1.1 OPENING INFORMATION

Project 121: Wellness Room Expansion

Client	*Lucy Chandler*
Names of Team Members & List of Members Attending	Akshaya Velmurugan, Yongkang Cheng, Ethan Lam, Aileen Sun, Youssef Bayoudh, Warrick Tsui
Time & Date	Friday, February 2nd from 3:45 pm to 4:45 pm. Chestnut Residence

1.2 AUDIENCE ANALYSIS
The client the team will be communicating to is Lucy Chandler, the residence life coordinator at Chestnut Residence at the University of Toronto. Their level of expertise regarding a technical background is unknown although she had worked as a sculpture technician. She also has a bachelor degree from Queen's University in fine/studio arts. This expertise can be beneficial depending on how the team plans to redesign the wellness room regarding decorating and connecting the redesign to Chestnut's values and history. Her motivation to bring this project to the team may be due to a busy schedule on her end or due to a desire for a student perspective on a room for students.

1.3 WHAT WE WANT TO ACCOMPLISH
With this meeting the team hopes to form an honest and professional relationship with the client to gain trust and to prove to them that they will not be disappointed. Our goal is to first, learn what the issue is with the current wellness room, what **their visions are for the future** of the room, and to get **a clear idea of the scope** for this project. This will include their **functions and objectives for the room** and financial and **physical limitations** regarding the redesign. In addition, we aim to gain deeper insight into the physical and virtual environment of the existing wellness room, as well as the current daily interactions within the space.

1.4 INTRODUCTIONS
The team should come to the study room about 20 minutes in advance, dressed in business casual attire. When the client arrives, the team stands up to greet and acknowledge the client, and the team leader invites the client to sit.

Next, the communication liaison, Akshaya, brings a brief introductory sentence showing that they are happy to meet with the client, introduce herself, and prompt the team to bring their information in the following order: Akshaya → Warrick → Ken → Ethan → Aileen → Youssef.

After each introduction, the client is likely going to introduce herself and after that, the project manager (Ken) announces the agenda of this team meeting.

1.5 INFORMATION SHEET

Legal name: Aileen Sun
Preferred name: Aileen Sun (pronounced "I lean")
Pronouns:
Year of study and academic program: First Year Computer Engineering Student
Picture: :/
Email: aileen.sun@mail.utoronto.ca

Legal name: Ethan Chun-kiu Lam
Preferred name: Ethan Lam
Pronouns: He/him
Year of study and academic program: First Year Computer Engineering Student
Picture:
Email: ethanchunkiu.lam@mail.utoronto.ca
Personal introduction: Hi, I'm Ethan. I'm the team's research analyst.

Legal name: Yongkang Cheng
Preferred name: Ken Cheng
Pronouns: He/him
Year of study and academic program: First Year Computer Engineering Student
Picture: /
Email: yongkang.cheng@mail.utoronto.ca

Legal Name: Warrick Chun-Wang Tsui
Preferred Name: Warrick Tsui
Pronunciation: War-rick Chui
Pronouns: He/him
Year of Study and Academic Program: First Year Computer Engineering Student
Picture:
Email: warrick.tsui@mail.utoronto.ca

Legal Name: Akshaya Velmurugan
Preferred Name: Akshaya
Pronunciation: Ak-shay-ya
Pronouns: she/her
Picture:
Year of Study and Academic Program: First Year Computer Engineering Student
Email: a.velmurugan@mail.utoronto.ca

Legal name: Youssef BAYOUDH
Preferred name: Youssef
Pronouns: He/him
Year of study and academic program: First Year Computer Engineering Student
Picture: /
Email: youssef.bayoudh@mail.utoronto.ca

1.6 LIST OF CLIENT QUESTIONS:

Everyone: Introductory/Greeting

Youssef: Thank you for assigning us this project . We found it very interesting and would appreciate the opportunity to discuss certain aspects and address any inquiries we may have regarding the project

Ken: In the client statement, Ms. Sukhmani Khaira suggested revamping the wellness room by merging it with the study room. By that, what are you expecting for us to deliver? Is the final result a larger wellness or study room? Or would it be a general purpose room?

In case if ambiguous, Youssef follows up: What are your primary concerns and expectations of the students regarding the redesigned space? Should it be entertainment or zero stimulation?

Ethan: As stated in the client statement, the Wellness Room is currently an under-utilized space at Chestnut. Does this imply that the existing space is not currently known by students due to the lack of publicity? Or is it that the space is currently unsuitable for students seeking mental wellness? Or is it both of these factors that we are attempting to resolve?

Aileen: What is the allocated budget for the project? What is the budget to maintain the new room (i.e. currently, replenishing the crayons)?

Warrick: In the client statement, Sukmahni strongly suggested to merge the rooms together. What are the restrictions on structural changes that pertain specifically to this building?

Akshaya: Have any steps been taken in the past in an attempt to redesign the wellness room?

Warrick: Are there any particular elements from other wellness spaces that you find appealing? How would you say it meets the goals of being more inviting, calm, and welcoming?

Ken: What is the expected capacity of the new design

Aileen: What are the logistics behind removing or adding the keycards/locks?

1.6 STRATEGIES
   ● The meeting will take place in Chestnut Residence Study Room 2 on the 28th floor. Since Ken is a resident in Chestnut Residence, he will make guest passes for the rest of the team. There are seven seats and six chairs in the study room. We will temporarily carry one chair from the study common on the same floor into the study room.
   ● During the meeting, each person asks one of the questions to prevent one person monopolizing the conversation.

- All team members are expected to actively listen to the client and jot down the responses on their engineering notebook. We write down the questions in the notebook in advance and leave some space for the client's answer.
- All members must maintain eye-contact with the client to demonstrate politeness and attentiveness.

1.7 CLOSE OF MEETING

At 4:40PM, the team will not begin any more topics, instead looking to wrap up the conversation. The Editor will summarize the meeting for one minute while other team members will look through the notes recorded in their engineering notebook and ask any clarifying questions that are important details and were not clear enough. The Project Manager will set up the second client meeting using the available times that everybody has agreed on. The Communications Liaison will thank the client on behalf of the team and the team will leave the room after the client.

Potential second meeting options
The times my team would be available to meet are:
Feb 29 (Th), Mar (1, 4, 5) (F, M, Tu)
- Tuesday, March 5, 1:00 pm - 2:00 pm
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- Friday, March 8, 8:30 am - 9:30 am