

## Interview Guide

This guide provides you with interview information-intake sheets and questions to facilitate your interviews with school-based telecenter stakeholders. For every interview, collect responses to the questions in the Initial Information section. Then proceed to the questions that are appropriate to your interview subject.

Student

Teacher

Client (use Client & Stakeholder Discussion Guide)

Head teacher

Telecenter manager

Telecenter staff

Member of telecenter steering committee

SchoolNet or World Links team

### Introduction

In any information-intake interview, be sure to:

- Introduce yourself and your organization (e.g., World Links for Development, etc.)
- Explain your purpose (e.g., to collect information about the school's telecenter as part of a broader evaluation plan)
- Explain that information will be treated confidentially; specific comments may be included, but negative comments will not appear with attribution
- Thank the interviewee in advance for his or her time and contribution

These guides are for reference, and to present information in checklist and table formats.

Photocopy the appropriate checklists and tables for each interview, based on the interviewee's formal or informal relation to the telecenter. Record longer responses in a notebook, on separate sheets of paper, or using a computer (if you're a swift typist). You may also wish to record your interviews on audiotape.

**Initial information**

- 1 Name of interviewer
- 2 Date of interview, and starting time
- 3 Place of interview
- 4 School name
- 5 School address
  
- 6 Name of interviewee
- 7 Gender
- 8 Age
- 9 Address ( \_\_ work; \_\_ home)
  
- 10 Occupation
  
- 11 E-mail address
- 12 Telephone / fax number(s)
- 13 Relationship to telecenter (e.g., manager, head teacher, parent of student, etc.)
  
- 14 When did this relationship begin?

**Student**

- 1 How often do you use the computer lab?
- 2 At what time do you usually use the lab?
- 3 What kinds of activities do you do there?
- 4 What activities do you enjoy the most?
- 5 How would you describe the way that using the computer lab is related to learning?
- 6 Do you ever help other students use the computer? What kinds of things do you help with?
- 7 Do you ever learn from other students? What kinds of things do they help you with?
- 8 Does your family talk about the computer lab? What kinds of things do they say?
- 9 Does your family pay additional fees so that you can use the computers?  
  
How much are these?  
  
What do they say about these fees?
- 10 Are there times when you would like to use the computer lab, but can't? When are these?
- 11 Are you ever in the computer lab when adults are using it? Do you ever have the chance to help them use the computer or find information?
- 12 How has using computer enhanced your learning in school?
- 13 What services or software programs do you find help most with learning?
- 14 What areas (such as educational software, reference materials, or teacher skills) do you think need to be improved?
- 15 What problems or disadvantages, if any, as associated with using computers for learning? How serious are these problems? Have you been affected by any of these problems? If yes, how?

**Teacher (if also telecenter staff, complete both interviews)**

- 1 How often do you use the computer lab with your students?
- 2 How would you describe the way that the computer lab influences learning in your classes?
- 3 How often do you use the computer lab for teaching-related research and preparation?
- 4 How often do you use it for personal activities?
- 5 What are the most important activities that you accomplish in the computer lab?
- 6 How did you accomplish these activities before the lab?
  
- 7 How often do you use the lab when it is operating as a telecenter (and open to the public)?
- 8 In what ways, if any, do you participate in the operation of the telecenter?
  
- 9 In what ways, if any, do telecenter operations support your school's commitment to Information and Communications Technologies (or ICTs)?
  
- 10 In what ways, if any, do telecenter operations interfere with your school's use of ICTs for learning?
  
- 11 How could the interaction of the telecenter and school activities be improved?
  
- 12 What are the greatest challenges that your school faces in helping students use ICTs for learning?
  
- 13 How can these challenges be addressed?
  
- 14 What areas (e.g., teacher training, content development, reference materials, and so on) do you think need improvement to further enhance computer support for learning?
  
- 15 What are the major challenges most teachers face in helping students use ICTs for learning? What has been done to address these challenges?

**Head teacher or principal**

- 1 When did your school acquire computers?
- 2 What were the sources of these computers?
- 3 When did your school acquire an Internet connection?
- 4 What are the costs of that connection?
- 5 Please describe the role of your school's parents-and-teachers organization in the establishment and operation of the computer facility.
- 6 What other sources of support contribute to the computer facility?
- 7 In what ways, if any, do telecenter operations support your school's commitment to Information and Communications Technologies (or ICTs)?
- 8 In what ways, if any, do telecenter operations interfere with your school's use of ICTs for learning?
- 9 In your opinion, who are the most frequent users of the telecenter?
- 10 What are the most important activities that they undertake in the telecenter?
- 11 Is it important is it for this telecenter to reach out to women, minority ethnic groups, and other disenfranchised members of its community? If so, why? If not, why not?
- 12 What are the greatest accomplishments of your school's telecenter?
- 13 What are the greatest challenges that the telecenter faces?
- 14 What do you plan for the future of the telecenter?
- 15 Please describe the contributions that the telecenter makes to the quality of life or socioeconomic development of your community:
- 16 What activities do you accomplish using a computer? If you use the telecenter, please describe your most important activities there?
- 17 Would you say that you are actively involved in the planning and operations of the telecenter? In what ways?

