Environmental model

Requirements (pain points)

* Parking
  + There is not enough parking available
* Reliability and Expenses - 1
  + Traveling expenses is sometimes expensive
  + Problem with driver/transport reliability

* Use of tools
  + Seldom use tools/apps because they may be a hindrance (make an app that has a simple interface
* Flexibility
  + Have problems with not having the flexibility in choosing transport whenever they feel like
* Peak hour issues
  + Peak hour can be very stressful
* Safety and comfortability - 3
  + Feels less safe when using certain forms of transport (i.e. safer travelling on public transport because it is safer than driving a car with a lot of trams around)
  + People issues
    - Problems with traveling with certain people (personality clash)
* Safety
  + Feels less safe when waiting for between transitions of transportation and when driving on the road because of the travel surroundings (other people on the road travelling)
* Extra study
  + Problems with not being able to use the time whilst driving, to effectively be studying.
* Travel methods, Convenience and Carpool experiences (time assigning) – 4
  + Problems with organising carpooling because of differing timetables
  + Finding the most convenient way to get from home to university can be a hassle
  + Frequent changes in transport can be bothersome
* Driving experience
  + Do not have a personal form of transport that he/she could travel with
* Travel preference
  + Need to carpool with likeminded/nice people
* Car availability
  + Issue with not owning a car
* Privacy -2
  + Concerned about privacy and details should be visible to the people who need it (location of person is ok for safety purposes, but should not be used to identify the person)
* Driving opinions
  + Wasteful of only having carpool one person
* Location of Swinburne

Social model

* The user groups and their concerns and perspectives
  + User groups
    - Local students
    - International students
* The relationships between people and how they influence each other
  + Different backgrounds
* Barriers or difficulties due to social influences
  + Local students vs international students form of communication

Artefact model

* Any physical or electronic elements
* Barriers or difficulties due to the way artefacts are used

A physical model

* Physical proximity and relative location of entities in the system
* Noise, light and temperature conditions
* Barriers or difficulties due to physical aspects of the environment