



# VICKI NGUYEN

19, Student

Vicki is a 19-year-old female student studying her Law degree at Monash University. As a first year student she has not been able to attend campus due to the current pandemic and is yet to familiarise herself with the Campus Centre. Vicki is not very good with directions even if there is signage displayed, especially in large buildings. Although she is quite introverted and shy, she is excited to return to campus and meet her cohort as she is struggling with remote learning, especially for group assignments.

## PAIN POINTS

- She has trouble finding bathrooms in large buildings, and wants to be able to locate them easily using her personal device
- She is often unsure what she is looking at and what each element on floor plans represent

## GOALS

- I'm scared to get lost on my first day and want to familiarise myself with the campus, especially knowing where the toilets are located
- I want to be able to use a digital floor plan that clearly describes what I'm looking at so that I don't need to ask anyone for help