

Appendix 6: Staff interview scripts

Focus Group Questions for EDs (55 mins)

- Names/introductions
- *Today I'm here to learn about your role, to see how the work you do fits in with the OLM and DSL. I'll be asking you some questions to learn more about how you can best be supported in moving forward. What you say here will be recorded for the purposes of ulmage's work in designing the Transform Online project. I will also be writing notes to provide some immediate feedback to the team and the division. You will not be individually identified in any form of feedback and if there is something you want to say in confidence then please let myself know that it is to be shared in confidence. We want you to have the opportunity to share your experiences and voice any concerns you have in relation to what you do. Ten minutes before we need to end the session, I will let you know that we have ten minutes remaining in case there are any issues you want to raise and haven't yet been given the opportunity to speak about. If you want to write something down to be fed back through to management or the uimage team then you are also free to do that as well.*

1. Tell me about your role and what's involved (20mins)
 - a. What are your day to day tasks? Who does what? How do you know who does what?
 - b. How do you know what is expected of you? What sort of feedback are you given about your performance and how the team is operating?
 - c. Who manages your work/priorities? How do you think decisions are made? How do you think they should be made?
 - d. How do you manage workflow?
 - e. What would make workflow more efficient?
 - f. What are you wanting to achieve within that role?
 - g. What are the key objectives of the role from your perspective?
 - h. Tell me what you know about the CSU Learning Exchange. Have you ever considered it to be a model of practice? Might it be considered as such?
2. What have you most enjoyed about your role? Why?
3. What aspects of your role have been most challenging? Why?
4. What do you think has contributed to your ability to achieve what you wanted to within your role?
5. What aspects do you think have made your role difficult? Did those aspects impede the achievement of your goals?

6. What sort of professional development have you had the opportunity to participate in or would have liked?

10 minutes

7. Tell me about how you interact with:

- a. School leadership
- b. QLT leaders
- c. Academics
- d. Other EDs
- e. The ESCs and MT
- f. Your leadership support team
- g. OLM team

8. How do you see your role within the broader team and in achieving the OLM implementation?

10 minutes

9. **Moving forward, what comments would you like to make to the team and division about how they can best support you in your role to achieve the set objectives in relation to the OLM?**

10. **What suggestions do you have for the team and division about moving ahead with TOL? In terms of staff support? Implementation? Strategy? Policy? What level of involvement would you like to have?**

Focus Group Questions for OLM Media Team & ESCs

- Introductions/names
- *Today I'm here to learn about you and your roles, to see how the work you and your team do fits in with the OLM and DSL. I'll be asking you some questions to learn more about your role and how you can best be supported. What you say here will be recorded for the purposes of uImagine's work in designing the Transform Online project. I will also be writing notes to provide some immediate feedback to the team and also to DSL. You will not be individually identified in any form of feedback and if there is something you want to say in confidence then please let myself and everyone else here know that it is to be shared in confidence. We want you to have the opportunity to share your experiences and voice any concerns you have in relation to what you do. Ten minutes before we need to end the session, I will let you know that we have ten minutes remaining in case there are any issues you want to raise and haven't yet been given the opportunity to speak about. If you want to write something down to be fed back through to management or the uImagine team then you are also free to do that as well.*

Let's get started:

11. Tell me about your role and what's involved? (allow 30 mins)
 - a. What are your day to day tasks? Who does what? How do you know who does what?
 - b. How do you know what is expected of you? What sort of feedback are you given about your performance and how the team is operating?
 - c. Who manages your work/priorities? How do you think decisions are made? How do you think they should be made?
 - d. How do you manage workflow?
 - e. What would make workflow more efficient?
 - f. Tell me about the levels of creativity needed. Are you able to be as creative as you like or need to be? What do you think would improve the aesthetic presentation of subjects?
 - g. Are there any templates or scaffolds that help you in your day to day tasks?
 - h. What sort of professional development have you had the opportunity to participate in or would have liked?
 - i. Tell me what you know about the CSU Learning Exchange. Have you ever considered it to be a model of practice? Might it be considered as such?
12. What are you hoping to achieve within your role?
13. What have you most enjoyed about your role? Why?
14. What aspects of your role have been most challenging? Why?

15. What do you think has contributed to your ability to achieve what you wanted to within your role?
16. What aspects do you think have made your role difficult? Did those aspects impede the achievement of your goals?
17. Tell me about how you interact or collaborate with the others in your role. For example: the QLT leaders, academics, EDs, OLM team. In what ways do you think this needs to change? (if needed)
 - a. How collaborative is the team overall?
 - b. How do you see your role/s within the broader team and in achieving the OLM implementation?
18. With the benefit of hindsight, what would you have done differently to achieve to your goals in relation to your role now?

Now, about the OLM: (30 mins)

1. Tell me what you think about the objectives of this project
2. What are your thoughts about how the OLM has been implemented
 - a. Problems with supporting it?
 - b. Improvements needed?
 - c. From your perspective/in your opinion, in what ways do you think the OLM has impacted on student learning and engagement?
3. Moving forward, what comments would you like to make to the team and to management about how they can best support you and people in your roles to achieve the set objectives in relation to the OLM?
4. What do you think are the most important issues for management to improve overall?
5. What suggestions do you have for the team and division about moving ahead with TOL? In terms of staff support? Implementation? Strategy? Policy? What level of involvement would you like to have?

80 mins

Individual interview questions for QLT Leaders (45mins)

- *Today I'm here to learn about your role, to see how the work you do fits in with the OLM and DSL. I'll be asking you some questions to learn more about how you can best be supported in moving forward. What you say here will be recorded for the purposes of uImagine's work in designing the Transform Online project. I will also be writing notes to provide some immediate feedback to the team. You will not be individually identified in any form of feedback and if there is something you want to say in confidence then please let myself know that it is to be shared in confidence. We want you to have the opportunity to share your experiences and voice any concerns you have in relation to what you do. Ten minutes before we need to end the session, I will let you know that we have ten minutes remaining in case there are any issues you want to raise and haven't yet been given the opportunity to speak about. If you want to write something down to be fed back through to management or the uImagine team then you are also free to do that as well.*

15 minutes

19. Tell me about your role and what you wanted to achieve within that role
 - a. What were the key objectives of the role from your perspective?
 - b. How were you supported to achieve those objectives?
20. What have you most enjoyed about your role? Why?
21. Give me a picture of how you engage with: (10 mins)
 - a. School leadership
 - b. Academic staff
 - c. EDs
 - d. The ESCs and MTs
 - e. Your leadership support team
 - f. Other QLT leaders
 - g. The OLM team

22. What aspects of your role have been most challenging? Why?

10 minutes

23. What do you think has contributed to your ability to achieve what you wanted to within your role?
24. What aspects do you think have made your role difficult? Did those aspects impede the achievement of your goals?
25. What sort of professional development did you have the opportunity to participate in or would have liked?

26. With the benefit of hindsight, what would you have done differently to achieve to your goals in relation to the role?

27. What do you think about the OLM and the way it has been implemented overall? (5 mins)

28. How do you see your role within the broader team and in achieving the OLM implementation?

Allow 10 minutes for the below:

29. ***Moving forward, what comments would you like to make to the team about how they can best support people in these roles to achieve the set objectives in relation to the OLM?**

30. **What suggestions do you have for the team about moving ahead with TOL? In terms of staff support? Implementation? Strategy? Policy? What level of involvement would you like to have?**