

Task of checking the availability of a device, booking the device for later use, and locking the device when user arrives in the FabLab.

Task step	Knowledgeable? Motivated? Believable	Comments/suggested fixes
User wants to open the app.	Yes, Yes, Yes	
User wants to login to the app.	Yes, Yes, Yes	
User wants to navigate to Devices	Maybe, Yes, Yes	With current setup, if the user wants to book a machine (in this case), they may think to click on events instead of devices, maybe change icon to “Lab Events” or something like that.
User wants to navigate to Desired Machine	Yes, Yes, Yes	Depending on if this is the user’s first time, may need added functionality of identifying devices (all devices in vicinity, only in a lab, etc).
User wishes to check Device Availability	Maybe, Yes, Yes	<p>Since the status icon does show current status, this check should be ok, but if checking for future availability, the user may have issues finding the schedule, as currently it is under the Book section.</p> <p>Possible Solution: Change “Book” to “Schedule” or add a calendar button near status to specifically look at the calendar for that device.</p>

User wants to book the device for 3PM	Yes, Yes, Yes	Like most calendar apps, the bookings are easily viewed, as well as who is using the device (based on login). Add functionality for expected Job Time.
After arriving at lab with students at 2:30, user wants to lock the needed device early	Yes, Yes, Yes	Since our user is the same one who booked the devices, they should be able to lock the device early, as there would be no conflict.
User needs to unlock the device	Maybe, Maybe, Maybe	The user may not think/know/need to manually unlock the device in use, as with our idea the devices would be synced up, and auto unlock when a job is finished. However, if it is the 3D printer, the device may stay busy until the printed object is retrieved, therefore we may want to add some tooltips/help text to display that aspect.