

## **Appendix A**

### **Interview Questions Guide**

#### **Interview Questions for Illinois Wesleyan University students, *Anonymous***

What is your year in undergraduate study?  
What is your gender?  
What is your residence? On-campus or Off-campus?  
What is your major?  
Are you involved in any Environmental Studies, sustainability, or “green” groups, organizations or programs?  
Do you consider yourself to be someone with a positive environmental attitude?  
Do you recycle at home (if not currently living at home)?  
Did you grow up recycling?  
Did your parents talk to you about recycling?  
Do you recycle at residence in Bloomington?  
Do you recycle when on campus?  
How challenging is it to recycle on Illinois Wesleyan’s campus? “One” representing very challenging and “ten” representing very easy?  
Are there any “recycling holes” on campus? Areas where it is more difficult to recycle?  
What do you recycle the most?  
Do you talk about recycling with your peers?  
Do you encourage others to recycle?  
How do you rate your knowledge of recycling (what items to recycle, where to recycle, and how to recycle? “one” being no knowledge and “ten” being immense knowledge  
Would you support more recycling facilities on campus?  
Would you support a single-stream recycling program on campus?

#### **Interview Questions for Illinois Wesleyan University staff: *Anonymous***

Are you involved in any Environmental Studies, sustainability, “green” groups, committees, or organizations?  
Do you consider yourself to be someone with a positive environmental attitude?  
Describe your job at IWU.  
Where do you spend most of your time?  
How many hours a week are you on campus?  
Do you live in Bloomington or Normal?  
Do you recycle at home?  
Did you recycle growing up?  
Do you teach your kids (if applicable) to recycle?  
Have your recycling habits changed since working at IWU?  
Were you provided a recycling receptacle in your office?  
What do you recycle the most?

Do you talk about recycling with your peers/ coworkers?  
Do you encourage others to recycle?  
How challenging is it to recycle on campus?  
What barriers exist?  
What would make it easier?  
Are there any “recycling holes” or areas that are more difficult to recycle in?  
Would you support any more recycling infrastructure on campus?  
Would you support a transition to single-stream recycling?

**Interview Questions for Illinois Wesleyan University Greek Life Participant:**  
***Anonymous***

Which fraternity are you a part of?  
Do you live at the fraternity?  
Do you recycle at the fraternity?  
Why do you recycle, or why do you not recycle?  
How many waste receptacles exist?  
Has your fraternity pursued getting a recycling program set up?  
Are you interested in recycling at your fraternity?

**Interview Questions for the Manager of Custodial Services: Dave Shiers**

What is your position at the Physical Plant?  
How long have you worked at the Physical Plant?  
How did the recycling program begin at Illinois Wesleyan University?  
What were major barriers and struggles to implementing a recycling program?  
Who paid for the original recycling receptacles?  
How was the placement of recycling receptacles decided?  
How has the implementation of a recycling program affected the custodial workload?  
Has the Physical Plant partnered with other campus organizations or entities to promote recycling?  
Describe the current waste/recycling program?  
Are there any regular problems with the recycling program and/or process?  
How often is contamination found in recycling receptacles?  
Have you heard the myth that IWU does not recycle?  
Has the Physical Plant, or Custodial Services responded to the myth in any way?

**Interview Questions for Custodians: The Center for Liberal Arts, The Shirk Center, and Munsell Hall: *Anonymous***

Do you recycle at home?  
Describe your job position.  
Which building/buildings do you work in?  
How many custodians work in that building?  
Describe the recycling program?

How much contamination of recycling receptacles is evident?  
How many recyclable items are evident in waste receptacles?  
What would cut down on contamination?  
Are the recycling receptacles generally full, overflowing?  
Are the waste receptacles generally full, overflowing?  
Does collecting recycling add time/effort to work?  
How so?  
Would you support more recycling receptacles?  
Would you support single-stream recycling?  
Do you foresee any barriers to single-stream recycling?  
Would you be interested in meeting with building staff (such as RA/RCA/RD/SE) to discuss waste and recycling removal?

