

1. Name: Ms. Harsika

Job: Sub Warden

Gender: Female

#### Goals

- Reserve rooms for the relevant students
- Keep track of all the students who are using the hostel facility

#### Spending time

- Reserving room for student

#### Pain points

- Hard to find a file of the student when needed.

#### Needs

- Proper clarification of student information and student activities.
- Keep record of individual students

2. Name: Mr. Pasindu

Job: Student (Unemployed)

Gender: Male

#### Goals

- Get the degree
- Get a good job

#### Spending times

- Studying
- Playing
- Surfing internet

#### Pain points

- Attend a day school or lab because of the distance
- Hostel card cost
- Only issuing three hostel cards per year and each has only twenty days.
- Cannot stay consecutively for longer period in hostel
- When hostel card is lost must pay additional fee

#### Needs

- A solution for the hostel card

3. Name: Ms. Senuri

Job: Graphic designer and undergraduate student

Gender: Female

Goals

- Get the degree
- Buy a car

Spending Times

- Designing new ads, posts etc.
- Studying
- Surfing internet

Pain points

- Difficult to attend to day schools and other academic activities because of the job.
- Not aware about the hostel rules
- Difficult to find the divisions to prepare the hostel card.

Needs

- Easy way to obtain the hostel card