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UserDes BSIT – MI 182

NeedFinding

**Activity**

Reservation of Room in Asia Pacific College

**Observations**

For this activity, we simply observed how Asia Pacific College students make reservations of the rooms for their own purposes. Based from our observations we discussed about how we can improve the process of reserving a room in Asia Pacific College.

**Interview**

**What are your struggles, hardships, or problems regarding room reservation in Asia Pacific College?**

**Interviewee # 1**

1. No one will sign the reservation form when the adviser is not present.
2. It is frightening to make room reservation in the 4th floor reception.

**Interviewee # 2**

1. The adviser already signed the reservation form and I just found out that the room is not already available.
2. There are conflicts regarding the reservations, I already reserved for a room but there is a class that time.

**Do you find the current room reservation time-efficient? Why?**

**Interviewee # 1**

No, because I still need to fill up a lot of forms.

**Interviewee # 2**

No. The reason why is that, I still need to go to my adviser and let him/her sign the reservation form.

**Identified Needs**

1. Students need a way to make the reservation form signed or approved by the adviser even when the adviser is not around the campus.
2. Students reserving a room needs another way of reserving a room aside from communicating with the receptionist personally.
3. Students should be properly informed of the available and occupied schedule of the rooms.
4. Accuracy of room schedules because I noticed that there is an overlap between schedules that is why there is a class on a reserved room by the student.
5. Students need an efficient way of having an approval from their adviser.

**Point of View**

1. Students need endorsement from their adviser when reserving a room, but they don’t have to find their adviser just for an approval
2. Students needs an alternative way of reserving a room that should not be frightening.
3. Students needs an access to the available and occupied room for easier reservation
4. Students needs a concrete and unchanging confirmation and reservation of rooms.
5. Students need endorsement from their adviser when reserving a room, but they don't have to go back and forth through the floors.