

On Trust & Transparency

Interview Guide

Overview

First encounter

- What was your first contact with GCE?
- What did you already know about GCE before you were in touch?

Applying for funding

- How did your application for funding work?
- How long did it take?
- What materials did you provide?

Reporting

- How did you develop your metrics?
- How does reporting fit into your workflow?

Non-financial support

- What non-financial support have you received from GCE?
- What have you asked for?
- What haven't you asked for?
- What effect does GCE board participation have for you?

Ongoing relationship

- How is your relationship with your investment lead?
- What are your impressions of GCE overall?
- What advice do you have for other organizations about GCE?

Introduction

- I'm from Simply Secure, a US-based non-profit that helps advance design for security and privacy. The Governance & Citizen Engagement team of the Omidyar Network asked us to have some conversations with grantees and investees, because they'd like to improve the experience of working together.
- The Omidyar Network* hired us, but we are not part of the Omidyar Network in any way. They won't find out that we talked. And anything you say here is strictly confidential. We are preparing a report at the end (which all grantees/investees will receive) but all findings will be anonymized and aggregated.
- Have you read over the Participants Bill of Rights? Do you have any questions for us? You can ask questions at any time. You can also stop this conversation at any time.
- It's OK to say "I'd rather not talk about this."
- This is a conversation, not a traditional interview. We have some questions for you, but feel free to take the conversation in a direction you feel is important.

Background

- What's your role within [your organization]? How long have you been there?
- What kind of relationship do you have with the Omidyar Network? This is a conversation, not a traditional interview. We have some questions for you, but feel free to take the conversation in a direction you feel is important.

Participants often used the terms GCE, Omidyar, and ON interchangeably. We followed their lead, and used the same language they used.

Your story with Omidyar Network

PRE-FUNDING

- Think back to before you got funded by Omidyar Network. What were your impressions of Omidyar Network before you were in contact?
- What other funding approaches and avenues were you considering?
- Walk me through your contact with Omidyar Network.
 - > Who approached whom?
 - > Who were you in touch with?
 - What happened next?
 - What were you asked to provide?
 - > Did you give a presentation to the Omidyar Network management?
 - > How long did the process take?
 - > I'm going to show you the first of several really rough design ideas. I'm curious about your impressions of them.

DECISION-MAKING

- How do you think Omidyar Network made their decision about your funding?
- How did you hear about their decision? From whom? How did you feel?

DURING FUNDING

- We'd like to talk a bit about the reporting process.
 - › Have you done reports like this before?
 - (if yes) In what ways are the reports you've done for Omidyar Network's similar/different?
 - (if no) What was the process like of learning to do them? How does the Omidyar reporting process compare to other reporting processes you've done?
 - What do you think of iLevel?
 - › In what ways is reporting helpful for you, in what ways not?
 - › What happens after you submit your reports? Is there anything you wish happened afterwards?
- Is somebody from Omidyar Network on your board? (skip if not)
 - › What is their role on your board (voting member, observer, etc)?
 - › What difference does it make that they are on your board?
 - › If they weren't on your board, what would be different?
- Non-financial support ("human capital"):
 - › What has Omidyar Network helped you with other than funding?
 - › Are there ways in which you wish Omidyar Network would support you more?
 - › Now that you're funded, who do you interact with? What have they done for/with you?
- Post-funding (if applicable):
 - › If you hadn't gotten funding from Omidyar Network, what would be different for you now?

- > If you had to say what % of the help from them was financial, and what % non-financial, how would you estimate that?

Your evaluation of Omidyar Network

FEEDBACK AND RESPONSIVENESS

- What's something you've asked Omidyar Network for, or about?
 - > Who did you ask? For what?
- Did you respond to the survey they sent out a while ago?
 - > (if yes) What do you wish they'd do in response? What do you think they'll do?

EXPERTISE

- What would you say to another organization that Omidyar Network is really good at?
- What advice would you give to somebody else who is starting a relationship with Omidyar Network?
- Have you worked with other funding organizations? (if yes) What's different about Omidyar Network?

VALUES

- After having worked with them, how would you describe Omidyar Network's values?

Feedback on this interview and protocol

- Did you feel comfortable talking about these topics to us?
- What did you think of our data handling statement?
 - › Did it change what you were able to talk to us about?
- We're approaching other organizations and talking to them as well. What advice do you have for us?

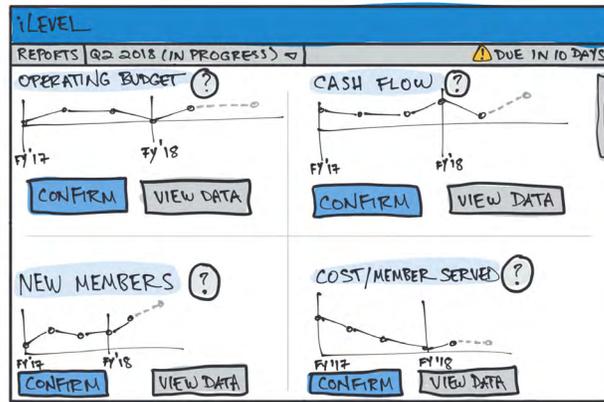
Design prompts

These design prompts were shown to some interview participants in order to generate discussion about a particular topic. The design prompts are not meant to display finished or even proposed tools or products, and their look is intentionally casual and unfinished. They were shown or not shown based on whether they made sense given the conversation so far.

For each one of these design prompts, participants were read a one-line statement describing the sketch, then asked the following questions:

- What do you think this does?
- What would you hope that this does?
- Would that have improved your experience?
 - › If not for you, who do you think this would most improve the experience for?
- What problems would this solve?
- Does it raise any concerns or issues for you?

Design prompt 1



"This helps you make financial reports by guessing at and visualizing your financial history – you'd still have to make corrections and be sure it's accurate."

Design prompt 2



"This is a closed community of other organizations funded by GCE."

Design prompt 3

“This is a form on the Omidyar Network website where anybody could express interest in applying for funding.”

Design prompt 4

“This is a form for you to submit feedback to GCE. It appears on their website.”