RP006: Intern Intake Interviews Instructions

Requirements

- You are available on Monday, June 20th from 11:45 am -1 pm PDT.
- You are able to record to your local computer an interview of up to an hour (540 MB) and to record with your camera on.
- You have a quiet place to conduct the interview and do the recording.

- Your speaking voice is clear and will be easy for the interviewee to understand.
- You are interested in what happens after the interview and have some availability to do post work (Training for that will be held later. Dates TBD).

Background

Goals & Key Questions

The purpose of these interviews with TWE interns is to better understand the interns' backgrounds, their future educational and career goals, and to assess their confidence in pursuing a career in a STEM field. Our hypothesis is that participating in this internship will make students both more competent and confident in pursuing STEM careers. Interns who participate in the program will be more likely to declare and finish a STEM major in college and to obtain a STEM-related job after college.

We would like to know:
- What their experience of HFLA has been so far and how they are feeling about going into the internship and
- About their high school and college experiences: how they are making decisions about which college to attend, which major to pursue, and how confident they are about pursuing a career in a STEM field

Training

If the intern you are interviewing asks you a question that you don't know the answer to, use this link to the Easy Retro board to ask questions of the onboarding team.

During the pairing today, you will use this form TWE RP6 Intern Intake Interview Script/Form - Practice Copy

What to Know

Duration

Expect each interview to take **at least 30 minutes** to complete. Each interview time slot will be **one hour** long.

Interview Form/Script

You'll be assigned a Google form for your scheduled interview at the onboarding event on June 20. This interview form has the exact words/questions you will read to the interviewee, instructions for how to address variables (e.g. how much time you have left), and is where you'll be entering the interviewee responses while conducting your interview.

- You will practice filling out the form during the next section of the training, when you are piloting the interview in the breakout room.
- **Important Note**: Anything in brackets [ ] SHOULD NOT be read aloud. They are instructions just for you. Also, you can ignore the numbers on each line (ex. 1.1, 2.1, etc); it's our numbering system.
- If you find the text too small to read, adjust the zoom on your browser. Practice this now in your browser: zoom in (ctrl/cmd +) and zoom out (ctrl/cmd -).
- Type in first person, if they say "my uncle help me" please write that verbatim, don't write "Their uncle helped them".
- Make sure to adhere to the time limits for each section. The interviews cannot go over one hour. It is especially important to make sure that all the quantitative questions are answered (any question that asks for a response on a scale from 1-5). If you notice that time is running short for a particular section, then restrict your follow-up questions.

Recording Audio

- You will be using the Zoom recording function in your breakout room to record the interview. You will simply need to press the "record" button at the bottom of the screen, in order to record the interview.
- You will need to have your camera on for the duration of the interview.
- You will need to have at least 540 MB of storage on your computer to store the interview.
- Begin recording when you start reading the script and stop recording when the interview is over.
- When you log off of the Zoom call, you will be prompted to save the interview recording you've made.

- Rename the recording in the following format: [Replace TYPE OF PARTICIPANT] [Replace TYPE OF INTERVIEW] Interview_Intern#_your UXR#_year-month-day
    - Prefix the Intern# with "I"
    - Prefix the Mentor# with "M"
    - Prefix the UXR# with "U"
        - For example: "A007" becomes "UA007"
    - **Example of an uploaded recording file name:**
        - **Intern Intake Interview_I01_UA007_2020-10-22**
- Upload the recording by using this form: [Finishing up: Sending your Recording to TWE team](#)
- **Only once you have received confirmation from the TWE team** that your recording has been received, should you delete the file.

Set-up Before the Interview

1. Get a notepad and a pen, so you can write down something that will help you with the pronunciation of their name (if needed). E.g. for Bonnie I would write Bon-Knee
2. Log into the Zoom call **at 11:45 am on June 20**. This will give you time to:
    a. Make sure you're fully prepared and presentable, including
        i. getting your background right,
        ii. audio recording set-up ready,
        iii. turn off notifications and ringers on computer and phone,
        iv. have water at hand,
        v. etc.

3. On the day of the interview, the TWE team will:
    a. Assign you, another researcher and the intern you are interviewing to a Breakout room
    b. Answer questions that come up during the interviews, via TWE: UXR Interview Clarifications Fun Retro

After the Interview

- Upload the recording

- After you get an email confirmation from the TWE team, please delete the recording.

Interview Guidelines: Ethics

- It is important to keep anything you're told confidential and not to reveal the names of the person you're interviewing outside the interview context.

- Recordings must be erased from your computer, once you have received confirmation that your file has been received by the TWE research team.

Interview Etiquette, General Notes & Tips

1. Important for both interviewers to establish rapport by introducing yourselves, conveying a warm and friendly demeanor, and acting interested in what they have to say.

2. Learn how to pronounce the name of the person you are interviewing before you start the interview, if possible.

3. Use their name, instead of pronouns whenever possible, unless pronouns have been communicated.

4. If they mention someone else, please refrain from assuming the gender of the person they mentioned, and use they/them if you are unable to use their name.

5. Do not interrupt the interviewee or make them feel rushed in their answers.

6. Showing genuine empathy can help, but you must be careful not to adversely affect the interview itself with any of your own responses to the interviewee's frustrations.

Interview Probing Techniques

When to use probing? Use if you have not received a substantive answer to a question or want to learn more about something someone said.

Techniques

- Pause

- Repeat the last part of what someone said
- "Can you tell me more about X…?" Try to get as much detail as you can without annoying your interviewee or making them uncomfortable.
- Don't offer your own opinions, and try to maintain a neutral demeanor about whatever they are saying to avoid influencing their responses.
- Do not interrupt the interviewee or make them feel rushed in their answers.

Links

Slide Deck

[TWE: RP6: IS22 Intern Intake Interview Training](#)

Easy Retro

From the training
- [TWE: UXR Intake Interview Instructions Q&A](#)
- [TWE: UXR Interview Practice Q&A](#)

Easy Retro - to use on the Monday, June 20th during interviews with Interns
- [TWE: UXR Interview Clarifications](#)

Session Table

- [TWE: RP6: Intern Intake Interview Session Table](#)

Interview Script/Form

- Practice Copy: [TWE RP6 Intern Intake Interview Script/Form - Practice Copy](#)
- Interview Copy: Please see the session table above, for the version customized with the intern's name.

Interview Recording Upload form

- [TWE RP6 Intern Intake Interview Upload Form (aka Finishing up: Sending your Recording to TWE team)](#)

Post-interview training feedback form

- [Feedback form](#)