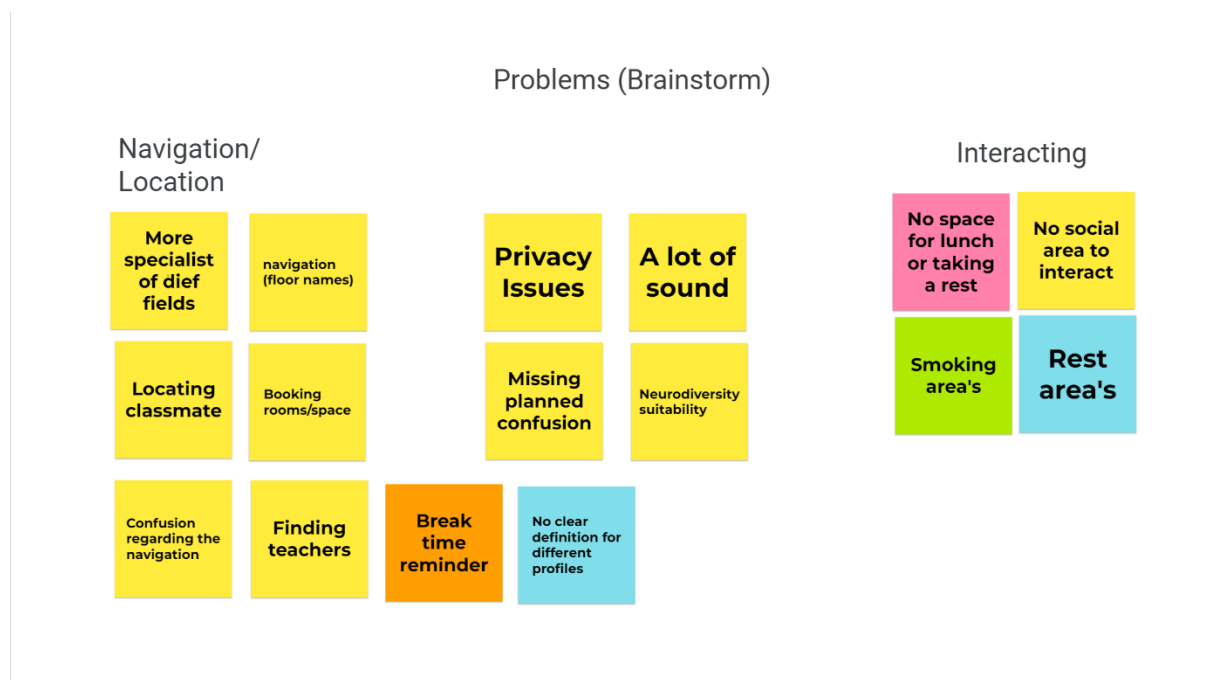# Define

Problems

During the brainstorming session (Figure 1) about problems at the TQ4 building belonging to Fontys, important ideas were generated, including the need for more specialists from different fields, improved navigation with clearer floor names and signage, a mobile app for locating classmates, a room booking system, a centralized information desk for finding teachers, addressing confusion through orientation sessions and detailed maps, providing clear definitions of different profiles, reducing noise with soundproofing measures, creating spaces for lunch and rest, and establishing a social area for interaction. These ideas can guide further evaluation and planning to address the identified problems effectively.

(Figure 1) Brainstorm session

Problem statement

The next step was to properly phrase a problem statement (Figure 2). This is a summary of the session. The TQ4 building at Fontys faces multiple challenges that can be summarized in two problem statements. Firstly, the educational institution struggles with organizing study profiles due to the absence of clear definitions, schedules, and indicators, difficulty in finding classes, issues with funding teachers, and booking rooms. These problems hinder efficient study organization and create confusion for students and staff.

