# MND Communication Assistant – Onboarding Questionnaire

Designed to personalise your digital voice and communication experience.

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## Section 1: Identity & Communication Style

1. 1. What is your preferred name or nickname?
2. 2. What is your age?
3. 3. What is your first language? Any other languages you speak?
4. 4. How would you describe your personality in 3–5 words? (e.g., calm, funny, thoughtful, direct)
5. 5. How do you prefer to communicate?

* ☐ Formal
* ☐ Casual
* ☐ Empathetic
* ☐ Witty
* ☐ Sarcastic
* ☐ To-the-point
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. 6. What tones or styles should be avoided when talking to you? (e.g., condescending, overly emotional)
2. 7. Do you prefer short or detailed responses?

* ☐ Short
* ☐ Detailed
* ☐ Depends on the situation

1. 8. Should the assistant use emojis, exclamations, or expressive punctuation?

* ☐ Yes
* ☐ No
* ☐ I don’t mind

1. 9. Are there any words, expressions, or tones that frustrate or bother you?
2. 10. Do you want responses to be explained clearly or kept simple and brief?

* ☐ Explained clearly
* ☐ Kept simple
* ☐ Depends

## Section 2: Social Contexts & Conversation Types

1. What is your relationship status?

* ☐ Single
* ☐ Married
* ☐ Divorced
* ☐ Widowed
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. Do you have children?

* ☐ Yes
* ☐ No

1. If yes, how many children do you have?
2. What are their genders and ages?

* ☐ Boy
* ☐ Girl
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. Do you live alone or with someone?

* ☐ Alone
* ☐ With family
* ☐ With caregiver
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. Who do you live with?

* ☐ Spouse
* ☐ Parent
* ☐ Adult children
* ☐ Sibling
* ☐ Flatmate
* ☐ Carer
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. How often do you attend events or social occasions per week?

* ☐ None
* ☐ 1–2
* ☐ 3–4
* ☐ 5 or more

1. What kinds of events do you usually attend?

* ☐ Religious
* ☐ Medical
* ☐ Family visits
* ☐ Club meetings
* ☐ Online calls
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. How many hospital or clinic visits do you have per month (on average)?

* ☐ 0
* ☐ 1
* ☐ 2–3
* ☐ More than 3
* ☐ It varies: \_\_\_\_\_\_\_\_\_\_\_\_

1. 11. Who do you frequently talk to?

* ☐ Family
* ☐ Friends
* ☐ Carers
* ☐ Colleagues
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. 12. Where are you usually during conversations?

* ☐ Home
* ☐ Clinic
* ☐ Work
* ☐ Social Events
* ☐ Online
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. 13. What types of conversations do you often have?

* ☐ Small talk
* ☐ Emotional support
* ☐ Making requests
* ☐ Jokes and humour
* ☐ Giving instructions
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. 14. Are there people you’d like help communicating better with? (e.g., doctor, sibling, manager)
2. 15. Are there situations where you'd like help sounding more…

* ☐ Confident
* ☐ Polite
* ☐ Warm
* ☐ Firm
* ☐ Funny
* ☐ Professional
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. 16. Are there types of conversations that cause stress or fatigue?
2. 17. Do people sometimes misunderstand your tone or intent?

* ☐ Yes
* ☐ No
* ☐ Sometimes

## Section 3: Interests & Emotional Context

1. 18. What are your hobbies or interests?
2. 19. What topics do you enjoy talking about most?
3. 20. What topics would you prefer to avoid?
4. 21. What moments or topics bring you joy or comfort?
5. 22. Are there stories, memories, or songs you often return to?
6. 23. How do you usually express yourself when feeling low or frustrated?
7. 24. Is there anything you'd like to say more often but find hard to express?
8. 25. What traits or values matter most in communication?

* ☐ Honesty
* ☐ Kindness
* ☐ Humour
* ☐ Clarity
* ☐ Privacy
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. Are there topics or types of jokes you find offensive or hurtful?

