

Deliverable A.2 - Client Meeting Preparation

Group Z13

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

We are given a task to develop a product for an organization known as Computer Wise, which exhibits a moderate level of interest in our offering. Computer Wise is dedicated to assisting individuals with disabilities and has requested our assistance in designing a secure cup holder for wheelchair users equipped with a dining tray. The cup holder must be affixed to the tray rather than the wheelchair itself. The client typically uses a plastic coffee cup to drink from. The cup holder must be rugged, waterproof, and not be knocked off due to sudden movements. The cup holder must also be easily repairable if there are multiple parts, and easy to assemble. The project is expected to cost \$50 to build. Over the course of our project, our progress will be overseen by Travis, the administrator of the Computer Wise program.

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.

We are unsure about the specific age and disability of the client, as this project will be designed to be adaptable to different users facing the same issue. The exact ability and range of movement of the user cannot be determined from the description, which said that the user needs to use a wheelchair tray. I think that if we knew more about the limitations that the user is facing, we would be able to improve our design to ensure that we make the use of our product as optimized as possible. The user probably already has certain frustrations and desires when it comes to the use of cups and cup holders, so being able to get more information from or about the client would help us to ensure that we eliminate as many frustrations as possible.

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.

We will use a direct and indirect method of asking questions to ensure that we gather a variety of information on the client. This will ensure that we get a deeper understanding of the problem faced by the client as well as specific needs that the product should fulfill. Some techniques used during the interview include talking to them using a path. Having a beginning, a middle and an end will ensure a proper interview structure. Another technique to employ during the interview is to ask open ended questions. These types of questions will avoid yes or no answers and provide more detail for us to use during the next phases of product development. We can also have the client tell us a story related to the problem we are trying to solve. This will

help us empathize with the client and provide a better solution as we can imagine what the client goes through. The last technique to use would be to separate tasks during the interview. Half the team can focus on asking questions, interacting with the client and observing their reaction, while the other half will focus on documenting the answers. This will ensure we can get the most out of the interview.

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

1. Introduction and asking basic questions about the project, including questions about why the project is needed and possibly a story about where the need for the cup holder arised from. This will be where we begin to empathize with the user.
2. More specific questions about the project will be asked, avoiding yes or no questions. The questions will focus on the actual design requirements.
3. Questions about the aesthetics or look of the project will be asked, this ensures that the user finds appeal in the design and functionality of the project.
4. Once all necessary questions have been asked, we will ensure that the user has stated all desires for the design of the project. We will ask them if they have any questions for us and if they have anything that they want to ensure that we include in the design.
5. Following this, we will reiterate the information that we have gathered and ensure that the information is correct. This will involve short statements about the information for the user to confirm or correct.
6. Once all questions have been asked, we will thank the user for their time and end the interview in a professional manner.

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

- 1) What is the problem and why do you need a solution?
- 2) How does it make your life easier? How long have you faced this problem?
- 3) What is the most important thing you are looking for in a solution?
- 4) Do you have a specific area of the tray or wheelchair that you would prefer we locate the cup holder?
- 5) What are the general dimensions of the tray (length, width, thickness)?
- 6) The cup must stay firmly on the table, how easy must the lifting or removal of the cup from the holder be?
- 7) How much mobility and strength do you have with your arms/hands/fingers?
- 8) What are your limitations when it comes to installing the cupholder to the tray?

- 9) Have you thought of any mechanisms to secure the cup(s) and are there any solutions that you have tried to fix this problem? If so, what have you tried?
- 10) Are there specific materials, colors, or designs that you would prefer for the product? What do you imagine the final solution to look like?
- 11) Will the wheelchair be moving while the cup is in the cup holder? Does there need to be extra precautions involving this movement?
- 12) How would you store the cupholder, and how large/small would you prefer it to be?
- 13) On average, how many cups do you have placed on the tray that could potentially spill?
- 14) Is there anything you want us to keep in mind in terms of safety regarding the product?
- 15) Are there any other criteria or needs that you would like to see in the final product? Can you help us rank them from most important to least important?
- 16) Can we contact you outside of client meetings? If yes, how can we do that?

Wrike snapshot:

<https://www.wrike.com/frontend/ganttchart/index.html?snapshotId=LJFDNq2xXoMkKObqni2iaOyqcdZqIALu%7CIE2DSNZVHA2DELSTGIYA>