

# Gym Needfinding Study: Interview Guide

## **Pre-interview**

Send out consent form

## **Participant introduction**

Participants will be welcomed with the following introduction:

### *Introduction:*

- My name is [name], and I am a student in CS 247S taught by Julie Stanford. I really appreciate your willingness to participate in this study.

### *Logistics:*

- Today, I'll ask you some questions to learn more about fitness/wellness during Covid-19. I first want to confirm that you have ~15 min to chat with us.

### *Recording:*

- I also will be recording this conversation today for note-taking purposes. Just wanted to confirm that this is ok with you.

### *Questions:*

- Is there anything about the study you'd like me to tell you before we begin?
- Note: If they ask about the purpose of the study, we plan to keep our answer broad. This way, we will not limit our participant's responses and the scope of our needfinding exercise.
  - We're interested in the effects of Covid-19 on fitness and wellness. We're still looking to identify needs in this area and are interested in hearing your experiences to help us narrow our focus.

## **TURN ON AUDIO & VIDEO RECORDERS**

## **Interview**

Refer to the respective sections for each actor.

1. Gym-goer
2. Fitness instructor
3. Gym staff
4. Admin

## **Wrap up**

We will wrap up the interview with the following closing statements:

*Final thoughts:*

- That's just about all the time we have for our interview. Do you have any final thoughts you'd like to share?

*Following up:*

- Thanks so much for your time today! If we have any questions when we are reviewing our notes, is it ok if we contact you?

Thank you again!

## 1. Gym-goer

### **Introductory Questions [2 min]**

Hi, [Name]. I understand that you enjoy going to the gym.

How long have you been doing that for?

What gym do you go to most?

What do you enjoy doing most there?

What are your thoughts on the classes at the gym? Have you attended any?

### **Tour [25 min]**

*Option 1: In-person gym goer*

Could walk me through what you do at the gym? Walk me through the check in process all the way through you walking out.

- When was it? Where was it? Who was there?
- Do you remember how you felt?

*Option 2: In person fitness class goer*

Could walk me through what you do at your fitness class gym?

- When was it? Where was it? Who was there?
- How did you prepare for it?
- Do you remember how you felt?

*Option 3: virtual fitness class goer*

Could walk me through what you do at your fitness class gym?

- When was it? Where was it? Who was there?
- How did you prepare for it?
- Do you remember how you felt?

*Option 4: In-person gym goer/ in person fitness class goer*

Could walk me through what you do at the gym? Can you draw me a diagram of your route through the gym before, during, and after your class?

- Send this link: <https://sketchtogether.com/>

## 2. Fitness Instructors

### **Introductory Questions [2 min]**

Hi, [Name]. I understand that you're a [fitness category] instructor/coach.

How long have you been teaching/coaching [fitness category]?

How often do you teach classes/lead practices?

Where do you teach classes/lead practices?

Could you tell me what happened once the pandemic hit?

### **Grand Tour [15 min]**

Could you walk me through the first/last [virtual] fitness class you taught?

- Basic info:
  - When was it? Where was it?
  - Who was there? Could you describe your relationship with them?
- Pre:
  - Can you recall how you prepared for it?
  - Were you given any guidelines?
- Post:
  - Do you remember how you felt?

### **Exercise/Tour [15 min]**

Could you recall the last fitness class you taught/practice you lead? Can you draw me a diagram of your route through the gym/fitness center before, during, and after your class/practice?

- Send this link: <https://sketchtogether.com/>

### 3. Staff

#### **Introductory Questions [2 min]**

Hi, [name]. I understand that you're with the adventure program team in Stanford Wellness and Recreation.

Could you tell me more about your role as a \_\_\_\_ in Stanford Recreation and Wellness?

How often do you teach classes/lead practices?

Where do you teach classes/lead practices?

#### **Tour [7 min]**

I was wondering if you could walk me through the first steps that were taken by SRWC when lockdowns were announced?

- How did you feel about it? What was difficult about it?
- Who was involved in this process?

#### **Exercise [10 min]**

When was the last time a policy change was announced? Can you give me an example of its impact?

- How did you feel about it?
- How did it affect your role at SRWC?
- If you were in contact with any students at that time, how did they feel about it?

#### **Tour [7 min]**

When facilities started opening up a bit for fall quarter, what role or roles did you play?

- Can you describe some of the challenges you faced?

## 4. Stanford Administrators

### Introductory Questions [2 min]

Hi, [name]. I understand that you're with the administrative team in Stanford Wellness and Recreation.

Could you tell me a little bit about your official position as a(n) [position]? What are you responsible for?

How long have you been doing that for?

Do you supervise any of the gyms at Stanford? What are your thoughts on them?

### Tour [10 min]

When was the last time that new changes for COVID were implemented in gyms or elsewhere?

Could you walk me through the policy-making process?

- How did you prepare for these changes?
- Who else was involved in making these decisions and implementing them?
- Do you remember how you felt about it?

### Exercise [10 min]

Can you give me an example of a policy you recently implemented? How do you typically arrive at a new policy?

- At what point do you realize that new policies need to be created?
- Could you give me an example of the types of considerations that go into it?
- Do you remember how you felt about it?

### Tour [7 min]

Can you walk me through how these policies are rolled out?

- What points of contact do you look for to scale out these changes?
- How does the process make you feel?