### **Interview Questions for Supervisor of Labor Services: Lawney Gruen**

Describe your position.  
How many labor crew personnel?  
What are their responsibilities?  
Before recycling, were there fewer employees?  
How much added time/energy does recycling present to labor crew?  
How effective is current practice of black bags/ clear bags?  
Have there been instances of mix-ups in bags?  
How have mix-ups been fixed?  
On average, how much contamination is found?  
How often are recyclables thrown out because of contamination?  
How much communication takes place between labor crew and custodial staff?  
Between labor crew and other IWU staff members?  
Would labor crew be interested in meeting with residence hall staff (RA/ RCA/ RD/ SE) to discuss recycling services?  
Would you support a transition to single-stream recycling?  
Do you foresee any barriers to single-stream recycling?  
Have you heard the rumor that IWU doesn't recycle?  
Why would this rumor exist?  
What have you done (Physical Plant) to respond to rumors?

### **Interview Questions for Labor Crew: *Anonymous***

Do you recycle at home?  
Describe your responsibilities.  
Where do you collect waste/ recyclables from?  
How often is waste and recycling picked up?  
How apparent is contamination?  
What training do you receive for recycling and contamination?  
How often is recycling contaminated?  
How often are recycling bags thrown away because of contamination?

Would you be interested in meeting with IWU staff members monthly/ semester to discuss recycling program?

**Interview Questions for Director of Government and Community Relations:  
Carl Teichman**

Describe your position at Illinois Wesleyan University.  
What is your involvement with the GREENetwork?  
How has the GREENetwork been successful? What needs work?  
Why were you given the responsibility to select a company for recycling?  
Why was single-stream recycling chosen?  
How will recycling be picked up from campus?  
Whose trucks will be used?  
Where will the Roll-Offs at the Shirk Center go? Or will they be used?  
Describe the history of recycling on campus.  
Who purchased the first receptacles?  
Why do we recycle through the Town of Normal, versus the City of Bloomington?  
Who will purchase new receptacles?  
How were receptacles originally placed in academic and community buildings?  
Is there a target recycling rate?  
What is the current recycling rate?  
When will the transition to single-stream recycling occur?  
What are your goals for transitioning to single-stream recycling?  
Has glass breakage been addressed as a barrier to single-stream recycling?  
What barriers do you foresee?  
Have you heard the myth that IWU does not recycle?  
Why do you think the rumor exists?  
How has GREENetwork addressed the rumor?

**Interview Questions for Environmental Studies Program Director: Dr. Abigail Jahiel**

Describe the history of the dumpster dives on the IWU campus?  
What was the purpose of the dives?  
How effective were they at assessing the rate of recycling?  
How were participants impacted?

**Interview Questions for Assistant Dean of Students for Campus Life and  
Director of Residential Life: Matthew Damschroder**

Describe ORL's sustainability mission.  
Why was that included?  
How do RA's/ RCA's/ RD's incorporate sustainability?  
What kind of training are they given?  
Describe the implementation of the Sustainability Educator position.

Are Sustainability Educators effective at promoting recycling and increasing the rate of recycling?  
 What kind of training are they given?  
 How is the coordinator of the Sustainability Educator position hired?  
 What training does the coordinator go through?  
 Are recycling receptacle provided to each room in residence halls?  
 Any problems with providing receptacle to each room?  
 Is an inventory of recycling receptacles conducted? How is it conducted?  
 How were the recycling receptacles originally purchased?  
 How was the placement of recycling receptacles decided upon in communal areas?  
 Recycling in residence halls has been reported to be the most contaminated, how has this been addressed?  
 What is your involvement with the GREENetwork on campus?  
 Has ORL partnered with other “green” groups on campus/ off campus to promote sustainability, specifically recycling initiatives in the past?  
 Would ORL be interested in doing so in the future?  
 How closely does ORL work with the Physical Plant?  
 Have you heard the rumor that IWU doesn’t recycle?  
 How has ORL addressed these rumors?

