

Client Information:

Client: Cary B.

Client type: Individual

Client interest: High

Client Background: This client's son has cerebral palsy and uses a posterior walker.

Project Background:

- The client's son currently receives assistance when putting walker in car and taking it out at destination. He would be getting his drivers license soon which will allow him to go out without company and would not have assistance with loading and unloading the walker.
- Client's son is able to walk to the back of the car and can fold the walker. He would need help placing the walker in the trunk and taking it out.

Project Understanding:

- Design a system for lifting the walker into and out of the trunk of a car.

Design criteria:

- Must not damage vehicle
- Waterproof system
- Unassisted use
- Easy maintenance
- Adaptable to any vehicle
- Adaptable to any walker

Interview method and tools:

- Follow guide questions while allowing flexibility to adapt interview to client
- Observe behaviours to ascertain implied needs
- Create a comfortable atmosphere during introduction
- Encourage stories by asking open-ended questions and having conversation
- Assign a main interviewer and a main notetaker
- Avoid the suggestions of answers by asking neutral questions

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

1. (5 minutes): Introduction
2. (15 minutes): The client's specific needs
3. (10 minutes): Benchmarking
4. (5-10 minutes): Design specifications and client questions

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

1. *Although we already have background information from class, could you elaborate on your current situation?*

2. *What situation have you needed the product and not had it? Any stories?*
3. *Where do you prefer storing the walker?*
4. *Do you need help with closing the trunk and do you need storage in the trunk for other things? (Groceries, etc.)*
5. *What vehicle does the device need to be adapted to? Are there any current modifications in the vehicle?*
6. *Is there any way to adapt product control to suit your needs?*
7. *Have you had any alternative methods without any assistance? Has anyone ever suggested any tools/products you could try, and if so, what is your feedback.*
8. *How comfortable are you with modifications on your vehicle? And for the walker? Will you be removing the loader from the trunk, or will it be more permanent?*
9. *In what environment do you typically go to? E.g., Snow, compact space, downtown*
10. *Are there any specific requirements for the product?*
11. *Any questions for us?*