INTERVIEW VERBATIM

Sneha and Avanti

HCI CS5430   NORTHEASTERN UNIVERSITY

Group Details:

Interviewer 1: Avanti Patil

Interviewer 2: Sneha Vakireddy

Interview Time: Sun, Oct. 4 8:00am-9:00am

Interview Location: 013 International Village Classroom

Interviewee: UCB Member (Details not included)

------Interview Verbatim ----

7.45 am:

Interviewee arrived at 7.45am. We introduced ourselves and offered her water and got her comfortable

to the interview environment talked about the purpose of having this interview, agenda of interview

and our role in project. After taking interviewee's permission we started recording the interview.

Background: UCB Participation. (10 min)

Avanti: Before we start the interview do you have any sort of questions? About this whole process or

what we are going to do like anything is not clear you can ask right now.

Interviewee: Okay**.** Not right now. But thank you for letting me know I am free to do that.

Avanti: That's okay you can ask later as well.

Interviewee: Okay, so you are open about talking what you are collaborating and working on together.

Avanti: So before we start that's pretty much what I wanted to ask. Should we start?

Interviewee: Yes.

Avanti :(00:00) First I'm going to ask you about some background information.

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If you don't understand the accent or something you can definitely stop and ask again. That's totally fine. *laughs*

Interviewee: *laughs* Okay. That's fine. Cause I have accent too; not like Bostonian. I was not used to Boston accent before like (I used to be like) what did you say?

(She meant she didn't understand the accent of local Boston residents before cause she originates from different place. She talked about this in the beginning conversation before recording the session.)

Avanti:(00:30) *laughs* Okay fine. The first question is "Can you just describe 2 recent UCB events you've been to and you got points for that?"

Interviewee: Umm. Just recently; yesterday, it was an empowerment workshop at the Davis School. I think it was in Dorchester Street. Actually the last one what I am speaking about; was a workshop where people wanted to have the word out about voting. How important it is to vote weather you speak English or not and you want your ideas to be heard, concerns about the community, what's going on? Your vote is your power and it goes a long way when you share. Make community a better place like improved housing, like elderly people getting best healthcare, perhaps maybe the people who need help that don't know how to get it or need of so many different things like food, healthcare for babies, health issues, good nutrition and we spoke about all that. It was like a series of talks.

Avanti:(01:50) So what exactly did you do at these events?

Interviewee: So we basically talked about it. About getting more people involved in the community, because there are so many people in the community. Perhaps these people could have been there who can vote but those who couldn't vote. It's like the more the merrier as the Gaeilge goes. About getting people aware that how important it is to register to vote. We were like going to field missions with

maybe people in our neighborhood or people in our community that we see or even just strangers. We talked to them and let them know that their vote is important. Similar to the project here, (referring to the ongoing interview…) (We told people that) you are important, your input to register to vote (is important) and learn as much as you can about community to vote. That's the way it was.

Avanti:(02:46) Was it like a question answer session or just informative session?

Interviewee: It was just basically (giving out) information about that (voting).

Sneha:(02:54) So you came to know about registration. Like how to register for voting and all right?

Interviewee: Yeah well I am a voter. So I always go there. But you mean. *fumbles* what do you mean? I am sorry. I am ahead of myself. So you say did I come to know about voting there?

Avanti:(03:15) So how did you find these events?

Interviewee: Oh because I am a part of Union Capital Boston. So we have like information about it on the app.

Avanti:(03:29) Do you check it like every day?

Interviewee: Yeah and I get like messages. When things are coming up or events are coming up.

Avanti:(3:35) You get those *notifications* a day before or something?

Interviewee: Yeah. Mostly a day before sometime more; maybe a week before something like that. Like a calendar thing; ahead of time. So it pops up in the message and they just continue to talk about it's a reminder; which is good. Cause so many times happens that in a run of a day. I hope I make sense.

Avanti:(04:01) So these two events; will you be able to compare them? Like in form of better

reachability or you found out the location quickly or you found one event was better than the other? Or

which one did you like more?

Interviewee: Okay. Personally to me; the first event that I went to; at common square library which was

about women empowerment. I love that. It spoke about a book; the four *forgets what to say* the four

agreement by this man *I can't remember his name* he was from Mexico. It was this lady here *reaches

out to wallet to get her visiting card* Maybe if you get a chance you can read the book.

Avanti: Yeah sure.

Interviewee: *after showing her visiting card* so she's the one who takes series of workshop that I find

interesting. It's on every Saturday at 4pm. She was so enlightening, positive and her energy and spirit

(was amazing). She talked about making a difference. Everyone is a special individual. You have

something that you need to do regardless of different people that you come in contact with. (You meet)

different personalities. How do they feel or how this person may act, it really doesn't center on you.

Your goal or what you need to do as an individual, your dreams, your admirations and endeavors

(should be yours to fulfill). You know different things in your life that may feel which you are going

through. You can give it a rhythm, stomp them down and write some things that you are not

comfortable with yourself. It's like working on yourself. You know like a motor or an athlete. There are

some things which you might need to work towards. It's a work in process, basically. So I love that. I

need that, constantly. A women goes through so much you know. Run of the day, I mean I can write, If I

write a book, so many things I have been through. But I say god brought me through stuff.

Avanti:(06:36) Do you happen to meet other UCB members at these events? Women

Interviewee: Yes. I get to interact. So I meet someone I can talk to about the things which I am going through or they are going through. Events for which I am going to, I meet someone older than me. I love older people because they are wiser. My whole life, I grew up with older people. When my mother and father worked. They left me with older people. They were my story tellers. They helped me to be the person I am. I am always drawn to older people. I met a lot of older people but with one particular lady, we exchanged numbers we act like encouragement to one another on this journey, this walk in UCB.

Avanti: I think the UCB events are helping you to...

Interviewee: Empower Yes. As a women, cause the older I get I feel like I am not older. My daughter is 35 and she's a nutritionist and the last one is 21. I don't feel old. I call myself an old buddy daddy.

Avanti :(07:40) Are you able to check-in through the UCB app?

Interviewee: Yeah I am.

Avanti: (07:50) Can you walk us through how you go ahead when you are trying to check-in through the app? When you are at some particular event?

Interviewee: Oh okay you mean when I am there

Avanti :(8:00) Oh yeah, can you just walk us through that?

Interviewee: When I got there, I got there early. I had to take care of a few things in the Library and after that she said where to begin, what you can do and everybody can sign up and so you go to your app and I am like *wait a minute* I am in the middle of something *laughs* So at time she said okay... just take your time...we are not in a hurry. I was like I am so brand new. Oh my God.

Avanti:(8:32) Which phone is this?

Interviewee: it's a new phone I just got recently. It's like a puzzle. Like my dad used to say. God bless his soul. All these new technologies it's like a puzzle.

Interviewee: Yeah and then then I went to it and I am like wait a minute there are some glitches in it. It wasn't like pulling up like it used to properly. What the schedule went ahead of itself. It was ahead of itself I am like what is going on is it me? You know but then someone, one of my team leaders helped. She said no it's not your fault, same thing happened with me so there are some glitches in it.

Avanti: (09:26) So are you able to do the check-in?

Interviewee: Yeah I got it. Let me get my purse. So here's what I do. I am learning. I go to history. I generally used to have it already here like in a browser open history. But this time I didn't. Sometimes it doesn't work like that. Cause sometimes when my daughters use my phone. So I go here to history and then I love reading. So I check good reads. So here it is. At first I had problems like what does that do? Where is it? It was hidden somewhere. It's like a scavenger hunt. I hate scavenger hunt.

Avanti: (10:50) So how do you feel after the check-in is done?

Interviewee: Oh... I feel good. Yeah. So I am getting more used to it. It's like it hadn't come to me like first nature to me. But I have reached that technical point. So I am feeling good about all this. I am feeling good about being able to do something. I wanted to learn and grow as a person and individual, because that's purpose of my life. I have always known that I wanted to learn because of my children. It always seemed like my main concern was always focused on my kids and now it's starting to get a little bit about me. But I am still concerned because they are my world. It's hard for me to like *go on my own* cause the person as I am growing and evolving. It's always been about them. I am trying to like

Avanti:(12.01) help them?

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Interviewee: Yeah because I am concerned about them, like all those little things, it's nothing major now that they are all grown up, they are more independent but still it's hard. It doesn't make any sense to you because your parents can relate to me and understand me more. This doesn't make sense at all to you because you haven't got kids yet.

