

FOCUS GROUP QUESTIONS

Sometimes probes will be useful to get participants to expand upon their answer. If someone agrees with someone else in their answer, ask them to tell you about their experience, for example.

Examples of probes:

Direct probes:

- What do you mean when you say...
- Why do you think...
- How did this happen?
- How did you feel about...
- What happened then?
- Can you tell me more?
- Please elaborate...
- I'm not sure I understand X...Would you explain?
- How did you handle X?
- Can you give me an example of X?

Indirect probes:

- Neutral verbal expressions "Ok"... "I see"...
- Verbal expressions of empathy
- Mirroring technique, or repeating what the participant said
- Culturally appropriate body language or gestures, such as nodding in agreement.

1. Tell me about how (and when) you learned about the eGranary.
2. Describe a recent example (or several recent examples) of using the eGranary. (This could be a way of:
 - a. Understanding if the eGranary is working or not (USE)
 - b. Understanding technical and software difficulties of use (USABILITY)
 - c. How people search for information on the eGranary (USABILITY)
 - d. How the information from the eGranary is used in classroom/papers/teaching/research (USEFULNESS)
3. Describe some good experiences you've had when using the eGranary.
 - a. Describe some problems you've had when using the eGranary
 - b. In what ways do you enjoy using the eGranary?
 - c. In what ways do you not enjoy using the eGranary? (You could also ask...What are barriers....or facilitators of using the eGranary?)
 - d. What would make you want to use it more?
4. What is it like to use the eGranary compared to other information sources (print materials, the Internet, etc)?
5. What resources / features do you like / not like about the eGranary? What else (resources, features) would you like to see on the eGranary?
 - a. What resources do you like (or do you access) on the eGranary?
 - b. What resources do you not like (or would you like to see) on the eGranary?
 - c. What features do you like about the eGranary?
 - d. What features do you not like about the eGranary?

Other questions:

The eGranary Digital Library is one example of the use off-line information storage. What do you think of this technique? How long can you imagine it being useful to your organization?

How is your eGranary working? What prevents it from being used more?
 How does the eGranary impact your institution's missions of teaching, research, and service?
 How often does the information that you (student, teachers) show up in the classroom?
 Homework? Papers?
 What concerns you about the eGranary?

FOCUS GROUP TRIP CHECKLIST

Make arrangements for

- Note-taker at each focus group site
- Private setting for focus group site
- Transportation of staff / note-taker to focus group site
- Transportation of participants to focus group site
- Refreshments for participants

Cliff to also do

- Collect logs at each site
- Take and install 2 eGranaries

What to take to the focus group

Equipment

- Voice recorders for each focus group site (#?)
- 2 blank 90-minute cassette tapes per focus group (if voice recorders not digital)
- Spare batteries
- Notebook and pens
- Name card materials (if desired)
- Money to pay note-takers, refreshments, transportation, etc
- Laptop (for Cliff and note-taker?)
- Participant incentives (pens, whiteboard pens, flash drives, etc)

Focus group packet

- 1 large, heavy-duty envelope to hold materials
- 2 copies of focus group guide (1 for moderator, 1 for note-taker)
- Participant disclaimer/Thank you form
- Note-taking form (can use your own paper)
- Seating chart (can use your own paper)
- Debriefing form (can use your own paper - for facilitator and note-taker to fill out after session)

What to keep after focus group

- List of all components / correspondence of focus group event
- Make a copy of audio recording for Cliff before leaving site.
- Audio recording to note-taker for transcription; Cliff to collect before leaving Ethiopia
- Seating chart from focus group
- Labeled (with site name) focus group guide with notes (moderator's and note-taker's copy)
- Handwritten field notes from note-taking from (facilitator and note-taker)
- Expanded notes and transcribed notes (note-taker)
- Debriefing form / notes (facilitator and note-taker)