LOST FOUND

TEAM MEMBERS

JADUMANI SINGH
INSHA MUSTAFA
SONAKSHI SATPATHY
GAYATRI BAHALI

ASSUMPTIONS

LOCATION: A typical university campus with hostels and students on board.

STAKEHOLDERS: Students on campus, the administrative staff, co-workers, helpers, and other guests. We are also targeting the large influx
of students and other members on special occasions like fests.

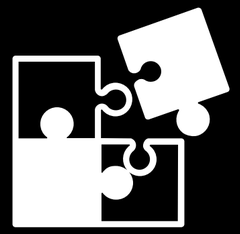
SIZE OF TARGET CUSTOMERS: Approximately 5,000 to 10,000 considering overly crowded days as well.

USER RESEARCH

Throughout the journey in this project we have considered both attitudinal and behavioural aspects of the different stakeholders we have taken into consideration.

FACTS

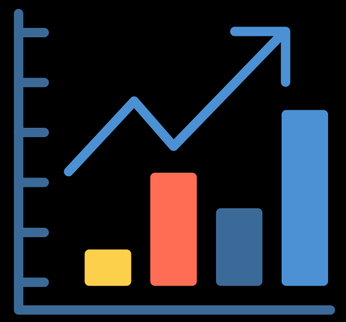
PROBLEMS



BEHAVIOUR

GOALS & NEEDS

FACTS



According to various sources, over 50% of students lose something on campus in one academic year alone. This results into almost 4.45 million lost items in the universities of UK alone.

Lost properties takes toll over students in mainly three areas:

- **TIME**
- **MONEY**
- **PSYCHOLOGICAL EXPENSE**

This is an important field and yet is not undertaken by the student welfare body in most cases. The management if it exists is mostly manual which is messy and does not follow the covid19 protocols or a system which mostly students are unaware of.

PROBLEMS

- The responsibility to tackle this issue which is especially more grave during occasions like college fests is not taken up by the Student Welfare in most of the cases. This leades to situation becoming quite **chaotic** for the students.

- The prevalent solution of manual registration of lost items proves to be **not quite effective** when it comes to managing on an average 5,000 to 8,000 students on campus. Furthermore it does not follow the COVID19 **safety protocols** and thus risks students' health especially considering the current scenario.

BEHAVIOURS

- Many a times the lost item adds on to inconvinience which leads to frustrations. It also strains their already constrained budget.
- Sometimes it also takes a toll mentally due to the person's sentiments attached to the object.
- Most of the times they don't know what to do with the found items due to lack of proper management system regarding this and hence goes ignored.

BEHAVIOUR TOWARDS CONVENTIONAL VS ONLINE SERVICES

- Youngsters are seen to have more inclination towards online services as compared to manual services due to availability of all functionalities on fingertips.

GOALS

- To build an efficient and more widely accessible way of online management of lost and found items.
- To analyse the repurcussions of the COVID19 scenario in universities and design a framework to help the students with the necessary safety protocols intact.
- To identify and study the different spheres of a student's life getting affected and devise a plan to tackle them.

HOW HAVE WE SOLVED THE PROBLEM?

Firstly, we have made the entire process more organised, efficient and thus less chaotic for students. This is how we have done it:

- Students who have lost some item can register with us and look for their items. If they get it, they can choose a preferred time slot and get it back from a nearby node (e.g. some warehouse/unit near their hostels)

- If someone found any lost item anywhere on campus, they can register it with us and we will be updating our website so that the actual owner can find it here itself.

- We are not only saving time but also the entire process becomes quite simplified as the students won't have to look around the campus themselves to find it.

