

# Assignment 5 - Client Interview

*Instructions: The purpose is to discuss with the client about your project, the schedule and approaches. Try to schedule a time this week and interview your client:*

- *Review the project timeline with your client*
- *Discuss the strategies in delivering the content*
- *Talk about the media you will use*
- *Describe the learning modules (not necessarily align with the goal and objective flowchart)*

*Documentation: Summarize the interview results based on following questions:*

1. Did you find something new with regard to client requirements, thoughts and perceptions about the project?
  - a. UFC is fine with us re-organizing modules if necessary. For example, we discussed and previewed the Travel & Normalcy module, which has necessarily become longer than the original due to interactive items. The stakeholder, Liz, said we could break it apart into two modules if that made more sense.
  - b. UFC shares its server with a bunch of other non-profits, so they don't have a ton of space. We need to be mindful of space. So far, it appears we are well within any size constraints; we will host video clips on YouTube to reduce size issues.
2. What does the client agree and disagree?
  - a. We have not uncovered any disagreement so far. The client is easy to work with, supports our instructional design decisions, and has not had any pushback.
3. What suggestions does the client make regarding the project?
  - a. **Online design/usability.** Although we used the UFC website's CSS (fonts, colors, etc.), Christian made additional suggestions after viewing the demo:
    - i. Include **alt-text** for images, buttons, etc.
    - ii. Use color **light blue for forms** and make them resizable.
    - iii. Use color **green for buttons** to align with UFC style guide. We may need to tweak/revisit this suggestion -- we use green for system feedback.
    - iv. **Design for mobile.** 70% of UFC website visitors use mobile devices. We already had plans to accommodate resizing but need to test it thoroughly on Android and iPhone.
    - v. **Optimize the site** so it loads quickly, and cache content so that back/forth navigation doesn't require re-loading of content.
  - b. **Cache learner responses.** We discussed if clicking Back should erase a learner's responses to that point. We anticipate learners will page back/forth to review content as they complete the module, and we decided clicking Back should NOT erase their responses. There is no backend database so we can't save their responses indefinitely but we can save them for the browser session.
  - c. **Diversity is important.** Include a lot of diversity (race, gender, age, family makeup, names, etc.) in images and scenarios. UFC has access to artwork we can use if necessary.