

# Interview Report

Commissioned by the Organizers of Mekong ICT Camp 2010

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## Summary

The camp was a success, according to participants' opinions. It's not just the seamless proceeding of the sessions, but also the available knowledge, ideas and network for future work they took home with them, plus the transformation and friendship that they had experienced. Because participants' background are related to communication technology and technologically enabled solutions, they responded more strongly towards the sessions and facilitation that carried the following qualities: urgent and important measures (e.g. security and fund-raising), simple and appropriate technologies (e.g. geo-chat and low-power radio), and direct relevance to their line of work.

Five days was a long time away from work and home but the momentum of learning, engaging and transforming was well kept because of the variety of session topics and activities, new friendships, inspired minds and projection of more possibilities for the immediate future. Participants showed high and all-around appreciation to camp organizers and facilitators. Dimitri, Sunil, Pete and Michael were the most mentioned among all. Their facilitations were regarded as highly important, immediately useful, practical, fun, hands-on and ready to deploy. Their personalities, rich knowledge and sound presentation skills were repeated in various interviews.

The diversity of participants' backgrounds kept the camp in check, meaning that the camp was not only meant for the technology-savvy or pro-ICT minds, but also those who do not share mainstream opinions. Individuals' discontent and opinions are listed and interpreted in the following section under the title "The Discontent - what they said and what we heard." These opinions create a possible space for alternative curriculum and ways of organizing for future ones.

The provided sessions bred new things in two directions. One is the post-camp insights and questions and the other ideas for new actions. This author considers these questions self-explanatory, thus lists them in the separate sections without any further interpretation.

This author, as an outsider and an observant, must applaud you, the camp organizers, for your streamlined and decisive leadership, unobtrusive but effective coordination and implementation. In addition, you'd placed the various elements into the camp to foster the dynamics fitting for the topic of ICT and the relative younger generation. In sum, to borrow the words from one participant, we both wondered how your next camp in 2012 is going to exceed this one. We will be looking forward to that.

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### **Take Aways: (Take-Aways from each session are listed in the Annex.)**

#### **Constructive opinions:**

- (1) People at managerial positions anticipated more to hear updated and integrated information about ICT, about the region and the links between people, communication and technologies.
- (2) Expatriates and solidarity-generation (*Ann: no offence*) expressed the need for proactive regional thinking, networking and solutions.
- (3) The more widely actionable in terms of importance and feasibility after the camp are social network and security measures. Others are up to individual's line of work.
- (4) Un-conferencing and outings breathed oxygen to the camp dynamics.
- (5) Five days is a widely accepted time for camping.
- (6) Four factors for welcomed sessions: (i) high relevance to their work and aspiration, (ii) high importance of the topic, (iii) benefit organization's development and sustainability, and (iv) facilitators clear explanation and charisma, and with role-play, simulations and case studies in the sessions.
- (7) Would need brief introduction every session.
- (8) Would need more introduction of background information, as well as case studies and project showrooms, from the Mekong region.
- (9) Should allow more time for locals to express their opinions.

# 1. The majority's voice

## 1.1. Various Acquisitions

Total 24 campers were interviewed with 1 facilitator and 1 volunteer included. Most expressed that they had learned a great deal from the sessions and that they had been inspired by facilitators, and that this camp had provided new information and knowledge in this field and had triggered new ideas in them. A substantial number of people expressed that the camp had widened their views and had cast some transformation to their older ideas.

It appeared that there were 4 lines of acquisition for participants from the camp: (1) important information and integrated pictures; (2) highly applicable skills and hands-on experience; (3) transformations that were mind-opening and made profound impact; (4) friendship and resources.

Some interviewees were appreciative of the updated and integrated information that demonstrated the bigger picture about ICT and about the links between people, communication and technologies. This author noticed that those saying so are from an international NGO background. Interviewees' reflection and feedback toward specific sessions and topics are detailed in the section about the curriculum. Some of them shared their experience in the way considered by this author close to “transformation,” in that they to perspectives that hadn't existed before they came to the camp. Their shared experience is listed in the right box.

A number of interviewees were very excited by the relationships they established during the interaction in the camp, especially when they got to know the people from their own countries. One interviewee and one facilitator already talked about locating funds to do some work together.

All experts in education and learning would stress the irreplaceable importance of physical interaction and engagement in any learning process. Seeing is believing and engaging is the beginning of change. This camp brought more than 60 participants to spend 5 days together under the same roof. The diversity of topics, participants' backgrounds and other factors fused together, and the participants set out for their own learning and discovery.

