

Welcome and Overview:

Welcome and thank you for being here today. The purpose of this gathering is to get your feedback about how we can better serve students enrolled in math courses, such as yourselves, at the THINK TANK. Specifically, we want to understand what works for you in a successful session and what doesn't work. Once we understand what works we will be able to modify our training of the tutors to offer better support. You have a better understanding of what works than we do. That is why we are talking with you.

Let me introduce myself. I am _____ and I will be the moderator in today's discussion. The format we are using is a focus group. A focus group is a conversation that focuses on specific questions in a safe and confidential environment. I will guide the conversation by asking questions that each of you can respond to. There are no right or wrong answers to these questions. Just be honest. If you wish, you can also respond to each other's comments, like you would in an ordinary conversation. It is my job to make sure that everyone here gets to participate and that we stay on track. _____ is here to record and summarize your comments.

Before we get started, I want to let you know two things. First, the information we learn today will be compiled into a final report. That report will include a summary of your comments and some recommendations. It will be shared with the Director of the THINK TANK and the THINK TANK staff that trains the tutors. Secondly, you do not have to answer any questions that you do not feel comfortable with. This focus group today is anonymous and confidential. "Anonymous" means that we will not be using your names and you will not be identified as an individual in our report of this project. "Confidential" means that what we say in this room should not be repeated outside of this room. Obviously, I cannot control what you do when you leave, but I ask each of you to respect each other's privacy and not tell anyone what was said by others here today. Although we hope everyone here honors this confidentiality, please remember that what you say here today could be repeated by another focus group member. So please, do not say anything that you absolutely need to keep private.

As you can see, we will be tape recording this focus group. The recording will only be used to make sure our notes are correct and will not be heard by anyone outside of this project.

Let's begin with introductions.

Q #1. Please share with us your name and something you love to do in your free time.

(Insert remaining questions)

I see our time is up. Thank you so much for sharing this useful information with us. As a token of our appreciation, please accept this \$10 Dining Card.

THINK TANK Focus Group Questions:

Opening Question: Please share with us your name and something you love to do in your free time.

Transition Question: When you think of the THINK TANK, what comes to mind?

Transition Question: Think back to when you first heard about the THINK TANK. What was your first impression?

Key Question: What do you like most about coming to the THINK TANK for math tutoring?

Follow up: What did the tutor do that was most helpful for you?

Probing Question (if necessary): Did anyone else have a similar experience?

Follow up: What did the tutor say that was most helpful to you?

Probing Question (if necessary): Does anyone else feel the same way?

Key Question: Were there strategies used by the tutor that you did not find helpful? If so, what were they?

Probing Question (if necessary): Did anyone else have a similar experience?

Key Question: What study skills have you been able to improve upon as a result of utilizing the THINK TANK?

Follow up: How have you applied the study skills to another class?

Ending: How might the tutor have improved the time you spent working together?

Ending: What advice would you give to the people training the tutors?