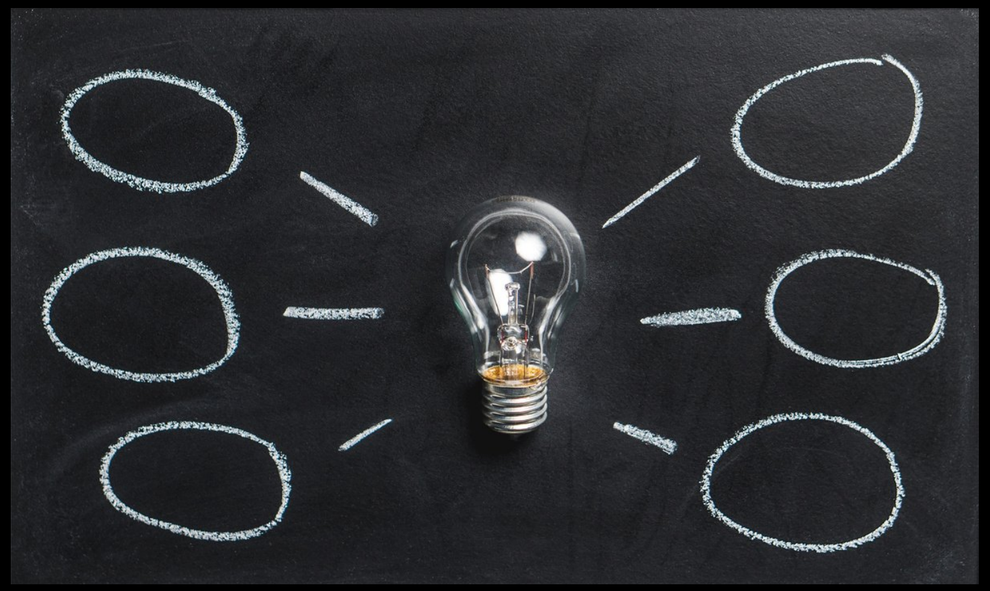
- We have devised a decentralised way, so that students can get back their things from a nearest node. This is further helpful in COVID19 scenario as it reduces haphazardness and crowding.

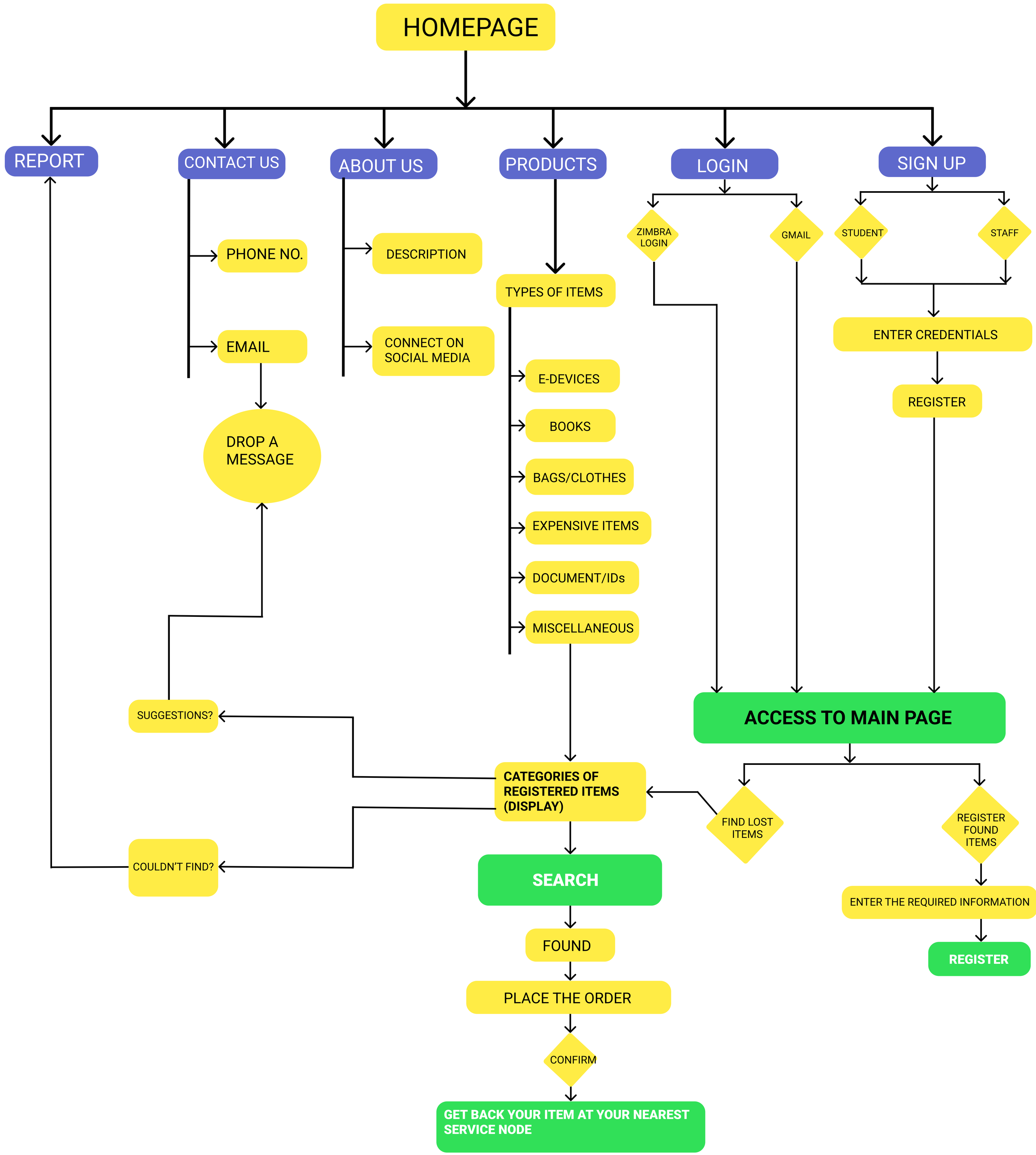
- Integration with the institute website will further enhance its accessibility.

