

Step 4 What does an in-depth interview look like?

This is the transcript of an in-depth interview that a *TfC* student in metropolitan New York City conducted. This can help your class in at least two possible ways:

- 1) *Design*. When thinking about what method is best for your question it is often helpful to see what the methods look like in action and what kinds of data the method generates *before* making a design decision.
 - a. Students might ask: Why did they choose to do in-depth interviews? What would be the biggest disadvantage of using this method for our question?
- 2) *Tools*. When creating research tools, it is helpful to see examples that other high school students have developed.
 - a. Your students might: Identify places where the student interviewer asked a follow up question or got more information or use one or two question patterns here for their own interviews.

Note, that this is just one interview the group conducted and transcribed—ideally you will want to do between five (5) and ten (10) interviews. Consider the time and resources that might be involved. It will also be necessary to analyze these interview transcripts, looking for common themes or patterns. Transcribing and analyzing transcripts is time consuming and detailed work and it is important for students to imagine what they will do when they get this data and, say, five others like it. We will discuss how to analyze collected data in more detail in Step 6, but for now, it is helpful to realize that the kind of data this method provides and the time involved in the analysis later, is a time consideration you and your students should plan for.

The example of an interview transcript below is included to give you an idea of what raw interview data looks like.

Research question: *"What determines whether a teenager in Rye Town will look for and obtain a job?"*

Transcript: Interview 1

Interviewer: XXXXXXXX

Interviewee: XXXXXXXX

1. How many people do you currently have on your staff?

I manage two stores.

For either store or both?

There are anywhere between 12-16 people per store.

2. What is the ratio of teens to adults on your staff?

The ratio depends on the day.

In general, there are definitely more kids than adults but it's all different age groups, so we have from high school, college, college graduates, moms.

3. What are the most important pros and cons in employing teens? What do teens bring to your company?

They're a voice for us especially. They're our customers, and they are our voice. They get the word out; they'll talk to people.

And, do you think their social media usage is helpful?

Yes, absolutely. We run some of the best trunk shows around due to our social media, especially this store.

4. What types of jobs do you create for teens? What do they do while they are here? Do they work behind the counter?

They do everything. I love for them to do everything. They start out learning the merchandise from what we call back stocking meaning they have to make sure of every size every color -- we

all do -- there is a rule in this store that everybody does everything. Which is great. The girls love ringing, they love selling, you know we all steam, we do everything.

5. What criterion do you use to hire teens? Do you look at their resumes? Does anything stand out when people come in with their resume?

Well, I sit down and talk to them like I am doing with you now and it's their personality, if they are outgoing. I also want them to be presentable and that doesn't mean that you have to be the most beautiful person, just presentable. Put together.

So, like the personality type would be outgoing?

Absolutely. Outgoing, not shy.

Are grades important?

No, I don't ask them what their grades are. They could be very bad test-takers but excellent people in person.

Do you usually look at written resumes that come in or do you use a data base online to hire people?

No, I put out social media whether it's on Facebook, whether it's ... and then I also do good old signs in the store by the cash register and on Facebook we will definitely mention it.

6. Do you usually try to get references from your teens who work here?

You know when you are working in a town, your kind of ... it's ... there is only a few different schools, so you ask around

So basically, just word of mouth?

Yes.

7. What is the most common reason you decide not to hire someone?

I just decided not to hire somebody. It doesn't happen very often, but my first impression was she came in very sloppy and messy and, you know, when you are here and working in a store people want to look like you and trust you and then when I said to myself, okay, I am going to give her another chance, you know why don't you come in you know on Saturday let's see what you have. It wasn't much better. She was cursing like meeting me and I said to her ... leaning on the counter you know like this, while you know, very slouchy, very ... it just didn't seem like there was any inspiration there you know or reason like a drive and I was right. I gave her the day to prove me wrong also.

8. How do you think teens should prepare themselves for employment/how should they look for a job? Do you have any advice for teens looking for jobs? I think they should... I love when people come walking in and ask me face to face, looking me in the eye, communicating well, email. Usually you could look on your favorite places or something of interest, you know that you're interested in and you could really narrow it down and get a job that way.

8. How do you think that raising the minimum wage would impact your employment of teens?

Of teens?

Or have you not really thought about it that much?

I haven't thought about it with the teens. I have thought about it with more of the college, you know, girls.

Do you have a different pay for younger and older?

We do. We do. So, there are different increments of payment from... initial increments...so, you know, it's high school, a college, a college graduate meaning you could be 21, 22, you know,

and up, whenever you ... full time was what I should say... and then more of a mom that's going to be there full time or an adult and then there is always ... People really, we really don't have people leave here. It's a great environment, so they get raises while they are here. I personally would love to ... the minimum wage to go up, especially for the college ... they work hard, it's expensive to live.

Yeah, that's true.

I would rather have somebody work amazing at one job than have to two jobs and leave their families. I think that's where you get the problem where people are especially young moms or old, any, you know, any family member ... there is many people making minimum wage that have to get a second and then third job and their children are left to raise themselves basically.

Yeah, that is very interesting because a lot of other people that we interviewed said that they don't want the minimum wage to rise. Like, we interviewed people in Port Chester and they are pretty against it so.

Listen, they are paying more money, but I am thinking of this as ... I am a mom, I am a family member also, not only just a boss, so I get ... my heart goes out to the people that can't sit at the dinner table with their family and find out how the day was, or get a hug, you know, when they come home. That kills me, I think that affects children, I mean, there are studies all over the world that say dinnertime is the best time, they have to come to the table, they know they are going to have to look you in the eye, they are not going to be drunk or stoned or high, you know, they're at dinner with mom and dad.

