

# DOORS

## Human-Centric Design Survey Field Guide



RESEARCH IMPROVING PEOPLE'S LIVES

## **Future of Work Interviewing Guide: Open-Ended Convenience Sample**

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## Surveying Tips

When conducting interviews, **keep in mind that our objective is to understand:**

- The experiences of job seekers as they search for job training opportunities in the state.
- What job seekers value in a training program and job.
- How job seekers think about the trade-offs between time, location, value, cost, employment outcomes/wages, and other characteristics of a training program when deciding which one to select.
- How job counselors guide job seekers to find training opportunities.

Use the following guidelines when conducting interviews:

- **Be polite and build rapport:** Always thank your respondent for their time and answers. Take time at the beginning of the interview to make a connection by asking some introductory questions about them and what brought them to the site.
- **Adapt your questions to your respondent's circumstances:** During our convenience sampling in Rhode Island, we found many different kinds of respondents: jobseekers who were mandated to be at the center, jobseekers who had taken a course through a non-profit, WIOA counselors, or training program coordinators. This means some questions in the booklet may be more relevant than others for your particular respondent. Feel free to adjust them as necessary. For example:
  - *“In working with training seekers, when do you give them a list of training options?”*
  - This question is important when interviewing a WIOA counselor, but may not be relevant when interviewing non-profit staff.
- **Questions are guides:** The wording of the questions are designed to be simple and understandable by a wide range of respondents. You may adjust the wording if you think that it will help a particular respondent understand your meaning, or strengthen rapport or flow of the interview.
- **Probe deeper when necessary:** Sometimes a question will lead to a response that will help us answer our key questions, contribute to a theme you have noticed among respondents, or provide important context to job training landscape in your site. If that is the case, feel free to probe deeper and spend more time in that question.
- **Be flexible with answers:** Respondents will often give responses that cover multiple answers in your survey booklet. If this happens, don't stop them. Instead, take notes and make a note on the survey booklet.
- **Guide the conversation, don't cut off:** If you feel that the respondent is veering off topic, don't cut them off. At a break in their response, carefully steer the conversation back to the survey items. The same applies if the respondent is spending too much time answering a question.

## What is a Training Program?

When conducting our interviews in Rhode Island, we found that some of the respondents were not always familiar with the term “training program.”

For the sake of our survey, a training program is a program or course that teaches or trains individuals in specific job skills, such as computers, car repair, truck driving, nursing, day care, welding, or some other job skills.

For example, an apprenticeship to become a welder is a training program, but so is a program to obtain a certification as a nursing assistant (CNA). If a respondent says that they have not taken a training program, probe and give some of the above examples to make sure they understand what you are referring to.

## Before You Start

Before starting the convenience sampling interview:

- Always read the introductory script, give the survey information sheet to the respondent, and answer any questions or concerns the respondent may have.
- Make sure the respondent signs the consent form ahead of the interview. Do not detach it from the interview booklet. If you're using any other platform to take interview notes, make sure to write the survey ID on the consent form.
- Always ask the respondent if it would be ok for you to record the interview. If they say no, go ahead with the interview but do not record it (For recording options, see below). Use the additional consent forms that remove the recording clause for these cases.
- *If interviewing a job training seeker:* Ask the respondent which gift card they would prefer (of the options available; see below for more details).

## Recordings

- We would like to record the interviews to be able to get verbatim quotes later on.
- To record the interviews, we suggest using a smartphone. There are a number of free voice recording apps available. We suggest using Voice Recorder Pro.
- Once the interview is done, save the recording and upload it to the folder provided by the team within 24 hours.
- After uploading it, delete the recording from your smartphone to protect the privacy and confidentiality of respondents.

## Gift Cards

- Job training seekers are eligible to receive a \$10 gift card for their time. Gift cards should be to local chains or stores that respondents may frequent, such as Walmart or large grocery chains like Stop and Shop.
- Before handing out the gift card at the end of the interview make sure you write down the code on the survey booklet.
- Some respondents refuse the gift card. This is fine. Please make a note on your survey booklet.

