Questions
- What pain points exist during meetings for creative teams?
- What technologies do teams use to assist meetings?
- How do teams capture important information in meetings or conference calls?
- How do teams feel about recording meetings?
- How could a transcriber be helpful?
- How many meetings per week?
- How many people in the meeting?
- Are you willing to record your meetings?

Interviewee 1
- What pain points exist during meetings for creative teams?
  - getting off subject
  - listening to personal stories in middle meeting
  - people that are late, and recover things already talked about
- What technologies do teams use to assist meetings?
  - conference call
  - big screen display of excel or word docs
  - webex
  - take notes on pen and notebook
  - I don't like having my computer
- How do teams capture important information in meetings or conference calls?
  - take notes
  - people use their laptops for notes
  - type up notes later and share with participants… if I run the meeting
- How do teams feel about recording meetings?
  - never did it… I don't know
  - might be good idea to go back and see what was said
  - don't have a problem with this
- What could be bad about recording?
  - be on record of saying something you shouldn't have said
  - take words out of context and use elsewhere
- How many meetings per week?
  - 8-10
- How many people in the meeting?
  - 7
- Are you willing to record your meetings?
  - Yes
- Explained product. Record voices and show who says what in text
  - that would be huge
  - when I am writing,.. people still talking… I miss things in my notes
- How do you this would help?
  - more accurate notes than I could take manually
  - more accurate tracking of what was said
- How would other people feel about being recorded
  - I don't think they'd mind
  - many meetings already recorded -
    - in Webex
    - or conference call if vendor (recorded for people who couldnt make it)

Interviewee 2
- What pain points exist during meetings for creative teams?
  - meetings are unnecessary

- ○ so redundant
- ○ nothing new
- How could meetings improved?
  - ○ allowing audience to have more input
- What technologies do teams use to assist meetings?
  - ○ a computer to log into meeting if online
  - ○ agenda
  - ○ take minutes with notebook + pen
  - ○ then type them and give to my boss, then share with group
- How could that process be improved?
  - ○ meeting about vision, so not same material
- How do teams capture important information in meetings or conference calls?
- How do teams feel about recording meetings?
  - ○ I'd like that
  - ○ then I could write down exactly what was said, not hearsay, not interpreted
- How many meetings per week?
  - ○ 1
- How many people in the meeting?
  - ○ 4
- Are you willing to record your meetings?
  - ○ Yes
- How would other team members would feel
  - ○ keep people on track
  - ○ less tangents knowing being recorded
  - ○ maybe we'd accomplished something
  - ○ more productive
- Explained product. Record voices and show who says what in text
  - ○ open to it, but not all people open to it…
  - ○ Why?
    - ■ people wouldn't want to say what they really feel
    - ■ they may think it's intrusive
    - ■ people would be really careful of what they say and how they say it
    - ■ will make meetings more formal

Interviewee 3
- What pain points exist during meetings for creative teams?
  - ○ in my office, meetings get hijacked by those who think they know everything
    - ■ so top down
    - ■ ideas welcome but mission so strong,
    - ■ I'm less willing to share ideas because create work and hurdles
    - ■ time of tell people what to do than discuss
  - ○ I'm so pressed for time
  - ○ somebody could have just given a call instead of meeting
  - ○ like to see people in other office to get out of own space
  - ○ usually not a topic that needs meeting
- What technologies do teams use to assist meetings?
  - ○ 25% of people in meeting using device, powerpoint, computer screen of website
  - ○ I take notes, with pencil and reporter notebook
  - ○ I don't use my laptop
- How do teams capture important information in meetings or conference calls?
  - ○ I take manual notes
  - ○ If over the phone, I use a word doc and type away (usually more efficient in capturing more of what is said. My note taking has slowed down. I get key ideas on paper.)