## 1.2. Networking Substantiated

In addition to the role and functions as a classroom, the camp was also imposed as a venue of networking, or arguably “the networking venue about ICT topics in Mekong Region and Southeast Asian countries.” This author heard 2 kinds of networking shared by some interviewees. One was the micro-level networking happening

### What they said:

*“I got knowledge and relationship more than I hope.”*

### What they said:

- ◆ We get a lot of support and stimulation that I can put forward for my country.
- ◆ Learned about NGO - I have had wider views from different actors.
- ◆ I'm very impressed by the non-technical stuff. I plan to help them set up a system to build website. This was unexpected.
- ◆ This camp is a realization for me. I realize I need IT support and ensure my next projects.
- ◆ I change my attitude about ICT. NGO work is very important.
- ◆ Mekong was made sense by way of: 1) regional solidarity 2) appropriate ICT for Cambodia, Laos, Burma.
- ◆ I'm surprised to realize the existence of civil society in SE Asia, also longing for regional solutions.
- ◆ I'm more confident to tell people what I have intended to do.

### What they said:

*“This training shows how people, especially the younger generation, work and give strength to our work. The connections we developed, the solidarity, not just ICTs, are very important.”*

between individuals and groups. For example, one Cambodian was excited about getting to know geo-Chat instructed by another Cambodian. And quite some interviewees were happy to know the similarity or compatible work with the groups in other countries, let alone that one interviewee got a promised referral to funds for an immediate new project. This kind of person-to-person networking was abundant.

The other kind of network at the macro-level was brought forth by two people. One was a senior NGO worker and the other a young expatriate who had joined a Bangkok-based international organization recently. They both iterated from some development concepts that certain scheme of solidarity could be developed and that there should be more regional solutions to regional problems. This camp appeared more practical than ideological, thus macro-level issues and relevant reflection about regional context were scarce although the camp has a regional title.

### **1.3 From learning and networking to action**

As to how they saw or thought about the possible immediate actions, more planned to use social network sites and to strengthen their IT security. With social network sites, the beginning effort is minimal so it's easier to start right away. With computer and network security, it was hard but after several sessions of this topic, the facilitator had opened the black box for them. Interviewees learned easier ways to start. Security issues were too important to ignore.

Some interviewees said they wanted to take immediate action in regards to: renovating websites, creating SMS gateways and Geo-chats to broaden and speed up communication, and creating a better image for their activities and advocacy. Interviewees at managerial positions said they would start with setting up communication strategies and open-source ERP. This shows that participants would learn new tools and skills to enhance their line of work and performance.

About half of the interviewees were clear in their mentioning of action ideas and plans.

During interviews, several interviewees were excited and impressed by the new friendships and connections. New projects and cooperative relationships were already in discussion among them. Several of them told us that they already had some ideas to promote their projects in a neighboring country. This line of action showed the opportunity for participants to extend their existing work, or to clone other programs that had worked elsewhere in their own community.

### **1.4. The lows and the merits of un-conferencing**

Five days were long. Several expressed fatigue on the 5<sup>th</sup> day, and a few even said they were fed up with so much English that they couldn't comprehend any more. A significant number were appreciative of the arrangement of outings and the “un-conferencing” breaks despite the outing being only a few hours and the unconferencing being only 10 minutes. For those who left their country for the camp for the first time in their life, they also had some pressure and fear of being falling behind.

**What they said:**  
*“Most people feel tired on the 5th day because there are too much to learn.”*

Considering that half of the 24 interviewees expressed their low and tired points during the stretched 5-day schedule and that the camp was packed with sessions and didn't provide space for free-walking and casual learning, camp organizers in the future may re-examine a proportional mix of conferences, semi-conferences and unconferences in proportions that can better enhance learning and networking and also encourage improvisation and creation during and between sessions.

Despite the whining of being tired, no one suggested to shorten the days to the interviewees.

## 2. Curriculum

According to the opinions collected from the 24 interviewees, they all learned a lot from most of the topics and sessions. Among the topics, the most talked about are these seven: (ordinal numbers in square brackets indicate their frequency of mentioning with 1<sup>st</sup> being the most frequent.)

