

Users: Empathy Map

Say	Think
<div>Why is it jammed? <small>Eric Lee</small></div> <div>Why can't I find a dispenser, a dispenser that's full? <small>Eric Lee</small></div>	<div>I don't really like these products <small>Eric Lee</small></div> <div>Do I have to go to a freshmen dorm to get products? <small>Eric Lee</small></div> <div>Decide to get tampon vs. pad <small>Eric Lee</small></div> <div>what buildings on campus have dispenser? <small>Eric Lee</small></div> <div>When should I buy products if I can't rely on the dispensers? <small>Eric Lee</small></div> <div>Where can I get products if the dispensers are empty? <small>Eric Lee</small></div> <div>I just need something now <small>Eric Lee</small></div>
Do	Feel
<div>Press button <small>Eric Lee</small></div> <div>Grab product <small>Eric Lee</small></div> <div>Use the product <small>Erica Huang</small></div> <div>Shake/move around dispenser if things get jammed <small>Eric Lee</small></div> <div>Walk to the bathroom <small>Erica Huang</small></div> <div>Go in the stall <small>Erica Huang</small></div>	<div>Relieved- got product I needed <small>Eric Lee</small></div> <div>Satisfied- got what I needed <small>Eric Lee</small></div> <div>Anxious- can I get this free product or will I have to spend my own \$ <small>Eric Lee</small></div> <div>Angry- took so long to find a dispenser, products got jammed <small>Eric Lee</small></div> <div>Frustrated - can't get it <small>Erica Huang</small></div> <div>Nervous - don't have access when I need in case of emergency <small>Ethan Lido</small></div> <div>Stressed- finding where dispenser is, missing class to find products <small>Eric Lee</small></div>

Users: Journey Map

Stage	Locating	Using	Evaluating
Steps	<div>Finding bathroom, walking to bathroom <small>Eric Lee</small></div> <div>Visually locating where dispenser is <small>Eric Lee</small></div> <div>Seeing if the dispenser has any products left <small>Eric Lee</small></div>	<div>Press button <small>Eric Lee</small></div> <div>Grab product out of dispenser <small>Eric Lee</small></div> <div>Use product <small>Eric Lee</small></div>	<div>Location access? <small>Eric Lee</small></div> <div>Things to do if it's empty- tell RA, fill out QR code <small>Eric Lee</small></div>
Feeling / Thinking	<div>Why can't I find a dispenser that is full? <small>Eric Lee</small></div> <div>I just want to get a product now for this emergency <small>Eric Lee</small></div>	<div>Why is the button jammed? <small>Eric Lee</small></div> <div>Do I want a tampon or a pad? <small>Eric Lee</small></div>	<div>Are the products working? To my liking? <small>Eric Lee</small></div> <div>Was it easy to get what I needed? <small>Eric Lee</small></div> <div>Will I use it again or just rely on my own products? <small>Eric Lee</small></div>
Pain Points	<div>Unclear which locations on campus have dispensers <small>Eric Lee</small></div> <div>Finding locations that aren't in dorms when you're in class <small>Eric Lee</small></div>	<div>Machine jammed <small>Eric Lee</small></div> <div>Button gets stuck <small>Eric Lee</small></div> <div>More convenient if SCC was stocked more often <small>Ethan Lido</small></div>	<div>Type of product not the favorite <small>Eric Lee</small></div> <div>Was this dispenser accessible? close to where I was before? <small>Eric Lee</small></div>
Opportunities	<div>Clear list of where dispensers are on campus <small>Eric Lee</small></div> <div>More dispensers in areas not in dorms <small>Eric Lee</small></div> <div>Add in academic buildings <small>Ethan Lido</small></div>	<div>Easier way to get one product without dispenser jams <small>Eric Lee</small></div>	<div>Streamlined methods of contact if empty <small>Eric Lee</small></div> <div>QR code next to dispenser? <small>Ethan Lido</small></div>
Quotes	<div>"If I needed one, I would use the free one" <small>Eric Lee</small></div> <div>"Most time seeing them, they're empty" <small>Eric Lee</small></div>	<div>"As long as they're stocked I'm happy" <small>Ethan Lido</small></div>	<div>"A lot more accessible for freshmen specifically? <small>Eric Lee</small></div>