Avanti: Probably after some 5 years maybe

Interviewee: *laughs* if that's what you want. I am still a mom, I am not a grandmother. My oldest daughter, wants to continue her education. So I ask her are you going to get married. I want my grand baby. She's like oh do you know anybody? *sarcasm* do I know anybody? That's not my job

Avanti:(13:00) So we'll talk about the rewards which you get after putting the event details.

Interviewee: Let me tell you what I kind of like which would help me. Okay like now when I check-in it has a little tiny box underneath which you have to check and say that you are wearing a pin. That's important because you get extra credit.

Avanti: Is that the pin?

Interviewee: No I should have worn it. Let me just put it on.

Avanti: Oh that's okay we were just curious.

Interviewee: I need to put it on though. Sometimes, I need to take a picture with it. Can you guys take a picture of me?

Avanti: Sure.

Interviewee: *Goes back to the phone* so that little spot underneath which says if you have your pin on? That's extra credit or bonus. But I overlooked it I could barely see. Cause that's important.

Sneha:(14:06) So you want to improve that showing that UCB kind of icon?

Interviewee: Yeah. Like let me show you.

Avanti: Yeah bigger one

Interviewee: Yeah and it should be marked with orange or red or something. You know the box is like little tiny here. It's like make sure you read the fine print. It's so eddy-bitty you need a magnifying glass to see that. Do you like that? Oh fine print where is it. You should be something more a noise or sound say go back and oh yeah you know like some things when you don't finish the thing says got to go back cause you didn't finish maybe that would help.

Avanti:(14:18) Okay.

Interviewee: I am like didn't I do this? I don't know. I am no computer programmer. I don't know. Cause you guys could do it better. It's something which I want to change. And if you don't do it then you lose your points.

Avanti:(15:22) Okay so can you talk a little about the rewards you get after you put the points? How do you track these points like are you able to track it comfortably?

Interviewee: I am not really quite sure. It's on umm

Sneha: I think it's on home page right?

Interviewee: Yeah and it's like after you check-in and you can go and it will show you. It will show you what you did *wait a minute* Let me see, check-in. Like I sound like I am still learning. I am not albert Einstein. Let me see. I am not a descendant of albert Einstein. But it usually what it does is. You have to

wait for the confirmation whether it's clear basically it does it for you. Then you have to go back and make sure you did it right.

Avanti: So you don't get a popup saying that, like screen doesn't blink saying that yeah you checked-in successfully?

Interviewee: Sometimes you do, then you get it in your email saying everything is confirmed and its okay but it's cool.

Avanti: (16:41) So it happens sometime, not all the times?

  Interviewee: Yeah so far what I have experienced.

Avanti: Do you face any challenges when you track these points?

Interviewee: No. The only thing is last night it was so many things you know like it's advanced. I had problems with it and then going zoom, zoom, zoom, zoom; up the stream. And I am like wait a minute why did go all the way to Monday? What happened to Sunday? You know what I am saying? I am like on Saturday it was ahead of itself and instead of showing what we are doing now that thing was like ahead of itself.

Avanti: (17:27) But you find the tracking system for the points and you are easily able to navigate and locate where can I find it?

Interviewee: Yeah it's like that system is good. It's just a little few places *have problem on the UCB interface*.

Avanti:(17:46) Event calendar you are not comfortable with?

Interviewee: Yeah. I guess in the past I was new to the phone. But it's okay now.

Avanti: (18:00) So how long you have been using this app?

Interviewee: Not long… Not even a month. Maybe less than a month in a program so I am so new. I am so green, brand new.

Avanti: (18:18) Can you talk about why did you join UCB and how was your journey so far? When did you join?

Interviewee: Some older friends they participate in some water aerobics I just wanted to get in and learn some things you know. Feel useful and they talked to me about it, that I should give it a try. Get involved into it, doing sometime. That's how I became part of it.

Avanti: Do you use it like for a personal use or you like to help other people in your community? What do you use these rewards for? Mostly on the personal basis?

Interviewee: Can you say that again?

Avanti:(19:08) Do you use these rewards for the personal/family basis?

