

Transcript And Summarize Notes of Interviews With Joel Nguyen

Describe Your Task

I am the secretary/treasurer for our church. I also help plan events for the church.

What are your current problems in your work?

The biggest problem for me is assign volunteers to jobs. I have to manually get the volunteers' information and the jobs they feel comfortable doing. Then I compare that information with the jobs and the number of people that can do each job. I then sit for hours at a time, figuring out the best placement of volunteers so that the majority of volunteers have jobs. It is very stressful.

How do you currently get the volunteers' jobs' information?

I have two separate binders for each list. I then write down the volunteers' names and their preferred jobs. For the jobs, I write down the job name and the number of people that can do the job. After a while my hand cramps up.

How do you think your problem can be solved?

I don't know much about computers, but if there is an algorithm that could mathematically figure out the best arrangement for me, I would be ecstatic.

Are there any interfaces you are comfortable with already?

I don't use computers that much, so whatever interface is fine, as long as it is very simple.

Feedback from Joel After Use of the Product

How satisfied are you with the product?

This product is a lifesaver. Even though I still have to use lots of time to input the data, it is a lot faster than inputting it by hand.

Does the database meet the initial success criteria?

Of course it does! The algorithm works very well, and it is very easy to input and delete data. Most importantly, the interface was very intuitive.

Are you pleased with our communication through the development of the product?

Yes. You have sufficiently communicated what you can do for me and have been very honest.

What are some recommendations you have for the product?

I know its very hard to do, but a graphical interface would be nice. The program currently has lots of text and it is tedious to read. Also, if you could add another field for the volunteers and jobs so that jobs can be age restricted and restricted according to other aspects, that would be very cool. Lastly, I would like for the database to take the volunteers' preferred jobs in account when assigning the jobs.