1) **What are the biggest issue(s) your clients are having now?**
   a) **What's your biggest challenge? / What should we focus on?**
      i) Feedback survey, spreadsheets of results, what improvements would you make to the website - mobile friendly, formatting doesn't fit on one page, the buttons are expanded
      ii) Not knowing what to do, or what resources are out there, promoting additional
      iii) Reaching the most amount of survivors as they can, there are other platforms, specific to Santa Clara county, a lot of different parents that provide accessibility
         (1) Focus on: strengths, automating and technical side of the side
         (2) Resources: marketing and media
2) **What do you want your clients' experience to be like when accessing your site's features?**
   a) Being able to easily navigate, seeking help is already overwhelming, want to make the website as seamless as possible, consolidating
   b) Refer them to other resources
3) **What potential ideas do you have that you would like to see?**
4) **What constraints do you have? (materials, time, budget, etc.)**
   a) Last semester: $200
   b) Flexible
   c) Depends on what route we want to take
   d) Not any time constraints, our quarter
5) **Could you explain how your live chat system works?**
   a) Live person on the back end - user end
6) **How is your website run?**
   a) Boxes with premade responses, with faqs, pre defined content,
   b) ***starting a text service soon
   c) Confidentially issue with last 5 digits of number, adjusting to a/b/c
   d) Safety reasons - disclaimer to delete the message
      i) No response for waiting period if no one is online
         (1) No automated texts
      ii) If no one is available for live chat, add resources to contact at the bottom/top of the survey***
   ~~e) More resource pages for more different communities (LGBTQ, cultural, etc.)~~
   f) Timing not correct sometimes on website popup
      i) Green open, orange closed
7) **How do you think we can bring more people to SafeChatSV?**

   <u>**Project-related questions:**</u>
   1) **How does your site and organization gather information? *Data gathering may help us create a better feature for your site**
      a) Surveys to gather data?

2) **Is there anything we can do to make the Google Translate widget better and more accessible?**
   a) Google Translate isn't always the best -> if time possibility
3) **How do you feel about some sort of login system so users don't have to fill out a form when chatting online?**
   a) Issues with confidentiality
4) **What features of the website are used least?**
5) **Which features are used the most?**
   a) More emails vs. live chat
      i) May be more hesitant to chat in real time
      ii) Almost twice as much email
      iii) May be due to survivors being near perpetrators during the day
6) **What needs or goals do you have that aren't currently being met by the website?**
7) **How are you marketing to your target audience?**
   a) Newsletter to send out to survivors
      i) Privacy and confidentiality restrictions

ASK NEAR END: What are your expectations for contacting you for updates?
- **What format? (email, zoom, text, etc.)**
  - Email/Zoom
    - Zoom if necessary, majority email
    - Meeting every week or every other week, depending on the project
    - As much as we need