

# Appendix A: Interview Transcripts

**Interviewer:** Thank you for meeting with me today. As I mentioned to you when I asked for this interview, I would like to get details about your software requirements so that I can build it for you.

**Gloria Benny (customer):** Thanks for volunteering for this. We support some child care organizations and we have volunteers who go visit them and we will basically collect information from each of these organizations. Information could be like say what are their names? How many children do they have? How many staff/ employees do they have? May be like 10 plus data fields and this is manually managed on spreadsheets like Google spreadsheet and it is manual right now. Every time that the organization's contact number may change, their email ID may change. So when those changes happens, we have to manually go to a Google spreadsheet and enter it. But we would like is when a volunteer is in front of the person who is giving them the updated information, if they can just quickly open their phones and be able to enter the information easier than by opening the Google spreadsheet and have to go to the particular cell, finding that data field and entering it there. So, something that will help in easy data entry basically is what our requirement would be.

**Interviewer:** Thank you miss, can you tell me briefly about your organization?

**Gloria Benny:** We are a non-profit organization and what we do is we work with orphanages and children's homes. Are you familiar with orphanages?

**Interviewer:** Yes miss

**Gloria Benny:** You are. Ok, So basically they are institutions or organizations that have taken children who don't have families or don't have parents and so what my organization does is that we support these orphanages by giving them financially by helping their leadership, I mean their people, run the "home better, take care of the children better". That is what we do. I have a network of 300 such orphanages that we keep in touch with, in three cities. There are 3 South Indian cities which are: Bangalore, Chennai and Cochin

**Interviewer:** Thank you miss. So, what are the different programs that you have?

**Gloria Benny:** Our main program is scholarship that we give to students in 10 standard and 12 standard. When they finished their syllabus, they will have an examination, based on the exam and their marks, we select these students from different children's homes and we give them a cash award which is like a scholarship every year. That is one program. Basically, it's just a scholarship for bright students. Second is that we give money like it's called grand, we give financially or money to children's home. For things like buying their groceries to buy like cleaning supplies or to buy clothes for children whatever different expenses that the children's homes have. So, these are the two main projects. The third project is we also improve the infrastructure. Like we go and renovate, we put like better beds, mosquito proof the place and we give facilities in the kitchen and things like that. So those are our 3 projects.

**Interviewer:** Yes, so in addition to the child care institution data, do you need to manage data about the volunteers, classes etc, too?

**Gloria Benny:** Oh yes, so actually the fourth project which I didn't mention is that in Bangalore we run a teaching program where we have volunteers. The volunteers are coming for 2 projects, 1 is for the scholarship program. There are 150 students that we identify so a volunteer is assigned to 5 students and they coach those students once they get the scholarships to just you know - exposure, what they can do with their career, which colleges to go to, and things like that. Second is, some of our volunteers also teach. There are few such orphanages that our volunteers go to and they teach children, young children Maths and Science.

**Interviewer:** Yes, thank you Miss and my last question is you mentioned that everything is maintained on spreadsheets now, so I can try to create a database for your needs and also user interface for your volunteers to use. Will that be fine?

**Gloria Benny:** Yes, that's what we're looking at. So let's say when a volunteer is trying to enter the information is the user interface can be easier. Did you say that you want to take a look at our database? Would that help?

**Interviewer:** Yes, I said that I can try to create a database for your needs

**Gloria Benny:** Yes, that would be great

**Interviewer:** Yes, thank you Miss, I will talk to you again once I do my analysis later.

**Gloria Benny:** Okay, okay, alright.

**Interviewer:** Alright, thank you very much for the interview today.