

GNG 2101 C - Intro. to Product Development

Deliverable A - Client Questions

Team: C 2.3

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Client Meeting Preparation

About Client

Name : Steve Crane

Email : Steve.Crane@ofp.ca

Current Occupation : Assistive Technology Specialist

Background : Experience working as support worker for adults with disability mainly in residential area

Other Information : Representative of Computer Wise for this Mouse Skill App Project, previously worked on another accessibility project at MakerRepo

4. 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.

- 1. Background, Academic, Professional, other experiences?*
- 2. How often do you interact with users? When? For how long?*
- 3. What a typical weekday/weekend looks like.*
- 4. Role at company, Computer Wise*
- 5. Tools and products often used in daily job?*
- 6. Limitation of jobs, limitation of end users?*
- 7. Experience with product development teams?*
- 8. End goal of this project, Ideal experience of the app*
- 9. Current frustration with solutions found, if any?*

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.

Tools and Methodology

In the client meeting we will approach the interview through the lens of the iterative engineering design process. While interviewing the client, we will focus on empathizing and understanding the fundamentals of the problems to further discern the mandate at hand. This will thus allow the team to later design, find and create the best appropriate solution for the client.

Several methods will be used during the interview including the empathy map, as well as the interview guide as seen below. Open ended questions along with closed ended questions will be

asked while actively listening to receive valuable insight which will be necessary to optimize and design the optimal solution. Additionally, a collection of questions will help guide us through the interview process to better understand the “why” of this project. While listening, the client will be encouraged to speak openly and freely, making sure the environment is a safe place for them to be open and present. Throughout our conversation, the team will be on looking out for the client’s non-verbal actions along with their inconsistencies. Additionally, we will consider our personal bias and approach the conversation prepared while remaining non-judgemental and as open minded as possible.

Customer Interview

Rough Interview Schedule

1. **Introductions** : 5 mins
 - a. Team brief introduction of names
 - b. Introduction of Customer
2. **Understanding End User** : 10 - 15 mins
3. **Digging Deeper in Mandate : Web app Focused** : 10 - 15 mins
4. **Closing Arguments & Statement** : 5 -10min
 - a. Closing statement

Specific Questions

Introductions

1. Can you tell me about yourself, from what we know you have experience working as a support worker for people with disability in residential care? Can you tell us more about that?

Understanding end user

2. What demographic of people in the community we will be serving? What age range are we talking about ? Are they tech savvy?
3. Do you recall a situation while working with this community that involves the problem you mentioned?
4. As an assistive tech specialist, what problems do you see that they encounter the most? What other patterns or issues have you seen? Do they encounter any other challenges when on the computer or the internet?
5. Could you describe the typical day of the user? What do they like, any tendencies?
6. Do they have any disability ? What kind of disability ? Any difficulty in terms of vision, or certain colors or patterns?
7. Are they any apps they enjoy using or use often? What do they enjoy about them ?

Understanding Project Web App Focused

8. Why is it important for them to practice mouse skills ? How does it impact them?
9. How do you currently go about this problem or how did you go about it in the past? How much time is usually spent on that? When was the last time you tried to solve this problem or tested a solution to the problem ? What's the most frustrating part?

10. What issue or barriers did you encounter with the different solutions you found? I know it as mentioned they were solutions but they were too childish or too complicated ... Could you expand on that ?
11. Have you tried any other tool or web app? How well or badly did they work? What did you like and dislike about them? Were there anything you think lacked in these other web apps? What did you particularly enjoy the most?
12. What is the most important task in your opinion that this web app needs to do ?
13. What are the most important things or areas you are willing to focus on?
14. How do you envision this web app being used ? Could you describe to me the ideal app and experience on this ideal app?

Closing Questions & Statement

15. Is there any we haven't discussed that you think would be valuable for us to know ?
16. Do you have any questions for us ?

Thank you for your time, we are looking forward to working with you further on this project.