

Team Assignment #2: Interviews

As a team, you will be conducting interviews with adults taking [Homebuying 101 classes](#) from the Boston Home Center.

I. Interview Instructions

Where?

Interview locations will be e-mailed to you.

When?

Charlotte, our S-LTA will be working with you to schedule interviews. **Make sure to arrive 15 minutes early to get yourselves situated.** Each interview should last at maximum, one hour. Be respectful of the UCB members' time: begin and end on time.

Where?

Interviews will most likely take place at the Homebuying 101 course locations or Northeastern University, depending upon the home buyers' availability. The course locations are in Boston, Mattapan, and Dorchester.

Who?

Two of your team members must attend each interview. One person will be the interviewer, the other the observer.

Ideally each team will have be matched with four home buyers, with one student having the opportunity to lead one interview. Some teams may have fewer than four interviewees, depending upon the availability of home buyers.

Interview Guide

The interview guide is available on the course website, under the T2 instructions. Carefully read over the questions several times BEFORE your interview so that they become familiar to you. This will help the interview feel more natural.

+ This is a semi-structured interview guide. You need to make sure to ask each question listed, to ensure that the same questions are getting asked across teams.

+ Your team can develop a small amount of additional questions + probes if you have additional topics you would like to explore based upon your T1 research. However, the interview guide is already quite full, so these additional questions should be kept to a minimum.

+ During the interview, as you hear home buyers' answers, you should also be thinking of and asking additional follow-up questions to gain better insight into their answers, and to better answer the overarching questions guiding the interview. These include probes on the interview guide as well as any other questions that come to mind during the interview, that will help interviewees elaborate upon and clarify their answers.

+ Take note of the *suggested* time durations for each question section. This is to help keep you on schedule. Your interview must not last longer than 1 hour.

+ Make sure to read pages 1-2 of the interview guide to participants, to ensure you adequately introduce them to the purpose of the interview. Then, go through each question. You'll note that there is transition text interspersed to help move interviewees through the various topics.

+ One team member should be asking questions while the other observes and takes notes. If the observer notices that questions are being missed or thinks of additional probing questions, it is OK for him or her to gently interject a question. This should be kept to a minimum, though, to maintain order during the interview.

Audio Recording

Make sure you bring something to audio record the interview (e.g. your phone). If you do not have a recording device, notify the TA (Farnaz) ASAP. As noted in the interview guide, you'll need to ask the interviewee if they are OK with you recording. Place the audio recorder close to interviewee to make sure we can hear them. If the s/he is speaking quietly, politely ask if s/he can speak louder so we can capture the recording.

Taking Notes

Both team members should bring paper to take notes -- NOT a laptop. Computers creates too much of a barrier between the note taker and interviewee, plus the keyboard noises are distracting.

I. What to Turn in

1. **The audio recording of each interview your group conducts** (assuming the interviewee allows you to record)
2. **One transcript** (a written copy of the audio recording) **for each interview.** You must completely transcribe each interview audio recording verbatim, typing out everything the interviewer and interviewee said. You do not need to include "ums, ahs" etc. but you should include everything else that is said. Every few minutes, you should also include a time stamp (e.g., [03:25] to denote that you are 3 minutes and 25 seconds into the interview). This will help you to easily refer back to the audio recording during the analysis process: it is often helpful to listen back to *how* interviewees communicated their responses.
3. **Detailed, typed notes for each interview.** After the interview, the observer and interviewer should work together to fully expound upon the notes jotted down during the session. Again, see the last section of the Patton reading, "Reflection as Qualitative Data" for the kind of depth and reflection and elaboration I'm looking for. You should be writing down what you thought were interesting details from the interview, your thoughts on what the interviewee shared, follow-up questions that arose, etc.