

29/09/2015 – UCB Interview.

Group Details:

Interviewer: Sriharsha Srinivasa Karthik Kaipa

Observer: Naga Vijaya Saradhi Kethamakka

Time: Sep - Tuesday, 29, 10:00 AM to 11:00 AM.

Location: 716 Columbus Avenue.

-----Interview Verbatim ----

10:28AM

Transcript of the interview, verbatim

Interviewer: Let's start about the UCB events that you participated in. Can you please describe to me, two of the recent UCB events that you have been to and claimed points for?

Interviewee: One was the UCB game night and the other was the UCB leadership meeting.

Interviewer: Could you describe to me what these events were about?

Interviewee: The game night was, people from UCB getting together, to know each other, playing games, having refreshments and basically socializing, which was great. The leadership night was about meeting to have ideas on how to better improve UCB. It was snacks and it was very nice and there were a lot of people.

Interviewer: Could you describe to me what kind of games and how the interaction was, in the game night event?

Interviewee: We played BINGO and the interaction was very good. People won prizes. We laughed and talked and we had a really great time and it was people from all ages.

Interviewer: Were there kids participating in the events?

Interviewee: There were some kids

Interviewer: (01:33) How was the interaction during leadership night?

Interviewee: That was great! There were a lot of serious people from UCB. We got to socialize before the event started. So, People interacted very friendly, like a family and it was good

Interviewer: Were you talking about social issues of your neighborhood or was it just a social interaction to get to know the UCB people, what was it like?

Interviewee: It was more like wanting to know more information, like knowing each other, who we represent, and how to better improve UCB, how to nominate leadership. It was a serious meeting.

Interviewer: How were these two events different from the other events UCB hosted?

Interviewee: These events were UCB people getting together. Whereas a lot of other things are not particularly UCB but they are things in the neighborhood.

Interviewer: In general, how do you decide to go to a particular event?

Interviewee: I decide by the time, whether I can make it on that day, at that time and whether they have food or not!

Interviewer: Imagine that you are checking into the UCB app. Could you walk me through the process of checking in?

Interviewee: Should I do it now?

Interviewer: No! Just explain it to me.

Interviewee: (03:23) Basically you check in, you take a selfie or a photo of wherever you are at, with the UCB pin and you describe what it was that you did and also, you put down how many hours you

were there, what category does the event belong to, finances, education, community service and something else, I don't remember. Basically that's it.

Interviewer: How do you feel while going through this process? Is it tedious? Is it easy?

Interviewee: It's tedious in a way that, sometimes it works and sometimes it doesn't.

Interviewer: What do you mean it doesn't work?

Interviewee: (04:20) Sometimes it just doesn't work and the thing just keeps spinning around and around and doesn't go through. So it gets aggravating. Sometimes it's down for like a day and you have to remember what you did and all that stuff. So it's tedious in that way. It's easy yet tedious. What's not easy about the app is the time. When you want to put how many hours you were there, it's like a slide bar. You have to keep tapping it, tapping it, tapping it until we get the right time and I don't like that. So what would probably be better if it said 30 Minutes and click. Put like one hour instead of tapping, tapping, tapping, tapping to get it right. Tedious.

Interviewer: May be a drop down menu or radio buttons would be better?

Interviewee: yes.

Interviewer: What else would you want to see in the check in process?

Interviewee: It should always work. It should not be down! You know what I mean? I don't understand why that happens!

Interviewer: It could be because of various reasons but we will keep that in mind. I would like to ask a little more about your membership with UCB. People have joined UCB because they believed that their interaction with UCB would help their families, few believe that it would help out their

communities, few believe that it would give them the opportunity to help their neighborhoods. Please describe what you hope to gain personally from being a UCB member, if anything.

Interviewee: My intentions of joining the UCB is that I do a lot of things in the community and it was a way for me to get rewarded for what I do anyways. That's why I joined it. Because I would do it anyways. UCB rewards me for doing it.

