**Contextual Inquiry:**

* We began by formally identifying the system we would replace, In this case, the room scheduling system.
* In order to justify our project, we found several things in the current system we believed should be improved upon.
  + Accessibility: You have to track down that building’s manager.
  + Immediacy: If the manager is unavailable at any time, the reservation system is not .
  + Investment of Time: The building manager is required to dedicate a significant amount of time to handling reservations.
  + Bias: Because the building manager is a person, there is a potential for bias.
* We then began identifying the types of users involved in the current system system.
  + Room Schedulers/Building Managers
  + Students
  + Faculty
* In order to gain additional contextual insight, we interviewed and had workshops with individuals from each of these categories
  + Room Scheduler/Building Manager
    - Margie Anderson
    - Michael Lewellen
  + Faculty
    - Heber Allen
  + Students
    - Ty Bayn
    - Nathan Hebert
    - Ammon Riley
* From these meetings we gathered lots of notes, (Insert Tiled Image of notes?), and created out User-Centered Business Canvas.
* (Show Canvas, Explain what it is, and why we made it)