

Key Stakeholder Interviews Need Fulfillment Framework

Who are your stakeholders? Stakeholders are those individuals in the school who ‘have a stake’ in whether or not Student Assistance services are effective. Think about the roles that interact with the SAP, including staff, students, parents, and community service providers. A stakeholder interview is a conversation about concerns, roadblocks, and value. Each interview may look different in structure and context while having a common targeted set of inquiries.

Purpose: To gather qualitative data regarding perceptions about both trends in school needs and staff perceptions of SAP helpfulness in meeting needs.

Advantages

- Provides understanding into issues, concerns and personal agendas.
- May identify future SAP team members.
- Can help defuse misunderstandings about the SAP.
- Enhance the SAP’s credibility by demonstrating a desire to know staff, student, parent concerns and experiences.

Outcomes:

- Enhanced clarity about how SAP services matter from the viewpoint of those in the building.
- Identification of emerging trends in student concerns.
- An understanding of how the SAP creates value for the school.
- Identification of barriers and roadblocks that keep some staff from identifying students and referring students to the SAP.
- Better relationship with the key stakeholders.

Process: Interviews may be conducted with school administrators, staff, and students. The SAP identifies a group of questions for each population that will reveal information useful in honing service effectiveness.

Step 1:

- Identify stakeholders to be interviewed. Key stakeholders include building administrators, school counselor, social worker, nurse, a coach, a special education staff member, a music, p.e. or art teacher, school secretary, classroom aids, and multiple classroom teachers.



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at www.prevention.org to learn more about free training, technical assistance, webinars, and resources for standards-based Student Assistance Programs in grades K-12 Contact Dale Gasparovic, SAC Administrator, at dalegasparovic@prevention.org or at 217.299.8803 for more information.

If doing student interviews, consider student leaders and especially students who are struggling with school and relationships. Focus on students you believe may need SAP services at some point because they are at higher risk as well as students who may never need SAP services.

- Determine how individuals will be contacted to participate along with your 'elevator speech' about why you would like to have this conversation.
- Facilitate the logistics necessary to conduct the interviews.
- Create a list of questions (6 to 10) to be used for the population being interviewed.
- Send the list of questions to participants ahead if that will be helpful.
- Determine the interview period: i.e., month of May.
- Determine the maximum length of the interview.
- Determine how questions should be asked as well as how answers will be recorded.

Step 2:

- Conduct the interview following the guidelines and allowing for deviation when you believe it would be helpful.
- Use positive listening skills, and listen with an open mind.
- Avoid being defensive when you hear answers that may not be what you want to hear.
- Redirect interviewees when answers become too intense or when conversations get too far from the questions to be helpful.
- Record information in a non-threatening manner.

Step 3:

- Follow up with a thank you note/email.
- Create composite results in a format that allows you to see comparisons and pull out significant findings.
- Determine how to use the information you have gained.
- Identify any key individuals that would benefit from sharing the findings.

Sample Questions:

- What are the three to five primary issues you believe are currently negatively impacting our students?
- What are you seeing or hearing that helps you identify those as important issues?
- What do you believe the students would identify as the top three to five issues impacting our students?
- What do you believe is the purpose of our Student Assistance Program?
- What would prompt you to make a referral to our SAP?
- What would prevent you from making a referral to the SAP?
- What do you believe the SAP is doing well?
- If you could see the SAP doing two things differently in the next six months, what would those be?
- Who in our school should be working together to more sufficiently address some of these needs not currently being met?
- In helping us gather this data, who is someone else you believe would be important for us to talk with?