# Project overview

This project aims to improve the upkeep of facility on campus by encouraging students report the issues to the school. EasyFix is a new reporting system not only making the reporting process more transparent and time-saving to students, but also helping increase their literacy towards facility issues.

# 01 Understanding the Problem

## Understanding the stakeholders

## There are three main stakeholders involving in the whole process: people who report the issue (students), receive the issue (CMU Facility Management) and fix the issue (repairman).

This task can also be interpreted as how the information should flow between these three parties. Some thoughts had immediately come to my mind:

* Communication should be circular rather than linear.
* How to make sure it is a positive feedback loop?
* How to make the communication effective, efficient and transparent ?

In order to figure out these questions, I need to **understand the stakeholders** involved in this “conversation”.