

Interview protocol for superintendents and department heads at municipal school offices

- Name:
- Place:
- Date:

1. How clear is the municipality's policy on school services?

- What is it comprised of? Is it aimed at students in general or students with special needs? (Is it school-focused or clinical?)

2. How clear is the policy of the department / school office on school services?

- What is it comprised of? How visible is it and how is it presented (to the community and schools)?

3. How do you understand the concept of school services as defined in your local or school office policy?

- What is its role?
- What is the most controlling when deciding on school services / school office tasks?
- How is the school service organised?
- What characterizes it? (If it is narrow and focused on specialist services, why?)
 - Can you name examples of various school service issues, different projects and diagnoses followed with counselling, if any?
 - What does student support generally include?
 - Who handles the diagnosis issues in the municipality?
 - What is the position of the department / school office towards diagnosis?
 - What are the procedures regarding diagnosis?
 - How is support for parents and child/student organised?
 - How is support for teachers and other staff and school practices in general organised?
 - What other challenges are there?

4. Can you describe how you define school counselling? (Is the school service defined narrowly or widely?)

- How is this definition reflected in the daily activities?

- How does the school services counselling focus on . . .
 - Students and parents? Examples!

Staff and school practices?

- How is counselling provided? (support for teachers and schools)? Examples!
- What expertise do councillors have?
- What, if anything, is hindering the cooperation between councillors and the schools (teachers, principals)?

5. What does the leadership of the school office / department regarding school services entail?

- What is the leadership of the school service / office?
 - What parties provide leadership on school services? (principals, department heads, psychologists . . .)
 - Who provides leadership at the school office?
- What initiatives are provided at the school office? (such as in Question 9 in the survey)?
- What kind of initiative do you think the school service / office should have and why?

6. What kind of services do principals, schools, and others, e.g., parents, request?

- How is the school service prepared to respond to a principal's / teacher's request for service?
- How are you prepared to respond? (Are there enough resources?) Examples!

7. How do you regard the attitude towards the school service in the school community?

- Has it been explored?
- How would you describe the municipality/department/your own cooperation with the school's principal?
 - How harmonized are those parties in finding ways to improve the school services?
- Do you/your staff and school principals understand the school services counselling in the same way?
 - Has there been a conversation about this between you?
- What do you think are the main challenges of the school service?
- What is your vision for school services?

8. How is collaboration with other areas organised?

- How is collaboration with social services and health services organised? Examples!

- What are the challenges and opportunities?
- What is the vision for the municipality's school services?
- What circumstances must exist for this to happen?

9. How would you define leadership of the community/department regarding education and school practices?

- What is the focus of the municipality/department leadership in education and school practices?
- What, if anything, do you think the leadership of the municipality/division should be about?
- What and who is most likely to influence the municipality's emphasis on education and school practices?

10. What are the main challenges of the municipality and school office/department regarding leadership in education and school practices?

- How would you describe your own leadership (main emphases) in this regard?
 - Is it in line with your expectations of leadership? If not, how would you like it to be?
- What obstacles are in the way of such leadership?

11. How do you view your role in the educational governance system? (How do you see yourself fitting in the overall picture?)

12. How do you and the department coordinate the requirements of the educational authorities, politically elected members of the local government, and the schools themselves regarding school services?

- What are the main challenges regarding this?