

## A.2 Client Meeting Preparation

1. Summarize the things that you know about your client based on the project description provided on Brightspace.
  - The client is looking for a solution to a recurring problem they are having. The problem needs a solution that can provide easy and effective one arm steering capabilities for a walker. The solution needs to work with either arm as the steering arm and must allow for complete steering without the use of the other arm. It must also be easy to use, simple to install, and require minimal maintenance. We can also assume that our client spends time outdoors and needs the single-handed steering component to be suitable for all kinds of weather (rain, snow, icy grounds, etc.)
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.
  - The list of things that we do not know about the client include:
    - The type of walker the client uses (what brand, size, portability).
    - Overall mobility (i.e. balance, strength).
    - Preferences (i.e. specific factors to incorporate into the design).
    - Typical usage of walker (part time vs full time, outside vs inside).
    - Maneuverability (i.e. finite movements, broader movements).
    - Tasks that cause them difficulty in everyday life (e.g. chores, shopping).
    - Their current way of dealing with the problem.
    - The cause for them needing our design (condition).
    - If the client gets any help with daily tasks the single-handed steering component is suitable for all users.
    - What the acceptable weight above which the product would be too heavy is.
    - Where the walker is commonly used.
    - The range of speed is the client usually comfortable walking in.
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.
  - Some tools and methods the team can use while interviewing and empathizing with the client include active listening, deciding in advance what information we need to obtain, diverging from specified question to maintain the flow of the

conversation, neutral questions, attention to verbal/nonverbal cues, politeness (smiling, engaging, professionalism), etc. Based on what we have seen in this course so far, in order to effectively interact with the client, it will be very important to ensure that the group is listening and patient with the client's story. It is also important to note that it is alright to stray from the order of questions to suit the present conversation and ensure effective information is gained. Neutral questions are especially important in order to ensure that we are not influencing the client's response nor are we influencing their perspective. In addition, ensuring we ask open ended questions will let the client go more in depth and provide us more details about their current situation as well as more things we will need to consider when building a design. We can be sure to ask open-ended questions by utilizing the fact that we do not have much information about the client's situation/condition. Furthermore, we will observe, engage, and immerse the users to put ourselves in their shoes.

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

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

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

- (\_\_5\_\_ minutes): \_Introduction, questions relating to the clients daily problems now.\_
- (\_\_3-5\_\_ minutes): \_Questions regarding their dislikes and likes of current/old walkers.\_
- (\_\_5\_\_ minutes): \_Questions that identify other considerable factors.\_
- (\_\_5\_\_ minutes): \_Personal information the client feels is necessary to share.\_

1. What is the biggest challenge when steering the walker with one arm? Specifically, what is the most important thing you would want us to implement? (i.e power steering, braking, stabilization).
  - a. What are some of the challenges you face with the walker you are currently using?
2. What type of walker do you have?
3. What kinds of tasks do you have to get done day to day? How are you currently dealing with the problem?
4. What is the maintenance like for the walker that you are currently using?
5. Can you tell us about a time when you felt like your walker was limiting your ability?
6. How do you interact with your walker (ie. Leaning on, Not leaning on)
7. Have you ever had to navigate through crowded or tight spaces with your current walker? How did that go?
8. Does your walker have any electronic components?
9. What are some of the traits about current/past attempts at solving the problem that you have liked or disliked?

10. What is the mobility of the injured arm? Is it in a sling, is it resting on the walker, hanging at the side, etc?
11. Are there people in your life that should also be considered when improving the design of the walker?
12. How important is it for you to be able to fold and transport your walker?
13. Apart from what we already know to do are there any other things you would like us to consider?
14. May we have a picture of your walker?