

## FINAL PROJECT

Our designs will be specific to this user. Total interview time is about 40 minutes with frequent breaks for user.

### STEP 1 Introductions {~ 2 minutes}

- Introduce yourselves
- Interviewer, ask user to spell their name and write it below
- Focus your interview; is the user a patron of the arts or a participant?

❑ We are designing the theatre experience for & with (user) as a **PATRON** or **PARTICIPANT** (circle one)

### STEP 2 Gather facts

Question #1 {~ 5 minutes}

“Tell us about your role in the arts as a person with a disability.” Ask the user to describe their disability. They have given permission for you to ask.

Question #2 {~ 5 minutes}

“Tell us more about \_\_\_\_\_.” What did the user say that you want to know more about? Collaborate with your team to dig deeper.

**The user has a break.**

### STEP 3 Collaborate with team to focus on one need important to user. ~2.5

Identify your user’s primary need using action words. Example:

\_\_\_\_\_’s priority is **to alleviate pain** while she performs.

**Write the need here:**

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**STEP 4 Collaborate to reflect on what insights you learned/inferred. {~2.5}**

What else seems important to the user? It can be an explicit need, an insight you infer, something you saw in body language, heard in inflection, something you can imagine might be important, etc. You will check with the user, so don't worry about being wrong. **Write one insight here:**

\_\_\_\_\_.

**STEP 5 - Define the problem statement your design will solve. {~3}**

Fill in the blanks below with the decisions you made above. Examples of problem statements can be found on the last page. **Reminder:** the *Given Circumstances* and *Magic If* might be helpful here. You could ask yourself, "If I were **user** in these circumstances, what might I do to get my needs met?"

**Write problem statement: (User)\_\_\_\_\_needs a way to\_\_\_\_\_**

**because \_\_\_\_\_.**

**STEP 6 – Continue the interview. {~ 4 minutes}**

Ask your user to listen to your problem statement above and provide feedback.

Question #3: "We will tell you the problem statement we've created for you. Afterward, let us know if it accurately addresses your need. Provide feedback that will help us clarify your need if we have not addressed it."

**The user may or may not have a break.**

**STEP 7 – If the user agrees with the problem statement, continue to Step 8. If the user provides feedback, repeat Steps 3 through 6 above, user's time permitting. {limit varies}**

**The user has a break.**

**STEP 8 - Sketch 5 radical ways to meet your user's need {limit 4 minutes}**

As practiced in class, sketch 5 radical ways to address your user's need.

**The user has a break.**

**STEP 9 - Share solutions and capture feedback {~ 5 minutes}**

Show or describe your solutions to the user. Ask which ones work for the user and which do not. Ask why the solutions work and why they don't.

**STEP 10 – Thank the user and make arrangements for follow-up {~2}**

“How do you wish to be contacted? We will follow up with questions on \_\_\_\_\_.” Thank you!

**END INTERVIEW - *Design Thinking* by Ideo [<https://www.ideo.com/>]**