## Documenting Interviews

- When interviewing:
  - Taking notes by hand helps increase rapport. It also reassures respondents that you're present, and paying attention to what they have to say.
  - Use the spaces provided in the survey booklet to write up the answers. If you can't write everything down, don't worry. You can always go back and check the recording once the interview is over. Any direct quotes must be recorded or transcribed verbatim.
- After interviewing:
  - Once you're done with the interview and have access to a computer, make sure to record the answers to each question in the spreadsheet provided by the team.
  - Additionally, please provide a short summary that includes:
    - Date, time, location, interview ID.
    - 1-3 sentence summary of the interview, including description/demographics of the person (age, work history and background, what they were at the location for).
    - Overall themes and interesting insights that came out of your interview. Please make sure to support these with direct/verbatim quotes from your conversation.
  - An example summary from our interviewing in Rhode Island is included below.
  - Once you write up your summaries, please upload them to the shared document provided by the team.

# Sample Interview Summary

**Survey ID:** XX06

**Date and Time:** 11/7/2019, 11.54am (35 minutes)

**Location:** Rhode Island Career Center.

**Summary:** Our interviewee was a 32 year old man, “James,” who had made an appointment at the Career Center to apply for subsidized training to enroll in a tractor/trailer driving program. James has 3 children, has worked temp jobs for the past few years, and is looking for training that can secure him a job with higher wages and more stable hours. Our interviewer shadowed his WIOA appointment and afterwards interviewed him about his needs, goals, aspirations that brought him to the center, the information gaps and barriers he faced when seeking job training, and how data and science might support him in achieving his goals.

## **Key Takeaways:**

- **There is a strong need for the data-driven tool.** James has three children and a long-term partner to support. Until now, he has worked in warehouses and in manual labor but has grown tired of being laid off and the volatility of his current work. He is searching for job security and, throughout the interview and appointment, repeatedly emphasized his motivation and excitement to learn a new skill and take a new step in his life. He said multiple times that, "I want to work, I'm willing to apply myself, [and] I don't want to waste any time." He also emphasized how important finding stable work is for his self-confidence and the future of his family. "Planning for my kids gives me drive... I want to be a significant part of their life. The drive of family, and looking at my kids, is going to push me to [find that job]. When I don't have money, or a means of income, I almost feel like I'm not alive."
- **Training seekers are making decisions based on subjective hearsay about earnings.** James knew the options for the training he wanted and was ready to work hard to get back on his feet. However, he only had three pieces of information to make his decision; the length of the program, the cost of the program, and provider-reported earnings of graduates from the training program. He was interested in the tractor/trailer driving school he selected because he saw a pamphlet from their school saying that, "at minimum, our drivers make \$1100 a week. [Meanwhile], I'm making \$500 a week maximum [at my current warehouse job]." When we looked at the actual data in Rhode Island, we found that the average wage from truck driving training schools is \$500/week — the same as James is currently earning. If James had access to this objective, data-driven information, he would be able to choose a program that he knew was more likely to add value to his weekly wages.

- **Job counselors are important first points of contact and are key in disseminating information through social networks.** Whenever James is unemployed, he uses the Career Center to look for job notices, opportunities, and advertisements that employers and trainers have left there. He made an appointment to apply for subsidized training because he knew that they would be able to help him. James emphasized that he passes on what he learns to the other people in his life. He said, "This place taught me about things I never knew before, and showed me the ins and outs. I'm so informative [sic] now. I can give my sister the help that they gave me... I tell my friends to go to GED programs."

**Future of Work  
Convenience Sampling Questionnaire – Counselors and Staff  
November 26, 2019**



Convenience Sample Draft.

**Survey Intro Script**

*My name is [INTERVIEWER NAME]. I am working with a research team at a nonprofit, Research Improving People's Lives, to help understand how job seekers in Rhode Island use job centers and job training resources. Our goal is to find ways to help people who are looking for job training find programs that will equip them with the skills they need to take their next step in their career.*

*The purpose of this interview is to hear from case managers / counselors at [ORGANIZATION], so that we can learn more about your experiences.*

*This is an entirely voluntary exercise. If at any point you do not feel comfortable answering a question, or you wish to end the interview, please let us know. We'd also like to record this interview so that we can make sure we are accurately getting your thoughts and opinions. To ensure your privacy is protected, everything you say here will remain anonymized and will only be used to develop programs and services to better help job seekers. The recording will be used **only** to transcribe the interview, and will not be shared outside the organization and team working on this project.*

*We really appreciate your interest and willingness to share your views and thoughts.*

*Do you have any questions?*

## Convenience Sample Draft.

### Survey Information Sheet

You have been asked to participate in a survey undertaken by [ORGANIZATION], a nonprofit. The aim of the project is to help people who are looking for job training programs to find programs that best match their needs and hopes for the future. The purpose of this interview is to hear from case managers and counselors, so that we can learn about your experiences helping jobseekers find job training and employment. Your participation is entirely voluntary, and you may withdraw at any time without consequence.