- To ensure better space management for the institution, we will be regularly updating the website and discarding the low monetary value objects by either donating it to charitable organizations or disposing it.

INFORMATION ARCHITECHTURE

A SUPER SIMPLIFIED OVERVIEW OF THE ENTIRE WEBSITE AND ITS FUNCTIONALITIES




HOMEPAGE
REPORT
CONTACT US
ABOUT US
PRODUCTS
LOGIN
SIGN UP
PHONE NO.
EMAIL
DROP A MESSAGE
DESCRIPTION
CONNECT ON SOCIAL MEDIA
TYPES OF ITEMS
E-DEVICES
BOOKS
BAGS/CLOTHES
EXPENSIVE ITEMS
DOCUMENT/IDs
MISCELLANEOUS
ZIMBRA LOGIN
GMAIL
STUDENT
STAFF
ENTER CREDENTIALS
REGISTER
SUGGESTIONS?
ACCESS TO MAIN PAGE
CATEGORIES OF REGISTERED ITEMS (DISPLAY)
FIND LOST ITEMS
REGISTER FOUND ITEMS
COULDN'T FIND?
SEARCH
ENTER THE REQUIRED INFORMATION
FOUND
REGISTER
PLACE THE ORDER
CONFIRM
GET BACK YOUR ITEM AT YOUR NEAREST SERVICE NODE

USER PERSONAS

Referential designs of a variety of potential users accounting for the range of stakeholders taken into consideration.

"I want to travel as many places I can and live my life my own way"

Aakrit Das

20/New Delhi/Single/Vlogger

Personality

Driven

Tech Savvy

Extraverted

Motivations

Networking

Convenience

Structure

Goals

- travel to places to revamp content
- upgrade time management skills

Frustrations

- juggling multiple areas of interests
- on tight budget
- not great at multi-tasking

Staying alert and active 24x7 isn't easy but I try to give my best.

Bio

Dutta is senior security officer and an enthusiastic writer. He is very focused and doesn't want to compromise on his profession as well as he wants to nurture the writer in him.

