# DELIVERABLE A

# Team Contract, Client Meeting Preparation, and Project Management Skeleton

**GNG2101, Group # A2.2**

**Team Members:**


1) Al Zuhaika, Shahd
2) Ceolin, Sydney
3) Ezzine, Mehdi
4) Laouadi, Rayane
5) Uchanski, Mark


**Project:**

One-handed walker steering

## Team Procedures

**Day, time, and place for regular team meetings:**
Our team will meet virtually through Microsoft Teams every Sunday at 12 pm and in-person every Thursday at 6pm.

**Preferred method of communication:**
Our team has elected to use Discord as our primary method of communication. It will allow us to have both video and text conversations, and each member of the group is already familiar with the interface.

**Decision-making policy**:
We have decided that our general decision-making policy will be a majority vote of the group members present at the meeting. This will allow each member to be able to communicate their opinions on each subject and ensure that everyone feels heard.

**Method for setting and following meeting agendas**: (Who will set each agenda? When? How will team members be notified/reminded? Who will be responsible for the team following the agenda during a team meeting? What will be done to keep the team on track during a meeting?):
The meeting agenda for the upcoming week will be decided at the end of each Sunday meeting by taking input from each member on what they feel needs to be covered in the upcoming meeting. Members will be notified of the agenda through the Wrike page, and we will follow the agenda laid out in the previous meeting and check in with the other members to ensure that the group stays on track. Each team member has committed themselves to working diligently on the project to remain on task. In addition, each meeting at the beginning of the semester will have a different group leader, we will go through each member alphabetically, before deciding on a member that best directs the group during meeting times and can continue to direct the team meetings for the remainder of the class duration.

**Method of record keeping**
Sydney will be the designated note taker and will make the notes available as PDFs in the Discord meeting notes channel.

## Team Expectations

**<u>Work Quality</u>**

**Project standards** (What is a realistic level of quality for team presentations, collaborative writing, individual research, preparation of drafts, peer reviews, etc.?):
The group will contribute equally to each deliverable and, depending on the work required, tasks will either be done collaboratively or will be assigned to individual members. Peer reviews of each other's sections will be done before submitting all deliverables, and prior to any presentations there will be a group meeting dedicated to practicing the presentation to ensure that the presentation flows well.

**Strategies to fulfill these standards:**

To fulfill our project standards, we will first and foremost ensure that everyone is feeling heard to ensure communication flow. By ensuring that we have a high level of communication as a group, we will be able to ensure that everyone understands what their task is and when it is due.

**<u>Team Participation</u>**

**1. Strategies to ensure cooperation and equal distribution of tasks:**

All group members have agreed to operate on an honour system, and will encourage one another to accomplish their tasks. In order to ensure cooperation we will hold bi-weekly meetings for the duration of the class. To ensure equal distribution of tasks, we will use a Wrike Gantt chart so that we can visualize how the tasks are divided up, depending both on the number of tasks and their difficulties to ensure that all work is split fairly.

**2. Strategies for encouraging/including ideas from <u>all</u> team members (team maintenance):**

To encourage all team members to participate in discussions and work completion, we will create a judgment free zone so that each member feels heard, as well as hosting group votes for any decision making so that everyone feels equally valued. We will also provide the opportunity to share ideas both in the group chat or during the in-person meetings, so that all members can share in the manner in which they feel most comfortable.

**3. Strategies for keeping on task:**

In order to ensure that our team remains on task, we will prioritize following the Gantt chart, which will be updated weekly with specifics for the upcoming deliverable. We will also hold one another accountable for our commitments by checking in with fellow team members on their progress.

**4. Preferences for leadership:**

With respect to decision making, we have decided not to just have one group leader to ensure that everyone in the group is treated equally and feels that their ideas are heard by the group, so we will be using group decision-making techniques to share the leadership. With respect to the team meetings, we will choose one group member to ensure that the team meeting follows the set agenda, and each member will have a turn to decide who would like to continue leading the meetings.

**<u>Personal Accountability</u>**

**1. Expected individual attendance, punctuality, and participation at all team meetings:**

All group members are expected to attend all meetings and be punctual. If a member cannot attend, they must notify the group in advance and make plans to ensure that they do not fall behind.

