HUMAN POWERED LIGHTS

Project Deliverable A: Customer Interview Preparation

GNG 2101

Team 1.1

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Introduction

This document outlines the preparatory information for the initial client meeting. The project assigned is the human powered lights project. Background information about this project was found on MakerRepo and was used to prepare for the initial client meeting. Section 1 summarizes information about the client based on the project description. Section 2 outlines the unknowns about the client that would help understand the problem. Section 3 describes the methods and approaches used to interview and empathize with the client. Section 4 presents the rough interview schedule. Section 5 lists the specific questions that the client will be asked. Finally, section 6 describes the roles of the team members for the client meeting.

Section 1

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

- Client is passionate about the environment.
  - Client is passionate about plants.
- Client has joint pain/limitations. Some repetitive motions may not be possible.

Section 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 client did not specify the joints that are causing mobility limitations.
- What types of plants will lights be used for?
- What lights she is currently using?
- Are the plants exposed to natural light (i.e. in a greenhouse)?
- How many plants does she have?

Section 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.

- Open ended questions will be used with regard to medical information to not be invasive.
- Asking the client to immerse our team in a daily experience of her current situation will allow us to better design a solution. Let her explain her personal story.
- Allowing the client to ask our team questions can also be used to develop a better relationship with the client.
- Dressing and acting professionally while meeting the client to make the client feel more comfortable with our credibility.

Section 4

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

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

1. (2 minutes): Introduce our group to the client.
2. (2 minutes): Allow client to introduce themself.
3. (5 minutes): Ask client about current setup/solutions they are using.
4. (5 minutes): Ask client about limitations and constraints.
5. (3 minutes): Summarize all information gathered and allow client to ask their questions.

Section 5

Specific Questions (approximate order to be used):

1. Would you like to introduce yourself to the group and tell us anything about yourself? / Can you tell us about your day-to-day schedule?

2. Where did your passion for the environment come from?

3. How big is your garden and what plants do you have? Pictures?

4. Do you have natural light in your setup? Are you currently using any specialty lights?

5. How long do you want/currently run your lights per day?

6. What movement limitations are you looking to avoid when using the human powered light system? Feel free to provide as many or as few details as you wish.

7. Walk us through a typical day in taking care of your garden. What challenges do you currently face?

8. We know that another team attempted to solve your problem a few months ago. What did you think about it? Are you comfortable with walking and or biking?

9. How much time per day would you use the system for? Per week?

10. How much space do you have to dedicate for this system?

11. Is there anything else you wish to share with us? Is there a specific solution you had in mind?

12. Do you have any questions for us?

Section 6

Interview Roles:

James and Alison: Ask questions and lead the conversation.

Josh: Take notes based on verbal answers, record user response.

Carly: Take notes based on users’ behavior, see how she reacts, what excites her or makes her uncomfortable.

Amit: Team intro and conclusion. Responsible for contact with the client, such as post interview thank you email.