**Telecenter manager**

- 1 When did you start teaching in this school?
- 2 In what ways were you involved with the opening of the (student-focused) school's computer facility?
- 3 When did you become the telecenter manager?
- 4 Please describe the ways in which you were involved with the founding of the telecenter, if any?
- 5 In what ways has the telecenter fulfilled your vision or the vision of its founders?
- 6 In what ways has it NOT fulfilled that vision?
- 7 In what ways do the head teacher and the school administration support the telecenter?
- 8 What other kinds of support could they offer?
- 9 Please describe the relationship of the school's computer-based support for learning and the operation of the telecenter:
- 10 If there are conflicts, in terms of scheduling, staffing, accounting, or other areas, please list describe these:
- 11 On the whole, have telecenter operations had a positive or a negative effect on computer use in the school?

Positive = 1    Negative = 2    Don't know = 3

**USER GROUPS**

- 12 What groups are the primary users of the telecenter?
- 13 (If the answer is "teachers" or "students"... ) What groups outside the school use the telecenter?
- 14 Please describe the most frequent activities undertaken by each of these groups:
- 15 Is usage by these groups increasing or decreasing?  
1 = increasing                      2 = decreasing                      3 = Don't know  
In your opinion, what are the reasons for this trend?
- 16 What steps, if any, do you take to reach out to these or other groups in the community?
- 17 How successful has your telecenter been in reaching out to women?
- 18 How successful has your telecenter been in reaching out to minority ethnic groups?

World Links School-based Telecenters

19 What steps, if any, do you take to reach out to women who are potential users of the telecenter?

20 Please list the most-used telecenter services, and the groups that use them:

Service	Groups using	Groups not Using

21 Of the groups that you've listed, which contribute most to the telecenter's sustainability?

22 What groups in the community never use the telecenter?

23 What reasons keep them from using the telecenter?

24 What outreach activities, if any, have you performed in an effort to involve these groups?

25 What outreach activities, if any, do you plan to perform?

26 What areas or services need to be improved in order to provide better services to members of the general public?

27 What areas or services need to be improved in order to enhance student learning?

STAFFING

28 What are the strengths of the telecenter staff?

29 What are their weaknesses?

30 Does the school offer professional-development opportunities to you or to other telecenter staff?

31 Please list any professional-development activities that you have participated in over the course of the last three years?

32 Were these experiences valuable? In what ways?

## World Links School-based Telecenters

- 33 Please list any professional development activities that your staff has engaged in:
- 34 How many hours do you work at the school each week, including both telecenter and non-telecenter activities?
- 35 Please describe your schedule for a typical week. What hours do you spend in the telecenter? What hours do you spend teaching or engaged in other activities?
- 36 Are you comfortable delegating telecenter operations to members of your staff?

### CHALLENGES

- 37 What are the greatest accomplishments of your school's telecenter?
- 38 What are the greatest challenges that the telecenter faces?
- 39 What do you plan for the future of the telecenter?
- 40 Please describe the contributions that the telecenter makes to the quality of life or socioeconomic development of your community:

### TECHNICAL

- 41 What do you do when any equipment breaks down?
- 1 Call a technician \_\_\_\_\_
- 2 Fix it ourselves (Staff) \_\_\_\_\_
- 3 Call the contractor/supplier/ \_\_\_\_\_
- 4 Other (Please specify \_\_\_\_\_)
- 42 Do you have a technical expert as member of staff?
- Yes = 1          No = 2
- 43 Please describe your technical expert's training:
- 44 Have you or any other member of staff been trained to deal with common technical problems?
- Yes = 1          No = 2
- 45 If yes, what training did you get and from whom?

## World Links School-based Telecenters

- 46 If no, what are the barriers to additional staff technology training?
- 47 Does your telecenter have a technical-contract with a local or regional company?  
Yes = 1 No = 2
- 48 If yes, please describe the terms of that contract:
- 49 How effective has this service arrangement been?  
1 = Very effective 2 = Somewhat effective  
3 = Not very effective 4 = Not at all effective 5 = Never used

## COMMUNITY DEVELOPMENT

- 50 Is your telecenter involved in initiatives specifically targeting community development in any areas on the following list:  
1 = Adult literacy  
2 = HIV/AIDS  
3 = Telemedicine & health  
4 = Micro-enterprise  
5 = Sustainable agriculture & organic farming  
6 = e-Governance  
9 = Other (please describe):
- 51 Do you have plans to launch initiatives in any of these areas? If so, which ones:
- 52 Is your telecenter involved in partnerships with local or international NGOs or development agencies? If so, please list them:
- 53 In your opinion, what are the most important barriers to socio-economic development in your community?

