

A Study of Customer Satisfaction with ODEP TA Centers

Interview Guide for Qualitative Interviews with Center Staff

Thank you for participating in this interview. My name is [NAME] and this is my colleague [NAME]. We work for Westat, a research organization based in Rockville, MD.

Before we get started, there are a few things I should mention. This is a research project. Your participation in this interview is voluntary. There is no penalty if you decide not to participate. You may end the interview at any time. If you choose to participate, you can skip questions that make you uncomfortable. We have planned for this interview to last about 60 minutes.

Your responses in this interview are private. They will not be shared with others at your place of employment. We will submit a final report to DOL at the conclusion of the study that may use quotes from you or other interviewees in our reports; however, interviewees' names, their places of employment, and other information that could be used to identify interviewees or their employers, will not be linked to responses.

Do you have any questions? [Answer all questions.]

Finally, with your permission, we would like to record this interview. The recording will be used to help us recall exactly what was said when we go to summarize our findings. The recordings and any notes we have will be stored securely on Westat's computer and will be protected. They will only be available to the Westat project team. Are you okay with us recording?

[IF PERMISSION IS GIVEN TO RECORD, ASK AGAIN IF THERE ARE ANY QUESTIONS. ANSWER ALL QUESTIONS. IF PERMISSION IS NOT GRANTED, RESCHEDULE FOR A TIME WHEN A SCRIBE IS AVAILABLE TO TAKE NOTES.]

If there are no further questions or concerns, I'd like to start the audio recording now.

1. How does your center promote adoption of policies/practices?
2. In what ways is policy/practice adoption among your customers a priority for your center?

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays an Office of Management and Budget (OMB) control number. The valid OMB control number for this information collection is 1230-XXXX. The time required to complete this collection of information is estimated to average 60 minutes, including the time to review instructions, search existing data resources, gather the data needed and complete and review the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden Chiefevaluationoffice@DOL.gov and reference the OMB Control Number 1230-XXXX.

3. What challenges does your Center face in getting customers to adopt evidence-based policies/practices recommended by ODEP?
4. In what ways do you monitor whether customers adopt policies/practices?
5. When thinking about the policies and practices your Center promotes to your customers, are those typically identified by ODEP or by your Center? (in other words, does ODEP tell the Centers which policies/practices to promote?)
6. What policies/practices do you think customers have adopted based on the TA your Center provided?
7. What challenges do your customers face in adopting new policies/practices?