If you agree to participate, the research staff will ask you some general questions about your experiences helping job seekers find training and employment. The survey will last for about 25 minutes.

All the information gathered in the survey will be kept confidential. You do not need to supply your name or any other identifiable information to the person administering the survey. You will not be identifiable by the answers you give. None of the answers you give will have any effect whatsoever on your employment, your relationship with your employer, or your ability to claim UI benefits, any job training resources, or any other type of benefit or resource.

If you have any questions or problems resulting from or as a result of your interaction with our staff or any other concerns relating to the survey, please email [NAME] at the address listed below. At the end of the survey there will be time for you to provide feedback on the survey or to voice any other concerns you may have.

#### Questions, Comments, or Complaints

Should you have any questions, comments, or complaints relating to this survey, please contact:

[NAME]

[EMAIL AND PHONE]

### Consent Form

**Convenience Sample Draft.**

**I confirm that I have understood the information sheet which I may keep for my records and I have had the opportunity to ask any questions I may have.**

**I agree to take part in the survey. I am 18 years old or older, and am willing to be interviewed and recorded for the duration of the interview.**

**I understand that my information will be held and processed for the purposes of the project. I understand that the confidentiality of the information will be protected to the extent allowed by law. I understand that the recording of the interview will be used only for transcription of my responses.**

**I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason and without being penalized or disadvantaged in any way.**

**NAME**

**SIGNATURE**

**Convenience Sample Draft.**

Section 1: Interview Information							
1.1. INTERVIEWER'S RECORDS							
1.1.1	Interviewer 's name :						
1.1.2	Gender [Codes: 1= Male, 2= Female, 3=Other]:	__					
Date and Time of the Interview. Use 24 hour system for time.							
Interview	Date	____/____/____ (mm/dd/yyyy)	Time	From.	____:____ hh:mm	To	____:____ hh:mm
I certify that all the information contained in this document was obtained as accurately as possible from the respondent to questions asked according to given instructions.							
..... Interviewer Signature							
1.2. Characteristics of Survey Respondent							
1.2.1	Site name:						
1.2.2	Gender [1 = Male, 2 = Female, 3 = Other] (Do not ask)	__  Other: _____					
1.2.3	Role						

Section 2: Background Questions
READ: "Thank you for taking the time to talk with me today! This survey should take about 20-25 minutes. All answers to this survey are completely anonymous, and you'll receive your gift card at the end of the questions. You can feel free to give me any type of answer you like, or you can tell me that you don't want to answer the question for any reason."
Time: 3-5 minutes.

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<i>(Codes: use 0= not applicable, 1=refused to answer, 2=don't know, if needed, 3=yes, 4=no)</i>		
<b>2.1</b>	<p><b>Tell me a little bit about yourself.</b></p> <p><i>Prompt: how long have you worked for [AGENCY]? In the job training/employment field?</i></p> <p><i>Prompt: What is appealing to you about the work?</i></p>	<input type="text"/>

**Section 3: Questions about Resources and Appointment Structure**

Time: 5-10 minutes.

*(Codes: use 0= not applicable, 1=refused to answer, 2=don't know, if needed, 3=yes, 4=no)*

3.1	<p>Walk me through what happens when someone comes in for a session with you. What does a typical appointment look like?</p>	<input type="text"/>
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3.2	<p>What kind of questions do you ask a jobseeker to guide them to a training program?</p> <p><i>Probe:</i> why do you ask them those questions?</p> <p><i>Probe:</i> are these the questions regardless of whether someone is calling or walking in?</p>	<input data-bbox="1759 201 1822 233" type="checkbox"/>
3.3	<p>What are the most common answers to those questions?</p>	<input data-bbox="1759 651 1822 683" type="checkbox"/>
3.4	<p>Based on those answers, how do you help them take next steps?</p> <p><i>Probe:</i> How does that lead to different program tracks?</p>	<input data-bbox="1759 985 1822 1018" type="checkbox"/>