Problem statement #1

Inadequate system for organizing study profiles in the educational institution due to the absence of clear definitions, schedules, indicators, difficulty in finding classes, issues with funding teachers and booking rooms, locating classmates, and the absence of clear floor planning.
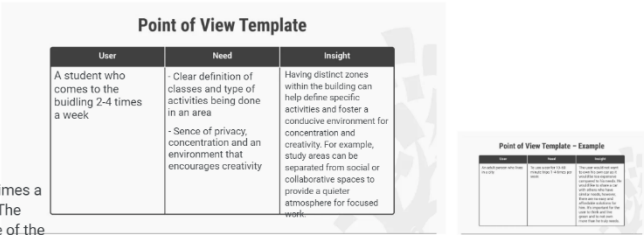
Problem statement #2

This one is for interacting: The problem statement is: The lack of a designated social area in the facility is leading to a variety of issues such as smokers congregating in inappropriate areas, no space for individuals to rest, and a lack of space for individuals to have lunch or take breaks. This is negatively impacting the comfort, health, and overall well-being of the individuals in the facility.

Problem statement #3

The problem statement is: The current system in place lacks adequate provisions for privacy, neurodiversity suitability, and an overall plan to address these issues. This is resulting in significant challenges for individuals with different needs and preferences, particularly those who require a higher level of privacy or accommodations for their neurodiversity. As a result, the organization is failing to create an inclusive and welcoming environment for all individuals.

Problem statement #4

The educational institution faces challenges in organizing study profiles and lacks clear definitions, schedules, indicators, and efficient class finding. Issues with finding teachers, booking rooms, locating classmates, and inadequate floor planning further hinder study organization. Additionally, privacy, neurodiversity suitability, and accommodation provisions are insufficient, impeding an inclusive and supportive environment for individuals with diverse needs.

Clear and concise descriptions of classes and activities play a crucial role in promoting effective communication and understanding among students, faculty, and staff, enabling efficient scheduling, informed decision-making, and enhanced collaboration within the educational institution.

Creating an environment that respects privacy, fosters concentration, and nurtures creativity is crucial for enabling individuals to thrive in their tasks, promoting effective learning, productivity, and innovation within educational settings.

Problem statement

The student, who visits the building 2-4 times a week, lacks clear definitions of classes. The unwellcoming enviornment and structure of the building affect their work and activities conducted, hindering their ability to navigate, learn and use the space effectively.

Point of View Template

User	Need	Insight
A student who comes to the buidling 2-4 times a week	· Clear definition of classes and type of activities being done in an area - Sence of privacy, concentration and an environment that encourages creativity	Having distinct zones within the building can help define specific activities and foster a conducive environment for concentration and creativity. For example, study areas can be separated from social or collaborative spaces to provide a quieter atmosphere for focused work.

Point of View Template – Example

(Figure 2) Problem statements

Secondly, the lack of a designated social area in the facility leads to various issues such as inappropriate congregation of smokers, insufficient space for rest, and inadequate provisions for lunch breaks. This negatively impacts the comfort, health, and overall well-being of individuals in the facility. Additionally, the current system lacks adequate provisions for privacy, neurodiversity suitability, and an overall plan to address these issues, creating challenges for individuals with different needs and preferences. By addressing these problem statements, the educational institution can foster a more organized, inclusive, and supportive environment for all individuals.

POV

Having insights from the previous problem statement session, we decided to use the POV (Figure 3) method in order to phrase the final statement. This is a summary of the results:

(Figure 4) POV method

In the context of human-centered design, the point of view for a student visiting the building 2-4 times a week involves two key needs: a clear definition of classes and activities in different areas and a sense of privacy, concentration, and an environment that fosters creativity. Insights from this perspective indicate that creating distinct zones within the building can address these needs effectively. By separating study areas from social or collaborative spaces, the building can provide a quieter atmosphere that promotes concentration and allows for focused work. This approach helps define specific activities, enabling students to easily identify suitable spaces for their needs while encouraging a conducive environment for creativity.

Problem Statement: The student, who visits the building 2-4 times a week, lacks clear definitions of classes. The unwelcoming environment and structure of the building affect their work and activities conducted, hindering their ability to navigate, learn and use the space effectively.