

Appendix C – Interview Guides

Control Number: 0584-0524, expiration date: 09/30/2019

Interview with State staff person

- Prior to being contacted about this project, were you aware of the quality/integrity issues surrounding FNS-742 data?
- Did you know that FNS uses 742 data in many ways, e.g., informing policy making and technical assistance to legislators?
- Do SFAs contact the State for technical assistance in the process of correcting their data?
 - How many SFAs contacted the State?
 - Did one contact usually resolve the problem or did it take multiple contacts?
 - How much time, either on average or in whole, did the State spend providing technical assistance to SFAs?
- As far as you know, how easy or difficult was the process of incorporating the edit checks into your system (i.e. having a programmer incorporate code for the checks)?
- Would you be inclined to use these edit checks in the future, after this project is over?

Interviews with SFA(s)

- How confident are you in the data you report to the State each year?
- What is your experience with reporting verification results on an annual basis?
 - Do you have to re-learn the form every year, or is it like riding a bicycle?
- How many error messages did you encounter when first attempting to submit your data?
- Were the error messages helpful in finding or identifying the errors?
- Were the error messages helpful in correcting the errors?
- How could the error messages/process be improved to make reporting easier?
- Were you able to correct the errors that were flagged by the system?
 - If yes, how did you go about accomplishing that?
 - What went wrong the first time around?
 - If not, what prevented you from being able to do so?
- Is there anything that the State or FNS could do that would be helpful in this process in the future?