

## **DRAFT ONLINE QUESTIONNAIRE**

This is a draft only. It has not been pre-tested.

### **PLEASE CITE THIS DOCUMENT AS:**

Dervin, B., Connaway, L.S., & Prabha, C. (2003, November). Sense-making the information confluence: The whys and hows of college and university user satisficing of information needs. Approved proposal for Institute of Museum and Library Services National Leadership Grant LG-02-03-0062-03. Columbus, Ohio: School of Communication, The Ohio State University. [Online document] [http://imlsproject.comm.ohio-state.edu/imls\\_proposal/imlsPROPOSAL\\_OnlineQ.pdf](http://imlsproject.comm.ohio-state.edu/imls_proposal/imlsPROPOSAL_OnlineQ.pdf)

### **STEP 1: EMAIL CONTACT TO OBTAIN AGREEMENT TO BE INTERVIEW**

See body of proposal for details. All usual procedures will be followed to protect respondent confidentiality and obtain informed consent. Respondent payments are built into the budget.

### **STEP 2: EMAIL SELF-ADMINISTERED INTERVIEW #1**

After a respondent has agreed to particular we will establish email contact. Each respondent will have his/her own location on the project web-site.

Draft of first email letter after respondent has agreed:

Thank you for agreeing to help us with our study of how students and faculty gather inputs handle everyday situations both inside the college/university community and outside. This is the first stage of our two-part interview. As we explained, we want you to fill in the questionnaire that is already available for you to answer at <http://url> for this respondent's pre-interview.

As soon as we receive your reply, we will contact you to set up a phone interview

As we mentioned, we want you to identify four situations you have faced recently in which you had a question, faced a confusion, needed to resolve something, or in general had to pay extra attention in some way. Some situations will fit in more than one box. When a situation does, put it in the first box that it applies to it... and then choose another situation for the other boxes. The situations you choose can be recent ones or in the past. They can be big ones or small. What's important is that in your mind each situation fits well into its situation box.

**SITUATION A:** The most challenging situation you faced in the past six months that involved your university/college life in some way.

Describe the situation here: What happened? What did the situation involve?

**SITUATION B:** A situation that specifically involved research or scholarship such as writing a paper, preparing for class, writing a proposal, developing an understanding, executing something your created, and so on.

Describe the situation here: What happened? What did the situation involve?

**SITUATION C:** The most challenging situation you faced in the past six months that involved your life outside the university/college in some way/

Describe the situation here: What happened? What did the situation involve?

**SITUATION D:** A situation where you got most of your input from electronic sources

Describe the situation here: What happened? What did the situation involve?

click here to go to

**HOW I GOT INPUT:** ON SCREEN EACH OF THE 4 SITUATIONS THE RESPONDENT DESCRIBES WILL BE PRESENTED, FOLLOWED BY THE QUERY BOX DESIGNED TO SOLICIT THE INFORMATION BELOW. THE BOX WILL BE FORMATTED FOR ICON CLICKS IN ORDER TO MAKE ANSWERING AS QUICK AS POSSIBLE.

Think back to all the ways you got input in this situation. In some situations, the only input we get is from our own thinking. For some troublesome and challenging situations, we find that people use one or more sources of input outside themselves. Sometimes, they use a lot of different sources. Sometimes none at all except themselves. Sometimes the input comes accidentally; sometimes because they purposively went after it. Sometimes the input is something people want you go after; sometimes they have to because of demands or circumstances. We want you to think back deeply and indicate below all the ways you got input..

COLUMN A----->	YES?	COLUMN B----- ----->	COLUMN C
		In this situation, how many different _____ did you get input from in person (or by phone?)? (scale to be developed)	In this situation, how many different _____ did you get input from online or via the internet? (scale to be developed)
family, friends, neighbors			
students			
professors, mentors			

co-workers, colleagues			
college/university library			
public library			
other professionals such as religious leaders, social workers, and so on			
reference books, like dictionaries or encyclopedias			
other non-fiction books			
fiction books			
library catalogue			
articles in journals, particular chapters in books			
retrieval system which searches and finds publications and papers of potential interest to you			
chatlines or listserves on the internet		-	
web sites of governmental agencies or non-profit institutions			
personal web pages			
blogs			
newspapers			
radio			
television			
museum			
advertisements and materials put out by commercial			

