



Where learning STEMS from doing

RP12: UXR Intern Exit Interviews Instructions



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Requirements

- You are available on Friday, July 29th from 2:45-4:00 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 have updated Zoom to the latest version**

Background

Goals & Key Questions

The purpose of this study is to understand:

- Interns' experience working at HFLA.
- If intern confidence increased over the course of the internship
- If interns' college or career plans changed over the course of the internship

Research Questions and Objectives

1. What were the most/least helpful aspects of the internship, in terms of the acquisition of technical skills?
2. What were the most/least helpful aspects of the internship, in terms of the acquisition of soft skills and career exploration?
3. What could be improved about the internship program?
4. Did interns' confidence in learning/doing technical work increase over the course of the internship?
5. Did interns' confidence in pursuing a STEM major/career increase over the course of the internship?

6. Did interns' college or career plans change over the course of the internship?

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 event on July 29th. 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.

- **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 with the "Intern Exit Interview," Your UXR#, Intern#, Date of the Interview (year-month-day)**
 - **Example recording name: Intern Exit Interview_007_01_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 **on July 29 at 2:45 pm PDT**. 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, and possibly another researcher and the intern you are interviewing to a Breakout room.
 - b. If you are paired with another researcher, one of you will conduct the interview and the other will take notes.

After the Interview

- Upload the recording using this form: [Finishing up: Sending your Recording to TWE team](#).
- 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

- [IS22 Intern Exit Interview Training Slide Deck](#)

Easy Retro

- [Exit Interview Instructions Q&A](#)
- [Practice Interview Q&A](#)
- [Interview Q&A](#)

Session Table

- [Interview Roll Call and Session Table](#)

Interview Script/Form

- Practice Copy: [Practice Interview Form/Script](#)
- Interview Copy: Please see the session table above, for the version customized with the intern’s number.

Interview Recording Upload form

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