [If necessary] What web pages and tools do you use to obtain these physical resources?
- C2.2. **[For clinical researchers, if necessary]** What resources do you use to recruit and refer patients for clinical trials?
1. [If necessary] Can you describe your process for recruiting and referring patients?
- C3. What resources tend to be challenging to obtain? How so?
- C3.1. [If necessary] Describe some of the challenges you face when obtaining these types of resources.
- C4. Do you ever share your knowledge, work, or other accomplishments outside of publishing in a peer reviewed journal? If so, which methods do you use to share (e.g., newsletter, press release, social media)?
- C4.1. What motivates you to do these activities in addition to your usual responsibilities?
- C4.2. How effective do you find these methods for sharing your knowledge, work, and accomplishments?
1. [If necessary] Are there any methods that are more effective than others? How so?
- C5. For keeping up to date in your field (i.e., professional development), what professional resources do you use aside from journal articles? [If necessary] For example, associations’ web pages, mailing lists, or professional blogs.
- C5.1. What kind of information are you looking for when you access these resources?
- C6. Do you use social media at all for your job or professional career? [If yes] What platforms do you use, and in what way (e.g., sharing own work, sharing lab/department’s work)?
- C6.1. [Probe] Does anyone in your [lab, group, department] use social media to talk about your [group’s] work?

1. [If yes] What kinds of information are you sharing (e.g., sharing data, discussing research topics, spreading the word about accomplishments, finding collaborators, attracting funding)?
- C6.2. What are your main motivations to share on social media?
- C6.3. How does using social media to publicize your work [or insert other motivations] compare to other methods of sharing?

Section D: Extramural Researchers' Interactions with NCI

Goal: Understand extramural researchers' perceptions, needs, and challenges regarding the NCI web resources. Section D is only administered to extramural researchers.

- D1. In the questionnaire you filled out, you indicated you are [familiar/unfamiliar] with NCI. Can you describe your interactions with NCI?
 - D1.1. [If relevant] How did you learn about NCI? How did you establish a relationship with NCI?
 - D1.2. [If relevant] In what ways does NCI help you?
- D2. How often, if at all, do you visit NCI web pages and tools (e.g., cancer.gov)?
 - D2.1. [If participants never or rarely visits the website]**
 1. Have you heard of cancer.gov before?
 2. Any reasons why you do not visit the website?
 3. What would you expect to find on the website? What would be useful for you?
 - D2.2. [If participants visit the website occasionally or frequently]**
 1. Which web pages do you visit specifically?
 2. What are you generally looking for when you visit?
 3. What has your experience generally been like when looking for this information? [If necessary] Were you successful in finding what you were looking for?
 4. How do you decide where to go to look for information on different NCI web pages? [If necessary] How do you decide between visiting NCI web pages and other similar public web pages?

5. What works well with the NCI web pages you visit? [If necessary] What is most useful for you?
6. What do you think is missing from the web pages you visit? What would you like to have? What sort of content would that include? How would that help you do your job better?

Section E: Intramural Researchers' Interactions with NCI

Goal: Understand intramural researchers' perceptions, needs, and challenges regarding the NCI web resources. Section E is only administered to intramural researchers.

E1. How often, if at all, do you visit public-facing NCI web pages and tools (e.g., cancer.gov)?

E1.1. [If participants never or rarely visits the website]

1. Any reasons why you do not visit cancer.gov?
2. [If necessary] What would you expect to find on the website? What would be useful for you?

E1.2. [If participants visit the website occasionally or frequently]

1. Which web pages do you visit specifically?
2. What are you generally looking for when you visit?
3. What has your experience generally been like when looking for this information? [If necessary] Were you successful in finding what you were looking for?
4. What works well with the NCI public-facing website? [If necessary] What is most useful for you?
5. What do you think is missing from the NCI public-facing website? What would you like to have for your work? What sort of content would that include? How would that help you do your job better?
6. How do you decide where to go to look for information on different NCI web pages? [If necessary] How do you decide between visiting public NCI web pages and internal web pages, or pages that only people in your DOC can see?

E2. Do you have any NCI-internal web pages, tools, or communication channels that you visit? By internal pages I am referring to sites that would not be accessible by the general public. [Probe if participant is not sure and provide examples: MyNCI, DOC program intranets.]

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- E2.1. How often do you visit each of these internal resources?
 - E2.2. What are you generally looking for when you visit internal web pages, tools, or communication channels?
 - E2.3. What has your experience generally been like when looking for this information? [If necessary] Are you typically successful in finding what you are looking for?
 - E2.4. What resources do you get from NCI-internal sites and channels instead of public websites? What makes you decide to look on internal sites?
 - E2.5. What works well with the [INSERT INTERNAL RESOURCE]? [If necessary] What is most useful for you?
 - E2.6. What do you think is missing from the [INSERT INTERNAL RESOURCE]? [If necessary] What would you like to have that is not available now?
 - 1. What sort of content would that include?
 - 2. How would that help you do your job better?

Section F: Debrief

Goal: Closing comments/feedback and interview debrief.

- F1. Before we end our session, do you have any other thoughts about online web pages and tools that could make an aspect of your job easier?
- F2. Those are all the questions that I have for you today. We appreciate you taking the team to come in and talk to me about this topic. Your insights and feedback have been very helpful.