Arindam Dutta

32 • Security Officer • Writer

Motivations

CONVENIENCE	* * * *
PERSONALIZATION	* * * * *
SOCIAL	* * *

Goals

- to give his 100 percent towards his profession
- to give his writing skills a shot in real world

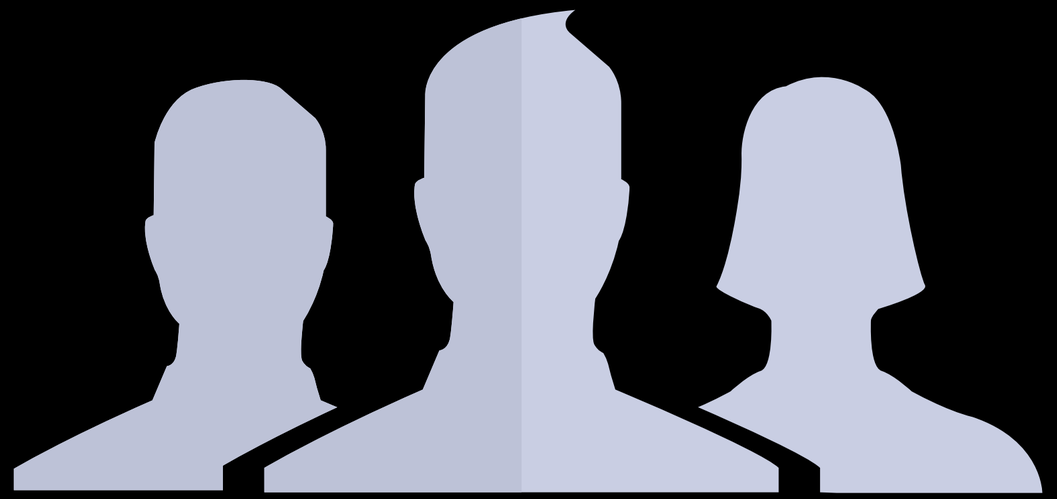
Pain Points

- vacillating between profession and passion
- not much financial flexibility

Frequently Used Apps

USE CASES

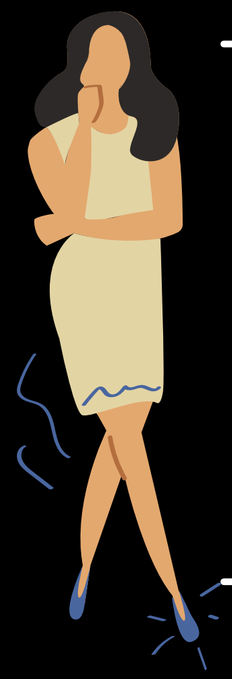
Step by step elicitation of the process an user goes through for the completion of a particular task.



Here we have considered two use case, namely:

- A person trying to get back his/her lost item.
- A person who found a misplaced item somewhere.

A PERSON TRYING TO GET HIS/HER LOST ITEM BACK



LOGIN

SIGN UP

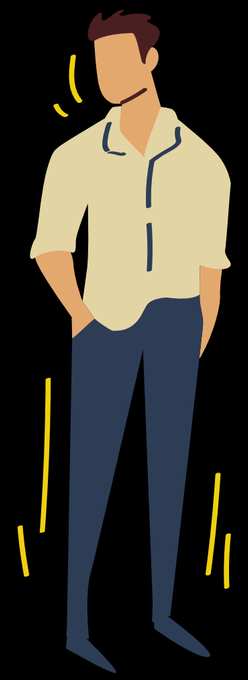
Search the table for your item and if found move ahead to book the pick up of the item

Enter the required information and confirm your order

Get your belonging back in your preferred time slot

FOUND AN OBJECT OF UNKNOWN OWNERSHIP?

