



uOttawa

PD-A: Client Meeting Preparation

GNG2101, Section #A01

Team #2

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Assigned Project: https://makerepo.com/project_proposals/226

Summary of Current Knowledge

The client is a wheelchair user. The client often uses a lap tray that may be installed onto the chair, as well as a gooseneck arm tablet holder. The client has been dissatisfied with the use of current tablet mounting devices as they are awkward to set up and do not have the best placement.

The client uses a lap tray and tablet. These must be removable or able to be recessed so that the client may be able to navigate in and out of the wheelchair with ease. Currently, the tablet holder that the client has is not suitable as it is difficult to set up and position. Ease of use is one goal for the project as remote activation is preferred.

What is not known about the client?

Getting to know the client can help our team to prepare for client meetings, and also, we are able to understand and interpret the customer's needs accurately. Below is a list of things that we do not know about the client.

- I. Previous experience with lap tray
- II. Materials of preference for the device. E.g wood, metal, plastic, etc.
- III. Type of the wheelchair they have
- IV. Why does the client need a lap tray with a tablet holder?
- V. Preferred mode of operation-buttons or levers
- VI. Nature of disability(ies): Limbs or arms, vision, nerves, etc
- VII. Cost constraints of the lap tray

- VIII. Weight Constraints of the lap tray or bearing weight of the wheel chair arms.
- IX. Required lap tray approximate dimensions.
- X. Wheelchair's maximum sitting space.

Interview Tools and Methods

The plan is to use a mixture of direct and indirect questioning to attempt to gain a broad understanding of the client's situation as well as a deep understanding of their needs. Starting with a list of guiding questions, the team will attempt to have a conversational feel that encourages the client to share the story behind their request.

Indirect and open-ended questions are used to pull out the why behind the client's request, while direct questioning is used to find into specific facts and ensure that a clear understanding is reached. Having a list of questions to guide the interview, but keeping to a conversational format allows the client the chance to tell stories which helps to build empathy and may bring up information not previously considered. This method ensures that a good relationship is built with the client while still ensuring that all pre-planned questions were answered.

It is also important to observe the client's body language and the emotions they display while answering interview questions. This will help build empathy with the client and taking note of emotional cues will allow the team to develop a deeper understanding of the client's needs and feelings. The team will remember not to fill the silence after asking a question as this time between questions could give the client time to reflect on their answers. This can allow the client to either change their answer or delve deeper into the interview question.

Interview Guide

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

1. (10 minutes): Clarification of the problem the client is facing.
2. (12 minutes): What is the client's current solution (good and bad parts).
3. (12 minutes): Requirements for solution.
4. (14 minutes): Personal factors and preferences that could affect the final product.

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

Clarification of the problem the client is facing.

Elise

1. Could you explain the problem at hand to us so we can have a better understanding of how we can help you?
2. In what sort of situations are you using the tablet?

Taryn

3. How often are you using it, or taking it out and putting it away?
4. What do you use your tablet for (drawing, writing, communicating etc.)

Will

5. Can you briefly describe how you imagine yourself sitting in the wheelchair and using your lap tray and tablet?

What is the client's current solution (good and bad parts).

David

6. What was your previous experience with a lap tray?

7. Do you currently have a tray, if so what type of lap tray do you have?

Shayleen

8. What makes the current options difficult to use?

a. How long does your current tablet holder take to set up?

b. What is the current placement of the tablet holder?

Jonathan

9. Why are current options on the market not meeting your needs?

Requirements for solution.

10. What style of tray do you prefer? (Side-mounted, center-mounted, flip away, slide on)

11. What are the most important aspects you would like to see in the tray?

Will

12. Do you have any ideas for the type of solution you are looking for?

a. Ie. Do they want us to modify the lap tray or buy a whole new one?

13. Do you have a maximum weight of tray that you are willing to work with?

Elise

14. How large would you like your tray to be?

Personal factors and preferences that could affect the final product.

Taryn

15. What model of wheelchair do you have?

a. Do you have more than one wheelchair, and if so, is your current tray compatible with all models?

David

16. What tablet would you be using with the tray?

a. Would you like the tray to be compatible with multiple tablet models?

Shayleen

17. What mode of operation of the lap tray would you be comfortable with? Buttons or levers? Or others?

18. Do you have a preference of how the tray will look? (colour, designs etc., texture)

19. Which materials would you prefer for the lap tray?

Gantt Chart

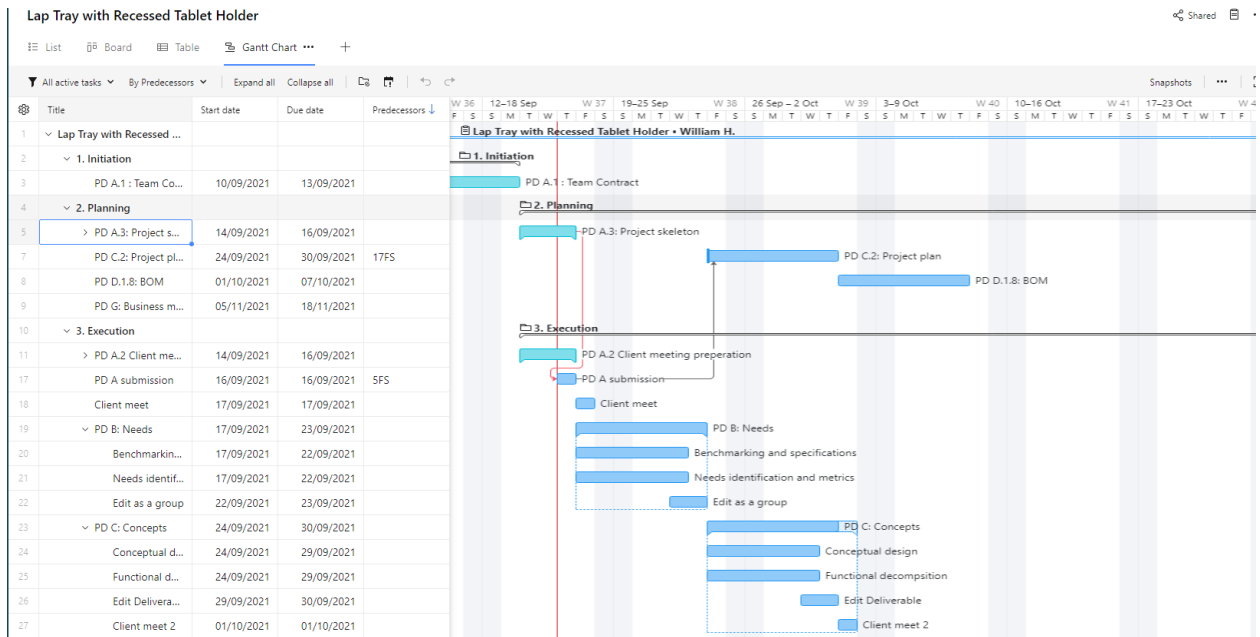


Figure 1. Excerpt of Wrike Gantt Chart