**2. Expected level of responsibility for fulfilling team assignments, timelines, and deadlines:**

All members are expected to complete equal amounts of work overall, but the weekly load can be adapted based on schedules to ensure completion of all tasks**.** We have decided to implement that each member should only take on as much responsibility as one can commit to (i.e., If you say you will do something, do it) to ensure that all tasks are completed before the deliverable deadlines. If a member requires help in completing a portion of their responsibilities, they are expected to notify the group and ask for help as early as possible to ensure completion of all tasks.

**3. Expected level of communication with other team members:**

Members are expected to be communicating in the group chat regularly and giving updates on the progress of their tasks to ensure all work is completed. Meetings will be held twice a week to ensure that all members are on the same page regarding team progress and what still needs to be done.

**4. Expected level of commitment to team decisions and tasks:**

There is an expectation for all team members to participate in all decisions and deliverables. We will do this by encouraging attendance at team meetings and ensuring that each member be willing to communicate with the group. Members should complete their tasks by the assigned due date on Wrike, if they think they will not be able to do so, they will be required to communicate with the group and give enough notice to ensure other members can pick up some of the extra work.

## Consequences for Failing to Follow Procedures and Fulfill Expectations

1. **Describe, as a group, how you would handle infractions of any of the obligations of this team contract:**

First, the group would communicate with the member who committed the infraction to try to resolve the issue. If unresolved, the group would deliberate to decide what the appropriate response to the given infraction would be, and divide up the incomplete work of the infracting member to ensure that all work continues to be completed on time.

2. **Describe what your team will do if the infractions continue:**

We will continue to try to communicate with the infracting member to solve the problem and decide on an appropriate response, but if we remain unable to resolve the situation, we will notify a TA or PM of the situation.

*************************************************************************

a) *I participated in formulating the standards, roles, and procedures as stated in this contract.*
b) *I understand that I am obligated to abide by these terms and conditions.*
c) *I understand that if I do not abide by these terms and conditions, I will suffer the consequences as stated in this contract.*

1) Mehdi Ezzine date 15/09/22

2) Shahd Al Zuhaika date 16/09/22

3) Mark Uchanski date 17/09/22

4) Rayane Laouadi date 17/09/22

5) Sydney Ceolin date 17/09/22

This template was adapted from [https://cns.utexas.edu/images/CNS/TIDES/teaching-portal/**Team_Contract**.doc](https://cns.utexas.edu/images/CNS/TIDES/teaching-portal/Team_Contract.doc)

## Customer Interview Template

**PRINCIPLES:**

**Human Centered Design.** *Look to users for design inspiration.* Interviews are a means of **engaging** a user to gather information using either direct or indirect questioning techniques. **Direct** questioning techniques are focused on having the user speak about specific topics, while **indirect** questioning techniques are focused on getting the user to tell stories about various aspects of a topic. Both kinds of techniques are used together for a **deep** exploration of ideas so that the interviewer can develop **insights** about the user.

**PURPOSES: To Understand.** *Interviews are a technique to learn more about the user.* Interviews develop value in several ways:

- **To uncover latent needs**. An interview can help Identify gaps between the use, usability & meaning of an idea, object, or experience for a user to reveal unmet needs.

- **To find surprises**. Interviews can find differences in who the people are and what they have stated they want and what these people do, and what they say they need.

- **To gain empathy for the user.** Interviews can help the designer discover the emotions that guide a user's behaviors.

- **To identify the type of user.** Interviews can help identify if a user is "extreme" or "mainstream." Extreme users are pushing the system and may reveal unmet needs before the mainstream users do.

**MINDSETS: To Engage.** *Have a conversation rather than just ask questions***.** In design thinking, interviews are a tool that allows you to engage with the user to hear about the successes and failures in people's everyday lives. Direct questioning tasks do help you gain facts; however, indirect questioning practices help you hear the stories behind these facts. Below are talking and listening suggestions:

<u>Let the user do the talking:</u>
- **Encourage Stories:** Whether the stories people tell are true, they reveal how the user thinks about the world. Stories reveal what people find normal, acceptable and believe to be true. A good interview should let the user elaborate on the answers like a conversation.
- **Look for inconsistencies:** Sometimes what people say and what they do are different. These inconsistencies often hide interesting insights. Interviewers need to ask about these inconsistencies during an interview.

