GARDEN CITY UNIVERSITY

DESIGN THINKING FOR SOFTWARE ENGINEERING

LAB -1

NAME : SRADHANJALI SAHOO

SEM : 4TH , SEC : A

ROLL NO : 24BTCE126

APPOINTMENT BOOKING SYSTEMS LACK FLEXIBILITY

1. OBSERVATION –

APPOINTMENT BOOKING SYSTEMS ARE WIDELY USED IN HOSPITALS, CLINICS, BANKS, SALONS AND SERVICE CENTERS TO MANAGE CUSTOMERS AND REDUCE WAITING TIME. THESE SYSTEMS ARE DESIGNED TO PROVIDE SCHEDULED SERVICES BUT IN DAILY LIFE THEY OFTEN FAIL TO ADJUST ACCORDING TO THE USER NEEDS.

- MOST APPOINTMENT SYSTEMS OFFER FIXED TIME SLOTS THAT CANNOT BE CHANGED ACCORDING TO USER CONVENIENCE WHICH LEADS TO FRUSTRATION AMONG THE USERS.
- USERS ARE NOT ALLOWED TO SELECT SHORTER OR LONGER APPOINTMENT DURATIONS AS PER THEIR NEED.
- SAME DAY RESCHEDULING IS USUALLY NOT PERMITTED, EVEN WHEN THE STAFF ARE AVAILABLE.
- USERS ARE ASKED TO REBOOK COMPLETELY WHEN THEY ARRIVE LATE EVEN THOUGH THE SERVICE PROVIDER ARE AVALABLE.
- EMERGENCY OR URGENT CASES FOLLOW THE SAME BOOKING PROCESS AS NORMAL APPOINTMENT WHICH LEADS ANGER IN USERS.
- ELDERLY AND DISABLED USERS OFTEN HAVE CONFUSION IN BOOKING THEIR APPOINTMENTS AS FILLING THE FORM CAN BE LENGTHY OR FACE DELAYS DURING THE TRANSACTION AND CAN LEAD TO WASTAGE OF TIME.
- MANY SYSTEMS LACK REAL TIME UPDATES AS THE APPOINTMENT DOESN'T REFLECT IMMEDIATELY WHICH CAUSES CONFUSION AMONG THE USERS.
- USERS/CLIENTS MADE TO WAIT DESPITE BOOKING EARLIER.

2. STAKEHOLDER IDENTIFICATION –

FOLLOWING ARE MAIN USERS AFFECTED BY THE LACK OF FLEXIBILITY IN APPOINTMENT BOOKING SYSTEMS:

1. **PATIENTS** – PEOPLE WHO BOOK HOSPITAL AND CLINIC APPOINTMENTS FACE DIFFICULTY IN RESCHEDULING OR GETTING URGENT SLOTS.

2. **ELDER PEOPLE** – SENIOR CITIZENS WHO STRUGGLE WITH BOOKING PROCESS AND FIXED TIMINGS.

3.**WORKING PROFFESIONALS** – PEOPLE WHO HAVE LIMITED FREE TIME AND CANNOT ADJUST TO RIGID TIME SLOTS.

4. **PARENTS WITH CHILDREN** – PARENTS NEED FLEXIBLE TIMING DUE TO CHILDCARE RESPONSIBLITIES.

5. **PEOPLE WITH DISABLILITIES** – USERS WHO REQUIRE SPECIAL TIME AND ASSISTANCE BUT ARE TREATED LIKE NORMAL BOOKINGS.

3. INTERVIEWS / SURVEYS –

QUESTIONS ASKED WERE:

1. NAME

2. AGE GROUP

3. OCCUPATION

4. WHERE DO YOU MOSTLY BOOK APPOINTMENTS?

5. HOW OFTEN DO U BOOK APPOINTMENTS?

6. HAVE YOU FACED ANY DIFFICULTY DUE TO FIXED TIME SLOTS?

7. WERE YOU ALLOWED TO CHOOSE CUSTOM APPOINTMENT TIMINGS?

8. INCASE YOU MISSED AN APPOINTMENT, WERE YOU ABLE TO RESCHEDULE YOUR APPOINTMENT?

9. DID THE SYSTEM ALLOW YOU TO MENTION URGENT NEEDS?

10. HAVE YOU EVER BOOKED AN APOOINTMENT BUT STILL HAD TO WAIT FOR LONG TIME?

11.DO YOU THINK WALK-IN USERS SHOULD BE ALLOWED WHEN SLOTS ARE FREE?