REGISTER



LOGIN

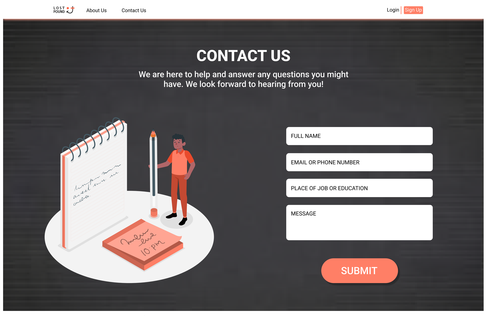
SIGN UP

Access the page for registration of found item

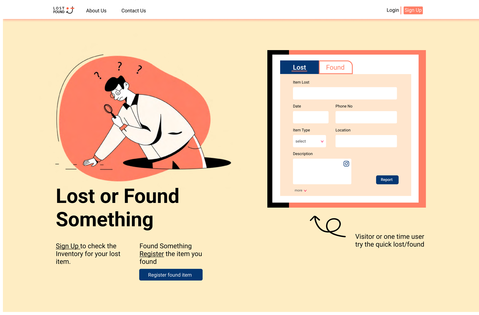
Enter the required credentials and information

REGISTER

INTERACTION DESIGN



opens up that page

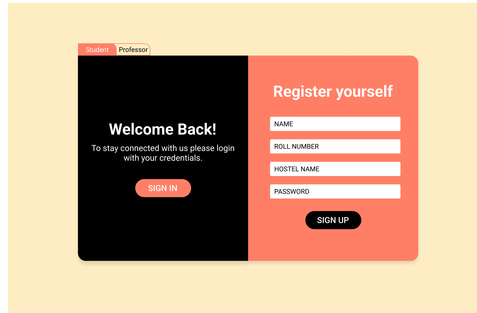


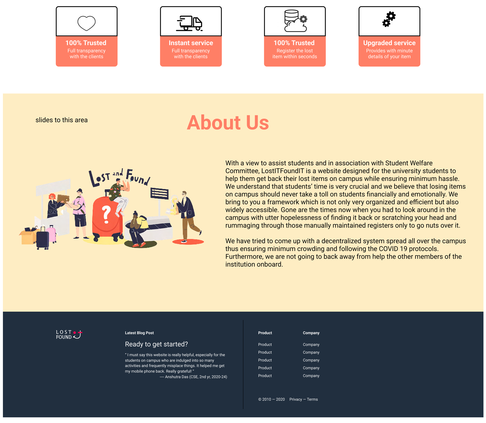
Visitor or one time user try the quick lost/found

