

Stakeholder Interviews

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What are stakeholder interviews?

A wide-spanning set of semi-structured conversations between ISL and anyone who has an interest in a project's success, including potential users of the CORE App.

Why do we do stakeholder interviews?

- To define our research objectives and build consensus about what problems we're focused on solving.
- To evaluate [assumptions](#) around the project goals.
- For ISL to gain insight into the efficacy and impact of the cultural orientation process and how it contributes to refugee's ability to acclimate in their new environment.
- Identify challenges users face that our system could improve.
- Talk to both prospective users & high-level project stakeholders.

Project Assumptions

Key Problem we *think* we're focused on:

The refugee resettlement program **lacks a digital cultural orientation resource** that would help refugee families (a) **improve their cultural competencies at their own pace** in order to acclimate to their new environment and (b) **access relevant CO materials any time** on their preferred mobile device in order to accelerate their path to self-reliance.

Potential User Personas:

- Pre-Departure Refugees
- Post-Arrival Refugees
- International Cultural Orientation Providers and Caseworkers
- Domestic Cultural Orientation Providers and Caseworkers
- Older Refugee Children (14 years or older) in Single Parent Households

Potential user pain points:

- Cellular signal or wifi is **not dependable** or readily available
- Mobile plans and devices are **expensive**
- Cultural orientation materials are **not available in all refugee languages**
- Lack of **digital/mobile literacy**
- **No way to track progress** throughout cultural orientation process
- **Limited face time** with CO providers and other resettlement staff
- **Lack of trust** for new mobile applications
- Overwhelming amount of cultural orientation knowledge that refugees must digest in a relatively short period of time in order to become self-sufficient

Who are we interviewing?

- CO Providers
- Caseworkers
- Pre-Departure Refugees
- Post-Arrival Refugees
- CORE Staff
- Resettlement Support Center Staff
- Resettlement Agency Staff
- Bureau of Population, Refugees, and Migration (PRM) staff
- Refugee Processing Center (RPC) Staff

How do we conduct the interviews?

Either in person or virtually via UberConference.

We start the interviews with introductions and friendly greetings so everyone feels comfortable with each other. Then we provide the interviewee with some context for why we're talking without going into too much detail about the project (see [introduction script](#)). We typically record these conversations so we will ask for verbal permission prior to beginning.

These interviews are semi-structured. The questions / script are a starting point for facilitating the conversation. Typically these interviews will each evolve uniquely as the interviewee brings up topics or shares their perspective.

Interview Introduction Script

Hello [_____] ! My name is [_____] and I'm going to be conducting this session with you today.

As you may already know, we're here today to talk about CORE and its upcoming mobile application. We're looking for your insights to broaden our understanding of the CORE Mobile App's potential users and ensure that our ideas for features are in line with the needs of the users. There are no right or wrong answers to the questions - we just ask that you are as transparent as you feel comfortable so that we can build the best possible product together.

For full disclosure, we will be recording this [phone] session and we will be taking notes throughout. Your direct quotes may be included in our Discovery Brief that will be shared with the CORE team. Is that ok with you? [PAUSE FOR TRANSLATOR]

Any questions before we begin? If not, we have lots to cover together so let's get started! Please introduce yourself and tell us about [yourself / your role at your organization].

Interview Questions

CO Providers / Caseworkers

1. What does an average work day look like for you? What percentage of your time is focused on cultural orientation.
2. Describe the cultural orientation program at your center.
 - a. How does your program help enhance understanding and retention of vital resettlement information?
3. Describe the typical mindset of a refugee who arrives at cultural orientation. Are they nervous, excited, scared?
4. What methods or tools do you currently use to facilitate cultural orientation?
5. What types of processes or challenges are involved in building comprehension around cultural orientation with refugees at your center?
6. How do you know if a refugee's cultural orientation is successful?
 - a. How do you determine if cultural orientation was effective or impactful to a refugee?
7. **[Post-arrival]** How do refugees find jobs?
8. How many touch points are there between you and a refugee during the resettlement process?
 - a. How much time do you usually spend with a refugee during each touch point?
9. What are your greatest challenges during these touch points?
10. How do you and your team keep refugees engaged throughout the resettlement process?
11. What role, if any, does technology play in the cultural orientation services you're focused on?
 - a. What are the barriers to using mobile technology in your work?
12. How do you think a mobile platform could supplement cultural orientation education? How would you like to see mobile technology assisting the refugees after orientation or you in your work?
13. What does the term "self-reliance" / self-sufficiency mean to you?

