

## Research Plan

### 1. *Design Brief*

Delivery services are already present on campus, but don't have a formal way of connecting the user to the delivery agent. We have an application to bridge this gap. This will be for the user to place orders for deliveries and for the delivery agent to check the details about the orders placed. When the user downloads the app, the design allows for the new user to quickly understand how to use the app without any prior knowledge. When the agent signs up, they undergo a small training program on how to use the app.

### 2. *Stakeholders:*

FLAME Students residing on campus

Laundry workers

Housekeeping staff

### 3. *2x2 Matrix*

	Things We Do Know	Things We Want To Know
<b>Opportunities</b>	<ul style="list-style-type: none"><li>• An already established delivery service is present</li><li>• A bag identification system is already in place</li><li>• Golf carts run around campus fairly often</li><li>• An in-campus shuttle service is in</li></ul>	<ul style="list-style-type: none"><li>• Availability of the laundry car</li><li>• The number of UG1s interested in using the service on top of the already present clientele</li></ul>
<b>Threats</b>	<ul style="list-style-type: none"><li>• Long delivery times</li><li>• Large distances to cover</li><li>• Conflict with class schedule</li></ul>	<ul style="list-style-type: none"><li>• Support from the university</li><li>• Supply of volunteers</li><li>• Ensuring user satisfaction with services outside our scope of influence</li></ul>

#### *4. Research Plan*

**Goal:**

Easier fulfillment of deliveries and the formalization of delivery systems

**Methodology:**

Interviews + Surveys

**Objectives:**

- I. To find out if people are interested in using a campus delivery service.
- II. Common places where deliveries are popular (eg. South Housing)
- III. To track earnings and see if campus deliveries are a profitable venture.
- IV. What kind of deliveries people are looking to avail.

**Participant Criteria:**

Students  
Professors  
Guests  
Café Owners

**Time Frame:**

August 26, 2023 - September 2, 2023