



## Interview with Lecturer / Tutor – First Visit

(9\_tutint\_vis1.doc)



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- Use this script if you are conducting two interviews with the tutor, one on a visit early in the students' use of the software and the second towards the end or after.
  - Given the amount of material we need to cover to cover you probably don't want to spend too much time writing notes! - it is best to tape these interviews.
  - For some items all we need is confirmation and comment on data from review process - this is indicated by the wording of the question.
  - Some items are important because they are not addressed elsewhere in the process - these are indicated by a \* in the margin.
  - Some items are asking for discussion of an opinion rather than blank facts - these are indicated by ++ in the margin.
  - At all times allow the lecturer to provide more than a yes/no answer! - try to get examples where possible.
  - Some questions should be asked of the technical support person, others of the author of the package (for materials developed in-house) - indicated by T and A respectively. Use your discretion as to whether or not you also ask the lecturer about these aspects.
  - References to "the package" and so on should be made more specific!

### ***Before You Start...***

Apart from a general familiarity with the review and pre-visit questionnaire (pvq) return, there are some things you will need to know in order to tailor the interview (i.e. in order to know whether to ask about how easy it was to author the package) and other things that you will need to have on hand during the interview:

- Know whether package is developed in-house using in third party authoring tool (from pvq?)
- Have comments on how customisable the package is (from review)
- Know about support of languages other than English (from review)
- Know description of session using CAL package (from pvq)
- Know general approach package takes to teaching (from review)

### 1. Getting Started

- If relevant get permission (on tape) to tape the session.
- Make sure name of interviewee, institution and course are noted or on tape
- Give an overview of what the interview will cover.

### 2. A Bit of Background About the Students

- What is the typical level of computer literacy?  
What IT training have they had?  
Will they have used computer aided learning similar to this package before
- \* • Is there anything distinctive about the students background? for example is there a high number of mature students / overseas students / students with English as a second language / students with HND or access qualifications rather than A-levels or Highers.

### 3. Background to the Use of this Package

- \*,+ • What were your reasons for introducing / using computer aided learning on this course?—what effect did you anticipate?
- \*,+ • Why did you choose this package?

### 4. About the Package (Technical)

*If written in third-party authoring package*

- A,\* • What is your level of skill at authoring and programming, e.g. enthusiastic amateur, professional technical author?  
How much experience do you have?
- A,\* • How easy was the development of this package?—what factors contributed to the ease / difficulty?
- T • Did you have any problems installing the package?  
Or running it? (include problems caused *by* crashes and “accidental termination”)
- T • Did you use the documentation that came with the package?  
If so, was it clear? useful?—in what way (installation/running/technical content)
- T • These are the additional hardware/software resources that our review identified as being necessary—any comments?  
• Our reviewer made these comments about how customisable the package was [*show reviewer’s comments*] do you have any comments based on your experience?  
• Our reviewer identified that the package did/didn’t [*as appropriate*] support languages other than English—do you have any comments on this support?

### 5. How the Package Was Used

*(some of this might be available from the pre-visit questionnaire “Description of session using CAL package” depending how long a return we got.)*

- ++ • Please describe how the package was used.
- \*,+ • Was the package used to replace / augment other elements in the course? If so which?
- \*,+ • How was the course (including assessment) changed / tailored to accommodate this use of CAL.
- \* • Is the use of the package compulsory?

- How was the package introduced to the students?
- Do the students work individually or in groups?
- Is it used in timetabled sessions
- Is it available at all times?—from which terminals?
- Were any special arrangements needed in computer labs, e.g. new hardware bought / software installed or upgraded, room booking and timetable changes to be made