

Worked Example

H: Interview schedules

These examples have been developed by the universities involved in the pilot phase of the value and impact project. Please note that these are drafts, which are still evolving and are therefore likely to change. They are reproduced here for illustrative purposes.

H1: University of York, Maths Skills Centre - first year interview schedule (non-users of the Centre)

5 minutes	<p><i>Introduction, ethics forms</i></p> <p>Although I am not connected with the Centre, staff there will have access to the transcripts, but they want honest feedback.</p> <p>This interview has two parts:</p> <ol style="list-style-type: none"> 1. How you are finding the Maths on your course 2. Your thoughts on the Maths Skills Centre <p>Although the two parts may be interlinked, during each part we would like you to not focus on the other too much.</p>
10-15 minutes	<p><i>The Maths on your course</i></p> <p>Which subject are you studying? What made you decide to study this? What 'A' Levels/ previous subjects have you studied? In terms of the Maths, how have you found your modules?</p> <p><i>Possibly omit this question</i></p> <ol style="list-style-type: none"> 1. How is your course taught (lectures, seminars, tutorials, etc etc)? 2. Do you have regular pieces of work to hand in? Procedural or assessed? 3. How does the Maths compare with how you found Maths at school? 4. Thinking back to your decision to study x subject, especially at York, did you expect the Maths to be like this?
Rest of interview (10-15 minutes)	<p><i>The Maths Skills Centre</i></p> <p>So you are here in response to an email sent to your department for volunteers amongst people who had not used the Maths Skills Centre.</p> <ol style="list-style-type: none"> 1. Before that email were you aware of the Maths Skills Centre? How? 2. Have you considered using it? 3. How do you deal with any difficulties you encounter with Maths? <p>Do you know other people who have used the centre, from your course or other courses? Are there any barriers to you using it? What do you think the Maths Skills Centre could do better? (<i>Depends on earlier responses</i>)</p>
	<p><i>About the interview</i></p> <ol style="list-style-type: none"> 1. Anything else to say? 2. Have we covered the main areas that are relevant?
	<p><i>Further Question</i></p> <p>There's been an idea to hold a one or two week workshop before the first year; would you have been interested in such a thing? Would you have paid for it?</p>

H2: University of York – interview with students who had had a dyslexia assessment in the last academic year

Introduction

Read through consent form.

Staff from the Dyslexia Service do not know who is taking part in this process.

This interview is semi-structured, these are things I want to cover but it is not a strict format which we must follow.

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I know you may have told me a bit about yourself via email, but can you tell me a bit about yourself:

- What course are you doing?
- Which department?
- What year are you in?
- What did you do before starting your course?

I understand that you were assessed for the first time in the last academic year as having dyslexia. Approximately when were you diagnosed?

- Since then what type of support have you had?
 - *Disabled Students' Allowances – help applying? Receiving?*
 - *Money for books*
 - *Assistive technology – what?
ie, Mind mapping
PDA (personal recording device)
Read and write*
 - *Overlays/filter for books and/or pc*
 - *One-to-one support sessions – Approximately how many?*
 - *Liaison with academic department*
 - *Extra time for exams*
 - *Unofficial support from centre eg, phone calls/emails*
- What do you think has been the most helpful for you so far? Why is that?
- How beneficial has the assistive technology been?
- Have there been any problems with it?
- Have you told your academic department? How supportive have they been?
- Ok, so that is a bit of an introduction. Can you think back to the time last year when you first went to the Dyslexia Service:
- What prompted you to contact the Dyslexia Service in the first place?
 - *Was it something you had thought about before starting your course?*
 - *Did someone suggest it to you?*
 - *Were you struggling with the change in academic work?*
 - *What was it you were struggling with?*
 - *How did you find out about the service, where to go?*
- How did you cope before you were assessed with work/school/earlier years of your course?

- How did you feel when the initial screening indicated that you were dyslexic?
 - *Did it affect the way you thought about your academic work?*
 - *Did you tell anyone?*
- Generally there is a wait between the initial screening at the centre and the full psychological assessment. How did this wait make you feel?
- What was your reaction to receiving the full psychological assessment report?
 - *Did it affect you emotionally?*
 - *Was this what you had expected?*
 - *Did you discuss this with anyone?*
 - *How did it feel about your academic work/past academic achievements?*
 - *Did you feel differently from after the initial screening?*
- We discussed earlier the type of support you have received. How has this been useful? For example...
- One-to-one support = YES
 - What have you worked on in your support sessions?
 - Has it been generic or focused on specific pieces of work?
- One-to-one support = NO or one session
 - You said earlier that you have not had any one-to-one sessions/had one. Why is this?
- Thinking back over the last few months/year since you were assessed, have you changed the way you approach academic work?
 - *How do you feel about completing work?*
 - *Are you more confident about work?*
 - *Not just assessed work/exams - presentations, contributing in sessions etc*
- Have you seen a change to the marks you have achieved or feedback from lecturers?
- Do you wish you had had the diagnosis sooner? Do you think this would have made a difference?
- Do you think the support or the services provided by the Dyslexia Service have been of benefit to you in helping you to deal with your dyslexia? What has been most valuable?
- Do you/will you still use the service during the rest of your time at York?
- As I have said, this research is being done as part of a bigger project to establish ways to evaluate student support services. It was decided to undertake one-to-one interviews as it was felt that a survey or questionnaire was not appropriate.
 - How would you have felt about being asked to complete a probably fairly lengthy questionnaire by email covering the topics we have covered today?
 - How effective have you found this interview in establishing the impact of the Dyslexia Service? Should I have asked about anything else?
- What motivated you to take part today?
- Have you anything else you would like to contribute?

Thank you very much.