

Los Angeles County Office of Education QSLA Collaborative Study

INTRODUCTION

Thank you for agreeing to participate in this interview. Your comments are very important to us. My name is _____ and I work for Juarez & Associates (a social policy research firm). I'd also like to introduce our note-taker, _____.

You may recall that we are working with the Los Angeles County Office of Education on the QSLA Formative Evaluation. The purpose of this interview is to learn more about how QSLA partners work together in implementing QSLA. Please note this interview focuses on your role as an implementer and not as an Architect. We want to understand the experiences of those who participate in the QSLA Consortium. The information you share with us about your experiences will be used to improve how consortium members work together and, ultimately, how the QSLA is implemented.

Before we start, I would like to remind you all your answers will be kept strictly confidential. To further protect confidentiality, we ask that when you make any comments, please do not refer to other individuals by name. Likewise, no names will be reported in any reports and documents resulting from this study. We will be audio taping this interview to ensure viewpoints are captured accurately. The digital audio-files will be destroyed once the study reports have been completed.

We encourage you to be candid in your comments, but please be aware that you can refrain from answering any question. There is no right or wrong answer—we just want to hear your views on the issues discussed.

Since the discussion will last between 30-45 minutes, I may need to move the conversation along at times. I apologize in advance if I have to jump to different questions.

Once again, thank you for giving us your valuable time today.

Do you have any questions before we get started?

WARM-UP QUESTIONS

We know that your position requires that you take on multiple roles. However, for the purpose of this interview all the questions asked will be about your experience participating in the

_____.

- i. In general, how would you define collaboration?
- ii. How long have you been a member of the [Leadership Team/Coaching and Incentives Workgroup/Consumer Education Workgroup]?

Participation:

1. In the last year, how many meetings did you attend? **PROBE:** How many meetings were scheduled in the last year?
2. What is your role in the team/group? Are people in the group recognized for the skills/expertise they bring to group? **PROBE:** What have been some of your responsibilities as a member in this group?
3. How comfortable are you sharing your point of view? Why? What happens when you share your viewpoint? **PROBE:** Is the group supportive when members share their viewpoints?

Development of Processes:

4. What were the reasons the [Leadership Team/Coaching and Incentives Workgroup/Consumer Education Workgroup] was formed? What was its initial mission? Did the mission change over time?
5. How are decisions made? Could you explain the process by which decisions are made in this group (e.g. voting)? **PROBE:** Are decisions made by the entire group? Are decisions made by a small subgroup or the group leader? Does everyone contribute to the decision? Are decisions made before all viewpoints are heard? Does it take too long to reach a decision?
6. How does the group solve problems? Can you provide an example of a problem the group had to solve? **PROBE:** Were you able to solve the problem? How was it done?

Collaborative Process:

7. Can you describe a task that the group accomplished collectively? What factors do you think contributed to the success of accomplishing this task? Is there anything that could have enhanced the collaborative process for this task? If so, why?
8. Can you describe a task that the group attempted to accomplish but was not able to achieve? What factors do you think contributed to this outcome? What do you think should have been done differently? Why?
9. Do you think the group has been effective at supporting program implementation? Has this group reached its full potential? Why?
10. What are your future goals for this group? What are your predictions as to whether these goals will be met?
11. **LEADERSHIP TEAM ONLY:** Last year, the evaluation report discussed collaboration and made some specific recommendations. Do you remember these recommendations? If so, did you agree with them at that time? Now, a year later, do you see any positive changes towards these recommendations?

12. Overall, what are your recommendations to strengthen the collaborative process in implementing QSLA?