companies or stores			
your own observations or thinking			

You've described the sources of input you used in some specific situations. Now we'd like to look briefly specifically at electronic sources you've used for input in any situations over the past six months. Thinking back over the past six month, have you used any of the following as sources of input for something you were working on or considering -- to answer a question, perhaps; plan a project; write a paper or proposal; develop an understanding; unravel a mystery; attend to a personal situation of some kind; find something that pleased you; stay up to date; just have fun...or....We're interested in any uses you may have made of these sources for any purpose. Here we want you to distinguish between your life as a student/faculty member and your private life.

In the past six months, did you pay attention to part or all of one or more...?	No = N Yes = Y	Have you used for your college/university life...  5 = more than once a week 4 = about once a week 3 = 2-3 x a month 2 = about once a month 1 = less than that 0 = never	Have you used for your personal/private life...  5 = more than once a week 4 = about once a week 3 = 2-3 x a month 2 = about once a month 1 = less than that 0 = never
Electronic fiction books			
Electronic non-fiction books			
Table of contents of books			
Indexes of books			
Online newspapers			
Online magazines			
Online television shows			
Online movies			
Chat lines			
Listserves			
Email			
Online reference books, like dictionaries or encyclopedias			
Library catalogues online			
Museum web sites			
Commercial web site selling products and services			
Online retrieval systems which search or publications of interest to you			
Internet search engines such as yahoo, kartoo, etc.			
Web sites of government agencies			

Web sites of non-profit organizations other than governments			
Personal web pages			
Blogs			

THE FINAL SECTION OF THE ONLINE QUESTIONNAIRE WILL PROVIDE RESPONDENTS WITH QUICK CHECKLISTS AND FILL-IN BOXES FOR DESCRIBING THEIR:

- \*demographic characteristics
- \*domain focus
- \*level or rank (as student, or as faculty member)

**STEP 3: INTERVIEW CHECK AND EMAIL INTERVIEW #1 FOLLOW-UP/**

AS SOON AS THE REPLY IS RECEIVED FROM EACH RESPONDENT, STAFF WILL DEBRIEF THE REPLY TO SEE IF ALL IS READY TO PROCEED WITH PREPARING THE RESPONDENT'S PERSONALLY ADAPTED PHONE INTERVIEW. FOR RESPONDENTS WHO HAVE USED MORE THAN ONE FORM OF INPUT IN A GIVEN CATEGORY, A FOLLOW UP WILL ASK THEM TO NAME THE SPECIFIC INPUT SOURCES IN EACH GROUP. RESPONDENTS WHOSE INTERVIEW REPLIES WERE CONFUSING, OR WHO INDICATED MULTIPLE INPUTS IN A CATEGORY WILL GET THIS EMAIL:

Thank you so very much for filling in interview #1. We had some questions about some of your answers so we need you to go back again briefly to:

<http://url>

Look for our questions to you in red and simply add your answers in the box we have provided for each of our confusions.

FOR THOSE CASES WHERE RESPONDENTS INDICATED MULTIPLE DIFFERENT INPUTS IN A CATEGORY, THE QUERY WILL ASK:

You said you got input from \_\_\_\_ [# RESPONDENT INDICATED] \_\_\_\_\_ [CATEGORY OF INPUT] \_\_\_\_\_ [IN PERSON OR ON-LINE: EACH WILL BE TREATED SEPARATELY]. We'd like you to describe each of these input sources -- who they were. Of course, if the input from a person we do not want their name, but rather a description of who they are.

**STEP 4: PREPARING EACH RESPONDENT'S INDIVIDUALLY ADAPTED PHONE INTERVIEW**

WHEN ALL IS IN ORDER, THE PHONE INTERVIEW WILL BE COMPILED TO FIT EACH RESPONDENT'S INPUT USE PROFILE IN EACH SITUATION. EMAIL EXCHANGES WILL ESTABLISH A CONVENIENT INTERVIEWING TIME AND CONTACT PHONE NUMBER.