

MISO

Research

Action Research Using the MISO method means using **Media, Interviews, Surveys and Observations** to learn new things and **add to the body of knowledge** that exists about the topic you are investigating.

MISO Action Research is a tool related to service learning (which allows us to apply knowledge and skills to real-life issues in our communities). **You can use MISO any time you're doing research**, even if you're not engaging in a full service learning experience.

BEYOND GOOGLE

When you get a research assignment in school, what do you often do first? Go online, right? That's not a bad thing, and we should use media to learn about the world (including internet sources, books, maps and anything printed or distributed). But there are a lot of other (awesome!) ways to investigate a topic. Interviews, Surveys and Observations mean you can **create new knowledge claims** and discover things that aren't already summarized in someone else's online research.

MEDIA

Think about going beyond basic internet searches for your media sources. What about academic databases, library resources, books, maps, social media posts, and information printed on sweatshirts and banners? All of these count as media!



INTERVIEWS

Who can you interview (face-to-face or via a video call) about your topic?
Think about:

- friends and family
- community members
- people working in NGOs or businesses related to your topic
- government officials or professionals who are experts in their field

Prepare for your interview! Create a good list of open-ended **questions**, conduct yourself professionally during the interview and **record** the interview to make sure you capture everything you need.

SURVEYS

A survey is a short set of questions you use with a wide variety of people to gather data. The best surveys:

- have a clear and defined purpose
- keep it short and simple (make every question count!)
- ask direct questions and avoid any misleading or unclear questions
- use response scales whenever possible (to what degree... versus yes/no or true/false questions)

RESOURCES:

- [How to create survey questions](#)
- [Bullet-proof survey questions](#)

OBSERVATIONS

To conduct a formal observation you need to:

- define WHAT specific action or behaviour you want to observe
- create a time frame for your observations (12 hr, 24 hr, etc.)
- develop a system to record your observations (note-taking, photos, video, etc.)
- analyze your observations to determine trends, ideas, or conclusions relevant to your topic

MISO was developed by Cathryn Berger Kaye, M.A. Learn more in *The Complete Guide to Service Learning* and at cbkassociates.com.