- (1) Organization information policy and strategy [3<sup>rd</sup>]
- (2) Community wi-fi [3<sup>rd</sup>]
- (3) Securing digital communication [1<sup>st</sup>]
- (4) Low-power radio [3<sup>rd</sup>]
- (5) Geo-chat [2<sup>nd</sup>]
- (6) Media activism [4<sup>th</sup>]
- (7) Making civil society financially sustainable [2<sup>nd</sup>]

And these six sessions were completely missed out from interviewees' notes and memory:

- (1) Reporting Mekong,
- (2) ICT project requirement and writing,
- (3) Day 4 lunch panel on emergency, hacker etc,
- (4) Anonymous blogging,
- (5) Video activism.

There was scarce mention about the self-organized sessions. When asked what the most memorable aspects and highlights were, some claimed friends and individual facilitators. In the Annex is a detailed list of the highlights of each session shared by the 24 interviewees.

### 2.1 Things learned – why and how

Interviewees' retrospects of the most memorable sessions and the highlights can be summarized into four factors. First is the high relevance of the topic to their lines of work, interests and inspirations. Management-level participants liked the topic about communication strategies and techies liked to make systems like wi-fi and radio, especially when the technology is appropriated for their communities. Second is the high importance of the topic. Dimitri's step-by-step unveiling of the black box about operating system and data management was well received and highly appreciated. Third, the topics showed the ways of thinking and working matched the nature and the needs of NGOs. Interviewees described these topics as “useful”, “helpful” and “practical.” Such topics include volunteer management, fund-raising, media activism, and appropriate technologies like geo-chat and low-power radio. Some interviewees admitted that they heard about the topics and practiced for the first time at the camp. The fourth factor had to do with facilitators' ways of explanation and whether there were role-play, simulations and

#### What they said:

- ◆ **I made one radio. I worked up to 2-3 am. This radio can broaden our topics in communities, so exciting.**
- ◆ **I've built low-power radios. I'm interested I can make things work.**
- ◆ **It's a hand-on workshop and we can could make device by ourselves.**
- ◆ **It's very engaging. We worked until midnight, very fun, not all were technical people. Pete isn't even a technical background.**

case studies in the sessions. Interviewees appreciated facilitators being knowledgeable, easy to understand, active, likable and persistent. Role-play, simulations, group exercises and case studies help learners synchronize what they heard with what was on hand. Very important.

When the sessions and topics got more than 2 of the above-mentioned 4 factors, they were likely to become more memorable and useful for participants. Other sessions which were not mentioned repeatedly had also delivered the value of learning for some. We didn't go after the reasons why some sessions were not memorable at all.

**What they said:**

*“It's impressive, the sustainable way. We have a chance to join role play, to know how to demonstrate to donors.”*

## 2.2 Post-camp insights and questions

As this author told the interviewees, other than what we learned from each session, what's equally important is the new insights and questions that arose inside us during and after the sessions. As these insights and new questions are individual matters, they aren't for this author to say much or analyze, thus deserve equal space in this report (see 4 boxes below on various categories.)

### Re. Learning and mind-changing

**What they said:**

I come here not only for work, but my future career. In an organization, we can't think outside of box. I have more confidence now to show people what I am trying to do.

I have a clearer picture about Mekong Region. I want to start to write an external/internal communication plan. And I will share with colleagues about the new knowledge about Facebook, twitter, flickr, and blogging.

I have learned more about security and social networking. I want to find out what's the difference between these many social medium tools and what are the best for the purpose of fund-raising.

I see a quite different form of event organizing (application-only). It's a good example for our future activities. I also wonder about the effect of this camp. Forty participants don't sound a representable number for this region. It should be a bigger event for this regional community.

I've learned about geo-chart and Sahana. I'm curious the application of SMS but I couldn't go to that session.

I look at ICT differently. They are very important to NGO's work. I have to work more with volunteers. As a person, I think people are still peer to peer. For example, westerns and Mekong people have different cultures but we can still chat and understand despite the cultural and language difference. Sometimes we learn more.

## Re: From learning to actions

### What they said:

It's important to take actions. I want to know if these things can be implemented in next camp. We just listen here, it'll be nice when we become doers after the camp.

There are many new ideas for my work, and I have to talk to other participants to further implement these. I'm going to build a SMS gateway for health care with geo-chart with the Cambodia company.

I need to renovate my website, have a campaign about local wisdom with right message in photos and photo exhibition. I also want to use geo-chat with my group, start the design of it.

