

System User



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The System User needs to make a room reservation. They would like to reserve rooms for club meetings, study groups, etc.

Problems

- Knowing how to schedule a room
- Knowing which rooms are available
- Getting kicked out of reserved rooms
- Finding who to talk to to reserve a room

Needs

- Needs to access information about room availability
- Need information about how to schedule rooms and who to contact
- Make reservations easily

Goals

- Save time and effort by replacing the current system
- Motivation: simplify the process
- Have an overview of the scheduling system
- Ease of access

Demographics

- Snow college campus
- Most are tech savvy
- Interested in seeing a software implementation
- Wide age range

Context

- Use the software via a web portal
- review current room reservations
- need to be able to reserve room at the last minute

Fears

- Fears that they will get kicked out of the room they reserved
- Difficult to understand process of scheduling rooms
- Fear of speaking to someone to make a reservation