**PART 1 [5 points]: Keeping the guidelines above in mind, write a question and a brief description about an existing product or service that will be the main focus of your mini user needs assessment project. The descriptions should be a paragraph or two in length.**

How do faculty members and students reserve rooms on campus? The existing process Snow College employs for room reservation requires the user to contact of a short list of people in charge of scheduling rooms. There is typically a “room scheduler” for each building on campus and to reserve a room the user needs to be in contact with one of these “schedulers.” Contact is typically made via email messages, phone calls, or personal visits, all of which are slow, tedious, and requires the user to contact the scheduler well in advance to be guaranteed a room.

**PART 2 [5 points]: Indicate, in one or more paragraphs, something about the product or service that you believe is unsatisfactory for users.**

The current room reservation process for each building is managed by an individual alone acting as manager, thus, accessibility can be an issue. If the manager is unavailable, a room reservation is impossible, and if there is a disagreement about a room reservation, the manager will be unable to mediate immediately. Such a system also requires the manager to dedicate time and effort to fulfilling this additional responsibility. Having an individual acting as manager also creates a potential bias or when scheduling rooms. If contact is made via Email, the message may go unnoticed for some time, until it is checked by the manager.

**PART 3 [5 points]: Provide the names of two to five people who are users of the product or service. (Do not list less than two or more than five people.) For each person, indicate their relationship to you (e.g., co-worker, friend, cousin, etc.).**

Understanding current users of the room scheduling system:

* Current users:
  + The “room schedulers” in charge of managing the reservation of rooms.
  + Students wanting to reserve study rooms.
  + Faculty member trying to schedule rooms for meetings or classes.
* Users tend to be literate in using computers, so a software solution would probably be most helpful.

Users of the Product/Service

* Margie Anderson - Assistant Registrar & Manager of Room Scheduling (Assistant Registrar at Current Educational Institution)
* Heber Allen - A Current Professor at Snow (Current Professor at Educational Institution)
* Michael Lewellen - Library Worker (Classmate/Associate)
* Ty Bayn, Nathan Hebert - Snow College Students (Classmates)

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Who We Ended Up Interviewing/Doing Workshops With:

*When we went to some of our interviews and our workshop, we were introduced to some people that we didn’t plan to interview before we went into the interview/workshop. This is why we have more than 5 people, as we didn’t know that they would be part of our process, however, they were vital for obtaining more information. These people are indicated with a \**

* Interview 1:
  + Ty Bayn, Nathan Hebert, Ammon Riley - A Snow College Student (Classmate)
* Interview 2:
  + \* Mikah Strait - Snow College Registrar (Registrar at Current Educational Institution)
  + Margie Anderson - Assistant Registrar & Manager of Room Scheduling (Assistant Registrar at Current Educational Institution)
* Workshop Part 1
  + Heber Allen - A Current Professor at Snow (Current Professor at Educational Institution)
* Workshop Part 2
  + Michael Lewellen - Library Worker (Classmate/Associate)
  + \* John Ostler - Library Director (Current Institution’s Library Director)

**PART 4 [15 points]: Interview the individuals who are users of the product or service and have agreed to participate. To complete this task you should:**

* **Conduct the research needed (competitive analysis, trends, existing products, etc.) to prepare for the interviews**
* **Prepare a list of questions (minimum of 10 questions) for the interview**
* **Record the interview results and collect any artifacts relevant to the interview discussion**

Research:

* Via Email/Phone
* Paper
* Web Based Room Scheduler
  + USU Library Room Scheduler
* First-come, first-serve
* Various Online Services/Software
  + YArooms
    - Online software that can integrate with Outlook.com’s calendars. Also provides a tablet app that can show room availability in real time. <http://yarooms.com> (costs $$) (i love that it gives you an iCal feed if you want it)
  + Skedda
    - Online software that is FREE. It must be run in the browser, like YArooms, however, does not not provide a stand alone mobile app for smart devices. Customizable, user management, notifications and more (<http://skedda.com>)
  + Robin
    - Online software similar to the others, but has integration with G Suite, office and exchange. Does cost a pretty $$. Shows analytics on rooms/helps with utilization (<https://robinpowered.com/>)
  + There are other solutions, many can be found by searching “room scheduling software” or “conference room scheduler” using Google or another web search engine.
* Looking at Google Trends, “room scheduling software” is a popular search term in the US. “conference room scheduler” is less popular of search term within the last year but it still decently popular.
* At USU there is an online room scheduler for scheduling study rooms.
* There is a meeting and room scheduling software from [ems](https://www.emssoftware.com/what-we-do/meeting-and-room-scheduling) that makes it easy to find and book rooms for meeting or events. They offer online scheduling via their online software, a mobile app, through Microsoft Outlook.
* [SKEDDA](https://www.skedda.com/home/features) is another similar room scheduling software.

Questions:

* What room reservation system does your organization currently employ?
* Have you, or are you using another system either now or previously?
  + How effective do you think the system is?
  + How much time would you say it takes you to reserve a room?
  + How reliable do you believe the system to be? Have you had any issues personally?
  + Could you share with us the worst experience you had with the system, and what made it a negative experience?
  + Could you also share with us the best experience you’ve had, and what made it satisfying?
* Would you be willing to try a new system if it increased your productivity?
* Do you want the room scheduling program to be able to integrate with your current calendar/agenda solution?
* Would you be open to having a online/mobile solution that those wanting to schedule the room could use instead of going through a “building scheduler?”
* Do you feel as though Snow College is small enough it would *not* benefit from another implemented solution?
* How do you currently schedule a room?
* What is the hardest part of scheduling a room?
* How would you like to see the process of scheduling a room changed?
* What do you like about the current reservation process?
* Are you aware of any existing solutions out there to assist in the room scheduling process?

Interviews

* Ty Bayn, Nathan Hebert
* Margie Anderson, Mikah Strait

*(Interview artifacts and notes have been uploaded with this document within a ZIP archive)*

**PART 5 [15 points]: Conduct a workshop with the individuals who are users of the product or service and have agreed to participate. To complete this task you should:**

* **Set up the workshop (location, supplies, etc.)**
* **Explain the User Centered Business Canvas**
* **Lead the discussion to complete the User Centered Business Canvas**
* **Finalize and digitize the workshop results.**

Workshop

* Heber Allen
  + Heber was separated from the other two as Michael was a little late to the workshop.
* Michael Lewellen, John Ostler

*(Workshop artifacts and notes have been uploaded with this document within a ZIP archive)*