Erica Friedman

ENGL 301 Assignment 2.3

**Informational Interviews**

**Informational Interview:** Efrat Cochava- Weiss, The Daniel Centers’ General Manager

**Purpose:**

* update on purpose and direction of research
* understand what kind of support can be expected by management for proposed changes

**Questions:**

1. Has a tracking and reporting system ever been in place at the Daniel Centers?
2. You are in an ideal position to know how the program managers and ER/RD coordinator work, their relative schedules, workloads and abilities – technical and otherwise. Do you think we can successfully implement a uniform system for sharing information? How do you think the programs that we currently use (whatsapp, email, calendars, shared network, etc.) could be used to improve communication and information sharing?
3. In the event that the research shows that a new program would be the most effective solution in the long term, is there a budget for purchasing a new program and providing training, if needed?

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**Informational Interview:** The Daniel Centers’Program Managers: Michal Yaniv, Yael Luz, and Galia Sadan

**Purpose:**

* update on purpose and direction of research
* clarify the benefits of implementing a set system for the entire organization

**Questions:**

1. How do you record your program data (i.e. photos, feedback, videos, participation numbers, etc)?
2. How was information shared with ER/RD coordinators in the past?
3. How do you evaluate your program? What is success? When do you know that something is not working?
4. Which applications or platforms do you currently use for:

* communicating with participants
* evaluating programming/tracking program outputs (numbers)
* promoting programs
* time management (calendars)
* storing photos, videos, written feedback

1. What do you think we could do differently?
2. How do you feel about introducing a new program (software/application)?

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**Informational Interview:** Lee Wilson, Nonprofit Professional (unaffiliated with the Daniel Centers)

**Purpose:**

* Get insight from an outsider on how other nonprofits deal with this common issue
* Understand what considerations and sensitivities are involved

**Questions:**

1. What kinds of systems for evaluating programs and sharing information have you used or seen in the field?
2. Have you been in a similar situation? Was the organization able to implement changes? If so, how?
3. What should be considered before deciding on adopting a new system/application?
4. Are there any systems/applications that you would recommend?