Evaluation of Community Relation Service (CRS) Outcome Evaluation

Council Group Interviews

Council group members within six and twelve months after programming

The Evaluation team will use this protocol to conduct semi-structured interviews with council group members at 6 months and 12 months after program completion. We will conduct interviews in a group format. All groups may not be asked all questions. We will seek participant permission to record all interviews.

Introduction

Thank you for joining today's interview on [PROGRAM]. My name is _____, and I will be leading this session.

During the session, we will pose several discussion questions. Our focus is on hearing directly from you, as the people involved in this work. We plan to listen far more than we talk and hope that you will share your candid feedback throughout the discussion.

We've planned 60 minutes for today's conversation. You will receive a gift of $50.00 as a thank-you for your time. It is important to note that, based on your role and title, compensation may not be allowed. Your participation is voluntary. You don't have to answer any questions you don't want to, and you can leave at any time.

What you say in this room is considered private. We will not include your name or any other identifiable information in our reports. You can use a pseudo name today if you would prefer to be anonymous. We strongly request that you and all other interview participants not discuss what is said today with others outside of the group. However, we cannot guarantee that everyone here will follow this request.

We encourage you to respectfully listen to each other and respond to questions and comments that arise from the group. Our hope is that you answer the questions with honesty. There are no right or wrong answers to the questions that will be asked today. We will summarize what we talk about and use it, along with information that we gather from other interviews like this one, to improve the [PROGRAM]. Are there any questions before we get started?

We would like to record this discussion so that we can fill in any holes in our notes afterward. We will not share the recording with anyone outside of the evaluation team. Do we have your permission to record the conversation? [Ask each participant to consent to recording. If any participant declines to be recorded, do not record the session.]

Great, let's get started.

Semi-structured interview

1. Would you describe the council as successful in addressing the issues, tensions, or conflicts that were identified during the program?
   a. Why or why not?

2. Did the issues, tensions, or conflicts have a broader impact on the larger [SCHOOL/COMMUNITY]? If yes, would you describe the council as successful in addressing these broader-level issues, tensions, or conflicts?

3. The top three issues from the [PROGRAM] were [LIST ISSUES]. [Evaluation team will collect a list of issues from the council group beforehand.]
   a. Would you say this list accurately captures the issues that led to the delivery of [PROGRAM]?
   b. What actions has the council taken to address these issues? What impacts do you think the actions had on addressing the issues that resulted from [PROGRAM]? [Ask about each issue separately.]
      i. What contributed to the success of these actions?
      ii. What were the barriers and challenges to these actions?

4. Have the capacities of the [SCHOOL/COMMUNITY] changed to prevent and respond to conflicts because of the work of the council? How so?
   a. IF CHANGED: What has contributed to such change?
      i. What aspects of the program contributed to the change, if any?
      ii. Did this change occur across the broader [SCHOOL/COMMUNITY] with groups and people outside of program?
   b. IF UNCHANGED: Why do you think there hasn't been a change?

For the next couple of questions, we would like you to think about your experience in the community before the program and now.

5. Have you observed any changes in the underlying tensions within the [SCHOOL/COMMUNITY]?
   a. IF CHANGED: What has contributed to this change in tensions?
      i. What aspects of the program contributed to the change, if any?
   b. IF UNCHANGED: Why do you think there hasn't been a change?
      i. What must happen for change to occur?

6. Have you observed any changes in the overall, or broader, community dynamics or relations among different groups following the completion of the [PROGRAM]? If so, please describe these changes and their impact. [Ask about each change separately.]
   a. IF UNCHANGED: Why do you think there hasn't been a change?
      i. What must happen for change to occur?