INTERVIEW PROTOCOL

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I. Reviewing Consent

Review the full Informed Consent document that they have signed

- Remind them that even if they have signed this document, they are allowed to refuse the interview or stop at any time
- Emphasize the perceived risks and benefits as highlighted by the document
- Ask participants if they have any questions about their involvement in the research, this interview, etc.

II. Involvement in the Training [BEGIN RECORDING HERE]

When you ask about the activities, make sure to check them off for yourself so you make sure to complete all appropriate sections of the interview. There are indications of which sections of the interview must be completed if they were involved in specific aspects of the training)

- Which of the following activities were you involved in? Please indicate your involvement no matter how major or minor your role may seem to you
    - ☐ Designing the training program [COMPLETE SECTION III)
    - ☐ Development of the Training Platform [COMPLETE SECTION IV]
    - ☐ Development and Conduction of Individual Sessions (includes supporting on day-of zoom logistics) [COMPLETE SECTION V]
    - ☐ Communicating with Training Attendees [COMPLETE SECTION VI]
    - ☐ Managing RSVPs [COMPLETE SECTION VII]
    - ☐ Tracking Training Completion [COMPLETE SECTION VIII]

III. Training Program

The purpose of this section is to understand how the training program was decided upon, and what formal/informal sources of knowledge were drawn upon to create this schedule

- What was your role in deciding the full program of the training?
- How was the training program decided upon?
    - ☐ What particular sources of information were drawn upon to come up with the agenda for the training?
    - ☐ Were there any changes from previous trainings that the organization has conducted, or that other asylum clinics have conducted?
        - What are those differences? Why were those changes made?
    - ☐ Who was responsible for finalizing the program of the training?
        - Who was accountable for ensuring that all material was covered?
    - ☐ How were speakers for the training decided upon?
        - What factors were you balancing in choosing speakers?
- Are there any sessions that will need to be updated regularly?
    - ☐ What is the plan for this if needed?
- How is completion of the training assessed?
    - ☐ What assessment materials are used?
    - ☐ Do the materials assess:
        - Feelings about the material?

        - Learning/Competency
        - Applicability to practice?
    - How did you decide on this particular form of training assessment?
        - What factors did you balance in making these decisions?
        - Would you have done this differently in hindsight?
- If you were to do this training again, are there particular sessions you would add, remove, or edit?

IV. Training Platform

The purpose of this section is to understand the decision-making process on deciding a training platform, and the challenges and successes with this platform

- What, in detail, is the platform being used for this virtual training?
    - How does it allow for asynchronous completion of the training?
- What factors were involved in making a decision for the training platform?
    - For each factor that interviewees name, ask:
        - Why was this important?
        - How was this weighted against the other factors you have named?
- What challenges have you had with this platform?
    - For each challenge that interviewees name, probe:
        - Was this an expected or unanticipated challenge?
        - How was this challenge addressed or mitigated?
        - Is there a way for this to be mitigated with this platform?
            - With another platform?
- What things do you like about using this platform?
    - For each reason named, probe:
        - How do you feel this positively impacts the training?
            - Is it more for you (planning team) or training participants?
        - Is this something unique to this platform?
- If you were to do this training again, would you use this platform?
    - Would you use another platform?
        - What platform?

V. Communicating with Training Attendees

The purpose of this section is to understand what should be expected around communication with training attendees, and to understand staffing needs for a training of this kind.

- What method of communication did you use to communicate with training attendees?
    - About how much time per week has been spent communicating with training attendees since the training went live?
        - Has this amount fluctuated based on how far along the training was?
    - Who did this work with you?
- What were the primary reasons for communication with training attendees?
    - For each reason, probe:

        - Is this because of:
            - limitation of the training platform
            - Issue/error in prior communication about the training and sessions
        - Is this something that could have been mitigated?
        - How did you feel about addressing this?
- In your opinion, what are the staffing needs to communicate with attendees?
    - How many people should be working on this?
    - How much time per week should they be spending?

VI. Managing RSVPs

The purpose of this section is to understand staffing needs for managing RSVPs, and its link to challenges with the platform.

- What is the process for managing RSVPs and providing access to the training?
    - How much time do you spend per week doing this since the training went live?
    - Has it fluctuated since the start of the training?
    - Who else does this work with you?
- Have there been issues of access for the RSVPs?
    - How have those issues been mitigated?
    - Are there current unaddressed issues with managing RSVPs?
- In your opinion, what are the staffing needs to manage RSVPs?
    - Is this something that can be automated?
    - How many people should be working on this? How much time per week should they be spending?

VII. Individual Session Planning

The purpose of this section is to understand the process for session planning and what kinds of support are required for the training planning.

- What sessions were you involved in planning?
    - For each session, ask the following questions, and let them know that they can say they are unsure if they were not involved in that particular process:
        - What was the format of this session?
        - What was your role in planning the session?
        - Did you communicate with the speakers?
            - How did you communicate with speakers, and how much?
        - What other people were involved in planning that particular session?
            - How did you communicate with one another as needed?
        - What training materials were finalized?
            - How were they finalized?
            - What work did staff members do to work on these resources vs. the speakers?
            - What were you specifically looking for in planning these training materials?

- In your opinion, was this session optimized for a virtual learning platform, to be engaged with asynchronously?
    - What would you have done differently to optimize it for virtual learning?
- How many people should be supporting in the development of a training session?
    - What should their roles be?

VIII. Tracking Training Completion

The purpose of this section is to understand the process for tracking training completion, and kinds of support required for tracking completion.

- What is the process for tracking completion?
    - Who else is involved in tracking completion?
- What is going/went well in tracking training completion?
- Are there particular challenges in tracking completion?
    - For each challenge:
        - How could this challenge be addressed? How is it currently being addressed?
- If you were to automate this tracking process, what would you want it to do?
    - Does the current platform have this capability?
- How is CE managed for the training?
    - Who is involved in managing CE?
    - Who ensures payments are made by participants to provide to UIC CME office?
    - Are there particular challenges in tracking CE?
        - For each challenge:
            - Is this challenge being addressed? How could it be addressed?
        - Can this be automated in your opinion?

IX. Feedback for the training [EVERYONE COMPLETES]

- Is there work that you wish you had been more involved in for this training?
- Is there anything that you would have done differently for this training if you were to do it again (that you have not yet mentioned)?
    - Is there anything you would add to the training?
- This is meant to be to support future training endeavors. Is there anything else you believe someone should know that we have not yet asked you about?

X. Close-out and Thank you

Thank them for their time, and request a follow-up if necessary. Only request follow-ups if there are any unanswered questions.