Crit A Interview Transcript

***Please note that this was translated from Thai to English so some phrases and sentences have been altered to make more sense in English.

1. **Rikki:** Hello, my name is Rikki. I would like to record this interview to gain a better insight into what is expected of my product at the end of the day. Ms. Gade can you please introduce yourself and what you do for our school?

2. **Ms. Gade:** Hi Rikki, thank you for making me your client. I have been the high school secretary for 15 plus years and it has been my duty to make sure students are on time to clock in with administration with their request and so on.

3. **Rikki:** Okay, perfect so as I was mentioning to you before this interview I talked about a way to keep track all your requests is that right? Can you please elaborate more on this?

4. **Ms. Gade:** Yes so as I have been the school secretary for almost 15+ years there has been no true way to keep track of all these requests.

5. **Rikki:** Sorry to interrupt you but if it's possible can you go overthe requests types you received so it's more clear to me and the person who's grading this IA what your problem is.

6. **Ms. Gade:** Ah, okay so one of the requests I receive are admin requests that are from the administration this is usually to call ni students who have been misbehaving or who have missed class so on. The problem is that it's sometimes inefficient for the admin to come out of their office and let me know what their request is. Next are student attendance requests or gate passes which are a bit complicated as I have to receive a direct phone call from their parent indicating they allow their student to miss the class and for what reason, I must write down all of this gets hard to keep track. Along with needing to track down which student is being called in.

7. **Rikki:** Ah, I see this must all be very complicated but I'll try my best to sort something ou that lessens the burden on your shoulder. I would like to ask a bit more of the priority of these things if that is okay just so I can get a grasp of what should be sorted first. Whart slips do you think should be prioritzied first

8. **Ms. Gade:** As always admin request should always come first as they're requests are most important

9. **Rikki:** Okay, thank you. Next, I would like to give you a bit of an overlay on what the product may look like. So I plan to use google scripts which a google orientated

program. My program will use a mixture of google forums, google spreadsheets. I'm hoping that this would make the program more accessible for you.

10. **Ms.Gade:** Okay, that sounds okay. I would say I'm pretty comfortable with those things.

11. **Rikki:** Okay, I have a gist on what should be expected is there anything you would like to add?

12. **Ms.Gade:** I cannot think of anything right now but I shall let you know. I'm excited to see how this product will turnout.

13. **Rikki:** I'm glad to hear you say that. Thank you so much for taking your time off work to help with this interview.