

# Annual Conference

## PROGRAMME 2017

# Social Research in a Sceptical Age



Wednesday  
6 December 2017

British Library  
Knowledge Centre  
96 Euston Road  
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 SAGE campus

# Welcome to the 2017 Annual Conference

A very warm welcome to the SRA annual conference. We have impressive speakers this year, including both research leaders and practitioners.



Our theme this year, 'Social research in a sceptical age', has clearly struck a chord, with conference places rapidly booking up and we now expect over 200 delegates. The intellectually incoherent notion of 'post-truth', and the accompanying distrust of experts, are antithetical to core SRA values about the value of impartially conducted research. We believe that we will be best able to resist them by being open about how we conduct our research, by clearly communicating our findings (and why they matter) and by demonstrating how high standards in design, conduct and analysis are built in to our research.

The SRA annual conference is of course about more than any single theme. It exists to bringing together social researchers from all sectors and disciplines to share knowledge and ideas, to debate our most pressing professional issues, and, of course, to meet

and talk. We have set aside time after each plenary and workshop session for audience questions, so please do contribute!

On behalf of the SRA I'm delighted to thank:

- ▶ Our five plenary speakers, all leaders in their fields and with vast experience and expertise.
- ▶ Our conference chair Kirby Swales, Head of Survey Research at NatCen.
- ▶ The workshop presenters, who were selected from over 50 submissions, most of which were of a very high standard.
- ▶ Our sponsors, for their support: Sage Publishers are the main sponsor and have a stand in the foyer, as does the National Centre for Research Methods – please do visit in the breaks. The survey software experts Gide are kindly hosting the drinks reception afterwards.
- ▶ The SRA Events group volunteers who conceived of this year's conference and other events: Caroline Smith, Debbie Chan, Jane Barrett, Natalie Low, and Sarah Cheesbrough.

**Patten Smith**, Chair, SRA

## Social Research Practice

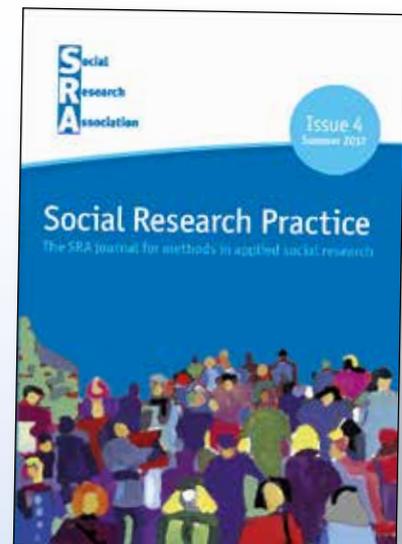
*Social Research Practice* is SRA's e-journal. It encourages and supports high standards in research. We welcome short (max. 4,000 words) articles that will be of interest and value to applied practitioners and users of research.

The journal:

- ▶ Covers all methods – quantitative, qualitative, mixed, etc
- ▶ Considers practical issues rather than theoretical debates
- ▶ Highlights research impact on policy and practice
- ▶ Encourages openness and discussion of problems found

Find out more on the journal pages of our website:

[www.the-sra.org.uk/journal-social-research-practice](http://www.the-sra.org.uk/journal-social-research-practice)





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- Process evaluations

**Key clients:**

DfE, DWP, HMRC, FCA, NAS, BEIS, HEFCE, HESA, FCO, NHS Digital, Sport England, The Money Advice Service and numerous Higher Education Institutions.



# PROGRAMME

## Social Research in a Sceptical Age

Wi-fi: BL-GUEST-CONF  
Password: BLgue5T23

Main auditorium for all plenary sessions

Refreshments and lunch in the foyer

Time	
9.15	Registration begins: tea/coffee
9.30	AGM for SRA Members only (Chaucer Room)
10.15	<b>Chair's welcome</b> – Kirby Swales (Director of Survey Research Centre, NatCen)
10.20	<b>Welcome to the British Library</b> – Dr Sarah Evans (Research Engagement Manager for Social Sciences and Humanities)
10.25	<b>John Pullinger</b> , National Statistician Keynote speech
11.10	<b>Will Moy</b> (Director for Full Fact) <i>'Distrust is earned: reporting from the front line where high quality research meets public debate'</i>
11.50	Tea/coffee
12.10	<b>Workshops: AM</b> (see page 6 for details)
13.10	Lunch
13.55	<b>Suzanne Hall</b> (Head of Qualitative Research, Ipsos MORI) <i>'Research in a time of 'truthiness': Using mixed methods to connect, cut through and change'</i>
14.35	<b>Professor Tim May</b> (Director of Research, Sheffield Methods Institute) <i>'Meaning, validity and expertise: Lessons for social research from the era of post-truth'</i>
15.15	Tea/coffee
15.30	<b>Workshops: PM</b> (see page 7 for details)
16.30	<b>David Walker</b> Another voice: <i>'Is social research science?'</i>
17.00	End: Drinks reception

# Workshops 'AM': 12.10 – 13.10

## 1. Rapid-response evaluation (Bronte Room)

*At the forefront of evaluating complex system change: NHS England's approach*

**Laura Freeman & Sam Hinks (NHS England)**

Using a large NHS transformation project – the New Care Models vanguards programme – as a case study, the presenters will talk through NHS England's emerging approach to evaluation of large scale, complex programmes of change and will share their reflections and learning on the approach from the first two years of evaluation work.

*The evaluation of two pilots for the 30 hours free childcare policy*

**Rachel Murphy (Dept for Education) & Gillian Paull (Frontier Economics)**

This workshop will focus on the Department for Education evaluation of two pilots for the 30 hours free childcare policy. An innovative mixed methods approach and the integrated working of independent evaluators, government analysts and policymakers with rapid dissemination of evidence was key to provide timely evidence to inform delivery, nationally and locally, as the policy developed in parallel.

## 2. Qualitative approaches to marginalised groups (Dickens Room)

*'Tales on the Beat': Through the looking glass of male sex work*

**George Dake (University of Central Lancashire)**

This paper discusses a research project exploring the lived experiences and everyday lives of male sex workers in Manchester. The study uses map making and mobile methods to explore the historical, physical and psychological journeys and survival strategies of a group of vulnerable young men.

*Generating data at a distance: Lessons from online qualitative research*

**Eppie Leishman (University of York)**

Online research methods offer researchers the opportunity to be both innovative and involve participants in the research process. This paper will discuss the methodological findings of my PhD research into Lesbian, Gay, Bisexual and Transgender (LGBT+) people's perspectives on resilience. Drawing on my experiences of combining online questionnaires and distance interviews the implications for future research will be considered.

## 3. Involving participants with impairments (Auditorium)

*How to conduct meaningful and robust research among people with cognitive impairments*

**Laura Thomas (Ipsos MORI)**

With careful development and testing it is possible to conduct research among people with cognitive impairments. Working closely with the Alzheimer's Society and their volunteers, we surveyed 957 people with dementia who access services and conducted 32 depth interviews. This flagship project has far reaching implications for the future.

*How can we involve service users as programme evaluators whilst ensuring robustness?*

**Zoe Khor (OPM Group)**

Presents practice-based learning from experience of involving service users as evaluators, developed through a recent evaluation of a Leonard Cheshire Disability's programme. We will discuss how we trained and supported Customer Action Network representatives (users of the disability services) to collect process learning and impact data from interviews with residents and staff.

## 4. Improving response rates (Eliot Room)

*Maximising take up to the Labour Force Survey with an initial online mode invitation*

**Andrew Phelps & Vicky Palmer (ONS)**

ONS is investing heavily in researching the most effective way of maximising response to an initial invitation to take part in its social surveys online. This presentation will summarise the experimental work that has taken place to date, across two large Labour Force Survey quantitative tests. It will discuss the implications for further development of mixed mode surveys at ONS.

*Fighting falling response rates: The GPPS Survey, a continuous programme of research*

**Alex Kong & Harriet Fowler (Ipsos MORI)**

The GP Patient Survey, funded by NHS England, is a large-scale postal survey providing GP practice level data on patient experiences. In a context of declining response rates, the presentation will review a continuous programme of research, encompassing methodological innovations and a body of work to improve survey accessibility. In combination, this work serves to ensure the GPPS remains relevant.

## 5. Co-creation (Chaucer Room)

*Beyond burden – Engaging research participants as equal partners*

**Bethan Peach (OPM Group)**

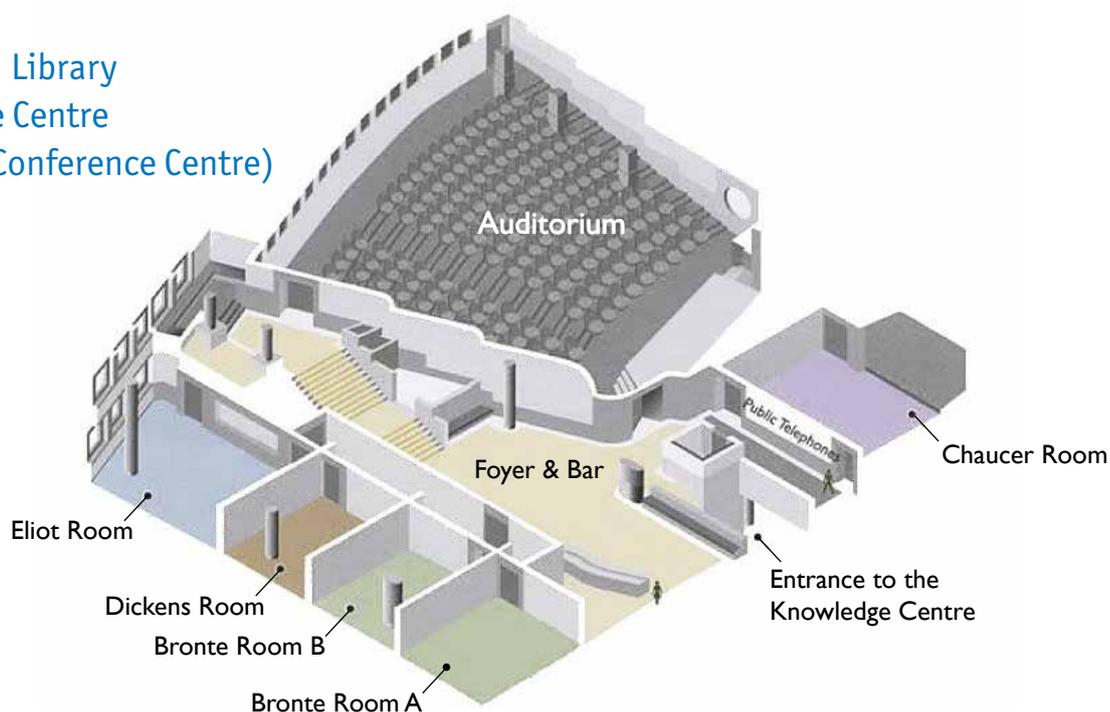
The session will stimulate discussion about the assumption that the ‘burden’ of research on participants should always be minimised. Specifically, we draw on a recent case-study to show how embedding research tools within an intervention can benefit the commissioner, the researchers and the participants.

*Ensuring substance: experiences of using participants’ skills and strengths to create positive collaboration*

**Kate Merriam & Rachel Wooldridge (Ecorys UK)**

Using three of our current projects as case studies, we will talk about the key ways that working with research participants has strengthened our research. Utilising participants’ unique role while maintaining our agility as professional researchers enables us to ensure that we go beyond tokenism in participatory evaluation. We will reflect on the practical elements of success and the challenges to involvement.

The British Library  
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# Workshops 'PM': 15.30 – 16.30

## 1. Evaluation without a counterfactual (Chaucer Room)

*Analysing the impact of the Sentencing Council's burglary guideline*

**Sarah Poppleton & Caroline Nauth-Misir (Office of the Sentencing Council)**

This presentation will outline how we assessed the impact of the guideline for sentencing burglary offences. We will explain how we used statistical analysis to examine the effect of the guideline on sentencing practice, plus analysis of survey data, supplemented by qualitative analysis of Crown Court judges' sentencing remarks, to venture explanations for the reasons behind the trends.

*Using innovative theory-based evaluation methods in energy efficiency policy*

**Emily Sumner & Adam Stiles (Department for Business, Energy and Industrial Strategy)**

What do we mean by theory-based evaluation methods? This presentation will give an insight into how BEIS is evaluating some energy-related policies using theory-based methods. The presentation will cover why traditional experimental methods are not always suitable, and provide case study examples of theory based methods being used in practice.