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3.5	<p>In working with training seekers, when do you give them a list of training options?</p> <p>When do they choose which training to take?</p>	<input type="checkbox"/>
3.6	<p>Are there specific tools or resources that you often direct job seekers towards in their search?</p>	<input type="checkbox"/>
<p><b>Section 4: Questions about Referrals to Job Training Programs</b></p>		
<p>Time: 5-10 minutes.</p>		
<p><i>(Codes: use 0= not applicable, 1=refused to answer, 2=don't know, if needed, 3=yes, 4=no)</i></p>		
4.1	<p>What are the funding streams that determine whether people can get subsidized training?</p>	<input type="checkbox"/>
4.2	<p><i>If not mentioned in 4.1:</i></p>	<input type="checkbox"/>

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	What are the eligibility criteria for each of those streams?	
4.3	<p>How does the demand for training opportunities compare to the training budget?</p> <p><i>Probe if they don't understand/don't know: Do you ever have more people seeking training than money to subsidize their programs?</i></p>	_
4.4	<p><i>If not enough funding:</i></p> <p>How do you decide what training options to provide a training seeker if funding is limited?</p>	_
4.5	<p>Can training seekers take any training program they want? Do they only get subsidies for some programs and others they have to pay for themselves?</p>	_



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4.6	What do you think are the main differences between training programs?	_
4.7	What do you think makes different job-seekers better or worse fits for some programs?	_

**Section Five: Questions about Populations Served**

Time: 5 minutes.

*(Codes: use 0= not applicable, 1=refused to answer, 2=don't know, if needed, 3=yes, 4=no)*

5.1	How often do job seekers arrive at the center already knowing which programs they are interested in? Do they often know if they are eligible for those programs?	_
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5.2	<p>Say you had to divide up job seekers into different groups based on the kind of programs they are looking for. What would they look like?</p> <p><i>Probe if they don't know:</i> what would you say are the top three types of program people are looking for?</p>	<input data-bbox="1759 201 1822 233" type="checkbox"/>
5.3	<p>What about if we had to divide them in the groups they tend to be placed in?</p> <p><i>Probe if they don't know:</i> what would you say are the top three types of programs that people tend to be referred to when they visit this center?</p>	<input data-bbox="1759 745 1822 777" type="checkbox"/>
5.4	<p>We are developing a web search tool that measures how much each job training program contributes to later earnings, and will show job seekers that</p>	<input data-bbox="1759 1164 1822 1196" type="checkbox"/>

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	<p>information in a clear and easy format.</p> <p>How might you use a web search tool when helping your customers in their training-seeking process?</p>	
5.5	<p>How do you think an average customer might use that kind of tool?</p>	<input type="checkbox"/>
5.6	<p>If you could build your own tool to help job seekers find training programs to help them in the future, what would it do? What features would it have?</p>	<input type="checkbox"/>

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Thank them for their time and their thoughts. Ask them if they have any questions for you or any other thing they would like to share.

## NOTES

**Future of Work**  
**Convenience Sampling Questionnaire - Jobseekers**  
**November 26, 2019**

## Convenience Sample Draft.

### Survey Intro Script

*My name is [INTERVIEWER NAME]. I am working with a research team at a nonprofit, [ORGANIZATION], to help understand how job seekers in [STATE] use job centers and job training resources. Our goal is to find ways to help people who are looking for job training find programs that will equip them with the skills they need to take their next step in their career.*

*The purpose of this interview is to hear from people who are looking for training programs and jobs at this organization, so that we can learn more about your experiences.*

*To compensate you for your time with us, we'll also give you a \$10 gift card.*

*This is an entirely voluntary exercise. If at any point you do not feel comfortable answering a question, or you wish to end the interview, please let us know. We'd also like to record this interview so that we can make sure we are accurately getting your thoughts and opinions. To ensure your privacy is protected, everything you say here will remain anonymized and will only be used to develop programs and services to better serve job seekers like you in the future. The recording will be used **only** to transcribe the interview, and will not be shared outside the organization and team working on this project.*

*We really appreciate your interest and willingness to share your views and thoughts.*

*Do you have any questions?*

## Convenience Sample Draft.

### Survey Information Sheet

You have been asked to participate in a survey undertaken by [ORGANIZATION], a nonprofit. The aim of the project is to help people who are looking for job training programs to find programs that best match their needs and hopes for the future. The purpose of this interview is to hear from people who are looking for training programs and jobs, so that we can learn about your experiences finding job training and employment. Your participation is entirely voluntary, and you may withdraw at any time without consequence.