## Re: Questioning and self-questioning

### What they said:

Whether the community radio program can be used in Cambodia or not? To encourage social development and political participation, challenge is in rural areas. I hope to see it happen in Cambodia and I'll be happy to be part of it.

Possible to have a different relationship between government and NGOs?

How to make ICT sustainable, to sit together? How to make people to stay in touch?

I don't understand the wi-fi project ( I'm not technical background). I don't know the importance of community radio.

I'm curious about how to report health data faster via ICT. For example, geo-chat need mobile phone, but in Burma, having a mobile phone is not that affordable even for quite some middle class Burmese.

About the idea of opening everything, I don't understand the concept, and I don't think like that.

I don't agree that in civil journalism, news is the thing that interests people. I think news can be more than that, even people are not interested, as long it can make an impact, it can be made into news.

Staying online is not the answer to many problems. We should turn off computers and go out to meet people.

How I can share? I want to stay connected with the facilitator to fill the gaps of knowledge.

(about the concept "open everything") It's the argument whether there will be more business opportunity. For example, "Open NZ". It raises new issues.

## Re: Camp organizing

### What they said:

If there is one period without any official session, not even simultaneous or ad-hoc, just open to people, to showcase participants' projects etc.

The interaction is better than I expected. I didn't like it when organizers said we must bring our laptops.

## 2.3 Possible gap

Interviewees noticed some possible gaps or the parts they had anticipated from a regional camp like this.

1. Brief introduction of every session.
2. More introduction of background information about the Mekong region; for example, real country situations, such as what the relationships between journalists and government in different countries are.
3. More case studies and projects going on in the Mekong region.
4. Allowing more time for locals to express their opinions.
5. Public relation functions: organization or project show-room and country profile.
6. Proactive regional thinking, regional solutions to regional problems. For example, a central database with contact lists (CiviCRM).

## 3. The Discontent - what they said and what we heard

Interviewees used the opportunities of interviews to share these criticisms and discontent. They are all individual opinions, but this author found some of the opinions, despite being minority, can keep the camp organization in check and are embedded in the motivation to strive for better organizing. Ignoring or agreeing with discontent is not recommended. The author decided to interpret them and put them in constructive perspectives that will be valuable references for future organizing.

What they said:	What we heard:
<p><b>Re: Participants</b></p> <p>“For some sessions, people don’t have enough background.”</p> <p>“Too less participants, might not be too much effect (in regional efforts).”</p> <p>“The participants are quite varied, sometimes it’s difficult for them to communicate. There is gap between participants.”</p>	<p>When questioning the qualification of participants, Asian may be more shy and dependent, thus need more ice-breakers and mingling efforts.</p>
<p><b>Re: English as the primary language and the presence of Westerners</b></p> <p>“Should allow more time for locals to express their opinions. I wonder why there are so many Westerners.”</p> <p>“Speak only English, maybe need translator.”</p> <p>“On the last day, I can't comprehend anymore.”</p>	<p>More interaction and hands-on/role-play exercise and the balance of conferencing and un-conferencing are believed to be able to balance this issue about language burden.</p> <p>Maybe there are some qualified Asian facilitators from the two years of Asian participants.</p>

<p><b>Re: Curriculum and contents</b></p> <p>(1) “Expect to listen to more projects going on in Mekong regions, real country situation. How is the relationship between journalists and government in Mekong countries.”</p> <p>“Should be bigger events for community.”</p> <p>(2) “Expect to have sessions related to finance, human resource and project management solutions.”</p> <p>(3) “I hope some simultaneous session could rotate, schedule is very full, so participants didn't get free space to go out and know people.”</p> <p>“expect to have more days, or less sessions. Interested in so many things. It’s too tight, packed in one day. Too many interesting things, but too short time. Interested in too many things, but too less time.”</p> <p>“So big issues, not focus, time for discussion and practice is shorter than required.”</p> <p>“Presentation are too fast. We can't catch it.”</p> <p>“About citizen journalism, but no time to practice. Like low power radio, we had hand-on part, but in journalism, we didn't get to do it. ”</p>	<p>(1) The camp has been more about providing information and knowledge and providing a venue for networking, less about reflecting the realities or issues in the region. In participating these wasn't enough leveling of the realization of the development urgency.</p> <p>(2) There is quite a lot of NGO management software, including accounting, staff admen management and many others</p> <p>(3) There is always a challenge with pace, selection of topics and simultaneous sessions, especially with a pre-fixed agenda. Pre-fixed agendas aren't participatory and can't demonstrate local issues and wisdom, nor the participants' characters. The organizing committee can consider some space for improvisation and walking meetings next time. There are examples of dynamic or semi-fixed conference agendas. Open Space is one.</p> <p>They like doing, talking and immersing themselves in the discussed context.</p>
<p><b>Re. Facilitators</b></p> <p>“Some of the facilitators are not serious doing good session.”</p>	<p>This is one person opinion. If proven true, the facilitators shouldn't be invited again.</p>
<p><b>Re: Common courtesies and mutual respect</b></p> <p>“On arrival, Thai staff asked us not to take photographs, then Thai photographs took photographs of everyone without asking.”</p> <p>“I just was informed to make a report about Mekong few minutes before the sessions. I didn't know what</p>	<p>These are common courtesies. Staffers had been very polite and informative, but these requests for permission and provision of important</p>

