Situation	What?	How?	Why?	Who?
1	Students experience high levels of stress and frustration when trying to park near the university.	They arrive without knowing if parking spaces are available, how long the wait will be, or if the parking is safe, which forces them to make decisions under uncertainty.	The lack of real-time and centralized information creates uncertainty, making the parking process emotionally exhausting and inefficient.	University students who commute by car.
2	Students waste significant amounts of time waiting in lines without guaranteed access to parking.	They wait for long periods or move between multiple parking lots, often without success, especially during peak morning hours.	Parking demand is concentrated at the same times, and there is no system to indicate availability or predict waiting times.	University students with fixed class schedules.
3	Parking issues negatively affect students' academic performance and daily mood.	Students miss classes or exams, arrive stressed, and remain distracted throughout the day worrying about their cars.	The parking problem extends beyond logistics and directly impacts emotional well-being, concentration, and academic responsibilities.	University students, especially during exam periods.
4	Students adapt to the problem by resigning rather than solving it.	They normalize the situation by arriving extremely early, avoiding driving, or simply "living with" the stress.	The absence of alternatives or tools to improve the experience leads users to passive adaptation instead of active problem-solving.	University students who park frequently.