12. HOW SATISFIED ARE YOU WITH THE CURRENT APPOINTMENT SYSTEMS?

13. DO YOU FEEL APPOINTMENT SYSTEM LACK FLEXIBILITY?

14. PLEASE SHARE YOUR THOUGHTS ON THE APPOINTMENT BOOKING SYSTEMS.

	Timestamp	NAME	AGE GROUP	OCCUPATION	Where do you mostly book appointments?
2	14/01/2026 20:09:14	Barsharani padhi	18-25	Student	Other
3	14/01/2026 20:15:12	Ramakanta Sahoo	41-60	Working Professional	Hospitals / clinics
4	14/01/2026 20:15:19	UJALA YADAV	18-25	Student	Hospitals / clinics
5	14/01/2026 20:19:08	Aarabhi Keshav	18-25	Student	Government Offices
6	14/01/2026 20:19:18	Yahmini H	18-25	Student	Government Offices
7	14/01/2026 20:25:41	Destiny	18-25	Student	Government Offices
8	14/01/2026 20:31:52	Shraddha	18-25	Student	Hospitals / clinics
9	14/01/2026 20:32:40	Prakruthi reddy	18-25	Student	Other
10	14/01/2026 20:37:01	Emika deimaya Marwein	18-25	Working Professional	Government Offices
11	14/01/2026 20:57:10	Ruchitha Biswal S	18-25	Student	Other
12	14/01/2026 20:58:43	Roopa T S	18-25	Student	Hospitals / clinics
13	14/01/2026 21:01:55	Pragathi	18-25	Student	Salons / Service centers
14	14/01/2026 21:03:56	maaviya khan	18-25	Retired	Hospitals / clinics
15	14/01/2026 21:06:04	Suwaibha Fatima	18-25	Student	Hospitals / clinics
16	14/01/2026 21:11:09	Jhenkar G beedanal	18-25	Student	Hospitals / clinics

	Timestamp	NAME	AGE GROUP	OCCUPATION	Where do you mostly book appointments?
17	14/01/2026 21:14:27	Ankita Mallick	18-25	Student	Hospitals / clinics
18	14/01/2026 21:24:59	Bharati Sahoo	41-60	Homemaker	Hospitals / clinics
19	14/01/2026 21:36:38	Mahendra sahoo	41-60	Working Professional	Other
20	14/01/2026 21:47:03	Neyasa	18-25	Student	Hospitals / clinics
21	14/01/2026 21:47:56	Jayashree	18-25	Student	Hospitals / clinics
22	14/01/2026 21:51:30	Mrutunjay sahoo	26-40	Working Professional	Hospitals / clinics
23	14/01/2026 21:53:14	Sneha	18-25	Student	Salons / Service centers
24	14/01/2026 22:01:34	Rupam kumari	26-40	Homemaker	Hospitals / clinics
25	14/01/2026 22:15:59	Saksham Arya	18-25	Student	Hospitals / clinics
26	14/01/2026 22:35:00	Shravanthi	18-25	Student	Other
27	14/01/2026 22:46:25	Hirvi	18-25	Student	Government Offices
28	14/01/2026 22:51:16	Sai Krishna S	18-25	Student	Other
29	15/01/2026 11:14:45	Azad Jaguri	26-40	Working Professional	Hospitals / clinics

	Timestamp	NAME	AGE GROUP	OCCUPATION	Where do you mostly book appointments?
30	15/01/2026 11:21:30	Rabindra das	26-40	Working Professional	Other
31	15/01/2026 12:53:25	Karthik Kumar K	26-40	Working Professional	Hospitals / clinics
32	15/01/2026 12:56:42	Anisha	18-25	Student	Hospitals / clinics
33	15/01/2026 13:00:15	Kamya Takhar	18-25	Student	Salons / Service centers
34	15/01/2026 13:10:42	Harshitha	18-25	Student	Banks
35	15/01/2026 14:11:16	Tarun Mohankumar	18-25	Student	Salons / Service centers
36	16/01/2026 14:28:02	N	18-25	Student	Other
37	20/01/2026 08:23:54	Nithya	18-25	Student	Salons / Service centers

