Team Assignment #2: Interviews

As a team, you will be conducting interviews with members of Union Capital Boston.

I. Interview Instructions

Where?
Interview locations will be e-mailed to you.

When?
Interview times will be e-mailed to you. 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.

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

Each team member should conduct one interview (max). Ideally each team will have be matched with four UCB members. Some teams may have fewer than four interviewees, depending upon the availability of UCB members.

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

+ This is a structured interview guide to ensure that the same questions are getting asked across teams. Take note of the suggested time durations for each question section. This is to help keep you on schedule. Your interview should not last longer than 1 hour.

+ Make sure to read page 1 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.

+ Make sure to ask each question on the interview guide, and to use the probes provided. You will likely need to ask additional clarifying and follow-up questions that are not on the guide to fully explicate what the interviewees are saying.

+ 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 they are speaking quietly, politely ask if they can speak more loudly 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.

UCB App
You should refresh your memory regarding how the UCB app works prior to the interview (http://ucbapp.org; Login: guest@unioncapitalboston.com; Password: community).

I. What to Turn in
1. The audio recording of each interview your group conducts (assuming the UCB member allows you to record)
2. One transcript (a written copy of the audio recording) for each interview. You should completely transcribe each interview audio recording verbatim, typing out what 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 phrased 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.