**Telecenter staff (if also a teacher at the school, complete both interviews)**

- 1 If you are a teacher, when did you start teaching at this school?
- 2 When did you start working in the telecenter?
- 3 Are you a volunteer, or are you paid?  
1 = volunteer                      2 = paid
- 4 How many hours per week do you spend in your telecenter-related duties?
- 5 What's your title, if you have one, and what are your specific tasks?
  
- 6 Why did you become involved with the telecenter?
  
- 7 What are the most important problems that you confront in your role as telecenter staff?
  
- 8 How do you address these problems now?
  
- 9 In your opinion, how should these problems be addressed?
  
- 10 What effect do telecenter operations have on student use of the computers?
  
- 11 Please list any training or professional development you have received that is pertinent to your role in the telecenter:
  
- 12 Please identify the areas in which your technology skills are strongest:
  
- 13 Now identify the areas in which your technology skills are weakest?
  
- 14 How do your strengths and weaknesses in technology affect your job?
  
- 15 Is it important for this telecenter to reach out to women, minority ethnic groups, and other disenfranchised members of its community? If so, why? If not, why not?
  
- 16 Please characterize the relationship of the community to the school telecenter:  
1 = Very involved                      2 = Interested, but not involved  
3 = Not interested or involved        4 = Not aware of the telecenter at all

**Steering Committee member**

- 1 How long have you been associated with the school's telecenter project?
- 2 Were you involved in the initial development of the telecenter? If so, please describe your involvement:
- 3 If you're also involved in the operations of the school itself, please describe that involvement as well:
- 4 In your opinion, how does the telecenter benefit the school?
- 5 How does the telecenter benefit the community?
- 6 Is it important for this telecenter to reach out to women, minority ethnic groups, and other disenfranchised members of its community? If so, why? If not, why not?
- 7 What are the greatest challenges that the telecenter faces?
- 8 How should these challenges be addressed?
- 9 Are there areas in the management structure of the telecenter that you believe should be improved? If so, what kinds of improvements would you like to see?
- 10 Do you yourself use the telecenter? If so, what kinds of activities do you use it for?
- 11 Please describe the importance of financial sustainability for the telecenter.
- 12 Is the telecenter currently sustainable? What are the most important changes needed for the telecenter to achieve sustainability?
- 13 In your opinion, what impact has the telecenter had on the lives of the community outside of school?

**Member of SchoolNet or World Links team**

- 1 Please describe the school's participation in the World Links curriculum. What professional-development workshops have they attended? To what degree have they progressed in integrating computer use and learning?
  
- 2 Rank the school's success with the World Links curriculum and their integration of technology and learning on a scale of one to four:
  - 1 = Excellent integration of the technology curriculum in several subjects
  - 2 = Successful integration of the curriculum in one or two subjects
  - 3 = Schools has attempted technology integration, but without much success
  - 4 = No real attempts have been made
  
- 3 What have been the greatest obstacles to the success of the computer lab and of the World Links curriculum in this school?
  
- 4 Please describe the progress that has been made in establishing a community telecenter at the school. What are the most important achievements? What critical problems have yet to be resolved?
  
- 5 How has your organization (World Links, SchoolNet, etc.) been involved with the development of the school's computer capability and its telecenter operations?
  
- 6 In your opinion, what are the community's most important needs in terms of information and communication (e.g., health information, distance education, etc)?

World Links School-based Telecenters

- 7 Please give your opinion as to the level of effectiveness of these elements in the telecenter organization chart. If a category does not apply (e.g., there is no staff for the telecenter), leave that category blank.

Administration (head teacher)

1 = Highly effective 2 = Effective 3 = Somewhat effective 4 = Not effective

Steering Committee

1 = Highly effective 2 = Effective 3 = Somewhat effective 4 = Not effective

Partnerships

1 = Highly effective 2 = Effective 3 = Somewhat effective 4 = Not effective

Telecenter management

1 = Highly effective 2 = Effective 3 = Somewhat effective 4 = Not effective

Telecenter staff

1 = Highly effective 2 = Effective 3 = Somewhat effective 4 = Not effective

Do you think that there is a need change the telecenter's organizational structure? If so, what changes would you make?

- 8 How has this telecenter reached out to women, minority ethnic groups, and other disenfranchised members of its community? How successful have these efforts been? What are the chief barriers?

- 9 Please describe the importance of financial sustainability for the telecenter.

- 10 Is the telecenter currently sustainable? What are the most important changes needed for the telecenter to achieve sustainability?

- 11 In your opinion, what impact has the telecenter had on the lives of the community outside of school?