**Key Feedback and Information**

- In the dialer, having only the correct numbers pressable is something to consider.

- Focus on giving positive reinforcement over negative ones

- Providing the instructors with details on what to do should a student make a mistake would be helpful

- Another consideration is not having hints for the students to encourage a one on one experience with the instructor providing the hints.

- Avoid making the students reliant on the hints.

- A computer version is not required as the instructors might not always have a computer readily available.

- Have a hint that shows what an address looks like. Many children do not know what their addresses are.

**Team Insight Vs Customer Needs**

We originally focused on having a connected but isolated experience where the instructor is only providing feedback if the student is completely lost and for the mock phone call. Our meeting with Candace, gave us more insight into how the exercise will take place. We learnt that the experience should be more personal on a one to one basic. This is helpful as it gives us guidance on how to make a better interface for both the instructor and students. We now need to think about how hints work in a different way than we originally had.