	How often do you book appointments?	Have you faced difficulty due to fixed time slc	Were you allowed to choose custom appointr
2	Sometimes	YES	YES
3	Sometimes	YES	YES
4	Frequently	YES	YES
5	Rarely	YES	NO
6	Sometimes	YES	YES
7	Rarely	YES	YES
8	Rarely	YES	NO
9	Rarely	YES	YES
10	Sometimes	YES	NO
11	Rarely	YES	NO
12	Frequently	NO	YES
13	Rarely	YES	YES
14	Rarely	YES	YES
15	Rarely	NO	NO
16	Sometimes	YES	NO

	How often do you book appointments?	Have you faced difficulty due to fixed time slc	Were you allowed to choose custom appointr
17	Rarely	YES	NO
18	Sometimes	NO	YES
19	Sometimes	NO	NO
20	Rarely	YES	YES
21	Rarely	YES	NO
22	Rarely	YES	YES
23	Sometimes	YES	NO
24	Rarely	NO	NO
25	Sometimes	YES	NO
26	Rarely	NO	YES
27	Sometimes	YES	YES
28	Rarely	NO	YES
29	Rarely	YES	YES

	How often do you book appointments?	Have you faced difficulty due to fixed time slc	Were you allowed to choose custom appointr
30	Rarely	NO	YES
31	Sometimes	YES	YES
32	Sometimes	YES	NO
33	Sometimes	YES	NO
34	Sometimes	NO	YES
35	Rarely	YES	YES
36	Rarely	NO	YES
37	Rarely	NO	YES

	Incase you missed an appointment were you	Did the system allow you to mention urgent n	Have you ever booked an appointment but sti
2	YES	NO	NO
3	YES	NO	YES
4	YES	NO	YES
5	YES	NO	YES
6	YES	YES	YES
7	YES	YES	NO
8	YES	YES	YES
9	YES	YES	NO
10	NO	YES	YES
11	YES	YES	YES
12	YES	YES	YES
13	YES	NO	NO
14	YES	YES	YES
15	YES	NO	NO
16	YES	NO	YES

1	Incase you missed an appointment were you	Did the system allow you to mention urgent n	Have you ever booked an appointment but sti
17	YES	NO	NO
18	YES	YES	YES
19	NO	YES	NO
20	YES	YES	YES
21	NO	NO	NO
22	YES	YES	NO
23	NO	YES	YES
24	YES	YES	NO
25	YES	NO	YES
26	YES	YES	YES
27	YES	YES	YES
28	YES	YES	NO
29	YES	YES	NO

1	Incase you missed an appointment were you	Did the system allow you to mention urgent n	Have you ever booked an appointment but sti
30	YES	YES	YES
31	NO	YES	NO
32	YES	NO	YES
33	YES	NO	YES
34	YES	NO	NO
35	YES	YES	YES
36	YES	NO	YES
37	YES	NO	NO

1	Do you think walk-in users should be allowed	How satisfied are you with current appointme	Do you feel appointment systems lack flexibil
2	YES	Neutral	Neutral
3	YES	Neutral	Agree
4	NO	Neutral	Neutral
5	YES	Neutral	Agree
6	YES	Satisfied	Neutral
7	YES	Neutral	Agree
8	YES	Neutral	Neutral
9	YES	Neutral	Strongly Agree
10	YES	Neutral	Agree
11	YES	Neutral	Neutral
12	NO	Very Satisfied	Neutral
13	YES	Very Satisfied	Strongly Agree
14	YES	Neutral	Strongly Agree
15	YES	Neutral	Agree
16	YES	Neutral	Neutral

1	Do you think walk-in users should be allowed ⌄	How satisfied are you with current appointme ⌄	Do you feel appointment systems lack flexibil ⌄
17	YES	Neutral	Neutral
18	YES	Satisfied	Neutral
19	NO	Very Satisfied	Agree
20	YES	Dissatisfied	Agree
21	YES	Neutral	Neutral
22	YES	Neutral	Neutral
23	NO	Neutral	Neutral
24	YES	Very Satisfied	Neutral
25	YES	Dissatisfied	Strongly Agree
26	YES	Neutral	Agree
27	YES	Very Satisfied	Agree
28	YES	Satisfied	Agree
29	NO	Very Satisfied	Strongly Agree

