START Telehealth Virtual Focus Groups
Frequently Asked Questions (FAQs)

Words Used in this Form

**Focus Group:** A meeting led by a researcher who asks questions and takes notes about what everyone shares. The researcher listens to learn about what people think.

**Privacy:** You share only what you want to and we will share only what you agree we can share.

**Research Study:** Finding out the answer to a question

**Voluntary:** It is your choice – you do not have to say ‘yes.’ You can say ‘no’ at any time and no one will be mad

Focus Group Details:

| Who will be there | 2 members of the research team and up to 8 other people who also receive START services will be in your focus group  
|                  | Their family members may also be there |
| When they will happen | The **focus groups** will each meet one time and will be scheduled from June through October 2022  
|                    | Each **focus group** will last for about 1 hour and 30 minutes  
|                    | There will be scheduled breaks during the **focus group**, and you can take more breaks if you need |
| How I sign up | You can sign up to attend one **focus group** on a date and time that works best for you  
|                | If you sign up for a **focus group** but cannot attend, you can schedule a time to come to another **focus group** |
| Where we will meet | We will meet on Zoom  
|                   | The Zoom link will be e-mailed to you |
| How we will meet | You can turn your camera on if you feel comfortable  
|                  | You can share your thoughts by speaking or using the chat  
|                  | The **focus group** will be video and audio recorded |

Frequently Asked Questions (FAQs) About This Study

1. **What is the research study about?**
   The National Center for START Services will have virtual **focus groups** for a **research study**. We want to know if START services over the phone or computer are better, worse, or the same as in-person services. Services provided over the phone or computer are called “telehealth.” Because you receive START services, we would like to invite you to take part in the **research study**. A $50 gift card will be given to individuals that complete a **focus group**.

2. **What if I am not comfortable on Zoom?**
   That’s okay! We want everyone who comes to the **focus group** to be comfortable. You can turn your camera off and take extra breaks if you need to. You can ask the research team questions before the **focus group** by calling 1-866-807-0987 or e-mailing start.telehealthstudy@unh.edu. You can also schedule a time to practice doing a **focus group** with someone from the research team.
3. **What if I don’t have internet or Zoom?**
   You can still sign up. When you meet with the research team, we can talk about the ways you can participate, such as calling in on the phone. You can also schedule a time to practice using Zoom with someone from the research team by calling 1-866-807-0987 or e-mailing start.telehealth@unh.edu.

4. **What is the focus group schedule?**
   - Log in to Zoom and check that your audio and camera are working
   - Introductions
   - Review **privacy**, meeting guidelines, and how to use Zoom
   - Share ideas for 35 minutes
   - Scheduled break
   - Share ideas for 35 minutes
   - Wrap up

5. **What if I don’t know the right answers to the questions?**
   There are no wrong answers! You can answer the questions based on your own experience. It is okay to have different answers from other people in the **focus group**. Everyone’s answers are important and will be respected. You can schedule a time to review the questions with a member of the research team before the **focus group** by calling 1-866-807-0987 or e-mailing start.telehealth@unh.edu.

6. **Who will see the recording of the focus group after it is over?**
   Only the research team will see the recording. It will be kept in a safe, password-protected file to protect your **privacy**.

7. **What if I don’t have enough time to answer the questions?**
   Don’t worry! We will try our best to make sure everyone has time to share their thoughts. We will send you the questions before the **focus group** so you can think of your answers.

8. **What if I don’t want to do the focus group anymore?**
   No problem! The **research study** is **voluntary**, and you can change your mind at any time. Saying ‘no’ will not affect your current or future START services. You will not receive a $50 gift card if you do not complete the **focus group**.

9. **What will I be asked?**
   The questions will be sent to you so that you can review them before the **focus group**. We will try our best to make sure everyone has time to share their thoughts. A member of the research team will give everyone time to share their thoughts by speaking or using the chat.

If you have other questions about the **research study**, you can call 866-807-0987 or send an e-mail to start.telehealthstudy@unh.edu.