

Community-Based Participatory Research Project: Open-End Interview: Thoughts on the Pantry

Interviewers:

Initial three interviewers have not been in contact; suggesting Catherine Rood (new guest volunteer); possible Natasha Phelps (UW student; works with Allison Christians).

- Quintina Thompson
773 S. Whitney Way
Madison, WI 53711
608-467-7402
e-mail unknown, but student at MATC; standard format nonfunctional
- Doug Kennedy
1225 E. Gorham Street, Apt. D
Madison, WI 53703
608-255-5821
- Nakia Harper
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608-270-9121
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Protocol

- We're looking for at least a semi-randomness to this interview process, so please look for the guests who have a goldenrod cover sheet or shopping list, and ask them if they will agree to be interviewed. If other guests ask to be interviewed, please ask them to speak to Christine.
- Interview volunteers only; any guests who do not wish to participate should simply be thanked. Do *not* collect name; simply ethnic background (by their definition/choice) and ZIP code.
- Even if you have multiple volunteers from a family/household, please ask that only *one* individual be selected to represent the family/household.
- Emphasize the fact that we will be making the results of these interviews available to any and all guests interested, and that no one will be quoted by name.
- Interviews should be conducted in the meditation room (if this is locked, see Christine), with the door off the Fireside Room mostly closed and the door of the hallway open.
- All questions are to be open-ended; ask the question, and then note what the interviewee says. Don't lead the response; at most, follow-up questions should be along the lines of "Is there anything you want to add to that?"
- Transcribe the guest's comments as fully as possible, but favor timely transcription over full literal transcription – that is, we'd rather get the gist of the guest's comments and complete the interview in timely fashion for the guest than have an exact, word-for-word rendering of the guest's comments.

Questions

- What pleases you about this Pantry?
- What do you wish could be improved?
- How long have you been using the Pantry?
- What difference has having the Pantry made to you?
- How long do you think you'll need to continue to use the Pantry?
- What other public services do you make use of?
- What are the biggest gaps in assistance that you experience?
- What else would you like to tell us?