

Problem Statement:

Fixx repair services on campus are constantly on the move and helping everyone they can in a timely fashion, but the wait time and inconsistency of call times have resulted in many people getting upset at their services.

Who: On-campus residents with repair requests.

What: High volume of residents requesting Fixx's services.

Where: On-campus residential halls

Why: The demand for repairs for dorm-related needs (such as plumbing, equipment maintenance, etc.) affects the lifestyle of students when they are not met in a timely manner.