

## Empathy Interview Question Bank

The following questions are aligned to the Integrated Guidance needs assessment that community engagement teams will complete. Select the questions that make the most sense for where you are in your planning process. For instance, if you already have good quantitative survey or student achievement data that highlights your strengths and weaknesses, consider focusing on those areas so you can learn why certain strategies are working and others are not.

Questions should be open-ended and framed in a way that will elicit stories, emotions and feelings.

### Students

- Tell me about a positive experience you've had in our district.
- Tell me about a time someone at school made you feel welcomed and like you belonged. (Follow ups: What did they do? How did that feel? Why did you feel that way?)
- Tell me about a time you felt excluded, or like you didn't belong. Why do you think you felt that way?
- Tell me about one of your favorite lessons, projects or assignments. What made it interesting to you? (Follow ups: How did it make you feel? Why?)
- Tell me about one of your least favorite lessons, projects or assignments. (Follow ups: How did it make you feel? Why?)
- Tell me about a time you felt overwhelmed or frustrated. What did you do? Was there someone you could talk to about your feelings?
- Can you tell me about opportunities you have had at school to learn about different jobs and careers? What did it feel like to learn about those career options?

### Parents and Families

- What does it feel like when you visit your child's school? (Follow ups: Why does it feel that way?)
- Describe a teacher or staff member that did a great job connecting to your child. What did that look like?
- What are the best/worst parts about communicating with your child's teacher or school? (Follow ups: What does that feel like?)
- Tell me about a time when your child was highly engaged in an academic assignment. What do you think made it interesting?
- Have you ever had to discuss your child's behavior with school staff? What did that feel like?

## Educators

- Tell me about a time you felt like you were truly making a difference for your students.  
(Follow ups: Why did you feel that way? What was that like?)
- Tell me about a time you saw a typically reserved student absorbed in a lesson or assignment. What did you notice?

## Community/Other

- Can you share an experience when you felt welcome and included as a partner?
- What do you feel has been your most successful partnership experience working with another organization?
- Tell me about a time when you contributed to the school community as a partner? What was that experience like?
- Could you share your favorite/least favorite experience working with school employees?