**Sequence Model**

**INTENT**: A new student wants to attend their first engineering class and arrive in a timely manner

**TRIGGER**: The scheduled time for the class is approaching

The student walks into the engineering building

The student doesn’t know where the class is located.

The student sees another student

Yes

The student asks the other student where the room is located

No

The other student doesn’t know where the room is located

The student sees the maps located near the stair wells and knows their class’s room number

Yes

No

The student goes to the map and looks for the room number where the class is located

The student then figures out his/her location on the map and figures out where to go

The student doesn’t know the room number associated with their class

Yes

The student looks up the room number on Cougarnet

No

The student then associates their location on the map and determines how to go to the class

The student can’t get on Cougarnet

Yes

The student looks for an administration office and asks for help

After finding the location of the class the student goes up the stairs

The student circles the entire 2nd floor and finally finds the class

**INTENT**: A student wants to find their professors office

**TRIGGER**: The student needs to discuss something with their professor

The student walks into the engineering building

The student doesn’t know where the office is located

The student sees another student

Yes

The student asks help to find where their room is located

The other student just happens to know where the professor’s office is

No

The other student explains how to get there

The student follows the other student’s instructions and gets a little lost but eventually finds the professor’s office.

The student doesn’t know the office number but knows the professors last name

Yes

No

Yes

The student looks for an administration office and asks for help

The student can’t get on Cougarnet

The student then associates their location on the map and determines how to go to the office

The student then associates their location on the map and determines how to go to the office

The student looks up the office number on Cougarnet

No

The student sees the maps located near the stair wells and knows their class’s room number

Yes

The student goes to the map and looks for the office number

After finding the location of the office on the map the student finds his/her way to the office

**INTENT**: A parent of a new student would like to find the secretary’s office of their kid’s major

**TRIGGER**: The parent has some questions about the school’s program for their kid’s major

The parent enters the engineering building

The parent is unfamiliar with the building layout and starts to look for some directions

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The parent is unfamiliar with the building layout and starts to look for some directions

The parent sees an instructor

The parent is unfamiliar with the building layout and starts to look for some directions

Yes

The instructor only knows the wing where most of his department staff is located.

He points the parent in the direction of the office for his department so they can give better directions

No

The parent goes to the office of the other department to get the directions

The secretary explains how to get to the office

The parent then calls the office and asks the secretary details on where to find the office

The parent then follows the direction to arrive at the office of the correct department

The parent looks up on their phone via the SIUE website to find the number of the office