

A large part of people's needs are what motivate the use of whatever product is being researched. Likewise, users sometimes have problems they don't know they have, so we must be sure to include unarticulated needs when looking for this type of attribute. User needs are relevant to our project because in this way we can better shape what they are really looking for or have not realized they need.

To collect this element it was necessary to directly ask the users if they have had any economic benefit within the school or external help to know if they are missing that kind of help or need that they can get as students.

People are very important in our research, an example of this is to see what kind of needs a user has that differentiates him from all the others, in our project we revealed two types of users, one person who has no economic problems and wants to see the economic benefits that the school gives him and another who does have economic problems and has the need to move forward in his studies but does not know specifically the scholarships or economic programs that he has the possibility of acquiring.