opens up this page

Quick lost/found

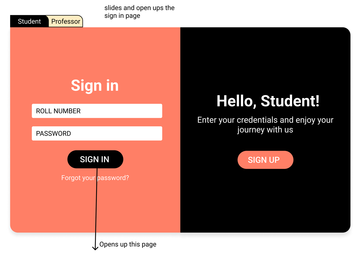
Sign up page for a user



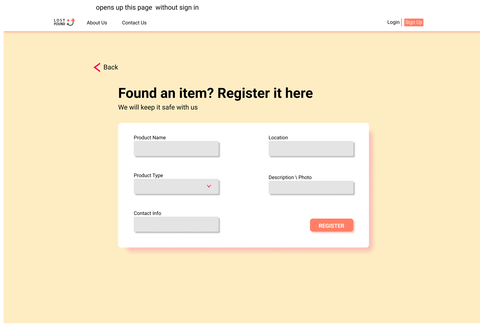


slides to this area

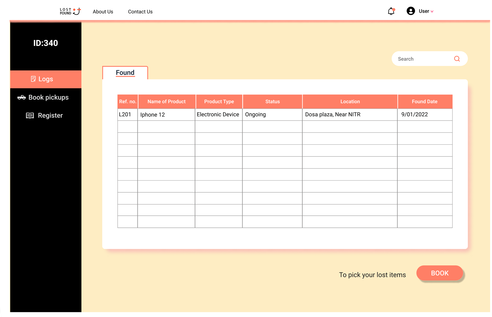
slides and open ups the sign in page



opens up this page without sign in



Opens up this page



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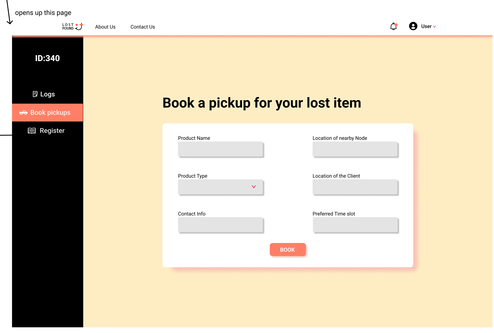

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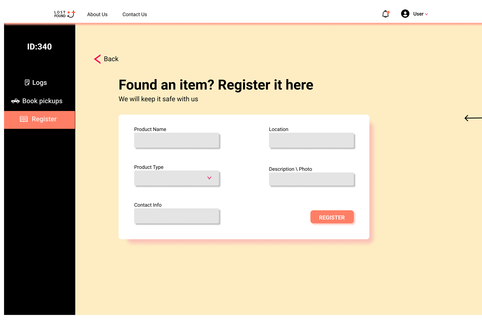

USER JOURNEY

Step by step reflection of user experience and emotions throughout using the website.

Journey Steps Which step of the experience are you describing?	**Discovery** Why do they even start the journey?	**Registration** Why would they trust us?	**Onboarding and First Use** How can they feel successful?	**Response** What do they get in return?
Actions What does the customer do? What information do they look for? What is their context?	Has lost/found an item in campus and doesn't know what to do	Connect college email/ personal email Choose Student/Staff member Confirm registration	Mention the item found/lost A list of all the lost and found items and their locations Place where they have found the item Place where they can drop the found item	Confirms that the displayed item belongs to him/her. Chooses a preferred time slot to collect the item. Gets his item back from a nearby node of service.
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	I don't know what to do when I find/lose and item Awareness of an item found/lost is missing	I understand how this can help me get my job done Well the testimonials sound promising.	I trust this can help me get my job done I just hope I can get it here itself. Wow, details of all items are available in this website I want a nearby location to drop this item.	Easy operability!! I just hope they make it to the grounds. It's nice! I at least won't have to rush between my classes. That is really great. Saved my time and money.
Touchpoint What part of the service do they interact with?	Friend's recommendation Reference from Institution	User Login Email User Details (Student/Staff worker)	SEARCH BOX A Table DETAILS Book your pick-up	Confirm Choose time slot Order confirmed.
Customer Feeling What is the customer feeling? *Tip: Use the **emoji app** to express more emotions*	😱	🤔	😕	🥱
Backstage				
Opportunities What could we improve or introduce?	Increase the awareness among students about the availability of such management systems. High Value · Low Confidence · Low Reach	Ensure smooth workability for the user and an efficient system to work with. High Value · Low Confidence · Low Reach	Reduce the effort needed to onboard new users, e.g. by implementing visual tutorials. High Confidence · High Value · Low Reach	Reduce the cases of misplaced orders and ensure quick delivery.
Process ownership Who is in the lead on this?	User	User	Admin	Admin

What changes for them?

Outcome

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?

- Get back their lost belongings.
- The time can be used for other important activities.
- Recommend and help other people in same condition.

What can they finally avoid doing?

- Stop looking for unorganized ways of finding items
- wasting time looking around for the lost item on campus.
- Reporting to other elements in stakeholders.

What changed in my environment?

- Less financial constraint due to found item.
- Lesser stress and hence more productivity.
- Better time management

LINK TO INTERACTIVE PROTOTYPE

https://www.figma.com/file/kYPtgNTkTcj4RMOabg6E1w/lost-it-found-it-interface?node-id=0%3A1

THANK YOU