Client Meeting Preparation:

1. Summarize the things that you know about your client based on the project description provided on Brightspace.

- The Client has Parkinson's disease and has hand tremors.
- Previous classes have attempted this project, but the client "Is looking for a slightly different approach"
- People with Parkinson's sometimes have trouble starting a movement.
    - When they are stationary for a while or have just risen from a chair for example, it takes a little encouragement to get their legs moving.
    - One technique for people with canes is to kick their feet as an incentive or to have objects in front of them like stairs to step on.
    - What would be useful for people who do not have a cane is a device that would be able to give some kind of stimulus to a foot to provide this encouragement or to have a virtual stepping stones to help movement.

2. Make a list of all the things you don't know about your client, but which you think would help you in better understanding their problems, limitations, frustrations, desires, and needs.

- Do they use any walking aid?
- Do they currently use any form of walking stimulus?
    - If so, what do they use and how does it work/how well does it work.
- What is their daily routine like?
- Does the issue present when sitting, lying down, or standing?
    - How does the issue present?

3. Describe the tools and methods you plan to use while interviewing and empathizing with your client, based on what you have seen in the course so far or other tools/methods you think could be effective.

- Design thinking approach.
- Understanding parkinsons.
- Distribute note taking and interviewing tasks.
    - Assigning group members roles during the interview.

4. Create an interview guide. You can use suggestions provided in the lecture or in the "Customer Interview Template" provided on Brightspace.

RULES: To guide your behavior during interviews

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 doesn't 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 good bye 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 as long as he or she likes and make sure you don't 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.*

Rough Interview Schedule/ "Path" *(duration and basic activities/question areas):*

1. (10 minutes): Introduction
2. (10-15 minutes): Ask client about life experiences.
3. (10-20 minutes): Question Period
4. (10 minutes): Client Questions, Concerns and Input

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

1. How long have you had parkensons? (This question may be answered during introductions)
2. What is your daily routine like specifically?
3. What challenges do you face on a daily basis?
    a. What activities are most affected by parkinsons?
4. When does the problem most strongly present itself?
5. What methods do you currently use to get your legs moving after periods of rest?
6. Have you ever used any walking stimulus devices?
    a. If so, what did you use?
    b. What did you like about them?
    c. What did you dislike about them?
7. Previous groups have made attempts at this project. What did the previous groups do and how did you feel about their approach?
8. Is there anything you are looking for in a product?
9. Is there anything that you do not want use to use for our design?
10. What is the best way to contact you? [Or similar Question]