* When we first began project 2, we all had ideas about the system we wanted built. It didn’t take us too long to realize that many of our ‘great ideas’ weren’t things that the users would really value, and our focus shifted from building what we wanted, to what the user needed.
* Before going to our interviews, we studied up on current solutions, as well as generated a list of questions that we had/wished to ask. We also prepared for the workshop by going over the User-Centered Business canvas, and filling out what we could.
* During our interviews and workshops, we learned yet again how much we didn’t know. The users did an exceptional job of telling us what they needed and expected in a scheduling solution.
* We recorded our interviews, as well as taking notes. When we were done, we generated a list of requirements and expectations mentioned by the users and organized them into the Work Activity Affinity Diagram. (SHOW)
* Then, using the insight gained in our interviews and workshops, we defined each current work role in the existing system.
  + Registrar
  + Student
  + Faculty
  + Building/Dept Manager
  + Outside Entities
* Using this information, we generated an initial flow model diagram. (SHOW)
* We also generated a proposed flow model.