- How do YOU feel about recording meetings?
    - I wouldn't have a problem with it
    - 25% of what I do in public relations, I have to interview students or speeches
    - I need a script, sometimes I use my phone to record
    - then transcribe to have a script have direct so I have exact quote for press release
- How would TEAM feel about recording meetings?
    - biased on agism
    - people who grew up with internet and technology - more accepting
    - people 10 years to retiring wouldn't want it
    - we're tech savvy but recording split by age and acceptance of technology
    - why wouldn't they like it?
        - tech barrier
        - younger people used to recording and monitoring
        - they would make comments more freely
        - older have comments that they don't want recorded
        - depends on personality personality
        - in public relations and crisis reporting - sometimes we deal with things very few people say - so that meeting is sensitive
        - others depending on subject could be different and more likely willing record
- How many meetings per week?
    - 5-9
- How many people in the meeting?
    - 5-6
- Are you willing to record your meetings?
    - Yes
- Explained product. Record voices and show who says what in text. What do you think?
    - biggest market could be municipalities
        - when I was a reporting that would be very useful
        - planning board
        - code enforcement
        - town council
        - town board
        - all public
        - usually someone types meeting
        - sometimes recorded on TV
    - helpful for meetings delegation / dictatorial
    - helpful for meeting less about brainstorming
    - super helpful in newspaper so prevent information loss, which could be inhibiting
    - useful if someone showing me how to do something, a learning process
        - presentation for something new
        - useful to get a transcript - so don't have to call back, or find what I missed

Interviewee 4
- What pain points exist during meetings for creative teams?
    - depending on people.. they are too polite
    - cocktail party phenomenon…. everyone agrees
    - come to solution that not everyone wanted
    - really meeting happens after the meeting
    - when people know each other meet after and make decisions
    - everyone in room, not on computer, printouts - nobody able to do real work
    - question comes up but answer is in file elsewhere - have to go get it
    - things left to next meeting, or after
    - can't get answers in meeting

- ○ no productive
- ● What technologies do teams use to assist meetings?
  - ○ skype
  - ○ video chatting
  - ○ conference line
  - ○ cell phone
  - ○ powerpoint presentation
  - ○ share desktop
  - ○ notepad + paper
  - ○ laptop
  - ○ iPad for notes
- ● How do teams capture important information in meetings or conference calls?
  - ○ someone takes minutes
  - ○ usually secretary. What is her process?
    - ■ record different things talked about
    - ■ time, who discussed what, what someone will take action, or another meeting
    - ■ pen + paper
    - ■ then they type it and send it to everyone or meeting organizer, or just save it
  - ○ I take notes myself on paper
  - ○ notes on what discussed PLUS action item. I put an "A" next to notes
- ● How do you feel about recording meetings?
  - ○ interesting
  - ○ hesitant, in intimate setting with 2-3 people, when opinion shared vs general
  - ○ if something comes up that could be used against me I wouldn't want that recorded
  - ○ more willing in bigger meeting that's more general
- ● How would OTHER people feel (participants)
  - ○ I don't think they would care
  - ○ maybe ask why
  - ○ probably make them more polite
  - ○ depends on group
  - ○ I don't think people would be suspicious
  - ○ Especially if I said why recorded
- ● How many meetings per week?
  - ○ 4
- ● How many people in the meeting?
  - ○ ranges 2-3 to 6-12 sometimes a big random meeting 30 people
- ● Are you willing to record your meetings?
  - ○ it would depend on why…..
  - ○ and depend on what happens after
  - ○ I would be hesitant
  - ○ could depend on content (like confidential or patient info) - that couldn't be used again
- ● Explained product. Record voices and show who says what in text. What do you think of it
  - ○ user asked reasoning behind
  - ○ very useful for larger general meetings - like policy and procedure committee 20-30 people
    - ■ someone takes minutes and send
    - ■ very useful to catch everything said
    - ■ connect titles / teams
  - ○ On intimate settings with 5 people - people hesitant
    - ■ people wouldn't say what they're thinking