

## **Research goals** // What do you aim to learn about?

- What are the most frustrating points in the onboarding process for volunteers?
- What are the last frustrating points in the onboarding process?

## **Interview script** // How to ask to draw out stories?

### **Conversational Introduction**

- I'm working on designing a project to improve the volunteer flow of Refugee Health Alliance. Can I chat with you for a couple of minutes?
  - Reassure – You don't have to if you want to.
- How are you doing today?
- (Offer a story) I found out about RHA through the founder, and it's super humbling to be able to do this. / Or about how I got started.
- Tell me about how you found out about RHA, and what was the process like to get involved?

### **Research Questions** // Reframing goals into questions that draw out stories.

1. Tell me about how you became a volunteer from the moment you heard about RHA.
2. Were there any frustrating moments you had during the process to become a volunteer?
3. Were there any moments during the process where you felt you were most excited?

### **Follow up questions**

- Why do you say that?
- Why was \_\_\_\_ frustrating?
- Why was \_\_\_\_ convenient?
- Tell me more.
- How did you feel when \_\_\_\_ ?