

Rough interview schedule:

1. (10 minutes): Experience on the bike
2. (10 minutes): Limitations of the bike
3. (5 minutes): Safety /security of the bike
4. (5 minutes): Metrics of the bike

Specific Questions

1. Have you experienced the inclusive bike service? If so, can you explain how it was and were there any problems?
2. Can you describe why you feel it's important to have an inclusive bike? What is the desire to have one? How do you think it could impact the life of the users?
3. What type of experience should the user have?
4. How does the experience of the biker vs. the person in the wheelchair differ, and how is it similar?
5. What got you into biking?
6. Where will this bike be used? Specifically, what sort of terrain and weather conditions should it withstand?
7. Were there any dangerous moments using an inclusive bike? Or Do you foresee any dangerous moments on a typical ride using the inclusive bike?
8. What is the top speed of the bike, and how fast should it go?
9. What is your expected cost for the product?
10. In terms of dimensioning, should it fit into bike lanes?
11. What level of exercise is the biker expected to do? What level of exercise is the person in the wheelchair expected to do (if any)? Should it be similar to that of a non-inclusive bike?
12. Do you have a preferred location - on the bike - for where the wheelchair should be located?
13. Are there any limitations caused by the wheelchair that might impede the motion of the bike? And vice versa
14. Should the mechanisms of the wheelchair be incorporated into the of the bike?
15. Should the physical components of the wheelchair be used (ie. the wheels of the wheelchair will be used as the tires,)?
16. Do you have any safety concerns for the biker, when and when not in motion? Do you have any safety concerns for the person in the wheelchair, when and when not in motion?
17. How do you expect the wheelchair to be secured to the bike?
18. When the wheelchair is secured to the bike, does this cause limitations to the bike/wheelchair? Should there be any limitations? What should not be limited?

Background Information

Project

The objective of our project is to create an inclusive bike; this would be a product that attaches a wheelchair to a bike, without permanently modifying the bike, and being as universal as possible to fit the various types of wheelchair and bikes.

Client

Our clients are those of whom use a wheelchair. This wheelchair may be motorized or self propelled. As such, the clients themselves are unable to use common bikes without additional aid, such as attachments, modifications or entirely different bikes. The clients may have varying degrees of physical and mental limitations, and as such our developed bike needs to be as inclusive as possible.

Interviewing Tools

- Always face, and make eye contact with the client
- Keep palms, arms and hands open as much as possible
- Use hand motions, but not too excessively
- Make affirmative noises and gestures to indicate to the interviewee you are engaged and listening attentively
- Try to make the interviewee as comfortable as possible; smile, have a positive attitude, and be visibly engaged in what they are saying. Even make jokes if appropriate!
- Don't be afraid of silence; take appropriate pauses when necessary to think yourself, and when the interviewee needs to think
- Don't make the client uncomfortable; be aware of any negative reactions / responses they may have and back off when necessary
- Ask follow up questions if you think of any on the spot; you don't need to follow the questions religiously!

Empathize Methods

- Encourage clients to tell you a story when possible
- Take notes on body language
- Engage and promote discussion towards topics clients seem most excited about
- Get the client to talk about their feelings as much as possible, and ask why they feel the way they do