

**Problem Space:**

*School-based teams need easy and efficient ways to communicate important information with parents and other school staff.*

**HMW:**

*How might we help school-based problem-solving teams (PSTs) learn to easily and efficiently communicate important information via digital solutions with parents and staff to foster stronger relationships and effective partnerships?*

**Introduction:**

Hi there! I want to start by thanking you for making the time to speak with me.

I'm currently working on a solution that helps teachers and school staff document and communicate important info with parents such as intervention data.

During this interview, I'll ask you a few questions about your role on the PST/CST, your view on the current barriers to successful implementation of interventions, graphing of data, and communicating that data to families.

Please be aware that there are no right or wrong answers, I am simply interested in your perception on the subject. Your feedback will be invaluable to me and will be used to inform my design decisions.

With your permission, I'd like to record this conversation. The recording will only be used to help me in my research, and it will not be shared with anyone. Is that okay with you?

I'd like to keep this interview to about 15 minutes and if you need a break or to stop at any point, please just let me know.

Do you have any questions for me at this time?

**Warm-Up Questions:**

- What is your age?
- What is your occupation?
- What kinds of apps do you typically use?
- What is your highest educational level attained?

**Problem Space Specific Open-Ended Questions:**

- Tell me about a typical work day.
  - What are your tasks?
- What types of academic and behavioral interventions do you typically collect data on? (behavior)
- How do you determine what data points to collect and analyze when implementing an intervention? (behavior)
- In your experience, what are some common challenges that arise when collecting intervention data? (pain points)
- Have you ever encountered a situation where it was difficult to collect enough data to inform decision-making around an intervention? If so, how was the situation resolved? (motivations)
- How does the data collected from interventions inform decision-making for students? (behavior)

- Can you share any success stories about how effective intervention data collection and analysis has led to improved outcomes for students? (motivations)
- How do you communicate intervention data and progress to parents and administrators? (behavior)
- In your experience, what are some common challenges that arise when communicating with parents? (pain points)
- Can you describe a specific instance where you had difficulty communicating with a parent? (pain points)
- How do you approach communicating with parents who may have a different communication style or cultural background than you? (behavior)
- How do you handle a situation where a parent is not receptive to the information or feedback you are providing? (behavior)
- In your opinion, what role does the school administration play in supporting effective communication with parents? (motivation)
- What steps do you take to ensure that parents feel heard and valued in communication exchanges? (behavior)
- Can you share any success stories or strategies that have worked well for you in building positive relationships with parents through effective communication? (motivations)
- How does your school use technology to communicate important information with parents? (behavior)
- What specific tools or platforms do you use for communication with parents (e.g. email, messaging apps, social media, online portals)? (behavior)
- What are some advantages of using technology for communication with parents? (motivations)
- Are there any challenges or drawbacks to using technology for communication with parents? (pain points)
- Can you share any success stories or examples of how technology has been used to improve communication and collaboration with parents in your school community? (motivations)

### Wrap-Up:

Thank you for your time, it's very appreciated!

- You won't hurt my feelings, but what did you think about your experience discussing this topic with me?
- Do you have one last thought or question?