- **Follow up with why questions:** Even when the interviewer thinks he or she knows the answer, the interviewer needs to ask people why they say or do things. The answers might surprise the interviewer.
- **Listen to verbal and nonverbal cues:** Be aware of emotions and body language as a way of using the interview to build empathy for the user.

<u>The interviewer does the listening:</u>

- **Do not suggest answers:** Even if someone pauses before answering, do not help her by suggesting an answer. This can unintentionally get a person to say things that agree with the interviewer's expectations.

- **Ask questions neutrally:** "What do you think about this idea?" is a better question than "Don't you think this idea is great?" because the first question does not imply there is a right answer.

- **Do not be afraid of silence:** Interviewers often feel the need to ask another question when there is a pause. Sometimes if you allow there to be silence, a person will reflect on what they have just said and say something deeper

## <u>RULES:</u>

**Rule #1 Talk to them following a path** Hint: Have a beginning, a middle, and an end

- You need to introduce yourself, state your school, describe what you are doing, and ask if you can ask some questions. If the user says yes, then you can carefully and seriously ask your questions. Talk slow, be polite, and look the person in the eyes when speaking.
- If he or she does not understand you, calmly repeat your question. When you feel you have received enough answers, ask the user if they have any questions for you. When you are done be sure to thank the user for their time and say goodbye with a smile!

**Rule #2 Ask them open, not closed questions** Hint: Ask for descriptions

- An open-ended question asks someone to provide you with a description. A closed question can be answered with one word or a simple yes or no. For example, "Can you remember what you ate yesterday?" can be answered with a "yes or no." If you ask, "Describe a meal you had yesterday…" will evoke richer information.

**Rule #3 Have them tell you a story** Hint: Use follow up questions for more info

- After you have asked your open-ended question and your user has provided an answer, ask a follow up question to get the user to talk more. You can ask for more information using "say, do, think, and feel" style questions. For example, "Did you **do** anything different for this meal?" or "Did anyone **say** anything interesting during your meal?" can help tell you more about eating behaviors. To find out about emotions, you can ask "How did you **feel** about the meal?" or "What did you **think** about the meal?" Let the user talk if he or she likes and make sure you do not talk over them or finish their sentences. This is a chance for the user to tell his or her story. Avoid the interview becoming an interrogation, instead allowing the user to tell you in the way he/she wants.

**Rule #4 One interviewer talks, the others write** Hint: Work as a team

- You should work in teams so that one person asks questions, one person writes down what is being said, and another person can observe the user's actions, behaviors, and personal characteristics. You need to include the date, time, and where you are doing the interview. You should ask or guess their age, record if they are a man or woman, and describe any other information about the person you are interviewing.

*Adapted from work done at Hasso Plattner Institute of Design at Stanford and Henry Ford Learning institute*

***Relevant Client Information:***

- Wish to maintain and increase their independence
- Want us to gain knowledge on accessibility issues (technical and social)
- Require an affordable solution
- Uses a walker to get around her house, but often dislocates a shoulder, making it difficult to steer the walker and get around
- Requires a design that will allow her to effectively steer the walker with only one hand (must be able to easily transfer between hands)
- Steering device must be easy to install, operate, and maintain (and warranty requirements must be maintained for installation)
- System must be rugged and weather resistant
- No previous attempts have been made for a solution to this problem

***Tools and Methods:***

- <u>Empathizing</u>: As interviewers, we should take a 'make it your problem' type of approach to the challenges faced by the client and try to see the situation from their perspective. This can only be done by distancing ourselves from any preconceived ideas that we may have about their situation.
- <u>Asking the right questions</u>: Ask open ended questions that invite a conversation or a story to allow for more room to read the client's behaviour and better understand them.
- <u>Being an active listener:</u> Taking the time to reformulate what the client says to ensure that we completely understood what they are trying to convey. Try to make the discussion as interactive and lively as possible without getting scattered. We will also have a dedicated note-taker so that we can review all discussed subjects after the interview to ensure that we did not miss any relevant information.
- <u>Do not ask the customer for the solution:</u> Instead of asking the client for the exact product that they want; we will ask questions that will help us envision the product that will best satisfy their needs. The client is not an engineer and does not always know what product they want, just the purpose they want it to serve.
- <u>Body language and nonverbal clues:</u> We will pay particular attention to the client's behaviour and demeanour and observe how it changes depending on the subjects we discuss. This can help give us some insight into how the client feels about the issue that they might not feel comfortable expressing aloud. We will also be sure to also use

nonverbal communication, such as eye contact, hand gestures, and facial expressions, to make the client feel more comfortable and at ease when answering our questions, which may help us obtain more information on their needs.

