

## Criterion A: Initial consultation

### *Interview Transcript*

**Note:** I took out the names of some of the people she mentioned

**What is it that you'd like to do?**

Our lineage has testimonials from all of the lineage children. I'd like to be able to show people those and the translated Buddhist Stories and the division number and all those things. Right now we have a website that has all of that on it, but it's really old; **[redacted]** made it a few years back and he just will not update it, and it, well, hasn't aged very well after he made it. Plus right now it's not as good as some of the other lineages' websites.

**What are the specific inadequacies of the current situation?**

Well the site is just really old looking, there is that black flashing thing in the corner, the title looks cheesy **[note: it was in comic sans]**, and it just looks so dated. And also the pages to read the testimonials are very ugly and they have a lot of formatting issues.

**Aside from the appearance of the site, do you have any issues with the organization or content of the site itself?**

Yes. The most important parts of the site are the testimonials and the Buddhist stories, but the Buddhist stories are hard to find. It's hard to find your way around sometimes too; I actually had **[redacted]** ask me how to get to the home page once when I told them to look something up on the site. Also you really can't move around very good. It doesn't have that thing at the top where you click and it takes you to that place **[she probably either meant a navigation bar or breadcrumbs]**. Also when you click on some of the things it doesn't work.