Interviewee: I guess you can decide what you want do with it. Every individual but so far I just want keep doing and working at it I guess. Like you said, when you have a little something you just want to hold on to it and then just keep going as the best as you can. It's not so much about the rewards but it's a way that it helps me in learning and growing as a person and being able to work my way to where

I want to go, get more involved learn as much as I can about the community, meet more people and

Just be more knowledgeable a different things in the world be more positive and productive in my community what I can do for them. Because I can remember you know when my kids were in school I had them in afterschool program. My daughter, the middle one; she won scholarship for writing essays

about me. She was in elementary school and it grew to 5000$ scholarship. It wasn't that much but when she finally went to college, State mount Iowa so she used call sometimes back and so She's now at bunker hills so they are growing and I am learning.

Avanti: So you are growing up with these events?

Interviewee: Yeah I am. So it's helping me. Giving me more confidence to do things which I want to do. Because I want to go back to college to learn the languages and I love languages.

Avanti:(20:55) So you want to mostly learn and study.

Interviewee: Yeah and being able to help. Whatever I want to do I want to be able to help people because it's part of my nature to who I am as a person to help people or anybody. It doesn't matter. It's helping me giving me the experience it's teaching me. It's so much I want to know and learn. I am curious to know more. Even though I sound like older but there is a lot of other older people. Like the other lady I met she was so vibrant and so beautiful I would say very beautiful. She keeps going every day and tries to help other people around her. It's so that it's always older people who are part of my life, older people made me the person I am today. I am always attached to older people. I am an old soul. My kids are old soul. It's like they have been here before.

Avanti: I wanted to ask you more about the app. So Sneha will continue the further part of the interview. I will be just taking notes.

Interviewee: Alright reverse. *laugh*

Avanti: Yeah

Sneha(22:00): I would like to talk more about your UCB app experiences. How long have you been using the UCB app?

Interviewee: I will say, may be a little, and may be four week. May be little less more than a month. Not really long at all.

Sneha:(23:20) Imagine I am with you and you decide to use UCB app, describe what I would see as you begin to use the app?

Interviewee: It depends what type of day I am in because my day revolves around so many different things going here and going there, trying to remember this. Trying to remember this, change bags. Oh my god, my first thought is it didn't remember my past and now it does. I just have some issues like I have said with this phone, more or so learning the phone and I am like oh my god I am trying to take the picture. But the thing is, you have to do the sign in. You have to check in and don't go to the check in and it's really difficult for me and I am like oh my goodness like I am taking picture and put in and sending it to my .So that's the problem. It's like you have to stop and take a breath sometimes you are not always able to do it do I make any sense?

Avanti: yeah.

Interviewee: because of one the day you don't always have time to stop and you want to take picture but you have to check in first. You have to settle yourself down and then check-in and then someone take or you take your picture. That is little difficult to me I guess I am always anxious or apprehensive about it so I am getting there like I say.

Sneha: Okay.

Sneha(25:33): How do you usually access the app (e.g., on your cell phone, on a computer)?

Interviewee: I tried to save it as I have shown before in the browser now I have learned that I have a bookmark it in the history and I go to it. I had some problems first, like where is it. I would go into the webpage itself and enter the check in part, wait a minute where is the check in part. Where is it? Somebody try help me to find check in part you know.

Sneha: Yeah

Interviewee: It was not easily accessible the check in part.

Sneha(26:15): So do you use computer or mobile?

Interviewee: yeah I use little sometimes. I love to reading basically it's more like books. I go to places like good reads. Read reviews and say opinions about my books.

Sneha:(26:57) Tell me about how you use the app with others, if at all?

Interviewee: Basically they would help   me, really how to use it

Sneha(27:09): Do you run into any challenges while using this app as you say check-in there is a problem?

Interviewee: Yeah there was a problem like I said trying to find where the check-in is that at first, it is not in like a message where I go to it, it was little easier.

Interviewee is showing a message and link added to the message and where she went and signed into.

It still didn't taking me to check in, but it was taking me into the website. That is what I had a problem with .It is like scavenger hunt and I am not so good with that. But now as I said I can go to history and it's in history here.

Interviewee was showing again the phone on what was her problem.

 Interviewee: I thought I downloaded the app and check in, I was apprehensive. Like I said if you calm down and relax and you can go to it and figure it out. It's my problem that I get over anxious and need to relax. I see now.