Interviewer: Do you have any personal gains that you wanted to get from the interaction with UCB?

Interviewee: I would like to, personally, knowing more people in my community like myself that like to help, that like to give back. Meeting new people with similar interests as I.

Interviewer: How has UCB helped in achieving your goals?

Interviewee: It has helped me by recognizing what I do for the community. No one else has recognized me for what I do, but UCB does. So I feel like I am accountable to someone and someone is seeing what I am actually doing.

Interviewer: (07:27) Can you describe what you do for the community? You have mentioned that you help your neighbors.

Interviewee: Basically, I help a lot of homeless women at Rosie's place, to take care of things that they need to take care of. Some of them may not be able to read, may not be able to understand an application. So I accompany them to different appointments like housing, doctors, to do laundry and basic things like that. I make sure they get there, I help them do it. For people that are handicapped, I do the laundry myself. That's at Rosie's place - shelter. I also take a lot of classes at Rosie's place, I eat at Rosie's place and I volunteer at Rosie's place. I walk with "Back on my feet" program. I met with people there. We did social events and I volunteer with them as well.

Interviewer: How has UCB helped you in this process?

Interviewee: UCB helps me, when I don't feel like going, I go because I have an incentive to be rewarded. When I don't feel like getting up and doing things, I do it anyways because I am going to get rewarded. I have somebody to be accountable for, now.

Interviewer: I would like to ask about the UCB app. How long have you been using the UCB app?

Interviewee: Approximately 2 months.

Interviewer: (09:25) Supposing I am with you while using the UCB app, could you walk me through how you feel while using the UCB app? Walk me through the process of using the UCB app?

Interviewee: Well! Using the UCB app is kind of embarrassing, because you have to take a picture, people think, you know, it's kind of embarrassing taking the picture of whatever it is that you are doing. You don't know what's going on in somebody else's mind. Why is she taking a picture of this sign! Things like that. So it's a little bit embarrassing on that part.

Interviewer: How would you describe the usage of the app as a whole? Not just the check in process, but the whole app.

Interviewee: The whole app is good, except for the time.

Interviewer: Where are you usually, when you open the app?

Interviewee: I am all over the place. Usually I am at where whatever the event that I am doing. That's where I am usually at. But if the app isn't working, then I have to wait until like the next day or next two days or something like that. Usually I would like to do when I am at the event.

Interviewer: How do you feel while using the app?

Interviewee: I like it. I like using the app. I feel technological suave. But people know what you are doing and you know! It's kind of like an e stigma thing. But it's ok. I just don't like people knowing what I am doing.

Interviewer: How do you access the app? Through your phone or your computer?

Interviewee: Through my phone.

Interviewer: Have you run into any other challenges other than the occasional down time?

Interviewee: No. The down time and the time. That's it.

Interviewer: So if you were to describe the app to others, what would you say?

Interviewee: I would tell them that it's tedious, because of the downtime and the time, because you are pushing and it gets frustrating.

Interviewer: So you mentioned that you joined UCB because UCB rewards you for participating and doing what you what you usually do. How has the app helped you in anyway in achieving your goals?

Interviewee: The app has helped me by recording my events, by recording my activities.

Interviewer: (12:15)How could the UCB app help you to better achieve your goals of helping others?

Interviewee: Maybe at the end, maybe after six months or so, give me a print out of all the things I have done.

Interviewer: So keep a track of all the things that you have done?

Interviewee: Yes.

Interviewer: How do you think the app could help you help the community as a whole?

Interviewee: UCB people, we are using the app to help the community so that's helping the community right there, just by using the app. And recording and it can help the community by letting others know about what they are doing, their community events and things like that, letting other people know about putting that in the app. So it's promoting other activities and other organizations and programs, it's promoting them so that's how it helps them.

Interviewer: How do you feel about this process? Do you feel there could be improvements made in this process or how it is, is fine?

Interviewee: Improvements that could be made are about the downtime and the time. Other than that it is good.

