

Follow-Up Interview Guide for Online Survey Respondents
(Interviews will be conducted by telephone)

ID Code:

City Code:

Time:

Date:

Interviewer:

Interview Length:

Webpage/help for (based on online survey response):

Date online survey was completed:

Matched service provider code:

Interviewer 's Notes:

Before we start, I ' d like to explain what we ' ll be doing during the interview, which will take no longer than 30 minutes, as well as answer any questions you might have. Basically, I ' ll ask you questions about your responses to our survey that was posted on the community network. With your permission I ' d like to audio-record our interview as it will help me better focus on our conversation [pause for response; if subjects says Ano@ then interview will not be recorded].

Please note that you don ' t have to answer every question. This interview will be kept strictly confidential and your identity will remain anonymous when we write-up the results of the study. Upon completion of the study all records that contain personal identifiers will be shredded. Any questions before we begin?

Warm-up Questions (3-5 minutes):

1. How long have you been using the Internet?
2. How long have you been using the Community network?
3. From where do you usually access the Internet (e.g., home, work, college/university, public library, community technology center, other)
4. What are the primary reasons you use the Internet? (Keep brief)

Main Questions: (25 minutes)

When you responded to our survey, you indicated that you were looking for X [answer based on online survey response].

5. What is the reason you were looking for X?
6. What were you trying to find out?
Probe: What did you want to know?])
7. How did you think finding X will help you?
Probe: How did you plan to use X?])

8. What did you do after looking for X? [i.e., contacted service provider whose web page they were searching, began another search, nothing, etc.]

9. Was there anything on the X webpage that made you want to contact/get X? Why?

If Respondent Contacted Service Provider, Ask:

10. Did you do anything else before contacting X?

Probes: look further on the Internet, talk to someone (if so, whom and why), look elsewhere, etc.

11. How did you contact X?

Probes: by email, telephone, in-person, etc

12. How did you think contacting/getting X would help you? What did you expect to get?

13. What happened when you contacted X?

14. What do you think of it?

Probes: How is it going? Is it helping? How or how not?

15. How important was it to you to get help from X? (5-pt scale: 1'not at all; 5'extremely)

16a. Apart from the Internet, how else could you have found out about X?

16b. Is [whatever] a good way of finding these things out?

17a. How often have you used the community network to find out about situations similar to X in the past?

17b. How often did you find what you were looking for?

18a. How often have you used the Internet, in general, to find out about situations similar to X in the past?

18b. How often did you find what you were looking for?

19. Is there anything that would make it easier for you find these things on the Internet?

Go to Closing

If Respondent Has Not Contacted Service Provider, Ask:

20. What is the reason you have not contacted X?

21. Did/will you ask around about it? Who? Why?

22. How do you think contacting/getting X would help you? What would you expect to get?

23. How important is it to you to get help from X? (5-pt scale: 1'not at all; 5'extremely)

24a. Apart from the Internet, how else could you have found out about X?

24b. Is [whatever] a good way of finding these things out?

25a. How often have you used the community network to find out about situations similar to X in the past?

25b. How often did you find what you were looking for?

26a. How often have you used the Internet, in general, to find out about situations similar to X in the past?

26b. How often did you find what you were looking for?

27. Is there anything that would make it easier for you find these things on the Internet?

Is there anything you would like to add about what we 've been discussing?

Closing:

Thank you very much for participating in our study. I appreciate your taking the time to talk with me. The results from our study will be posted on our project website over the coming months (www.si.umich.edu/helpseek/).