Sneha(29:39): You have mentioned that you joined UCB to gain personal goal and learn more. In what ways does the UCB app help you accomplish your goals, if any?

Interviewee: It gave me practice to use the computer and join the world, learning and just interacting with people. You know like also like the reading and stuff. Some people Mid islands I interact with them and sometimes I talk to them on different things. You know just learn.

Sneha: How could the UCB app better help you to achieve your personal goals?

Interviewee: Because there are somethings which involve with information that I don't know about aspects of learning and gaining more knowledge of how I need to go about learning .You know for my education.

Sneha(30:26): How could the UCB app better support you in helping your community?

Interviewee: It lets me know what's going. they let me know and keep you intact the latest news updates on what's going on like voting as I said who is who that they going to have like a what candidates going to come and they want to talk about who is who in politics what they stand for what they believe it's given me better understanding. When you are voting who is running for office what they believe in, are they going to help people who are less fortunate, they are talking about education, education woman right learning which so important .do they really believe in is. Do they really believe in? I can get that feel a touchy feel how they speak who is who. I can go. Where they are speaking. .I can follow them. I can listen on the radio who they are speaking.

Avanti(32:25): When you get the information about the event, you get all the events not the ones you are particularly interested in would you like? I am only interested in this part of the world.

Interviewee: No, because so much happening around, I want to know about everything. I am nosy. For example like a movie, or something. I don't want to book like version that doesn't not have everything. What is the disease? Why this character acted this way. I am nosy and I am curious. I want to know, why is this? Why is that? You know there is more enlightening. Enlightening my world. I am not able to reach but I can see you know.

Sneha(33:42): what if we have a tab where one tab i showing the events you like and another tab which has all the events.

Interviewee: But there are something I want to know about

Avanti(34:00): It ever happened to you that, you saw that event looks interesting to me, and you go to that event and you think this is not they described about?

Interviewee: so far, that doesn't happen. I am new, I have just started. So far I can't say that. It hasn't happened yet. It may happen. I am just excited to be part of something good and something brand new. You are eager. May be later down the road because I am only the human you know. I am still want to have open mind.

Avanti(34:40): When you get these information about these events do you get the nearby events or all the events in overall Boston, you just like. You don't get based on where do you live .You get some events nearby, some events farther away from the city and which one do you go choose.

Interviewee: It all depends if I really want to go. I could go far, I love to travel, I love to go.

Sneha(35:40): In what ways, if any, has the UCB app helped connect you to resources within Boston neighborhoods? In what ways UCB app help you?

Interviewee: Empowerment workshop. I didn't know about that, I didn't know about the book, I didn't know about the writer from Mexico, he spoke about the family and being in the Mexico. How his mother was like healer. Everybody has that. You know He helped the people in the village.

I DIDN'T Understand 36:35.

He was destined to do that but instead he left Mexico and he run away to the college and became a doctor. He took it higher and it wasn't expected for him do that so sometimes that so how life is with us. When I came here I never thought I would be here.

Avanti(37:50): So you found like new places like library some new resources because of this app?

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Interviewee: Yeah. I can get more involved and learn more about him and the lady did that thing. And it makes me also think about my daughter, she wanted got to another school .she got into the school. She got the scholar and went to japan. She was blessed enough to go. Because they are more interested in Asian culture. You never know whoever would have thought she would have went.

Sneha(38:52): If you were given a chance to interact with other UCB member, how much you want interact through app?

You want to show photo age employer, name? What and all information you want to show?

Avanti: It's like you are not meeting physically, it's like through the app.

Interviewee: I would show my name, sometimes it's not right to ask one's age (giggles) . I am just teasing so.

Avanti(39:45): When you find the age of a person, you feel like this is the person I want to talk to, she is elder than me and maybe she will be able to guide me through. Or if you find somebody younger you will be like ok I will be able to guide this person if that person approached me. May be the age factor matters

Interviewee: Yeah, But it doesn't matter to me Age is just a number.

Avanti(40:14): You need not to write the exact age, you can say you are in your 20's 30's.

Interviewee: What is it, more negative younger.

Avanti: Have you used Facebook before.

Interviewee: yeah

Avanti: Do you like.

Interviewee: Not really, I am old school. I go but.