Restocker/Maintainer: Empathy Map

Say	Think
<div>Why are there pads in the toilet? <small>Eric Lee</small></div> <div>Why did the dispenser fall down? <small>Eric Lee</small></div> <div>Is facilities refilling them? <small>Eric Lee</small></div> <div>Where did this dispenser come from? <small>Eric Lee</small></div> <div>Who installed this dispenser? <small>Eric Lee</small></div>	<div>The key's stuck/dispenser won't lock/won't open <small>Eric Lee</small></div> <div>Why is this dispenser so big? <small>Eric Lee</small></div> <div>The dispenser is empty/there are more tampons than pads leftover <small>Eric Lee</small></div> <div>Why is it so hard to refill products? <small>Eric Lee</small></div> <div>Let's buy more pads than tampons <small>Eric Lee</small></div>
Do	Feel
<div>Unlock dispenser with key <small>Eric Lee</small></div> <div>Locate dispenser <small>Eric Lee</small></div> <div>Bringing products to dispenser <small>Eric Lee</small></div> <div>Checking which dispensers to refill <small>Eric Lee</small></div>	<div>Satisfied- doing good on campus <small>Eric Lee</small></div> <div>Tired- long process of restocking <small>Eric Lee</small></div> <div>Anxious- will people refill them when they're supposed to <small>Eric Lee</small></div> <div>Annoyed- people taking more products than they need <small>Eric Lee</small></div>

Restocker/Maintainer: Journey Map

Stage	Deployment	Notification to Refill	Organizing/Coordinating Refill
Steps	<div>Acquire funding: CEEF, BSF, PAD, Student Union, DCL <small>William Messenger</small></div> <div>Design flyers with QR codes <small>Erica Huang</small></div> <div>Purchasing dispensers (one-time) and products (ongoing) <small>William Messenger</small></div> <div>Install dispenser / Place Caddies <small>Erica Huang</small></div>	<div>Option 1: A user fills out a form indicating that the dispenser is empty <small>William Messenger</small></div> <div>Option 2: Two weeks have passed since the last refill <small>William Messenger</small></div> <div>Restocker finds a time to evaluate the dispenser and possibly refill it <small>William Messenger</small></div>	<div>Sending when2meet to find available times of restockers <small>Erica Huang</small></div> <div>Communicate to group (using google group) when an restocking session will be <small>Erica Huang</small></div> <div>Going to student union office to wheel the box of products from the closet to the location of restocking <small>Erica Huang</small></div>
Feeling / Thinking	<div>Frustration that there is no dedicated funding for product and dispenser purchase <small>William Messenger</small></div> <div>How to decide where to place dispenser and with bathrooms to prioritize <small>William Messenger</small></div>	<div>Frustration if the dispenser runs out faster than expected <small>William Messenger</small></div> <div>Desire for a more seamless process for restocking <small>William Messenger</small></div>	<div>Stressed? from coordinating <small>Erica Huang</small></div> <div>Fulfilled/purposeful - able to help support menstrual equity <small>Erica Huang</small></div>
Pain Points	<div>Takes time for Facilities to fulfill request to install dispensers <small>William Messenger</small></div> <div>Effort to convince stakeholders to spend their budgets on products <small>William Messenger</small></div>	<div>User-reporting is not reliable <small>William Messenger</small></div> <div>Restockers do not reliably check for stock-outs, as they are not required nor paid to do so. <small>William Messenger</small></div>	<div>Finding time that works for enough ppl <small>Erica Huang</small></div> <div>Lack of centralized system <small>Erica Huang</small></div> <div>not bundled by restock quantity <small>Erica Huang</small></div> <div>Having to reach to the top of the dispenser to refill (specifically pads) <small>Eric Lee</small></div> <div>Loose products - when picking up and loading <small>Erica Huang</small></div>
Opportunities	<div>Lower the acquisition cost of dispensers <small>William Messenger</small></div> <div>Streamline process for refill product acquisition <small>William Messenger</small></div>	<div>Integrate stocking into existing stocking processes by Facilities for toilet paper, paper towel, etc. <small>William Messenger</small></div> <div>Create an easier way to report stock-outs <small>William Messenger</small></div>	<div>Making the key easier to use <small>Erica Huang</small></div> <div>create tool to pick up a set number of pads <small>Erica Huang</small></div>
Quotes	<div>"PAD asked facilities to absorb the program into their budget, but they didn't have room for it. Generally, there's mixed messages and frustration between facilities and students" <small>William Messenger</small></div>	<div>"I refill them either when I notice that machines seem to be running low, or I'm prompted by our coordinator to do so" <small>William Messenger</small></div>	<div>"Take what you need, not take what you want" <small>Ethan Lido</small></div> <div>"As someone who's short though, I can't actually see up to where the lock is..." <small>Ethan Lido</small></div>