***Rough Interview Schedule/ "Path"*** *(duration and basic activities/question areas):*
1. (4 minutes): Introduction of the team and their goal and getting to know the client.
2. (6 minutes): Questions for the client and better understanding of what the product is solving.
3. (3 minutes): Questions client has for the team.
4. (2 minutes): Confirming the wants and needs of the client and thanking them for their time.

***Specific Questions*** *(order can be adjusted to maintain 'natural' conversation flow):*

1. Can you tell us a little bit about yourself and your story?

2. How has your need for a walker affected your daily life?

3. What would you like us to achieve with this product?

4. What do you like or dislike about walkers presently on the market?

5. How do you usually use your walker, and in what conditions?

6. What are the most key features that this product must have?

7. What challenges have risen specifically from you not being able to use both hands for the walker?

8. What kind of weather do you experience most where you live?

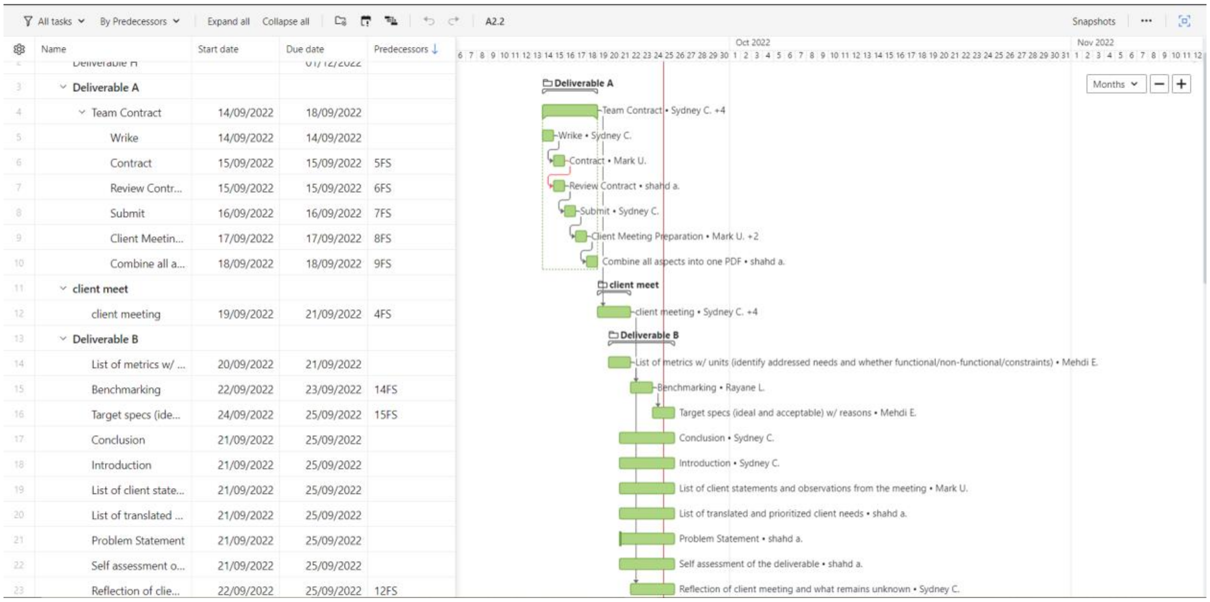
9. What is a level of complexity you would be comfortable with regarding the solution developed for the walker?

10. Are there any safety concerns you have with regards to using a walker that we can address while developing our solution?

11. Which aspects of your current walker are you able to use currently to their full capacity given your condition? What aspect of your current walker impedes your day-to-day life the most?

12. Are there any additional functions you would like us to add to the walker, for example a light?

# Wrike

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