

Client Meeting #2 Plan

Time and Place

- Friday, March 1, 2024, 4-5PM
- Zoom; Virtual Meeting

What we want to accomplish

- See if client and team is on the same page for FOCs and scoping
- Ask for her opinions on the PR document
 - Anything she agrees with/wants to change
 - Go through each section briefly, pointing out main ideas per section
- Update them on state of the project
 - Currently on the CDS stage

Questions for the client

1. **Someone:** Are there any questions and/or concerns about the document?
2. **Someone:** Ask if they want new objectives or constraints being added.
3. Scope resources clarifications
 - a. **Aileen:** How much control do we have over the allocation of Chestnut's human resources (i.e. staff, like how many community wellness coordinators, frequency of guests invited, what do they do and modifications to job guidelines)
 - b. **Aileen:** How much consideration should we give towards the tourists in summer, versus the UofT student population?
Youssef: Final confirmation of scope (CWC, Animals)
 - c. **Ken:** Currently we say we are not going to add/modify the booking system (out of scope). Is it okay as this, or do you expect us to add/modify the booking system? (also for the time limit of the user per day)
 - d. **Ken:** Discuss her design preference; whether we are creating a combined room or the space split into two parts, considering the project is called "Wellness Room Expansion"
4. Regarding objectives and constraints
 - a. **Ethan:** What are your thoughts on how we currently prioritized the objectives?
 - b. **Ethan:** How many mentally stimulating resources would be ideal to be within the room (this includes things such as fidget toys, headphones for music, puzzles, etc.)
 - c. **Warrick:** How many forms of media would be ideal for communicating wellness information? Would you like the wellness room to be a place where students can go in and "do whatever they feel"? (printed, social, video, etc.)
 - d. **Warrick:** How quickly should individuals be able to connect with a wellness professional ideally? Do you expect any distress situations where phone lines like KidsHelpPhone, suicide lines, or 911 would need to be called?
 - e. **Ethan:** Would it be a good objective/goal for our team to aim for renewable energy consumption? If so, to what extent can we modify the current lighting system?

- f. Clarify on the budget and what it means by “two year maintenance”
- 5. Ask for Measures of Success
 - a. **Warrick:** In your eyes, what would a successful design look like? Would you like the room to appeal to large groups who want to hang out together or maybe just a couple of them?

Agenda

- 1. Introduction
 - a. Wait in the same room, then briefly welcome and overview of the meeting
 - b. Everyone introduce themselves again
- 2. Recap the previous meeting
 - a. **Ken:** State the project update (generally introduce the PR) milestones we have reached
- 3. Discuss the PR
 - a. **Youssef : Ask the questions listed above**
 - b.
 - c. Go over the major points from the first client meeting
 - d. Express any concerns (refer to the previous part)
 - e.
- 4. Talk about the stage of the project
 - a. **Youssef:** Idea Generation Stage:
 - i. Brainstorming individual parts of the project that will be put together
 - b. **Same Person:** Idea Selection
 - i. Filter them based on the primary functions and constraints that we outlined in the PR
 - ii. Rank them based on the objectives by priority
 - c. **Same Person:** Deciding upon three design alternatives
 - d. Discuss the ideas and ask for the client's preference
- 5. Closing
 - a. **Someone:** Inform the client about the third client meeting (Tentatively, it will be on the week of April 1st)
 - b. **Someone:** Summarize the key points discussed during the meeting (eliminate misunderstandings)
 - c. Thank the client