14. **[Domestic]** Which step in the cultural orientation process do you think makes the biggest impact in accelerating the path to self-reliance for a refugee? **[International]** Which CO topic is of most interest to refugees?
a. Can you give an example?
15. How do pre-departure and post-arrival cultural orientation programs differ?
How are they the same?
16. Is there anything we didn't cover today that you'd like to share with us? Any questions?

Refugees

1. To begin, tell us a little bit about yourself and / or your family.
 - a. When did you arrive in the U.S.? From where?
 - b. Where are you currently located?
2. Describe your cultural orientation experience.
 - a. What was helpful?
 - b. Which topic was most valuable?
 - c. What was challenging?
3. **[If applicable]** How did your pre-departure cultural orientation training differ from your post-arrival training?
4. What motivates you to educate yourself about cultural norms in America or your new community?
5. Where does cultural orientation fall on your list of priorities when planning for your resettlement? Why?
 - a. What do you think will be [or has been] difficult about life in the United States?
6. How do/did you continue to educate yourself about cultural norms in the United States outside of the classroom?
7. **[If resettling with family]** How does your family practice cultural adjustment or cultural orientation training together?
8. How easy or challenging was it to secure a mobile device or cellular plan?
 - a. Did you receive a phone from the Resettlement Agency and / or did they provide assistance with the process?
 - b. **[If applicable]** Does your family share a phone? If so, please explain the dynamic.
9. How does your mobile device currently play a role in your resettlement process?
 - a. Which sites or apps do you currently use to supplement your cultural orientation education?
10. How do you think a cultural orientation-focused mobile platform could enhance your resettlement experience?
11. What parts of cultural orientation helped alleviate your concerns about resettlement the most?
12. What does the term “self-reliance” mean to you?

13. **[Post-arrival only]** How long did it take for you to feel fully self-sufficient in your new location?
14. Is there something you know now that you wish you would have known before you arrived?
 - a. If so, how would you have prepared differently knowing that?
15. Is there anything we didn't ask that you'd like to share? Questions for us?

Special Immigrant Visa

1. To begin, tell us a little bit about yourself and / or your family.
 - a. When did you arrive in the U.S.? From where?
 - b. Where are you currently located?
2. We understand that you didn't receive official Cultural Orientation as a part of your resettlement journey because of your SIV status. In lieu of that, how did you culturally orient yourself to the United States? How did you become oriented with U.S. culture?
 - a. What was helpful?
 - b. What was challenging?
 - c. How do you continue to learn?
3. Which resources or activities helped you acclimate to US culture?
 - a. What were some of the ways that you integrated with U.S. culture?
4. What motivated you to educate yourself about U.S. culture? Any specific topics of interest?
 - a. **[If resettling with family]** How did your family learn together?
5. What insight did you gain from your U.S. colleagues prior to arrival?
6. What expectations did you have of the U.S. prior to arrival?
7. How does your mobile device currently play a role in your resettlement process?
 - a. Which sites or apps do you currently use to supplement your cultural orientation education?
8. How easy or challenging was it to secure a mobile device or cellular plan?
 - a. Did you receive a phone from the Resettlement Agency and / or did they provide assistance with the process?
 - b. **[If applicable]** Does your family share a phone? If so, please explain the dynamic.
9. How do you think a cultural orientation-focused mobile platform could enhance your resettlement experience?
10. What does the term "self-reliance" mean to you?
11. **[Post-arrival only]** How long did it take for you to feel fully self-sufficient in your new location?
12. Is there something you know now that you wish you would have known before you arrived?

a. If so, how would you have prepared differently knowing that?

13. Is there anything we didn't ask that you'd like to share? Questions for us?