



# Appendix: LPOE Community Engagement evaluation interview guides

## Table of contents

<b>Practitioners</b>	<b>1</b>
Individual background	1
Organizational context	1
Execution	2
Preparation, challenges, successes, recommendations	3
<b>National offices</b>	<b>4</b>
Individual background	4
Execution	4
Challenges, successes, recommendations	4
<b>Leadership</b>	<b>5</b>
Individual background	5
Organizational context	5
Challenges, successes, recommendations	5

## Practitioners

### Individual background

1. How long have you been with the agency? How long in this specific role?
  - a. How do you describe your current role to people outside GSA?
2. Before your work in GSA what was your experience with CE, if any?

### Organizational context

3. Tell me about the CE that PBS does in general.
  - a. What are the goals and priorities?
4. Describe the process that was used to draft CE plans using your LPOE site as an example.
  1. Who is at the table at the beginning?
  2. Who is on the team as the plan is executed?
- ii. In terms of CE plans, how does the LPOE site compare to others in your portfolio?
  1. Same process with the same people at the table?

### Execution

*I'm going to ask you now about how the CE plan gets put into action at LPOE site, and how you feel it's been going.*

5. What have you learned about the community at LPOE site that you didn't know before, and how did you learn it?
  - a. Probes
    - i. Briefed by colleagues?
    - ii. Visits?
      1. When?
      2. Who did you meet with at first?
  - b. What have you learned about the region or community's local culture?
6. Describe the CE events at LPOE site that you have already held and that you have planned for the future?
  - a. Examples
    - i. Charattes?
    - ii. Listening sessions?
    - iii. Community days?
    - iv. Public presentations?

7. Who on the team plans the CE events and what does planning look like?
8. Who in the community have you engaged with and how did you reach out to them?
  - a. Apart from targeted individuals or groups, did you engage the general public?
  - b. Do you use different strategies for reaching out to different groups?
  - c. Are your strategies working? What's an example of one that has worked really well, or one that didn't go so well? Walk me through what happened.
9. Is there anyone missing, a group or individual who you still hope to engage with?
  - a. Describe any barriers that may be in the way.
10. Describe for me the participation at LPOE site events so far?
  - a. What has attendance been like? (relative to community size, other sites?)
    - i. About how many people show up generally?
      1. What about the most recent event?
  - b. What about the level of participation, was it a back-and-forth, more listening by the audience, vice-versa?
  - c. Has attendance and participation been consistent at all events?
  - d. How would you describe who has turned out so far?
  - e. What sorts of things are you adjusting along the way as more events are held?
11. How would you describe the community's reception to the modernization plans overall?
  - a. Have different groups shown different reactions?

**Preparation, challenges, successes, recommendations**

*I'm going to ask you now to reflect on challenges and successes at LPOE site and for your thoughts on how GSA can support CE work going forward.*

12. Tell me about some successes you have achieved in LPOE CE work at LPOE site.
13. What do you think makes CE at a building site successful overall?
14. Tell me about some challenges and/or conflicts you have encountered in community engagement work at LPOE site.
  - a. How have you navigated those challenges?
15. After working at LPOE site, how prepared do you feel to do CE at other LPOE's now?
  - a. Tell me more...

- b. What do you think would help you feel more prepared?
- 16. What CE resources have you relied on most- and what makes a resource helpful for you?
  - a. Examples
    - i. Planning Operations Program (POP) Guide?
    - ii. CUD materials?
    - iii. Manuals?
    - iv. Books?
    - v. Agency guides?
    - vi. Training?
- 17. What CE advice do you have for your colleagues doing this work around the country?
- 18. What do you think the agency, PBS leadership, or regional leadership could do or provide to make CE work more successful?
  - a. If you had to prioritize one of those things, which one would it be?
- 19. Is there anything else you would like to share with me about your experience that I did not ask about directly?

## **National offices**

### **Individual background**

- 1. How long have you been with the agency? How long in this specific role?
- 2. What is your role in community engagement at GSA?
- 3. Before your work in GSA what was your experience with CE, if any?

### **Organizational context**

- 4. What did CE look like at GSA when you started?
  - a. Does CE look the same now as when you started, or has it changed?
    - i. How have changes impacted your office?
    - ii. To what extent has your office been part of the changes?
    - iii. Can you tell me more about the CE plans...
- 5. What role have you or your agency colleagues played in the LPOE modernizations so far? (Highgate, VT; BOTA, TX ;Sumas, WA; San Luis, AZ)

### **Execution**

- 6. How did your office develop CE materials/practices?
  - a. Probes

- i. Did you build off of existing materials?
  - ii. How have you further developed/adapted materials over the years?
- 7. There are other offices at GSA that engage with communities—how does your office fit into that agency-wide group of practitioners?
  - a. Do they work together, share resources, talk at all?
- 8. What organizations or professional communities outside GSA influence your CE work, if any? Please describe.
- 9. How does your office stay in touch with what's happening on the ground at sites where GSA is engaging with communities?
  - a. Can you speak to challenges and successes you've had?
  - b. Examples?

### **Challenges, successes, recommendations**

- 10. Tell me about a few successes you've been involved with in CE work at GSA?
- 11. What do you think makes CE at a building site successful overall?
- 12. Tell me about challenges you have encountered in CE work at GSA?
- 13. What do you think the agency, PBS leadership, or regional leadership could do to make CE work more successful?
- 14. Is there anything else you would like to share with me about your experience that I did not ask about directly?

## **Leadership**

### **Individual background**

- 1. How long have you been with the agency? How long in this specific role?
- 2. How do you describe your role to friends outside the agency in casual conversation?
- 3. Before your work in GSA What was your experience with CE?

### **Organizational context**

- 4. What did CE look like at GSA when you started?
  - a. Does CE look the same now as when you started, or has it changed?
- 5. Can you describe the resources needed to carry out effective CE in your region?
  - a. From your vantage point, how have needs and resources changed over time?

### **Challenges, successes, recommendations**

- 6. Could you describe some CE successes you feel have been achieved at LPOE site?

- a. What about in your region or at GSA in general?
  - b. Is that common?
- 7. Tell me about challenges you have encountered in CE work at LPOE site?
  - a. What about work in your region or at GSA in general?
  - b. Is that common?
- 8. What do you think the agency could do or provide to make CE work more successful?
- 9. Is there anything else you would like to share with me about your experience that I did not ask about directly?