

STUDENT EMPATHY INTERVIEW PROTOCOL

Outcomes

- Gain insight into how students are experiencing and perceiving school.
- Better understanding of students' thoughts, feelings, and motivations related to agency.
- Surface solutions, needs, and challenges that may be overlooked.

Norms

- Seek to understand, not confirm.
- Ask questions that elicit stories and feelings.
- Probe for deeper understanding: *"Tell me more..." "What was that like for you?" "What makes you say that?"*

Statement of Purpose

A group of teachers are trying to learn more about students' learning experiences in school. We are looking for honest responses so we can truly understand your perspective. We will use what we learn during these interviews to improve learning experiences for students. Thank you for sharing your thoughts with us.

Possible Empathy Interview Questions

1. Tell me about a time where you felt engaged in class.
 - a. Why do you think you were engaged?
 - b. What did you do?
2. Tell me about a time when engaging in class was hard.
 - a. Why was it hard?
 - b. How did that feel?
 - c. What do you wish would have happened?
3. Describe a proud moment of learning. What happened?
 - a. What made that so wonderful?
4. How would you describe your school experience to a friend or relative?
5. Can you tell me one thing you would change about your school experience and why?
6. Tell me a story about someone from your school or community who supported your positive growth and helped you achieve something.



7. Describe some of the decisions under your control when you are at school.
 - a. What decisions at school do you want more control over? Why?

Conduct Interview (15 - 20 minutes)

Notes:

Reflect

Content: What did I hear? What do I think about what I heard?

Process: Are there questions I wish I would have asked? Which questions were particularly fruitful?

Adapted from the empathy interview protocol created by the High Tech High GSE Center for Research on Equity and Innovation.