Avanti: Not for interaction

Interviewee: May be more so about books. May be I am here in Union Capital Boston. I go there what is going on. Surfing and looking

Sneha(41:15): So you want to know other people where do you live, you want to show that information to other member, the area where you live? The neighborhood where you live.

Interviewee: If I know them I would. If I didn't really. So it depends on what we are doing how close you're... It would be more so that like Talk once and stop. It all depends on what we are doing how close.

Sneha(42:03): If you have that friend's addition, i.e. you are going to friend's profile you see that you have met this person, then you add that person, then you are ok to show your information and showing personal information?

Interviewee: It depends on how personal it is.

Avanti: The person would ask you, I am also union Boston member I want to be friend?

Interviewee: Oh that's cool

Avanti: No, I am just giving example.

Interviewee: I thought you were the member.(Giggles)

Avanti: I would like to be one, like definitely I have worked for an organization before.

Interviewee: Oh that's nice.

Avanti(42:48): If two people met in an event and you want to continue your conversation. You want to like you know, you want to make sure you want to tell your friend, I am going to this event, you can join.

Sneha(43:03): In that case if your friend is in UCB, You just met. Your thoughts match, so you would like to go to other event with the same person. For that purpose you want to know other people events?

Interviewee: right.

Sneha: So if you want to add them as a friend and if you want to see what events they are going and also they want to see.

Interviewee: Yeah, you can do it. Yeah I am alright with that. So you are saying I have to be on the Facebook?

Sneha /Avanti: No.

Interviewee: oh yeah, that's fine. It should be more private

Avanti: yeah, it's more private.

Interviewee: Yeah I like that.

Avanti(43:53): You have to go someplace else, you don't have to get phone number that information is hidden from them. You are not giving personal information. It's like not giving the personal information. They will be able to send a message through app, you will be like ok I am fine with going with this person and you know if you live nearby you can carpool and go.

Interviewee: It sounds like a plan.

Avanti: Yeah we are trying to help. So whatever it's conformable for people to reach out to the more people, to get together, to inspire other people.

Interviewee: Networking.

Avanti: Because everything works on networking right. You tell somebody who is not, they want to join. Like somebody told, it's faster. The technology makes, they post this link on some other site, and people will be like this is empowering and stuff May they want to join it. One way is orally going to the events, other way may be i don't these events, I don't know any people but I just found out the link I know the location of the event, I just have the events. They will be joining with you. Then you will be friends.

Interviewee: Then you have more backup plans. Just In case you can't get in touch with this person. Then somebody else that you can always touch base with.

Avanti(45:30) You don't know like some personal emergency comes up. People don't go there.

Interviewee: Yeah because that happened, I saw a friend and I didn't know you are coming to the event. She said I didn't know either. And certain things happen and then she said doctor appointment. She didn't say that I just assumed in my head that my first thought. She had an appointment right after that event.

Sneha(46:00): How if at all does UCB app help you keep track of UCB events that you have participated in?

Avanti: Do you get the history of the events?

Interviewee: No, I don't think .I don't know. May be I do I just don't know. I have to ask that question. Like I said I write it down, I do like a draft on a paper I write it down. I don't know if there is other way I can look on the app and see it. May be that I just don't know.

Sneha: So that will be useful for you.

Interviewee: Yeah.

Sneha: What information you want to see in the history? History of the events which you have attended?

Interviewee: I don't know what I would want, It all depends on I guess Something I want to go back to like the instance the lady that I talk to touch base with, I can go back and see her name and where she is. Like what was her name?

Sneha: What are the net events she is organizing?

Interviewee: Yeah. Like I have said they have with that four weeks that left. Like they put my seat in, name and email. Give me a reminder if hopefully everything works out. Please give me a reminder of that schedule time. Like off like an alarm.

Sneha(47:45): So if you have history tab and if you have the event. So the time when you have attended, name and the points that would be fine right. And the name will have the person who is conducting that particular event like you said the lady who talked about the woman empowerment about her and the next events of her. It would be great addition to you right?

Interviewee: Yeah.

Sneha(48:13): There are many activities that people can do through UCB. In some of these activities, members participate in community events like neighborhood meetings. In other activities, members do things like reading to their children or taking a class. Some people might feel that by reading to their kids or taking a class they are positively impacting their community, while others don't think they have an impact at all.   By participating in UCB activities, how do you think you are impacting your community, if at all?

