

DRAFT PHONE QUESTIONNAIRE

This is a draft only. It has not been pre-tested. It follows the logic of Sense-Making interviews. Sense-Making interviewers receive 10 or more hours of training so that they can adapt the logic of the Sense-Making approach to interviewing in a given interaction with a respondent. The interviewer's purpose is to cover all items in the questionnaire but not in a formal and rigid way.

PLEASE CITE THIS DOCUMENT AS:

Dervin, B., Connaway, L.S., & Prabha, C. (2003, November). Sense-making the information confluence: The whys and hows of college and university user satisficing of information needs. Approved proposal for Institute of Museum and Library Services National Leadership Grant LG-02-03-0062-03. Columbus, Ohio: School of Communication, The Ohio State University. [Online document] http://imlsproject.comm.ohio-state.edu/imls_proposal/imlsPROPOSAL_PhoneQ.pdf

STEP 5: PHONE APPOINTMENT: INTERVIEW #2

AFTER THE USUAL INTRODUCTIONS AND INFORMED CONSENT REMINDERS, INTERVIEW #2 WILL PROCEED. DRAFT TEXT IS BELOW.

We are going to look at each of the situations you described in your emailed reply in turn.

1. SITUATION ANALYSIS: THIS SECTION IS USED ONCE FOR EACH SITUATION

1a) WHAT HAPPENED: The situation you described as: [THE SITUATION WILL BE INSERTED HERE ON RESPONDENT'S PERSONALLY ADAPTED INTERVIEW FORM]

SITUATION A: The most challenging situation you faced in the past six month involving your university/college life

SITUATION B: A situation that specifically involved research or scholarship such as writing a paper, preparing for class, writing a proposal, developing an understanding, executing something you created, and so on...

SITUATION C: The most challenging situation you faced in the past six month involving your life outside the university/college

SITUATION D: A situation where you got most of your input from electronic sources

In your first EMAIL you describe the situation in these word: [RESPONDENT'S DESCRIPTION INSERTED HERE]

Tell me a bit more about what happened -- what happened first, second, and so on....

1b) IMPOSED: Thinking back on this situation do you see it as one that

- ___ just happened
- ___ you voluntarily journeyed into
- ___ was imposed on you by others
- ___ a combination of the above

FOR ALL RESPONSES:

1b1) What leads you to say that? How does this connect?

1c) RATINGS: Looking back on this situation, we'd like you to rate it on a series of 10-point scales.

1c1) CHALLENGING: How challenging was the situation?

10 means very challenging.----->1 mildly challenging.

What about the situation lead you to rate it this way?

1c2) IMPORTANCE: How important was the situation to you personally?

10 means very important-----> 1 only mildly important

What about the situation lead you to rate it this way?

1c3) POWER: How much power would you saw you had in the situation generally?

10 means a great deal of power----->1 means hardly any at all

What about the situation lead you to rate it this way?

1c4) CONFUSING: How confusing was the situation to you?

10 means very confusing----->1 means hardly confusing at all

What about the situation lead you to rate it this way?

1c5) EMOTIONAL: To what extent would you say your emotions were activated in the situation at the peak of events?

10 means very emotional situation----->1 means hardly emotional at all

What about the situation lead you to rate it this way?

1c6) EXPERIENCE: To what extent would you say your past experience and/or knowledge prepared you for the situation?

10 means very prepared----->1 means hardly prepared at all

What about the situation lead you to rate it this way?

1d) What were your big questions in the situation [SITUATION REMINDER] -- the things you needed answers to, or needed to unravel, or unconfuse?

1e) Would you say you learned anything special in this situation?

If YES:

What?

What was special about it? How did it help?

What made it possible to learn it?

1f) What kind of help did you want or need? What did you want to happen?

1g) To what extent would you say you got contradictory inputs in this situation

10 means lots of contradictions-----> 1 means no contradictions

FOR SCORES OF 2 OR GREATER

What about the input was contradictory?

Was the contradictory input helpful to you in any way? How?

Was it hindering in any way? How?

1h) If you could have waved a magic wand what would have been the best help you could have received?

2. INPUT ANALYSIS: USE ONCE FOR EACH INPUT IN EACH SITUATION

AN INPUT ANALYSIS FORM WILL BE PREPARED FOR EACH INPUT THE RESPONDENT REPORTED USING IN EACH SITUATION IN THE ONLINE INTERVIEW. IF PRE-TESTING INDICATES THAT MOST RESPONDENTS HAVE TOO MANY INPUT SOURCES FOR THE TIME ALLOWED FOR EACH SITUATION ANALYSIS, WE WILL PRE-TEST ALTERNATIVE MEANS OF SELECTING A SUB-SET. PRIOR RESEARCH INDICATES THAT THE INTERPERSONAL TRUST FOR A GOOD INTERVIEW IS BEST MAINTAINED IF THE RESPONDENT HAS THE SELECTION POWER -- E.G. TO CHOOSE THE MOST USEFUL AND LEAST USEFUL SOURCES. SOME SUCH SYSTEM WILL BE DEVELOPED.

