Appendix

<u>Initial interview with client</u>
Me: Hi, I've heard that you're interested in a program. What is it that you're looking for?
Client: Well I work in marketing and design, and a lot of my work is on a laptop, but I feel like my skills on the keyboard are really slowing down my work rate.
Me: So, your work involves a lot of typing, and you're looking for a way to improve your typing speed, is that correct?
Client: Yes, now I only type with two fingers and must look at the keyboard while I do it, which really slows down my work rate.
Me: Could you give me any more specifics on what it is that you require from this program?
Client: Well, what I'm after is a way for me to practise typing different words, so that I can improve how quickly I type, as well as how accurately I am doing it.
Me: I'm sure I'll be able to create a suitable product with this information so far. I'll come back to you with a full plan as well as a prototype next time we speak.

<u>Prototype demonstration interview</u>
Me: Okay, so my proposal is for a downloadable app that can be used on your laptop which will help you to develop your typing speed. Initially I thought to create a web-based program, but I thought that a downloadable program would better suit you since you would be able to use it without the need for an internet connection. Would that be your preferred way for accessing the program?
Client: Yes, because I often travel on business and so a reliable internet connection is not always guaranteed.
Me: It will consist of multiple modes for improving typing speed and accuracy through giving you a word on the screen and getting you to type the same word into the box. Some of the modes may include slowly suggesting longer rand longer words within the same time limit, shortening the time limit to type each word and one which suggests words and letters which you get wrong the most.
Client: Yes, I think that would suit exactly what I'm looking for.
Me: I have a prototype here [show prototype] to show you how the interface might look. If you'd like to try it.
Client: Yeah, this looks exactly like what I'm looking for. I like how simplistic the GUI is. It makes it very easy to focus on.
Me: Okay, I'll make sure to keep the GUI simple then. Are there any other features which you might want implemented into this program?
Client: The ability to see how you improve over time would be a good addition, as well as the ability for multiple users to login and compare their progress.
Me: Okay, I'll be sure to add that in for you. Thank you for your time.

<u>Final interview with client</u>
Me: I would like to talk to you about the application which I have been producing for you. I have now completed the project and would like to ensure that all of the criteria which you specified has been met.
Client: Okay, sounds good.
[show final product]
Me: So, after having tested the product, I'd like to go through the success criteria to check that all of your needs have been met.
Client: Okay, sounds good.
Me: So, the first criteria. Are users able to create accounts and log into them?
Client: Yep, I managed to create my own account, and log in successfully.
Me: Were you able to chose a mode to practise your typing?

Client: Yeah, there was the mode to checking my progress and two separate modes for practising accuracy and speed which I really liked.

Me: In these game modes, was input from your keyboard taken?

Client: Yep, I used my laptop to test it and it all worked perfectly.

Me: Did the program record the letters and words you got right or wrong the most?

Client: Yeah, using the progress check I could see that it had recorded that data.

Me: Did the program suggest the words you were worst at more in the practise modes?

Client: I think I could see that a bit when I was trying out the practise games, as one word I got wrong a few times.

Me: And how about showing you which ones you were getting right and wrong?

Client: It did that too, as I said earlier, I could check all that information in the progress check pages.

Me: And was it able to show how your scores changed over time?

Client: Yeah, the entries on those pages were in time order so I could see how my scores had improved.

Me: And the final criteria which you suggested after seeing the prototype, can other users use the program and compare scores?

Client: Yeah, I was really impressed with this part as I could see other users on a page separate to my own scores.

Me: So to summarise, has this program met all of your needs?

Client: Yeah, its met every single one of the criteria.

Me: And the final question, what would you say could be improved?

Client: The only thing I can think of would just be making it look a bit nicer, since the style seems quite boring, but other than that, it seems to work perfectly!

Me: Okay, thank you for your time.