Individual Assignment #1 (I1)
Interviewing

In this assignment you will use interviews to answer the following research questions:

- *RQ1: What are Boston residents' perceptions of the city government and the resources it provides?*
- *RQ2: What are residents' perceptions of the Boston housing market and opportunities for home ownership and renting in this market?*
- *RQ3: What are residents' perceptions of existing technologies that support the home ownership and renting process?*

This assignment will help you start thinking about citizen-government engagement and residents' perceptions of and experiences with the home ownership and renting process and city government services/resources in Boston. The questions above are a starting point: you should think of additional questions you can ask your interviewees to gain deeper insight into these questions. Thinking about such topics will help you prepare to serve the Boston Mayor's Office of New Urban Mechanics and the Boston Home Center in the team project. While the focus of the team project is supporting home ownership, the research questions above broadly explore ownership and renting, to increase your understanding of how the renting and home buying processes compare.

Note: this is an individual assignment, which means that you should be doing the work *on your own*, not with your teammates or others in the class.

Step 1. Develop an interview guide with *open-ended* questions that allow you to answer the research questions above. Do not just ask interviewees the research questions above—instead you should come up with a list of interview questions that help you explore the various components of these questions. Consider: what set of questions can you ask that will help you explore the multiple facets of each research question?

- Your guide must have at least one question from each of the following five question categories covered in class and in the Patton reading: *Experience/Behavior, Opinions/Values, Feelings, Knowledge,* and *Sensory.*
- Your interview guide should have a minimum of 6 open-ended questions and a maximum of 8 questions.
- The questions should help you answer the research questions above.
- Create probes that will allow you to explore each question in greater depth.
- Take care to follow the guidelines for question formation described in the readings (re: singularity, clarity, neutrality, prefatory statements, etc.).

Step 2. Find 2 people who are willing to participate in an interview.

- Do not interview people you already know.
- Each interview must last a minimum of 20 minutes.
- When conducting your interview, take care to follow the guidelines from the reading regarding probing, maintaining control, providing feedback, etc.
- Take field notes during the interview as described in the readings.
- Ask your interviewee if he or she is willing to let you audio-record the interview. You must turn in one audio recording as part of this assignment.

Step 3. Revisit your notes from the interview: type them up and expand upon them with additional insights and thoughts, as described in the reading. Your notes should highlight key comments and

quotes from your interviewees (clearly marked as being said by your interviewee), *and* your own analytical reflections on what you've heard. Do not just summarize what participants described, *analyze* their comments as well: what struck you as most interesting and why? What additional questions arose in your mind as you listened to your interviewee? How does what you heard compare to the readings you have done as a part of T1?

What to turn in:
   (1) A brief description of your interviewees (no names please). Describe how you found them, the length of the interview, and where the interview took place.
   (2) Your interview guide – clearly indicate what category each of your questions falls into (Experience/Behavior, Opinions/Values, Feelings, Knowledge, Sensory)
   (3) One interview audio recording (if you collected multiple, turn in what you consider to be your best recording)
   (4) Typed notes from one interview (turn in what you consider to be your best set of notes)