Now we're going to look at each of the different ways you got input in this situation [SITUATION REMINDER] so you can tell us how you came to use them and you can evaluate their inputs for us.

In this situation [SITUATION REMINDER], you said you got input
FROM: [INPUT RESPONDENT NAMED PLACED HERE]
IN PERSON: about [RESPONDENT'S ESTIMATE HERE] times in person (or by phone)
and/or
ONLINE: about [RESPONDENT'S ESTIMATE HERE] times online

2a) WHAT LED TO: What happened that resulted in your getting input from_____.
WHERE MULTIPLE DIFFERENT INPUTS USED, GET DETAILS ON NATURE OF EACH BY NAME.

2b) # OF CONTACTS: Did you have more than one contact with _____?

IF YES: How many? [GET A SPECIFIC NUMBER ESTIMATE]

2c) HELP? In general would you say input from _____helped or facilitated you?

IF YES:

2c1) HOW HELPED: How did the input help? What did it make possible?

2c2) HELP SCALE: On a 10-pt scale with 10 meaning this input helped you a great deal, and 1 meaning it helped you only a little, how much would you say this input helped you?

10 helped me a lot-----> 1 helped only a little

2c3) INPUT QUALITIES: As you think about the help you got from _____ in this situation [SITUATION REMINDER], what special qualities of the input made it possible to help you as it did?

2d) HINDER: Did input from _____ hinder or constrain or hurt you in any way?

IF YES:

2d1) HOW HINDERED: How? What led to the way this input hindered you?

2d2) HURT SCALE: On a 10-pt scale with 10 meaning this input helped you a great deal, and 1 meaning it helped you only a little, how much would you say this input helped you?

2d3) INPUT QUALITIES: As you think about the way _____ hindered you in this situation [REPEAT SITUATION], what special qualities of the input led to the way it hindered you?

2e) BARRIERS: Did any barriers stand between you and the use of input from _____ in this situation [SITUATION REMINDER]?

IF YES:

2e1) WHAT WERE BARRIERS? What were these barriers?

2e1) HOW DID THEY HINDER? How did these barriers stand in the way?

2e2) IDEAS ON HOW TO REMOVE? Do you have any recommendations on how to eliminate these barriers? How?

2f) TRUST: When you think about the input you got from this source _____, how do you evaluate it in terms of trustworthiness on a 10-point scale, with 10 meaning very trustworthy and a 1 not trustworthy at all?

10 very trustworthy-----> 1 not trustworthy at all

NO MATTER WHAT ANSWER IS GIVEN:

What in particular about the input leads you to evaluate it this way?

2g) INPUT COMPARISON: Looking at all the inputs you used in this situation [SITUATION REMINDER], where would you rank _____ in terms of its helpfulness to you? Would you say...

	FILL IN ONE ROW, DEPENDING ON RESPONDENT'S REPLY
Among the most helpful?----->	2g1) What was it about the input from this source that made it more helpful in comparison with that from other sources?
About average?----->	2g2)When you compare _____ with inputs you saw as more helpful, what was it about the input from this source that led it to be less helpful? 2g3)When you compare _____ with inputs you saw as less helpful was it about the input from this source that led it to be more helpful?
Among the least helpful?----->	2g4) What was it about the input from this source that made it less helpful in comparison with that from other sources?

TALK ABOUT THE INTERNET , WWW, AND ELECTRONIC SOURCES OF INFORMATION

3b. As you look at the advance of the internet and world wide web and electronic sources of information, we'd like you to tell us how you think your personal/private and college/university lives have gotten better....and how they have gotten worse.

3b1. Starting with your college/university life, how do you think electronic sources of information have made your college/university life and work better? [DEEP PROBE]

LIST THINGS NAMED HERE	FOR EACH THING NAMED: What is it about electronic sources that you think enables this improvement?

3b2. And how do you think they have made your college/university life and work worse? [DEEP PROBE]

LIST THINGS NAMED HERE	FOR EACH THING NAMED: What is it about electronic sources that you think lead to this negative outcome?

3b3. Turning to your private/personal, how do you think electronic sources of information have made your private/personal life better? [DEEP PROBE]

LIST THINGS NAMED HERE	FOR EACH THING NAMED: What is it about electronic sources that you think enables this improvement?

3b4. And how do you think they have made your private/personal life worse? [DEEP PROBE]

LIST THINGS NAMED HERE	FOR EACH THING NAMED: What is it about electronic sources that you think leads to this negative outcome?