

## What's wrong with this picture?

### Instructions

Find the errors and problems in this interview protocol. The errors may concern instructions or scripts, validity of the questions, and issues related to asking the right questions in the right way.

Hello. My name is Dr. Knowitall, and I'm conducting research about your experiences with services you received at the We Are Nice Agency (WANA). This interview won't last too long. We'd really like your help. I received your name from your case manager, who will be very interested to know what you say about the agency.

Your information will be kept confidential. Your participation is completely voluntary and you can withdraw from the study at any time. There are no known risks for your participation, nor are there any direct benefits. If you have any questions about this research you may contact the Project Director Dr. Knowevenmore at \_\_\_\_\_. Then with your permission I will begin the interview.

1. What is your ethnicity?

- Asian
- Hispanic
- Caucasian

2. What is your income?

- \$0 -- \$10,000
- \$10,000 -- \$20,000
- \$20,000 -- \$50,000
- Over \$100,000

3. Tell me why you came to WANA for services and what you hope to get out of services.

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4. Why are you having problems?

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5. How satisfied were you with the services you have been receiving?

- None
- Somewhat satisfied
- Very satisfied
- Extremely satisfied

6. Thinking about the last question, why were you not satisfied?

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7. *from taped transcript:* Researcher: “We’re interested in your experiences at this agency such as whether or not it had a welcoming feel to it. Some people like the agency to represent their community. But there are lots of opinions about this. Like, for example, some folks like pictures on the wall, etc. Others are more concerned about how they were treated by the staff when making appointments, signing at the front desk, etc. What are your thoughts?”