Interviewer: So that's probably the only two gripes you have about the app.

Interviewee: And taking the picture in public.

Interviewer: (14:12)So how has the UCB app helped you connect with the resources available in your neighborhood?

Interviewee: Because it lets me know what's going on in the neighborhood so if I choose to go to those places, I find out resources, I find out what those organizations do and just by letting me know what's going on in my community and giving the option to attend or not to attend.

Interviewer: How has it helped you meeting other people like you in the neighborhood?

Interviewee: it has helped me a lot because I have met people like myself.

Interviewer: You have been to so many events, is that how you met them?

Interviewee: Yes. And a lot of us do things together; some people whom I have met, that have common interests, we do things together, we attend these events, different classes and stuff like that, in a group, the few of us who formed a group.

Interviewer: So apart from the downtime and the time and selfies, how do you think the app could better help you meet likeminded people?

Interviewee: By posting the events and giving me the opportunity to see what's going on around me, and to attend whatever that interests me.

Interviewer: (15:40) How could the app better help you in connecting with the resources in and around your neighborhood?

Interviewee: I think the app is good by connecting with that already, because it shows me what's out there and what day and etc. what would be more helpful if it gives me in advance, because it comes up on the same day, because I can't figure out what time when I go in to see what events are going on in my community, it usually doesn't tell me what time it's going on

Interviewer: (16:19) How has the app helped you in connecting with the resources all over Boston, apart from your neighborhood?

Interviewee: It has helped me a lot by posting about the events and giving me the opportunity to attend so it has helped me tremendously.

Interviewer: All the events that happen all over Boston are usually posted, right?

Interviewee: Yes.

Interviewer: (16:48) How does the UCB app help you keep track of the events that you have attended through using the UCB app?

Interviewee: Right now I don't know how to keep track of what I did. All I know is when I do it, I put it in. but that would be helpful if you could get a print out or you could go and look and see. That way, because I sometimes forget whether I put in a certain event or not because of the downtime. You forget if there is an event you put in and you don't want to double it and things like that. So if there was a way I could look and see the things I had done, that I had put in etc. that would be helpful because then I wouldn't have to lose points or do the same things twice, but usually I lose it because I figure I did it and I don't want to, you know, and stuff like that. So keeping track would be helpful.

Interviewer: What kind of information would you like to keep track of?

Interviewee: What I did and the date.

Interviewer: (18:13) How, if at all, does the UCB app let you know your impact on Boston as a whole?

Interviewee: Because it lets me see my impact by realizing that I am going into the app several times a day because I am helping several people, helping several organizations and things like that and just by going in, whereas before I wasn't really noticing as I was doing it anyways but now it's like I am noticing that wow, I do have an impact on my community, by going into the app several times a day.

Interviewer: What are the features that help you keep track of this?

Interviewee: It doesn't have any. It just lets me know that I am having an impact by going in but it doesn't keep track of the impact.

Interviewer: Apart from keeping track of the events that you have been to, how do you think it could better help you keep track of achievements that you have done for the neighborhood?

Interviewee: Probably a printout saying what I did and on what date.

Interviewer: Is there anything else that you like about the UCB app? Anything that you don't like about it?

Interviewee: (19:44)What I like about it is that it is fairly simple to use, it keeps you logged in so you don't have to keep logging in over and over, it lets you know how many points you have. Those are things I like about it, let me know my points, don't have to keep logging in over and over. While you gentlemen are here, you could just put it on my phone, instead of going through chrome.

Interviewer: What do you not like about using the UCB app?

Interviewee: I don't like the downtime, I don't like the time that you have to keep pushing that button, and it hurts your finger, especially older people such as myself. It's aggravating and it's frustrating.

Interviewer: Are there any other ways apart from the downtime and the timer button that the app could be improved?

Interviewee: I think it's good enough, except for those things. I like it.

Interviewer: Thank you so much for taking your time to give this interview. We greatly appreciate your inputs.