

Situation	What?	How?	Why?	Who?
1. A student decides to leave of the line to find other parking.	A student, after waiting in line at the parking lot, decides to leave and search for parking elsewhere. This decision happens when the line seems too long or stagnant.	The student feels frustrated and slightly anxious, as they know leaving will cost more time but feel it might still be faster than waiting.	They might have an imminent class or meeting and cannot afford further delays.	The student, likely someone with a tight schedule or who lives far away, making it impossible to arrive earlier.
2. A student arrives late to class.	A student spends too much time circling the parking lot or waiting in line and ends up arriving late to class, possibly missing important content.	Their mood is likely affected, and they may feel less focused during the rest of the class.	Their schedule aligns with the busiest times of the day, making delays inevitable.	The student, whose academic performance and mood are directly impacted.
3. Staff not see free spaces inside the parking lot.	A driver observes that there are some empty parking spaces while waiting in line, but they are not allowed to enter because the system or staff is unaware of those free spots.	They feel confused, frustrated, and possibly even angry due to the perceived inefficiency.	Staff might not have a clear overview of the parking lot status or no automated system in place to track or communicate available spaces.	Parking lot staff, whose tools or processes might be contributing to the delay.

4. Students trying to find parking slot	Students are spending around 20 minutes or more searching for parking spaces during peak hours, particularly between 9:00 a.m. and 11:30 a.m..	When waiting in line, they behave patiently but reluctantly, assessing whether it's worth staying.	Stress is driven by the fear of missing classes and the hassle of long lines.	Primarily students who have morning classes, especially during the early weeks of the semester, when parking demand is highest.