

**PSY310**  
**Recorded Interview and Transcript Guidelines**

For the final project, students will conduct a 10-minute recorded interview with a partner from class. These interviews will be recorded during class time. Students will then prepare a transcript of the recorded interview session. The interview will need to be transcribed in its entirety, including interviewer and interviewee responses. It will be important to adhere to the following guidelines when conducting your interview and preparing your transcript:

- All interviews need to be at least 10 minutes in length. Points will be deducted if students do not meet the minimum length requirement. Students will be responsible for monitoring their own time.
- All transcripts must be typed in 2-column format in 12-point font with 1" margins. The transcript can be SINGLE-spaced, with double-space between responses (see transcript sample which follows).
- Begin the transcript with one paragraph of introduction, including description of the interviewee (gender, age, etc.), interviewee concerns, and your general impressions of the interviewee.
- Then begin the transcription of the dialogue between you and the interviewee. In the left column, transcribe the dialogue word for word between you the interviewee. Include any major non-verbal behavior (shifts in posture, hand gestures, voice changes, etc.). ALL responses must be transcribed word for word.
- In the right column, provide your analysis of interviewer responses. This analysis of your responses as the interviewer is the **key part** of transcript. Include the following:
  - a. Label for the interviewer response (e.g., probe, open-ended question, interpretation, self-disclosure, etc.). One of the easiest ways to lose points is to not label the interviewer response, or to do so incorrectly.
  - b. Evaluation of the interviewer response. The evaluation of your responses as an interviewer should include both *positive* feedback and *constructive* criticism. Comment particularly on whether the interviewer response facilitated or hindered the interview process. How the interviewee reacted to what was said is often an indicator, and may be useful to incorporate into the evaluation.
  - c. Possible alternative responses. **When you feel your response was not adequate, you should provide an alternate response that you view as preferable.** Failure to include this is another one of the easiest ways to lose points. Please note that it is not necessary to provide an evaluation of your response for every minimal encourager (e.g., "uh-huh") *unless* it seems warranted.
- At the end of the transcript, provide a two-paragraph feedback summary to yourself as the interviewer. In the first paragraph, include positive comments highlighting specific areas you believe you do well. In the second paragraph, include constructive criticism making suggestions for areas you may need to focus on and improve.

**In summary, a completed transcript should include the following:**

- a demographic paragraph at the beginning,
- then the word-for-word transcription (left column) of what was said
- In the right column
  - Label the skill used in each response
  - Evaluate it as effective or not (and explain why)
  - And, when described as ineffective, provide an alternative.
- At the end of the transcript, provide one paragraph of positive feedback and one paragraph of constructive criticism.

See sample on the next page.

### EXAMPLE OF TRANSCRIPT

[Begin with one paragraph of introduction, including (1) *description* of the *interviewee* (gender, age, profession, etc), (2) *interviewee concerns* (presenting problem), and (3) *your* general impressions of the *interviewee*.]

Client is a 19-year-old male with no prior history of mental health treatment. He reported that he is a sophomore at Colorado State University and lives on campus. The client discussed concerns related to depression. In particular, the client noted that he had reduced motivation toward school tasks, was isolating more, and had difficulty falling asleep. He expressed a desire to become more motivated and to "feel social again." Although client presented with concerns of depression, his mood appeared upbeat and he talked openly throughout the session.

IN = Interviewer

EE = Interviewee

<p>IN: Where would you like to start today?</p>	<p>Open ended question. Good way to get things started. The interviewee responded openly, so I think this was effective.</p>
<p>EE: I've been feeling pretty bad to tell you the truth.</p>	
<p>IN: Sounds as though you've had a tough time.</p>	<p>Empathy and reflection of content. Reflects what I heard in my own words. This seemed to be jumping the gun a bit. I could have used a probe such as, "Tell me more" or even just, "Pretty bad, huh?" to get the client talking more.</p>
<p>EE: Yeah, it's been really rough. My car broke down yesterday and I have to take it in to get it fixed. I had a huge fight with my boss, too, and so who knows what that means. Oh, and my kids are in BIG trouble at school. I just feel like everything is falling apart and I don't really have anyone to lean on. I just feel like everything is falling apart and there is no one to help me.</p>	

<p>IN: So is your car working now?</p>	<p>Closed ended question. This is distracting and missed the major theme the client was talking about (everything is falling apart). I got a little overwhelmed by all the details and jumped to the first question that popped into my head. This was not effective- the client seemed to be confused by the question. I could have tried a reflection of feeling or meaning, such as "when so many small bad things happen, you feel overwhelmed."</p>
<p>EE: (frowns) No . . . I had to take the bus here . . . It was a bad week.</p>	
<p>IN: Yeah, that was a very long list of negative stuff that happened to you.</p>	<p>Reflection of content. This seemed to hit on the big points the client said and got the client talking more, so I'd say this was effective.</p>
<p>EE: An overwhelming list! (interviewee sits up and leans forward here)</p>	
<p>IN: Mmm-huh</p>	<p>Minimal encourager.</p>
<p>EE: Everything feels pretty overwhelming right now. Feels like I'd explode if one more thing happens.</p>	
<p>IN: What have you tried in order to handle all that is going on?</p>	<p>Open-ended question. I think I might have gotten a little nervous here and consequently I gave this response which is off track; I skip right to "fix-it" mode and that isn't really helpful. This was not effective and the client seemed thrown off course and maybe a bit defensive after this. It would've been better to use a reflection of feeling using the client's words such as, "So...it feels like you are going to explode..." or maybe immediacy, such as "What does it feel like as you talk about it now?" Either way would get the client to continue talking on a deeper level.</p>

EE: Uh . . . let's see . . . I guess I try to just calm down . . . I don't know, but it all feels like too much.	
IN: Uh huh (with head nod)	Minimal encouragers.

Follow with the self-feedback summary- provide *both* a paragraph of *positive* comments (first paragraph) *and* a paragraph of *constructive* criticism (second paragraph).