

## Interview Minutes and Guidelines for Analysis

Interview minutes and guidelines for analysis (to be filled in by the Peer Team/Peer Tandem)

Name of the Guidance Centre	
Date and time	
Group of interviewees	(e.g. clients, counsellors, stakeholders..)
Number of interviewees	
Name of interviewer	
Name of person who takes the minutes	
Quality Area	
Indicators	
Relevant remarks	

Recommendations for the interview protocol and analysis procedure:

Write down every interview question and the indicator it is attributed to. Note that interview questions are the questions which are actually asked during the interviews, do not use the phrases specifying the indicators, in most cases they will be too general to elicit any useful answers. The interview questions must also be aligned to the specific interview groups: the same question might be phrased quite differently when put to 1) clients or 2) counsellors.

Leave enough space in the form to be able to record the gathered information.

Print out the interview minutes before the interviews. Alternatively, the form can also be made available on laptop computers/notebooks. Make sure all Peers have all necessary forms before the interview starts.

Take minutes by noting key words and statements for each interview question.

The Peer Team/Peer Tandem should then discuss and distil the information collected during the interview in relation to the following questions:

- 1) What are the key issues of the interview in relation to the indicators? What can be considered strengths, what are areas of improvement?
- 2) How credible and reliable is the information gathered by this interview?
- 3) What additional meaningful information (which does not fit into the indicators) can be outlined?
- 4) Do you want to record any further questions, assumptions or inconsistencies?

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### 1. Interview minutes

Quality area: \_\_\_\_\_

Quality criteria: \_\_\_\_\_

Indicator: ... Question 1: ...
Indicator: Question 2: ...
Indicator: ... Question 3: ...
Indicator: ... Question 4: ...
Indicator: ... Question 5: ...
Indicator: ... Question 6: ...
Indicator: ... Question 7: ...

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Question 8: Concluding remarks/questions: What else do you want to communicate to the Guidance Centre (further concerns and/or wishes)?

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Particular information and distinctive features beyond the interview focus?

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Quality area: \_\_\_\_\_

Quality criteria: \_\_\_\_\_

Indicator: ...

Question 1: ...

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Indicator:

Question 2: ...

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Etc...

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### Guidelines for analysis of the interview by the Peer Team/Peer Tandem

1) What are the key issues of the interview in relation to the different indicators?
2) How credible and reliable is the information gathered during this interview?
3) Which additional meaningful information (which does not fit into the content of the indicators) can be outlined?
4) Do you want to record any further questions, assumptions or inconsistencies?