CDC's OneLab Initiative: Member Engagement Key Informant Guide

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Contents

Section 1: Welcome and Introduction (1 minute)

Thank you for joining this facilitated discussion with us to share your experiences as a valued member of the CDC OneLab community.

My name is [INSERT FACILITATOR'S NAME], and I will be co-facilitating our discussion today with [INSERT CO-FACILITATOR'S NAME]. I am also joined by [INSERT SUPPORT STAFF NAMES], who will be taking notes and providing technical support.

Section 2: Opening/Participant Introductions (2 minutes)

Before we begin, I would like to go over a few housekeeping notes. Our discussion will focus on your experience with various OneLab elements. As a reminder, there are no right or wrong answers to any of the questions. We encourage you to share your candid opinions, as your insights will help us understand the OneLab user experience and guide the planning and creation of future OneLab resources, trainings, and events.

Consent Statement (KII) (3 minutes)

Your participation in this interview is completely voluntary. You can choose to respond to particular topics during our conversation and can opt to stop participating at any time.
We will take detailed notes and digitally record this session. If you do not want us to record at any point, we will stop the recording. The recordings will only be used to ensure transcription accuracy and will not be shared with anyone other than staff working on the evaluation team and Guidehouse. All recordings will be permanently deleted after the transcriptions are completed.

The feedback from today's interview will be deidentified and aggregated before use, and no individual names nor other identifying information will be stored or linked to specific responses. Do we have your consent to continue this interview? [respondent will respond yes or no]

Do you have any questions for me before we begin? If you have questions at a later point, please contact [insert contact information].

Let's get started. Please briefly introduce yourself by providing your name, job title, and years at your organization.

Begin recording

Section 3: Professional and Overall OneLab Experience (20 -30 minutes)

Great, thank you. We'd like to begin by hearing more about your professional experience and your experience so far with OneLab as a whole. *[Note for facilitator: if needed, please ask participants to elaborate on their responses]*

1. How engaged with the OneLab initiative are you?
   - Probe: What elements of OneLab do you participate in?
   - Probe: In what ways do you engage with the OneLab Initiative (e.g., attending events, accessing training materials, training/e-learning modules)? If you do not engage, why not?

2. Can you describe how you became a part of the OneLab community?
   - *[Probe: If participant heard about OneLab via email or advertisement]* Can you recall what about the email or advertisement caught your interest to join the community?
     - o Probe: How accurate was the email or advertisement in relation to your experience participating in OneLab?

   - *[Probe: If participant heard about OneLab via colleague, teacher, or supervisor]* How did your colleague/teacher/supervisor describe the OneLab initiative to you?
     - o Probe: What aspects or components of this description made you interested in joining OneLab?
     - o Probe: How accurate was the way OneLab was described to you in relation to your experience participating OneLab?

3. What is your experience with sharing information, events, or resources about or from the OneLab initiative to those in your personal or professional network?
   - Probe: Who have you shared this information with? What information did you share?
   - Probe: Was there a specific reason that you decided to share this information?

4. How has your experience participating in the OneLab initiative affected the way that you conduct your work or your professional network, if at all?
   - Probe: How could the OneLab initiative improve to be more relevant to your work?
   - Probe: How has your participation with the OneLab initiative affected or changed your professional network, if at all?

5. How would you describe your overall experience with OneLab?
   - Probe: What were the experiences you enjoyed the most throughout your engagement with OneLab? What did you enjoy the least?
   - Probe: Do you have any suggestions or recommendations to help us improve your OneLab engagement experience?
   - Probe: How do you feel about OneLab as a platform for professional training?

Section 4: Element Specific Questions (40-60 minutes)

Thank you for sharing your professional experience and your experience so far with OneLab as a whole. In this next section we would like to discuss your experience with OneLab [insert element name] and understand how we can improve this element further to better serve your training and development needs.

[Target audience/participant will be identified prior to Key Informed Interview (KII) for the respective OneLab element. Interviewer will proceed to the questions of interest for the OneLab element of interest, which will be determined prior to each KII based on participant recruitment and inclusion/exclusion criteria.]

Now, we would like to discuss your experiences with specific OneLab elements you may have participated in.

OneLab Network

6. Please describe your overall experience and engagement with OneLab Network events. If none, why not?
   - Probe: how often do you typically attend OneLab Network events?
   - Probe: have you ever encountered any challenges (e.g., schedule fit, OneLab Network platform tech issues, etc.) that prevented you from joining Network events?