* ☐ Yes
* ☐ No
* ☐ If yes: Please specify: \_\_\_\_\_\_\_\_\_\_\_\_

1. What is your biggest source of emotional strength right now?

* ☐ Faith
* ☐ Family
* ☐ Friends
* ☐ Music
* ☐ Personal values
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

## Section 4: Phrasebook & Personalisation

1. 26. Do you have favourite phrases or sayings you like to use?
2. 27. Would you like the assistant to reflect your religion, culture, or ethical values in how it speaks?

* ☐ Yes
* ☐ No
* ☐ Please specify: \_\_\_\_\_\_\_\_\_\_\_\_

1. 28. Should the assistant remember past conversations and bring them up again later?

* ☐ Yes
* ☐ No
* ☐ Ask me each time

1. 29. Do you want responses to express certain emotions by default?

* ☐ Optimistic
* ☐ Realistic
* ☐ Grateful
* ☐ Calm
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. 30. What kind of humour do you enjoy, if any?

* ☐ Light
* ☐ Dry
* ☐ Puns
* ☐ Silly
* ☐ None
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

## Section 5: Cognitive & Physical Preferences (Optional)

1. 31. How much effort does it take to select or type a response?

* ☐ Very little
* ☐ Moderate effort
* ☐ High effort

1. 32. Do you prefer the assistant to suggest replies or wait for you to write your own?

* ☐ Suggest replies
* ☐ Wait for me
* ☐ Mix of both

1. 33. Do you experience fatigue, attention limits, or effort challenges we should consider?
2. 34. How quickly do you want to “get to the point” in a conversation?

* ☐ Very quickly
* ☐ Naturally
* ☐ With warmth and buildup

## Section 6: System & Device Use Preferences

1. Do you use any assistive communication tools?

* ☐ Eye-tracking
* ☐ Head switches
* ☐ Speech-to-text
* ☐ AAC device
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. What type of device are you most comfortable using?

* ☐ Tablet
* ☐ Desktop
* ☐ Mobile phone
* ☐ Smartwatch
* ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. How long can you typically engage in a conversation before needing rest?

* ☐ Less than 5 min
* ☐ 5–10 min
* ☐ 10–20 min
* ☐ Over 20 min

## Persona 1: James “Jim” Holloway

Age: 68  
Relationship Status: Widowed  
Children: 3 (2 daughters aged 32 & 29, 1 son aged 26)  
Lives with: Eldest daughter and part-time caregiver  
Language: English (native)  
Personality: Reserved, thoughtful, practical  
Tone Preference: Formal, clear, to-the-point  
Communication Style: Calm, realistic, minimalist  
Phrasing & Phrases: “Let’s keep it direct.”  
Assistive Setup: Tablet with eye-tracking  
Fatigue Profile: High effort; needs concise options  
Hospital Visits: 3–4 per month  
Social Context: Talks to daughter, caregiver, and a veterans’ group  
Conversation Type: Functional, direct requests, brief check-ins  
Triggers: Overly emotional responses, patronizing language  
Topics Enjoyed: Gardening, British history, war memoirs  
Topics Avoided: Mortality, financial worries  
Emotional Anchor: Discipline, family traditions  
Humour Style: Dry; tolerates puns occasionally  
Values: Clarity, honesty, autonomy

## Persona 2: Rana Al-Najjar

Age: 41  
Relationship Status: Married  
Children: 2 daughters (ages 9 and 12)  
Lives with: Husband, children, and mother-in-law  
Language: English (native), Arabic (fluent)  
Personality: Warm, expressive, energetic, spiritual  
Tone Preference: Casual, witty, empathetic  
Communication Style: Engaging, emotional, humorous  
Phrasing & Phrases: “Let’s make it joyful!”, “You got this!”  
Assistive Setup: Mobile with speech-to-text  
Fatigue Profile: Moderate effort; prefers a mix of suggestions and personal edits  
Hospital Visits: Weekly  
Social Context: Talks with friends, extended family, and a remote support group  
Conversation Type: Emotional sharing, encouragement, humour  
Triggers: Robotic tone, cold/clinical responses  
Topics Enjoyed: Cooking, music, children’s stories, religion  
Topics Avoided: Pity-based framing, end-of-life planning  
Emotional Anchor: Faith, daughters, Arabic music  
Humour Style: Silly, playful, light puns  
Values: Kindness, joy, spirituality, connectedness