Appendix A
The Basic Interview Protocol

Question	Purpose
Are you using the innovation?	To distinguish between users and nonusers; to break LoU 0–II from LoU III–VI
IF YES	
What do you see as the strengths and weaknesses of the innovation in your situation? Have you made any attempt to do anything about the weaknesses?	To probe Assessing and Knowledge Categories.
Are you currently looking for any information about the innovation? What kind? For what purpose?	To probe Acquiring Information Category.
Do you ever talk with others about the innovation? What do you tell them?	To probe Sharing Category and check Decision Point E.
What do you see as being the effects of the innovation? In what way have you determined this? Are you doing any evaluating, either formally or informally, of your use of the innovation? Have you received any feedback from students? What have you done with the information you get?	To probe Assessing Category.
Have you made any changes recently in how you use the innovation? What? Why? How recently? Are you considering making any changes?	To distinguish between LoU III (user-oriented changes), LoU IVB (impact-oriented changes), and LoU IVA (no or routine changes); to probe Status Reporting and Performing Categories.
As you look ahead to later this year, what plans do you have in relation to your use of the innovation?	To probe Planning and Status Reporting Categories.

Question	Purpose
Are you working with others (outside of anyone you may have worked with from the beginning) in your use of the innovation? Have you made any changes in your use of the innovation based on this coordination?	To separate LoU V from III, IVA, and IVB. If a positive response is given, LoU V probes (below) are used.
Are you considering making or planning to make major modifications or to replace the innovation at this time?	To separate LoU VI from III, IVA, IVB, and V.
LoU V Probes	
How do you work together? How frequently?	To verify Decision Point E; to probe Performing Category.
What are the strengths and the weaknesses of this collaboration for you?	To probe Knowledge Category.
Are you looking for any particular kind of information in relation to this collaboration?	To probe Acquiring Information Category.
When you talk to others about your collaboration, what do you share with them?	To probe Sharing Category.
Have you done any formal or informal evaluation of how your collaboration is working?	To probe Assessing Category.
What plans do you have for this collaborative effort in the future?	To probe Planning Category.
Can you summarize for me where you see yourself right now in relation to the use of the innovation? (Optional Question)	To get a concise picture of the user's perception of his/her use or nonuse.

Question	Purpose
IF NO	
Have you made a decision to use the innovation in the future? If so, when?	To separate LoU 0 from I; to probe Status Reporting, Planning, and Performing Categories; to separate LoU I from II.
Can you describe the innovation for me as you see it?	To probe Knowledge Category.
Are you currently looking for any information about the innovation? What kinds? For what purposes?	To probe Acquiring Information Category.
What are the strengths and weaknesses of the innovation for your situation?	To probe Assessing Category.
At this point in time, what kinds of questions are you asking about the innovation? Give examples if possible.	To probe Assessing, Sharing, and Status Reporting Categories.
Do you ever talk with others and share information about the innovation? What do you share?	To probe Sharing Category.
What are you planning with respect to the innovation? Can you tell me about any preparation or plans you have been making for the use of the innovation?	To probe Planning Category.
Can you summarize for me where you see yourself right now in relation to the use of the innovation? (Optional Question)	To get a concise picture of the user's perception of his/her use or nonuse.

Question	Purpose
Past-User Questions	
Why did you stop using the innovation?	
Can you describe for me how you organized your use of the innovation, what problems you found, and what its effects appeared to be on students?	
When you assess the innovation at this point in time, what are its strengths and weaknesses for you?	