7. How does the OneLab Network community encourage members to feel valued or provide them with a sense of belonging, if at all?
   - Probe: If no, how can the Onelab Network community better value the unique qualities of attendees and promote a sense of belonging?

8. In what ways does OneLab Network foster partnerships and connections between CDC, clinical, and public health laboratories, if at all?
   - Probe: What aspects of OneLab Network contribute to this feeling?
   - Probe: How could OneLab Network better foster these partnerships and the feeling of community?

9. Do you have any suggestions or recommendations to improve OneLab Network so it can be better serving your career and development needs (e.g., improve engagement, sense of belonging, partnerships, etc.)

OneLab REACH

10. Please describe your experience using the OneLab REACH platform (e.g., navigating, completing or downloading training materials such as eLearning courses, job aids, video job aids). If none, why not?

11. What is your experience receiving P.A.C.E ® continuing education credits on the OneLab REACH platform? If none, why not?
    • Probe: This can include accessing your PACE certificates and your experience around that or accessing a transcript of previous courses.

12. What modalities of learning (e.g., eLearning, job aids) do you believe OneLab REACH should include in the future, that it does not currently provide?

13. Do you have any suggestions or recommendations to improve your experience using OneLab REACH platform.

OneLab Summit

14. Please describe your overall experience attending OneLab Summit (e.g., including registration, attending sessions and the Virtual Exhibit Hall, participating in the post-Summit evaluation, and receiving P.A.C.E. ® credits from Summit sessions).

15. How was your awareness of the OneLab initiative and elements affected or changed after attending OneLab Summit, if at all?
    • Probe: please describe in detail what particular event happened during OneLab Summit that changed your thoughts about OneLab initiative.

16. What is your view of the usefulness, relevance, and timeliness of resources shared during the OneLab Summit session to your work?

17. Do you have any suggestions or recommendations so we can better improve your experience attending OneLab Summit.

OneLab TEST

18. Please describe your overall satisfaction with OneLab TEST event content. If none, why not?
    - Probe: How were OneLab TEST events and resources appropriate to your level of expertise?
    - Probe: How could OneLab TEST events and resources be better tailored to your level of expertise?

19. How relevant and timely are OneLab TEST events and resources based on the needs and priorities of the testing community at-large?
    - Probe: Can you provide more information on what elements of OneLab TEST events and resources make you feel this way? Is there a particular event that made you feel this way?
    - Probe: What sources do you use to understand the needs and priorities of the testing community at-large?

20. In what ways does OneLab TEST encourage its members to feel valued and provide members with a sense of belonging?
    - Probe: How can Onelab TEST better value the unique qualities of attendees and promote a sense of belonging?

21. Can you describe how you plan to attend OneLab TEST events (e.g., do you make sure to block off time in your calendar once new events are announced, do you attend only if you have time based on your workload, do you watch recordings of the events on your own time after they are posted)?
    - Probe: How do OneLab TEST events fit in with your schedule? What times would suit your schedule?

22. Do you have any suggestions or recommendations to improve OneLab TEST so we can better serve your career and development needs?

OneLab VR

23. What is your view of using technology such as virtual reality (VR) to conduct laboratory professional training?
    - Probe: What are the advantages or disadvantages of laboratory training using VR technology?

24. What is your overall experience and engagement using OneLab VR so far (e.g., multiplayer VR environment, VR training scenarios). If none, why not?
    - Probe: What experiences have you had with VR technology prior to engaging in OneLab VR?
    - Probe: What do you like the most about OneLab VR? What do you enjoy the least about OneLab VR?

25. OneLabVR includes a multiplayer lobby where trainers can create their own OneLab VR environment and invite their students to join them live in a virtual setting. Teachers and students can see, hear, and talk to one another in real-time. In what ways would you envision yourself using this multiplayer tool?
    - Probe: How many players would you prefer to interact with in this multiplayer environment? Why?

26. To what extent do you think the knowledge and skills learned in OneLab VR can be successfully transferred to real-world laboratory duties and procedures?
    - Probe: How would learning safety-related training from OneLab VR improve your real-life laboratory practice?

27. Do you have any recommendations or suggestions on what CDC can do to improve your experience using OneLab VR?

Closing (1 minute)

We are almost at the end of our session today. Thank you so much for your time and insightful perspective. We appreciate this opportunity to discuss your experience with the OneLab initiative. Do you have any questions for me at this time? *[1 minute]*

Thank you again for your willingness to participate, as well as your involvement in the OneLab community.

If you find that you have any additional questions at a later point, please feel free to contact [INSERT CONTACT INFORMATION HERE]. *[Note for team: drop contact information in the chat]*