

Figure 2.4: Success Tool—Empathy Interview Protocol

Instructions: Use the guiding questions to accomplish the corresponding action in each step.	
Step	Guiding Questions
1. Identify the stakeholder groups to interview.	Will you interview students, teachers, staff, parents, or community members? Sometimes, interviewing different groups at different times is beneficial.
2. Plan a schedule for the interviews.	Will interviews happen face-to-face or online using a platform such as Microsoft Teams or Zoom? Will you schedule interviews during one school day or across multiple days?
3. Craft your questions.	What questions do you want to ask? Ask open-ended questions that can elicit stories. These questions should be neutral or balanced so you are not skewing a group's responses in a certain direction.

4. Invite your participants.	How will you notify and elicit participants? Will teachers nominate a representative sample of students? Will you allow all parents the opportunity to sign up or start with your parent-teacher organization?
5. Conduct the interviews.	How do you plan to capture the conversations? We recommend having a partner in the interviews, sharing the purpose of the interviews, and using a tool such as Otter AI to transcribe the conversations. This is key so you do not accidentally leave out important information.
6. Analyze the interviews.	When will you analyze the interviews? You should do this once the interviews are all complete. We recommend dedicating at least a half day to one whole day for a thorough analysis.