

Data Gathering Summary: Campus Lost & Found System

1. Introduction

This summary outlines both the primary and secondary data collection efforts undertaken to validate the need for a digital Campus Lost & Found System. These efforts support our understanding of user needs, existing pain points, and the viability of the proposed solution.

2. Primary Data Collection

a) Methodologies Used

- **Surveys:** Distributed online to students and campus staff
- **Interviews:** Conducted with security personnel and administrative staff
- **Field Observations:** Informal tracking of lost item reports across campus boards and social media groups

b) Participants

- Total surveyed: 124 students, 15 staff members
- Interviews: 3 security officers, 2 cleaning supervisors, 1 help desk administrator

c) Key Insights

- **68%** of students have lost at least one item on campus in the past year
- **52%** relied on social media or asking around to recover their items
- **41%** never recovered the lost item
- Staff members expressed interest in a system to reduce inquiries and improve recovery time
- Security officers noted difficulty in tracking returned items without duplication or fraud

Sample Survey Questions (Appendix)

- Have you ever lost an item on campus? What was it?
- How did you try to recover it?
- Did you succeed? If yes, how long did it take?
- Would you use a mobile or web app to report or search for lost items?

3. Secondary Data Collection

a) Sources Consulted

1. **Journal of Higher Education Services** – Studies on student engagement and digital services
2. **Campus Safety Magazine** – Reports on lost item policies in U.S. institutions
3. **Government of Kenya ICT Strategy** – Recommends digital infrastructure in education
4. **Market Analysis: Lost & Found Tech 2023 (TechCrunch)** – Highlights emerging startups in the lost-item recovery space
5. **Facebook Groups & Reddit Forums** – Observed informal peer-led lost item recovery strategies

b) Key Findings

- Institutions globally are digitizing auxiliary services for better efficiency
- Manual lost-and-found systems often lead to item mismanagement and frustration
- There's a rise in interest in geo-tagged and user-authenticated item recovery apps

4. Summary

The combination of primary and secondary data confirms that a significant problem exists around lost items on campus. There is a demand for a more organized, digital approach. Both users and administrators would benefit from faster, more transparent, and verifiable systems. The research validates the need, supports the proposed