If you agree to participate, the research staff will ask you some general questions about your experiences looking for a job and job training. The survey will last for about 25-30 minutes. Upon completing the survey, you will be eligible for a \$10 gift card. Aside from the gift card, there are no other benefits associated with participating in the survey.

All the information gathered in the survey will be kept confidential. You do not need to supply your name or any other identifiable information to the person administering the survey. You will not be identifiable by the answers you give. None of the answers you give will have any effect whatsoever on your ability to claim UI benefits, any job training resources, or any other type of benefit or resource.

If you have any questions or problems resulting from as a result of your interaction with our staff or any other concerns relating to the survey, please email [NAME] at the email address listed below. At the end of the survey, there will be time for you to provide feedback on the survey or to voice any other concerns you may have.

#### **Questions, Comments, or Complaints**

Should you have any questions, comments, or complaints relating to this survey, please contact:

[NAME]

[EMAIL]



**Consent Form**

**I confirm that I have understood the information sheet which I may keep for my records and I have had the opportunity to ask any questions I may have.**

**I agree to take part in the survey. I am 18 years old or older, and am willing to be interviewed and recorded for the duration of the interview.**

**I understand that my information will be held and processed for the purposes of the project. I understand that the confidentiality of the information will be protected to the extent allowed by law. I understand that the recording of the interview will be used only for transcription of my responses.**

**I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason and without being penalized or disadvantaged in any way.**

**NAME**

**SIGNATURE**



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<b>Section 2: Background and Initial Questions about Job Seeking/Training Programs</b>		
<p>READ: "Thank you for taking the time to talk with me today! This survey should take about 25 minutes. All answers to this survey are completely anonymous, and you'll receive your gift card at the end of the questions. You can feel free to give me any type of answer you like, or you can tell me that you don't want to answer the question for any reason."</p>		
<p>Time: 10 minutes.</p>		
<p><i>(Codes: use 0= not applicable, 1=refused to answer, 2=don't know, if needed, 3=yes, 4=no)</i></p>		
2.1	<p><b>Tell me a little bit about yourself.</b></p> <p><i>Probe: What's your highest level of schooling?</i></p>	<input type="checkbox"/>
2.2	<p><b>Why did you initially come to this organization/center?</b></p> <p><i>Probe: Looking for a job; looking for training; mandatory; other.</i></p>	<input type="checkbox"/>
2.3	<p>Is this your first time using their services?</p> <p>If not, how many times have you used their services before?</p>	<input type="checkbox"/>
2.4	<p>How did you find out about this organization / center?</p>	<input type="checkbox"/>

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2.5	What do you hope to get out of your time here?	<input type="checkbox"/>
2.6	<b>What unanswered questions did you have when you arrived here?</b>	
2.7	<b>What kind of work do you want to get into? What do you want to be doing in the next few years?</b>	<input type="checkbox"/>
2.8	<i>If looking for employment:</i> How long have you been looking for a job?	<input type="checkbox"/>
2.9	What was your last job? How long did you work there for?	<input type="checkbox"/>
2.10	Tell me more about what you did when you first decided to get a new job.	<input type="checkbox"/>
2.11	<i>If respondent doesn't mention job training:</i>	<input type="checkbox"/>

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	<p>Did you look for job training options?</p> <p><i>Probe if yes: How?</i></p>	
2.12	<p><b>Are you interested in job training programs?</b></p> <p><i>If yes: why?</i> <i>If no: why not?</i></p>	_
2.13	<p>What do people you know think about job training programs? Your family? What about your colleagues, or your friends?</p> <p><i>Probe: Have any of them taken training programs?</i></p>	_
2.14	<p><b>How did you find information about the training programs you're interested in?</b></p> <p><i>If respondent gets stuck, can provide examples such as: personal contacts, newspaper or other media, online.</i></p>	_
2.15	<p><b>Do you already know what training programs you want</b></p>	_