Interviewee: Since I am new, it's new to me. But being there and not letting people know they are there by themselves. I am new, I am learning and I am growing. Let's do it together we are doing together. We can learn like to be fiends what we can do to help, help in hand in whatever way. We can learn thing together, walk you know. You won't feel like you are by yourself and you feel like I am in dark and what I am doing. That's a start. My story is still been written. I am leading for perfection. I am striving for it. You know growing and development. I guess I am crawling. I have to do.

Avanti/Sneha: You have already started.

Sneha: Asked question.

Interviewee: (Started crying) Interviewers are encouraging the interviewee with positivity.

Sneha(53:45): How do UCB app help you impact Boston communities?

Interviewee: It's a life line, you know it's a tool. A like, Oh god it's like a google. Let me put it simply it's a google to me .It's like elements and equations I guess you can say. It's a learning tool showing me a mirror you know.

Sneha(54:20): Can you describe any feature in the app that help you to know the impact you are having any feature which says what impact you have done for the events you have attended?

Avanti(54:37): Like you know you learn something you learn about woman empowerment, you can go and talk to other people about that. So Like you are now more knowledgeable because of this event and do you feel when you checkout the history or do you feel is there anything in the app currently that you have impacted at least yourself if not others to begin with and then you can go help other. Is there anything that indicate shows, would you like to us to show something? You went to this event and you get a badge, now I am woman empowerment, I can do woman empowerment yeah I can do. It's like a badge you see your achievements and stuff. Would you like that?

Interviewee: At some degree yes.

Avanti: Because that shows you know. It is always good to know. I am master in this thing now, I will move on to something else. I will continue this but something else.

Interviewee: It's good, Like history, It shows your journey, definitely indeed. Yeah

Sneha(55:58): So currently there is nothing that shows you how you impacted in the current app?

Interviewee: Well I am starting. Well in general there is so much to. I really don't feel Like have done a whole lot.

Sneha(56:40): Is there anything that you like to know how you are impacting Boston communities by UCB app other than history?

Interviewee: I don't know how to answer that.

Avanti/Sneha: It's ok. That's fine.

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Avanti(56:50): So would you like some, apart from whatever we have talked about that's fine.

Personally what would like more in the app? If you have given a chance I will be able to set the stage for

me in this app. What would you like in the app? So far you have worked with that?

Interviewee: mm, Right now what I have explained earlier. I don't know, I just need to work some more

to really experience.

Avanti(57:49): Is it ok if we have some questions additionally towards we talked about? Currently

anything that comes to your mind

Interviewee: Just the glitches that I spoke about. Can you do make like take picture before you do.

Avanti: It's like Step1, step2 and step 3 and you will be able to navigate and you know what more steps

to be done are would you like that.

Interviewee: Can you say that again.

Avanti(58:20): It's like if you are guided that this is the step 1 and this is the step 2 then you will be like

ye finished, and that way you can identify check in process at which step I am in.

Interviewee: It does that .But only thing is like, Like I said that before that I can take picture. We have to

go through so many step before taking pictures. It would be simpler and then revolves around. It should

be easier. We need to stop and do select category and all. It should be simple. You know just take the

picture, and work around the picture and with it. May be! I don't know if that makes sense.

Avanti/Sneha: We do understand.

Sneha(61:03): To recap,

1. You want a history tab where you want to see what events you have attended and who has

    conducted it. And you want to know what the future events of that speaker are.

2. And categories like one category to find all the events about woman empowerment. That you

    would you like?

Interviewee: Yeah sometimes that would be good cool.

Sneha(61:35): So you want to know more events near you?

Interviewee: I guess more so the person itself if they have a website whatever I can go to , then maybe I can sign up to the events. Something like that.

Avanti: I guess. That's the pretty much all we want to ask you and we want to thank you so much for the help

Sneha(62:12): There is one last question .Do you feel the app is clearly visible when you use your phone. Is it really small? Visible or when you use app?

Interviewee: do you mean small writing, yeah its ok, it's cool.

Avanti(62:56): Is it ok, if we follow up with like whatever we talked about. If we find you know, something additional information we wanted.

Interviewee: Yeah fine.

Avanti: What is the best way to reach to you email ID or cell phone like a text message?

Interviewee: cell phone, like message to my number

Sneha: Sure.