<p>“reporting Mekong” was, so we just talk about censorship. It’ll be good have some description beforehand.”</p> <p>“Yesterday I didn't like “by-see”, it touches on religion. First, people have the right to know what the actual content should be about. Have the right to know.”</p>	<p>information were neglected, unintentionally of course.</p>
<p><b>Re. Promised actions</b></p> <p>“When asked what we'd do and how. I didn't like that. Too much expectations.</p> <p>“I don't want to think too much. I can't decide for my office but it's not up to me.”</p>	<p>Some participants were from junior positions or were not authorized or empowered enough to enjoy the spontaneous learning and new scenarios that the camp represented.</p>

#### 4. Method of conducting interviews and analysis

We interviewers provided in advance the 10 questions (see 4.1) as guiding topics throughout the interview. Participants were informed by organizers beforehand that we would approach them to conduct interviews so they would have their notes and answers prepared.

##### 4.1 Interview Questions

1. Please tell me your track of participation up to now.
2. Please use a graph to adjust the up and low curve in this track.
3. Please share the learning and reflection at the ups and the lows of the curve.
4. What are the memorable session, topics and content in past 3-4 days?
5. If it's OK, please let us glance your notes (for the interview session only)
6. If it's OK, please let us take some pictures of your notes (for analyst's later analysis)
7. Up to this point, what new insights and questions you have been thinking about?
8. Please elaborate the change of your ideas and why these insight and question stand out.
9. How would you put these insights and verify the questions/answers in later actions in your opinion?.
10. Please take a moment (even at a later time or next day) to list as many learned points (and/or further questions) that you want to share with other participants and the organizers.

##### 4.2. Synthesis and Analysis

This author used these questions to encourage interviewees to share their ideas, feelings and questions about (1) their general opinion and feelings toward the whole process of participation up until the 5<sup>th</sup> and the Bar-camp day; (2) what they heard during each session they participated in; (3) their own feedback and thinking after the learning; and (4) if they have some action plans in mind or in discussion already. Not many of them got the chance to share such information and reflection with others in each session until the point of interview. It was an appropriate and safe timing to share their thoughts after learning. The author synthesized the interviewees' responses and put them in a categorized and comprehensible fashion following the aforementioned topics.

Discontent and criticism are anticipated. How to treat and interpret these minority voices would require some deliberation and constructive perspectives. Every opinion is multi-faceted, especially criticism. This author has interpreted these opinions and put them in a constructive manner aiming to help future camp organizing and the subjects attended be more inclusive, effective and influential.

**4.3 Backgrounds of Interviewees (total number 24):**

Org \ Field	Cambodia	Laos	Myanmar	Thailand	Vietnam	Others
Media			1	1		
Techie and Amateur	2			1	3	
Int'l NGO				1		1
Local NGO	1			3	2	2
Others		4	1		2	

## Annex

### Interviewees' highlights of the sessions in retrospect

(Note: Here listed is feedback with specific information. General feedback like “the most impressive session was fund-raising” or “I want to build a SMS gateway” is not included.)