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	<p><b>to take, or seem good for you? Have you taken a job training program in the past?</b></p> <p><i>Probe if yes: what programs do you want to take?</i></p> <p><i>If NO: Continue with Section III on page 9.</i></p> <p><i>If YES: Continue with Section IV on page 12.</i></p>	
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<p><b>Section 3: Questions for People Still Deciding on a Training Program, or Have Not Yet Completed a Program</b></p>		
<p>Time: 5-10 minutes. Fill out this section if someone responded "NO" to question "2.15".</p>		
<p><i>(Codes: use 0= not applicable, 1=refused to answer, 2=don't know, if needed, 3=yes, 4=no)</i></p>		
<p>3.1</p>	<p>What are the training options that you know you can take? How did you learn about them?</p>	<div style="text-align: right;">  <input type="text"/></div>

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<p>3.2</p>	<p><b>What are you looking for in a training program?</b></p>	<div style="text-align: right;"> _ </div>
<p>3.3</p>	<p><b>What would make you choose one program over another?</b></p> <p><i>Probe for factors not mentioned: How important is: program location / reputation / program type / cost?</i></p> <p><i>If response is along the lines of "I'll choose one that's better", probe: "what is better? What is the most important thing about the program to you?"</i></p>	<div style="text-align: right;"> _ </div>
<p>3.4</p>	<p><b>What do you want to get out of a training program?</b></p> <p><i>If response is along the lines of "a job," probe: a better-paying</i></p>	<div style="text-align: right;"> _ </div>

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	<i>job? A job in an industry you like better?</i>	
3.5	<b>Thinking ahead a couple years, what would need to happen in your life for you to look back and think that completing a training program in 2019 was worth it?</b>	<input type="checkbox"/>
3.6	<b>Thinking ahead a couple years, what would need to happen in your life for you to look back and think that completing a training program in 2019 was NOT worth it?</b>	<input type="checkbox"/>
3.7	<p>Is there anything that you would like to change about the current process of searching for job training programs?</p> <p><i>Probe:</i> Are there aspects of the process that are frustrating? What could be easier?</p>	<input type="checkbox"/>



Convenience Sample Draft.

3.8	What information do you wish you had before you started looking for job training programs?	_
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**Section 4: Questions for People who have Completed a Training Program**

Time: 5-10 minutes. Fill out this section if someone responded "YES" to question "2.15".

*(Codes: use 0= not applicable, 1=refused to answer, 2=don't know, if needed, 3=yes, 4=no)*

4.1	<p><b>How did you choose the program you took?</b></p> <p><i>Walk through the steps they followed.</i></p> <p><i>Probe: did you learn about the programs you were interested in and eligible for through this organization?</i></p>	_
4.2	<p><i>If not mentioned in 4.1:</i></p> <p>Were there any other training options you were considering when you chose that program?</p>	_
4.3	How did you learn about the programs	_

Convenience Sample Draft.

	you were interested in?	
4.4	<p><b>What made you choose that program over the others?</b></p> <p><i>Probe:</i> How important is program location/ reputation/ program type/ cost?</p>	<input type="checkbox"/>
4.5	<p>What did you hope to get out of the training program you completed?</p> <p><i>If response is along the lines of "a job," probe: a better-paying job? A job in an industry you like better?</i></p>	<input type="checkbox"/>
4.6	<p><b>Did you get what you wanted?</b></p> <p><i>Probe if answer is just "no": why is that? What happened instead?</i></p>	<input type="checkbox"/>

Convenience Sample Draft.

<b>Section 5: Questions about Job Seeking</b>		
Time: 5-10 minutes. Fill this section out for all respondents.		
<i>(Codes: use 0= not applicable, 1=refused to answer, 2=don't know, if needed, 3=yes, 4=no)</i>		
5.1	<b>What kinds of jobs are you interested in?</b>	_
5.2	How did you find your last job?  <i>Probe to understand process: where did they hear about it, how did they choose it.</i>	_
5.3	<b>What makes a “good” job?</b>	_
5.4	<b>How likely are you to apply to a job if it has a different skill set to your last job?</b>  A different role?  A different industry?	_
5.5	<b>What is most important to you when looking for a new job?</b>	_

Convenience Sample Draft.

<p><i>Probe:</i> Higher salary? Location? Job security? Work/life balance?</p> <p><i>Probe:</i> ask about trade-offs to what they list as most important. Is higher salary more important than location?</p> <p><i>Probe to understand respondent's reasoning.</i></p>	
<p>Thank them for their time and their thoughts. Ask them if they have any questions for you or any other thing they would like to share.</p>	

Survey Information Sheet

**NOTES**