

Interview Protocol for Needs Assessment

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Step 1: Contact potential participants to agree on a date and time for interview. Seek their consent and make sure you communicate the voluntary and confidentiality nature of the process. The purpose of the interview and how the data collected would be used should be communicated. Let participants know they are not obligated to answer questions they do not want to answer.

Step 2: Before you begin the interview, ease participant into the process by engaging in conversational topics like, what do you think of today's weather? Think of what is happening at the moment or your surrounding that could help initiate such light conversations.

Step 3: Give your participant a pseudonym (a marker that will help you differentiate one participant from another). For example, you can tag a participant in your notes with the name, "participant A." You do not have to communicate this with the participant. Write down in your notes the date, time, pseudonym, and location of the interview.

Step 4: Inform the participant if you are recording and at the point you start recording. Conduct the interview and make sure you do not exceed the time allotted for the interview.

Generic questions that can help guide your interview:
Feel free to adjust the questions to fit your need and audience.

Measuring needs

- What do you think are some of the issues you face as _____?
- Do you have any issues related to _____, _____?
- In what ways do you think Extension can help with the issues you have mentioned?
- What are the changes you will like to see among _____ population/or in your community?
- What kind of services do you need as an individual, group, family, etc.?

Examples of Probing questions to support main questions.

- Would you tell me more?
- Would you share an experience or a story that could bring more clarity?
- What does that look like?
- Would you explain further?
- How often does that happen?

Step 5: Thank participants for their time. Keep records of observations, notes, and recordings for analysis.

Reference

Creswell, J. W. (1998). *Qualitative inquiry and research design: Choosing among five traditions*. Thousand Oaks, CA: Sage Publications.