# Interview Questions

**1. BACKGROUND**

*I’m going to ask you some questions about how you’ve accessed information during the COVID-19 outbreak, what your greatest challenges have been, the role of community in your experience, and the changes you’ve made in your daily life.*

1. Before we jump, could you share with me how the COVID-19 outbreak has impacted your life?

**2. INFORMATION ACCESS**

*Now we’re going to talk about accessing information during the COVID-19 outbreak.*

1. **Could you tell me a little more about the information you relied on to get through the coronavirus outbreak?**
   1. *Listen for unlisted sources and probe those.*
   2. *Listen for news aggregators and probe on those. Follow up question:*
      1. Were there any news sources for your aggregator that you considered trusted sources of information?
   3. *Listen for Facebook/Twitter news feed.*
      1. Facebook: Can you recall who posted the information you relied on?
         1. Was it a friend, family member, or someone you know well?
         2. Was it a post from a Page you follow?
         3. Was it a PSA?
         4. Was it an advertisement?
   4. You indicated that [x,y,z] were your primary information sources, as well, in your survey response. Could you tell me a little more about why you relied on these sources for information?
2. How did you access [x,y,z] sources of information?
3. What did you learn from sources [x,y,z], respectively, to confront the challenges of COVID-19?
4. How do you think the pandemic has changed your trust in information?

**3: COVID-19 CHANGES IN YOUR DAY-TO-DAY**

1. Could you tell me more about the changes have you made in your life to confront the challenges of the coronavirus outbreak?
2. What has been the greatest challenge in implementing [said changes]?
3. What change do you consider most important to protect you and/or your family from COVID-19?
4. What do you consider to be the second most important change you’ve made to protect you and/or your family from COVID-19?
5. Were there any changes you wanted to make, but couldn’t? Would you mind sharing the reason why these changes were impossible to implement?

**4. COMMUNITY**

*Now I’m going to ask you some questions about you and your community during the COVID-19 outbreak.*

1. What role did the community play in the past couple of months?
2. Did you rely on any ***close family or friends***? Could you share how you relied on close family or friends?
3. Did you offer support to ***close family or friends***? Could you share how you offered support to close family or friends?
4. Did you rely on any ***organizations/groups***? Would you mind sharing which organization(s)? [Probe: neighborhood, religious, community, PTA, book club]
5. Could you share how [said organization] helped you get through the outbreak? [Probe: did you rely on someone you already knew in the group/organization or on the staff or leadership]
6. Did you offer support to any ***organizations*** to help others get through the outbreak? Would you mind sharing which organization, and how you offered support?

**5. DEALING WITH COVID-19 Challenges**

*Now I will be asking questions about the challenges you’ve faced in the times of the*

*pandemic and how you’ve overcome them. We’ve talked a lot about many of the challenges you’ve faced in the past few months. I want you to take a step back and think about the GREATEST challenge you’ve encountered.*

1. What has been the greatest challenge you’ve confronted during the outbreak?
2. How did you address this/these challenge(s)?
3. Who did you reach out to for help to address these challenges?
4. Can you please share a story about the help you received?
5. How has the government helped or hindered you to address these challenges?

**6: WRAP UP**

*Thank you so much for your time and responses. We are at the end of our interview.*

1. Do you have any questions for me or anything you would like to talk about that I have not asked about?
2. Would you be interested in participating in a focus group?