**Interview Questions for Coordinator of Sustainability Educators: Helen Woldemichael**

Describe your role as Coordinator of SE’s.  
 How were you given this responsibility?  
 How many hours go into working as the coordinator?  
 What training were you given for the job?  
 What specific recycling education training were you given?  
 What challenges are their to the job?  
 How common in sustainability rounds is contamination of recycling receptacles?  
 How has the SE position evolved?  
 How effective is the SE position?  
 What would make the position better?

**Interview Questions for Office of Residential Life Sustainability Educators: Rose Kelly and Elizabeth Kuehn**

What residence hall are you stationed in?  
 Have you worked in previous halls?  
 Describe the responsibilities of the position.  
 How is recycling education incorporated into the position?  
 How is recycling contamination addressed as a responsibility of the position?  
 How often is recycling contaminated?  
 What is the most common type of contamination?  
 How often do waste receptacles contain recyclables?  
 What is the most common type?

Are the recycling receptacles located in convenient areas?  
Are their signs/ prompts on recycling receptacles?  
Were they there previously, or did you have to put them on?  
Have you heard the rumor that IWU does not recycle?  
Where have you heard the rumor?  
How have you responded to the rumor?  
How effective is the Sustainability Educator position?  
What would improve the SE position?

**Interview Questions for Office of Residential Life Resident Assistants (RA), and Residence Directors (RD): Kendall Kritikos, Lauren Nielson, and Helen Woldemichael**

Which building do you work in?  
What training did you receive on the wellness wheel?  
What training did you receive on sustainability? On recycling?  
What information was given to you on the role of the sustainability educator?  
How effective is the role of an SE?  
How challenging is it for residents to recycle?  
Why is it challenging?  
Do you talk to your residents about recycling?  
Do you encourage your residents to recycle?  
Do you think recycling in residence halls is important?  
How would you improve recycling in residence halls?  
Would you support more recycling infrastructure?  
Would you support single-stream recycling?

**Interview Questions for Director of Public Works in the Town of Normal: Robin Weaver**

Describe the role of Public Works Officer.  
How was recycling originally implemented in the Town of Normal?  
What were barriers and struggles with the implementation?  
Why was a transition to a single-stream recycling program chosen?  
Were there any barriers/ critiques to transitioning to single-stream recycling?  
What has been the hardest part of transitioning?  
Describe the infrastructure changes.  
How were outdoor bins decided on?  
Describe the educational campaign.  
How far in advance did you begin advertising the transition?  
What has worked best?  
What are the current struggles?

**Interview Questions for the Executive Director of the Ecology Action Center: Michael Brown**

Describe the current purpose of the Ecology Action Center.  
Describe the history of the Ecology Action Center.  
What is the EAC currently doing to promote recycling?  
What was the EAC's role in the implementation of curbside single-stream recycling in the Town of Normal? And now Bloomington?  
What have been barriers to the transition in Normal?  
What do you foresee acting as a barrier to Bloomington in implementing a cart system?  
What has worked better with single-stream recycling?  
How are educational programs designed?  
Who is targeted?  
How effective are they?  
How frequently are waste audits conducted for municipalities?  
Who participates in waste audits?  
Where does the information go?  
What is the point of a waste audit?

**Interview Questions with Illinois State University's Office of Sustainability:**  
*Anonymous*

How did ISU first begin recycling?  
When and why did ISU decide to transition to single-stream recycling?  
How far in advance did ISU begin advertising the transition?  
What was the community response to the transition?  
How effective has the transition been?  
What were major barriers?  
How was the ISU community notified and educated about single-stream recycling?  
Did ISU purchase new receptacles? Retrofit receptacles?