Name of Session	Highlights / Insights
<b>Day 1</b> Organizational information policy and strategy	<ul style="list-style-type: none"> <li>- about making communication plans for organizations.</li> <li>- a highly applicable session to build our own organization's security policy.</li> </ul>
Community wifi project	<ul style="list-style-type: none"> <li>- learned how to configure a router, build ad-hoc connection to be in a same system.</li> </ul>
News reporting as part of social movement	<ul style="list-style-type: none"> <li>- understood the steps about how to be a civil journalist, and about Malaysian media activism.</li> </ul>
Awareness and Risk Assessment in Digital Environment	<ul style="list-style-type: none"> <li>- learned how OS works.</li> <li>- understood the digital tools about how to send information online safely, how to delete unneeded files completely, how to recover files and how to encrypt. These are easy to associate with everyone's work and life with computers.</li> <li>- became aware that how 'naked' we are on the Internet.</li> <li>- learnt how to communicate with Burmese journalists safely.</li> <li>- non-technical ways of communication.</li> <li>- I can teach people how to blog, esp. for the election (in Burma).</li> </ul>
ICT public policy (net neutrality, piracy etc)	<ul style="list-style-type: none"> <li>- learned some basic concepts about ICT policy.</li> </ul>
<b>Day 2</b> Photo-documentary for social movement	<ul style="list-style-type: none"> <li>- learned how to contact media, how to contact the affected people, and how to bring public attention to the topics.</li> <li>- learned that a single picture is worth a thousand words, and how to take a convincing photo.</li> </ul>
Information graphics and maps	<ul style="list-style-type: none"> <li>- about how to make your presentation to convey your message, how to use graphics. At the end, they shared where to find relevant resources.</li> </ul>
Universal access design and web accessibility	<ul style="list-style-type: none"> <li>- learned how to design websites</li> <li>- how to design a good interface using Web Content Accessibility Guidelines (WCAG)</li> </ul>
Low-powered radio	<ul style="list-style-type: none"> <li>- how to set up small community radio</li> <li>- I'm in charge of some youth groups in Cambodia. This radio can broaden our topics. So exciting.</li> </ul>
ICT for education and knowledge commons	<ul style="list-style-type: none"> <li>- about communication channels and how to combine them to get the best effect. Easy to understand, highly applicable.</li> </ul>
Digital information management	<ul style="list-style-type: none"> <li>- learned how to identify disruptive attacks to our websites and how to protect websites.</li> </ul>

<b>Day 3</b> Deploying large ICT system: Sahana	- open-source ERP is applicable in the companies immediately. - is very useful for humanitarian aid work.
User-oriented design: geo-chat	- it can be applied to the org and my leadership, to share information, I want to ask permission to allow our group to become the members in the geo-chart to know what happens in Cambodia.
Sharing knowledge commons, open data and journalism 2.0	- the discussion about the relationship between government, organization and journalists opened my eyes. NGOs are not in possession of statistics, hence no hard evidence for the advocated topics.
<b>Day 4</b> Media Activism	- facilitator introduced URLs of some independent media. As a contract, Thai organizations use more traditional way of protest (at government offices or media space). Some are just starting to use social media.
Two sessions on social media	- what are the differences between so many social networking services? And what are the best for fund-raising?
Preparing for/responding to denial of service attacks	- I can/should use this new knowledge right away for my work; it is what I need.
<b>Day 5</b> Making CSO financially sustainable	- learned how to fund-raise from donor through role-play. - learned how to write a fundraising proposal. - learned how to deal with companies and governments and how NGOs can be a broker in the middle.
Managing Information System Project (by Micahel Howden)	- learned the procedure to access information and its processing; very helpful for local NGOs' use of digital technology.

## About the Interviewers

**Tzu-Che Huang** is an IT professional with expertise in on-line activism. He got his master degree of MSc in Information Security in Royal Holloway, University of London. He used to travel intensively and then decided to pursue a career move from IT to NGO works, hoping to contribute to making a better world.

His latest overseas post was at Human Rights Law Network (HRLN) in India between 2009 and 2010. He volunteered at HRLN to make use of social media tools to power social networks for change. At present, he is in charge of Tech-Soup Taiwan chapter in the Frontier Foundation in Taiwan, working toward a time when every NGO has the technological resources and knowledge to operate at their full potential.

**Ann T.C. Kao** has wide experience in ICT industry, digital divide and ICT for development with the focuses on program management, international collaboration and resource mobilization. She has traveled and worked extensively in America, Taiwan and Southeast Asia. Ann just co-authored a published report “FutureConnect: A Review of Social Networking Today, Tomorrow and Beyond and the Challenges for AIDS Communicators”, written for the international consortium *aids2031*. She lives in Bangkok, Thailand, and represents Taiwan's Frontier Foundation as the Southeast Asia Program Director. She got her BA in English from Fu-Jen University, Taiwan, and studied in the masters-level courses about international development and globalization at Chulalongkorn University, Thailand, in 2005-27.