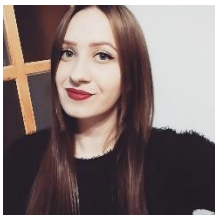


# Project EAL Campus

Operation Free the Project Rooms

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## Problem Description

Project rooms are often reserved multiple weeks ahead (especially during the project weeks), yet rooms are often left empty. People reserve rooms and do not use them.

This is quite an annoyance to students, as when they request a room from the reception, their request cannot be fulfilled, and the students then must walk around the school, searching for rooms not being used.

The problem occurs on an almost daily basis, and is most prominent during project weeks and close to end of semester.

## Survey

To examine our problem, we put out a survey.

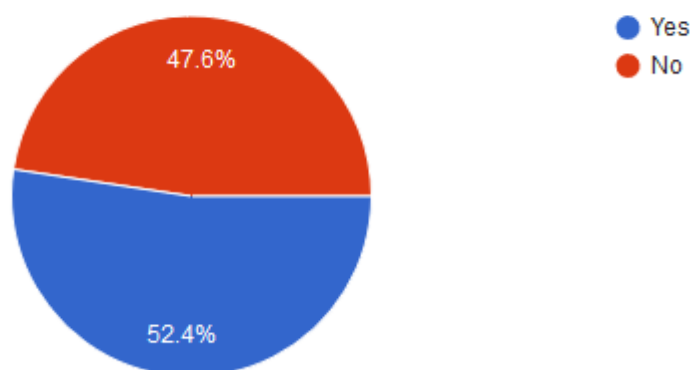
The questions were centred around, what issues people have encountered while trying booking a project room. Some question to see reasons why people would not cancel their reservations, and a general comments section.

Some of the results of our survey can be seen below.

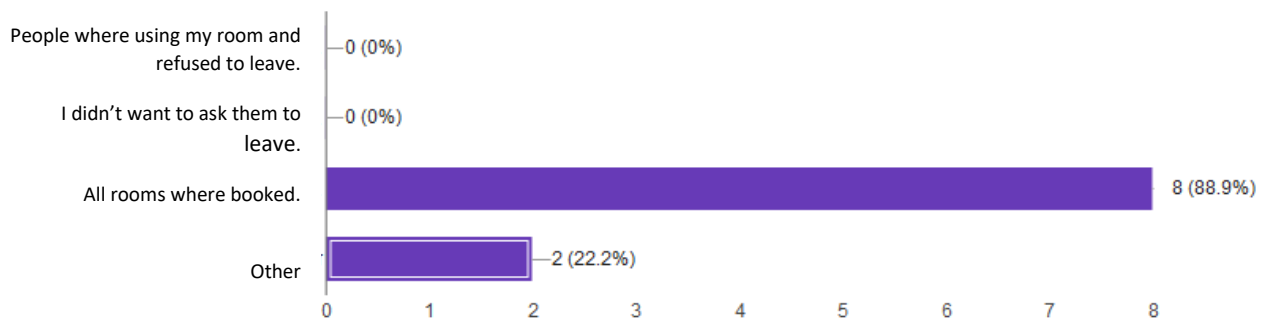
From our survey, we concluded that most people either 1. Didn't know how to book; 2. Found most rooms booked; and 3. Forgot to cancel their reservations.

Although no-one in our survey put people not using rooms down as a problem, our visual inspection found that this was indeed a major problem. We believe this option did not get picked due to the small sample size in the survey.

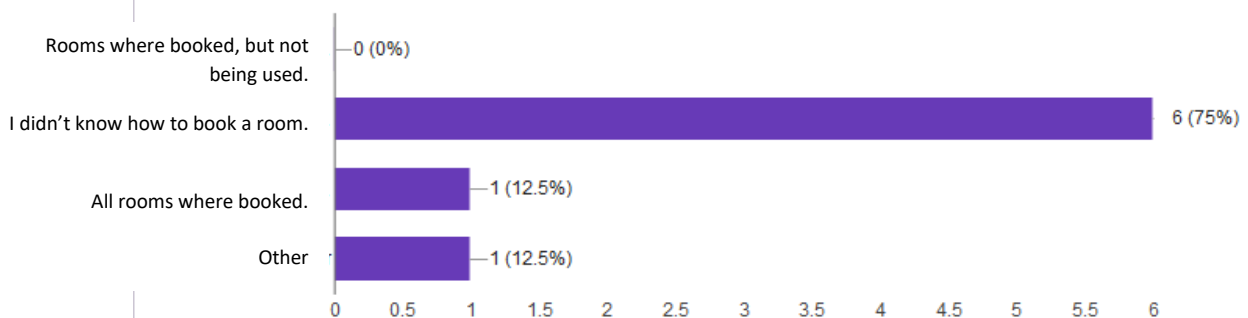
### Have you ever booked a project room at EAL? (21 responses)



### Encountered any of the following problems? (9 responses)



### Encountered any of the following problems? (8 responses)



## Our Solution

Our solution was to improve on the EAL Wayfinder app, and include a section where users can book, see their reservations, hence cancel them as needed. We wish to cut out the middle man, and have the application interact directly with the schedule system, to also free up the front-desk.

Our layout is based on cinema ticket reservation systems, where you select the room you wish, choose the time, and click reserve.

Before your reservation is due, a notification should come on the phone, asking to confirm the booking. Please refer to the mockups below:



