Persona #1

* Reese S. Peace
* Male Student
* Lost AirPods in an electric green carrying case
* Reese is constantly misplacing things, especially smaller and often more expensive things such as his AirPods, keys, and phone
* Having lost his AirPods sometime before his class in the DCC, Reese began to frantically tear his bag apart. Upon the discovery of a few gum wrappers and loose change, Reese seemed to be out of luck. Even after checking the DCC’s lost and found, Reese decided that checking the other lost and founds across campus was not worth the time and effort, especially as a busy college student.That evening, however, Reese’s roommate overheard his commotion about losing his AirPods and informed him about the new lost and found database created for use on the RPI campus. Reese navigated to the website, followed hyperlinks to the page to declare his lost item, and attached all necessary information including the item’s description, and an approximate time, date, and location of the last time he had seen his AirPods. Reese also attached his RPI email address as his contact information and, within the next 48 hours, Reese had been notified by a student that his AirPods had been found. The student noted that the AirPods had been dropped off with a Public Safety officer and should be retrieved from the Office of Public Safety. Reese returned to his dorm, marked that his item had been returned, and resolved his missing item declaration.

Persona #2

* Professor Candice Korn
  + Nickname Candy Korn
* Found a maroon zip-up sweatshirt
* Candice is training for a 10K in her downtime by running around campus between her classes, and often finds things that people have lost on campus
* Professor Candice “Candy” Korn is a young physics professor who has always been keen on staying active. Recently, she began to train for a 10K in the upcoming spring by going for runs between her classes. Due to the amount of distance she would run, Candy often found items that had been lost on the RPI campus, but without any straightforward method of reporting lost items found around campus, Candy often ignored them. Upon overhearing one of her students talking about a new lost and found database on RPI’s campus, Candy decided that it would be best for her to see things for herself. After that class, Candy decided to go for a short 30 minute jog before returning to her car and found a handful of lost items around campus: a maroon zip-up sweatshirt, BMW car keys, and a light blue beanie. For all of these items, Candy opened the new lost and found website, followed the hyperlinks and navigated to the page to post the lost items. There, Candy outlined in each listing what the item was, its description, where she had found it and when, a picture of the item, along with her preferred contact information. Upon returning to her car, Candy made a quick stop by the Office of Public Safety to drop off the items, and was on her way. Within the next few days, Candy noticed that each of the items had been retrieved from the Office of Public Safety as students who searched for their lost items had noticed they had already been dropped off.