## 2. Visual narratives (Auditorium)

*A new (old) tool to present research evidence to policy-makers*

**Jamie Guth (World Health Organization/TDR)**

This workshop presents lessons learnt on how and when to use a video of research subjects as a research dissemination tool with policy-makers. It is based on qualitative research that examined the perceptions of policy-makers on the acceptability of using narrative approaches so that research participants could explain their impressions of the study and how it affected them.

*Representing voices through film: 'Homelessness and bad housing'*

**Bill Pitt, Heidi Hasbrouck (Kantar Public) & Jenny Pennington (Shelter)**

Kantar Public and Shelter have worked together to capture the narratives and experiences of people experiencing 'homelessness or bad housing' to best represent and advocate on their behalf in the future. This presentation will open with the film produced to capture the findings before a discussion on the method choices and the impact of the research.

## 3. Taking advice from participants (Bronte Room)

*Making change happen together: Involving young cancer patients in our research*

**Anna Christina Carnegie & Rachel Blackford (CLIC Sargent)**

This presentation will speak about some of the ways that young cancer patients and their families are encouraged to get involved in our research and policy work at every stage of the process – from inception and early scoping of themes and questions, right through to final publication and dissemination.

*Engaging with an advisory network: A new direction or problematic participation?*

**Louise Isham (University of Birmingham)**

There is limited reporting about the role of advisory groups in research. In this presentation we reflect on the challenges and opportunities of working with an advisory network. We evaluate the strengths and limitations of the network approach and make recommendations about its future development for researchers working across different disciplinary and organisational contexts.

## 4. Improving impact measures (Eliot Room)

*Impact evaluation of the prison-based Core Sex Offender Treatment Programme:*

*A success story*

**Dr Laura Di Bella & Mark Purver (Ministry of Justice)**

A cross-disciplinary team at the Ministry of Justice was put together to tackle this high-profile evaluation. The team overcame many methodological challenges commonly found in the field, ensuring a high-quality evidence-based product. Working closely with experts and practitioners, the team produced a narrative that was mindful of strengths and limitations.

*A new way of measuring impact? Using hyperlocal survey data and the Community Life Survey*

**Ailbhe McNabola (Power to Change Trust) & Alice Fitzpatrick (Kantar Public)**

To test out a new way of measuring the social impact of community businesses in their local area, a 'hyperlocal' version of the Community Life Survey was conducted in early 2017 in 6 pilot areas and compared with data from the national survey. This workshop will share insights into the data and the method, its challenges and benefits.

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## About our Plenary speakers

**John Pullinger** is the UK National Statistician and former Chair of the United Nations Statistical Commission. He has previously been President of the Royal Statistical Society and Chair of the Getstats campaign for statistical literacy. He has worked in statistical, research, policy and leadership roles in the UK government at the Department of Trade and Industry, Department of Environment and Office of Manpower Economics as well as the UK Statistics Authority. He also spent ten years leading information services at the UK House of Commons as Librarian of the House and developing new services to enable the public to engage with Parliament.

**Will Moy** has been the Director of Full Fact since 2010, through three referendums, the Leveson Inquiry into press standards, the European Parliamentary and 2015 and 2017 general elections. He appears regularly on TV, radio, and at events to discuss Full Fact's work and factchecks, as well as giving evidence to the Leveson Inquiry and select committee inquiries. Before Full Fact, Will worked for the non-party affiliated peer Lord Low of Dalston and the Parliamentary Advisory Council on Transport Safety.

**Suzanne Hall** is a Research Director, and heads Ipsos MORI's Qualitative Social Research Unit. With over fifteen years' of research experience, Suzanne is skilled in a range of qualitative approaches from traditional face-to-face depth interviewing and focus groups through to digital engagement, participatory methods and ethnography. She has researched diverse audiences, from the most vulnerable in society through to senior stakeholders in government and business. She is widely published, and has worked on numerous studies exploring attitudes contemporary social issues including immigration and pluralism, political beliefs and trust in institutions.

**Tim May** is Professor of Social Science Methodology in the Sheffield Methods Institute, University of Sheffield. Tim originally trained and worked as an agricultural engineer and then studied at the LSE, Surrey and Plymouth universities. In addition to teaching across a range of subjects, his research has been funded by research councils and the public, voluntary and private sectors. He has written and edited sixteen books, including new editions and over a hundred and eighty articles, book chapters, research reports and policy briefings on topics such as: social research; reflexivity and research methodology; organizational change; knowledge exchange and policy and universities and socio-economic development.

**David Walker** is contributing editor Guardian Public. After a career in journalism with The Times, BBC and Guardian he became managing director public reporting at the Audit Commission. With a longstanding interest in social research he was a council member for the ESRC, trustee of NatCen and the Nuffield Trust, and now chairs the Understanding Society governing board. Other roles include UK Biobank ethics and governance council and deputy chair of Central and North West London NHS FT.

### Conference Chair

**Kirby Swales** has been Director of NatCen's Survey Research Centre since 2014, and oversees the delivery of a number of large, complex survey projects. He is responsible for improving NatCen's survey capability, and is committed to maximising the impact of data on society. Kirby has a strong background of research management and commissioning, having over ten years' experience as a research manager in central government. He was also Chief Executive of the EC1 New Deal for Communities programme, and help set up the Big Local programme.

## Workshops presenters – AM

**Laura Freeman** is a Principal Social Researcher in NHS England's Operational Research and Evaluation Team leading on the evaluation of the Multispecialty Community Provider vanguards. She is a member of the Cross-Government Trial Advice Panel and the Cross-Government Evaluation Group. Laura worked previously in various social research roles at the Department of Health and the Ministry of Justice.

**Sam Hinks** is a Principal Social Researcher in NHS England leading the evaluation of the Primary and Acute Care Systems (PACS). Sam has previously worked in a number of social research roles at the Ministry of Justice and Home Office, researching prisons, probation, mental health and youth justice. She is also sits on the Cross-Government Evaluation Group.

**Rachel Murphy** is a Senior Research Officer in the Early Years Analysis and Research team at the Department for Education.

**Gillian Paull** is a Senior Associate in Frontier Economics' public policy practice where she undertakes research on the labour market, childcare and early education, and social policy.

**George Dake** is a PhD student in the Psycho-social Research Unit, School of Social Work, Care and Community, University of Central Lancashire. He is researching the everyday lives and the lived experiences of male sex workers in Manchester. George is also a qualified and practising social worker and has previously supported male sex workers as a practitioner.

**Eppie Leisham** is a PhD student in the Department of Social Policy and Social Work at the University of York. She is also a founding member of the York Policy Review, the UK's first graduate journal to focus on social policy issues.

**Laura Thomas** is a quantitative Research Director at Ipsos MORI with over 17 years of experience. Over the past 10 years she has specialised in health research and has a keen interest in research around dementia, and ensuring people who wish to have a voice in research are given appropriate opportunities to do so.

**Dr Zoe Khor** is a Principal in research in the Impact and Insight team at OPM Group, an independent, employee-owned research organisation. Zoe is experienced in qualitative and participatory methods, and has worked with a number of clients including national charities, central and local government and the NHS.

**Andrew Phelps** is a Principal Research Officer at ONS and is the lead for the transformation of the Labour Force Survey; moving the survey to a mixed mode design (including online mode) and maximising the potential from non-survey data. Andrew has over 20 years' experience as a social research practitioner, previously being a survey manager at TNS, BMRB (now Kantar Public) and NatCen Social Research.

**Vicky Palmer** is a Senior Research Officer at ONS, working on the Transformation of the Labour Force Survey. Vicky has worked at ONS since 2013.

**Alex Kong** is a Research Manager at Ipsos MORI who specialises in large scale quantitative surveys. She also has a particular interest in health research. Lexi has led on the design and implementation of the methodological innovations for the GP Patient Survey, working with members of Ipsos MORI's Probability Surveys Unit to develop experiments to improve response rates.

**Harriet Fowler** is a Research Manager at Ipsos MORI, who like Alex has a strong interest in health research. She is a mixed methods researcher specialising in qualitative interviewing with vulnerable groups. Harriet leads on the communications around the GP Patient survey, most recently working with partners such as Mencap and the Plain English Campaign to develop the accessibility of the survey.

**Bethan Peach** is a Senior Consultant in the Insight and Impact team at OPM Group. She is a project manager with a third sector background, specialising in social impact evaluation and qualitative research. Beth has particular experience of working on projects relating to children, young people, and family resilience.

**Kate Merriam** is a Research Manager at Ecorys UK with particular expertise in policy, learning and dissemination work within the Children and Families team. She has an MA in Social Research (Social Policy), a BSc in Economics (Open University) and an MA in Theology (Cambridge) and undertook doctoral research into UK family policy. Kate was previously the Social Affairs Analyst for BBC News.

**Rachel Wooldridge** is a Research Manager at Ecorys UK with experience across several policy areas and in both qualitative research and quantitative research. In particular, Rachel has significant experience in interviewing and analysis and has worked on a variety of projects for clients such as Macmillan, Mind, Cabinet Office, People's Health Trust, Big Lottery Fund, European Commission, DWP and DCLG.

## Workshops presenters – PM

**Sarah Poppleton** is a Principal Research Officer at the Office of the Sentencing Council (OSC). The OSC consists of a small team of civil servants who support the Sentencing Council in developing sentencing guidelines for use across the criminal courts. The team is multi-disciplinary, consisting of researchers and statisticians, legal and policy officials and communications specialists. Sarah worked for the Home Office and in academia before her present role.

**Caroline Nauth-Misir** is a Senior Statistical Officer at the Office of the Sentencing Council (OSC) (see detail above). Caroline previously worked in the Ministry of Justice, and prior to joining the Civil Service worked in merchandising.

**Emily Sumner** is a senior social researcher working in the 'energy evaluation team' at the Department for Business, Energy and Industrial Strategy. Emily manages two independent evaluations of government energy efficiency schemes; evaluating the impact of the schemes against BEIS's objectives (e.g. reducing carbon emissions, bills and energy use in the non-domestic sector).

**Adam Stiles** is a policy evaluator working in the Analytical team that supports the Energy & Security Group at the Department for Business, Energy and Industrial Strategy. Adam's main role is managing an independent evaluation of a policy designed to support energy flexibility services, and he has also advised on evaluations of policies targeting energy efficiency and renewable energy generation.

**Jamie Guth** is the manager of communications at TDR, the Special Programme for Research and Training in Tropical Diseases based at the World

Health Organization. She has a special interest in using research evidence for policy development, and teaches scientists how to develop research proposals and communicate research evidence in order to change policy and practice.

**Bill Pitt** is a Research Executive at Kantar Public where he works across a variety of qualitative and mixed-methods projects that cover a range of sensitive topic areas such as housing and homelessness, sensory impairments, and media access, among others. Bill joined Kantar in 2015 having completed a BA in Anthropology and Psychology at the University of Sydney, Australia.

**Jenny Pennington** is a Senior Research Officer at the housing and homelessness charity Shelter. Her research focuses on homelessness and social security policy. Prior to working at Shelter Jenny spent three years at the think tank IPPR, where she developed their work on housing and immigration.

**Heidi Hasbrouck** is an Associate Director at Kantar Public, having worked previously as an Associate Director and ethnographer for Family Kids and Youth. With an MA in Documentary Filmmaking, and completing her PhD that uses documentary practice and ethnography, Heidi is a specialist in visual ethnography and visual methods in qualitative research.

**Anna Christina Carnegie** is a Research Officer at CLIC Sargent, the UK's leading charity for young cancer patients and their families. Anna Christina has a background in social research and is currently completing a part-time PhD at the University of York. Before joining CLIC Sargent, she was employed as a Research Assistant at University College Dublin.

**Rachel Blackford** completed an internship in the research and policy team with CLIC Sargent in 2016. She is also a member of the Young People's Reference Group, having been diagnosed with lymphoma when she was 13 years old and currently undergoing relapse tests. Rachel now works as a Project Coordinator at the Lymphoma Association.

**Louise Isham** is a doctoral student at the University of Birmingham and a qualified social worker. Her research interests focus on family violence and abuse, family caregiving, and applied health and social care ethics and practice.

**Dr Laura Di Bella** is a Senior Social Researcher working for the Ministry of Justice, in the Analytical Services Directorate. She has a research background in social psychology and gender issues, and joined the civil service in 2015.

**Mark Purver** is a Higher Statistical Officer at the Ministry of Justice. He works for the Justice Data Lab, a team that conducts comparative analyses to measure the impact of specific interventions on the re-offending behaviour of their participants. He joined the civil service in 2015.

**Ailbhe McNabola** is the Head of Research and Policy at Power to Change Trust. She has 15 years' experience in research and analysis in policy-relevant fields, having started her career in management consultancy at Accenture and then PA Consulting, followed by a role evaluating policy implementation at the UK National Audit Office, and then heading up the research teams at the Museums, Libraries and Archives Council and the Design Council.

**Alice Fitzpatrick** is a Director at Kantar Public. She has expertise in undertaking high quality large scale quantitative research to inform national and official statistics and policy evaluation. Alice has a particular interest the development of online research using probability methods robust enough for government research.

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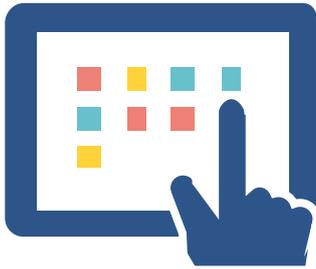
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FIND OUT MORE:



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# SRA training

## MANCHESTER

6 February	Introduction to Data Visualisation and Infographic Design	Lulu Pinney
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## NOTTINGHAM

1 March	Qualitative Interviewing	Professor Karen O'Reilly
2 March	Analysis of Qualitative Data: Approaches and Techniques	Professor Karen O'Reilly

## EDINBURGH

14 February	Introduction to Grounded Theory	Professor Karen O'Reilly
15 February	Ethnographic Methods	Professor Karen O'Reilly
21 February	Analysis of Qualitative Data	Liz Spencer
22 February	Interpreting and Writing up your Qualitative Findings	Liz Spencer
19 April	Introduction to Data Visualisation and Infographic Design	Lulu Pinney
1 May	Designing a Qualitative Study	Professor Karen O'Reilly
2 May	Qualitative Interviewing	Professor Karen O'Reilly
3 May	Conducting Focus Groups	Professor Karen O'Reilly
9 May	Qualitative Data Analysis	Liz Spencer
10 May	Interpreting and Writing up your Qualitative Findings	Liz Spencer

## CARDIFF

26 February	Questionnaire Design and Testing	Dr Pamela Campanelli
27 February	Understanding Statistical Concepts and Basic Tests	Dr Pamela Campanelli
28 February	Survey Sampling and Introduction to Weighting	Dr Pamela Campanelli
28 March	Designing a Qualitative Study	Professor Karen O'Reilly
29 March	Conducting Focus Groups	Professor Karen O'Reilly
30 March	Analysis of Qualitative Data: Approaches and Techniques	Professor Karen O'Reilly
17 May	Introduction to Data Visualisation and Infographic Design	Lulu Pinney

## LONDON

15 January	Foundations of Evaluation	Professor David Parsons
16 January	Impact Evaluation: Understanding options, choices and practice (advanced level)	Professor David Parsons
16 January	Cognitive Interviewing for Testing Survey Questions	Dr Pamela Campanelli
17 January	Questionnaire Design and Testing	Dr Pamela Campanelli
18 January	Sampling and Introduction to Weighting	Dr Pamela Campanelli
26 January	Introduction to Qualitative Research	NatCen Social Research
7 February	Qualitative Data Analysis	Liz Spencer
8 February	Interpreting and Writing up your Qualitative Findings	Liz Spencer
15 March	Introduction to Data Visualisation and Infographic Design	Lulu Pinney
15 & 16 March	Depth Interviews	NatCen Social Research
22 & 23 March	Designing and Moderating Focus Groups	NatCen Social Research
23 & 24 April	Analysis of Qualitative Data	NatCen Social Research
14 May	Reporting Qualitative Data	NatCen Social Research
11 June	Managing Challenging Interviews	NatCen Social Research
12 June	Qualitative Interviewing	Professor Karen O'Reilly
13 June	Conducting Focus Groups	Professor Karen O'Reilly
14 June	Ethnographic Methods	Professor Karen O'Reilly