

# Client Meeting Preparation

## Introduction

The purpose of this document is to act as a guide for the meeting with the client. The client and interviewee will be questioned and their specifications for the curtain design will be recorded. This document will help in designing a solution to the clients problem.

## Summary

The client, Kayla Dunn, is an employment advisor for the LIFE (Learning In a Fun Environment) program, where she and her team help support people that have special needs. The client's request is to develop a solution to the loss of privacy wheelchair users experience when using accessible bathroom stalls. When using accessible bathroom stalls, there is often not enough space within for the wheelchair to fit and have the door close, as a result, wheelchair users do not have the privacy they desire. The client has suggested to design "a curtain that attaches the the back of the wheelchair to add more privacy."

## Tools

During the interview, listening to the interviewee will be paramount. The interviewer's primary role is to get the interviewee to talk about their experience with the problem. To begin, a rapport should be developed with the interviewee, this will ease tension and make the interviewee more comfortable answering questions and recounting stories. A rapport can be developed by greeting the interviewee kindly and introducing ourselves, additionally, while conversing with the interviewee it is important to be polite and friendly. The conversation should flow naturally, rather than become an interrogation. To keep the conversation flowing naturally the interviewer should ask broad, open ended questions, which are followed by more specific questions about various aspects of the interviewee's answer. Whenever possible, the interviewer should try to segue between questions. Another member of the team will take notes about the conversation, recording as much of the conversation as possible on paper, this will free up the interviewer to focus on keeping the interview running smoothly.

## Interview Guide

The team will begin by introducing themselves to the client and stating their purpose to the client, this will be followed by asking the interviewee if they are willing to answer some questions. The interviewer will begin by asking the interviewee to describe their problem, after which, the interviewer is responsible for directing the conversation to obtain as much information as possible from the interviewee. A few important questions are as follows;

**For the client:**

- How general of a solution is desired? In other words, should the solution be compatible with a variety of wheelchair designs or is there a specific model that they are concerned about?
- What level of physical capability are the users expected to have?
- Are there any restrictions or preferences for the materials used in the solution?

**For the user:**

- What is considered a suitable amount of privacy?
- What aspects of a bathroom stall make it particularly difficult to get privacy?
- If you are comfortable, describe a time where you felt a loss of privacy due to not being able to close the stall door.

## Conclusion

To conclude, the first meeting with the client will collect the necessary information to gain an understanding the problem from the user's perspective. With the information collected, the team can begin to generate and explore ideas and potential solutions to the problem. Privacy is an important aspect of people's lives, returning the users' privacy will improve their daily lives. The team will strive to meet the client's and user's expectations.