

## Using Mixed Methods

### Part 1: Planning a Survey

A health science library is partnering with a local agency that provides services, support, and education to low-income mothers and fathers who are either expectant parents or have children up to age 2. The projects will provide training on search strategies to staff and volunteers on MedlinePlus and Household Products with a goal of improving their ability to find consumer health information for their clients. The objectives of the project are the following:

Objective 1: At the end of the training session, at least 50% of trained staff and volunteers will say that their ability to access consumer health information for their clients has improved because of the training they received.

Objective 2: Three months after the training session, 75% of trained staff and volunteers will report finding health information for a client using MedlinePlus or Household Products.

Objective 3: Three months after receiving training on MedlinePlus or Household Products, 50% of staff and volunteers will say they are giving clients more online health information because of the training they received.

All staff and volunteers will be required to undergo MedlinePlus training conducted by a health science librarian. Training will emphasize searches for information on maternal and pediatric health care. The trainers will teach users to find information with Health Topics, Drug Information, Directories, and Clinical Trials. The training will also include Household Products.

To evaluate the project outcomes, staff and volunteers will be administered a survey one month after training. Worksheet 1 demonstrates how to write evaluation questions from objectives, then how to generate survey questions related to the evaluation questions. (This worksheet can be adapted for use with pre-program and process assessment by leaving the objectives row blank.)

### Part 2: Planning an Interview

After six months of the training project, the team considered applying for a second grant to expand training to clients. They have decided to do a series of interviews with key informants to explore the feasibility of this idea. Worksheet 2 demonstrates how to plan an interview project. The worksheet includes a description of the sampling approach, the evaluation questions to answer, and some interview questions that could be included on your interview guide.

Blank versions of the worksheets used in the case example are provided on pages 38 and 39 for your use.