

Appendix 1A: First Official Meeting (Investigating the Problem) Summarized Transcription

Not included in the word count

After introductory conversation...

Section 1

Interviewer: In IASAS sports, what are you specifically in charge of?

Client: I sort of run the touch program. So I am head varsity coach and I basically look over the fitness sessions as well as IASAS travel planning.

Section 2

Interviewer: So is there any task that you are responsible for? For example, managing or organizing student data.

Client: So we do a bit of managing of several things and take measurements of fitness levels. We track their sort of moods.

Interviewer: What do you mean by that?

Client: Each day we fill out the spreadsheets based on their health condition we record everyday. And I strengthen and lesson the training session based on that.

Interviewer: So that is pretty solid.

Section 3

Client: Yes, so the other thing that we need to track is collecting passports and visas. That we need to get it quick and need documentations.

Interviewer: In terms of passport and visa collection, are there any other aspects to it? I mean in regards to IASAS travel planning.

Client: So they need a parent permission document and a medical form that says the students are allowed to go. And all the passport and visa documents need to be turned in as well. I will give you more information through email after a while.