1	Do you think walk-in users should be allowed ⌄	How satisfied are you with current appointme ⌄	Do you feel appointment systems lack flexibil ⌄
30	NO	Satisfied	Agree
31	YES	Neutral	Neutral
32	YES	Neutral	Strongly Agree
33	YES	Neutral	Agree
34	YES	Neutral	Agree
35	YES	Satisfied	Neutral
36	YES	Neutral	Neutral
37	YES	Satisfied	Neutral

1	Please share your thoughts on the appointment booking systems.
2	Appointment booking systems make scheduling quick, organized, and convenient for everyone.
3	Not very good
4	It depends on time and people around us.
5	Need to work more efficiently to cater to population size.
6	Currently the online appointment booking systems have become pretty enhanced. It would be great if every appointment booking query can be addressed online making it easier for users
7	Clients should be provided reasonable time slots according to their convenience. If slots are not available then clients should be informed about the same.
8	.
9	Great in few professions but not everywhere
10	The appointment booking system is helpful and makes scheduling appointments more organized
11	Provide more options during appointment
12	The appointment booking system is easy to use and saves time by reducing waiting and confusion.
13	Good
14	sad system
15	Please share your thoughts on the appointment booking systems.
16	Appointment booking systems make scheduling quick, organized, and convenient for everyone.

1	Please share your thoughts on the appointment booking systems.
17	Not very good
18	It depends on time and people around us.
19	Need to work more efficiently to cater to population size.
20	Schedule is very rigid. There's very less leniency in emergency cases.
21	Efficient
22	Need to improve some fields
23	I am pretty unsatisfied with current setting regarding the time slot system
24	It is good for me .
25	Appointment booking systems are useful as they help organize schedules and reduce overall crowding. However, the system sometimes does not allow choosing custom appointment timings, which reduced flexibility. Although if rescheduling possible, there was no option to mention urgent needs. Even after booking an appointment, long waiting times were still experienced.
26	It's good but give more priority for the people who have book their slots more than people who walk in
27	None
28	-
29	Very Nice appointment booking systems. 👍 👍

1	Please share your thoughts on the appointment booking systems.
30	Good
31	Appointment system save time
32	Very inefficient
33	If we are expected to book for services, we shouldn't have to wait for a long time because then booking appointments feels pointless.
34	If we booked appointment no need to wait it will save our time , it's good
35	I feel it just needs to be refined more
36	No clashes of bookings when last minute
37	I feel that the appointment system is improving in the private sectors but needs good improvement in public domains

4. PAIN-POINT ANALYSIS –

AS PER THE RESPONSES I HAVE UNDERSTOOD THAT THESE ARE THE MAIN CONCERNS FACED BY THE PEOPLE:

1. **RIGID TIME SLOTS -** 69.4% OF USERS REPORTED FACING DIFFICULTIES DUE TO FIXED TIME SLOTS. MANY USERS FEEL THAT APPOINTMENT SYSTEMS DO NOT PROVIDE TIME SLOTS THAT MATCH THEIR PERSONAL SCHEDULES.

2. **LIMITED AVAILABILITY DURING HIGH DEMAND -** SYSTEMS STRUGGLE TO HANDLE LARGE NUMBERS OF USERS, ESPECIALLY DURING PEAK HOURS LEADING TO FULLY BOOKED

SCHEDULES EVEN FOR URGENT NEEDS. MANY RESPONDENTS MENTIONED THAT SCHEDULES ARE *"VERY RIGID"* WITH *"VERY LESS LENIENCY IN EMERGENCY CASES."*

3. **LONG WAITING TIME DESPITE BOOKING -** THE SYSTEM FAILS TO HONOR BOOKED TIME SLOTS, REDUCING TRUST AND PERCEIVED USEFULNESS. COMMENTS SUCH AS *"BOOKING APPOINTMENTS FEELS POINTLESS"* AND *"IF WE BOOKED APPOINTMENT NO NEED TO WAIT"* CLEARLY SHOW FRUSTRATION.

4. **POOR COMMUNICATION ABOUT SLOT AVAILABILITY -** USERS ARE NOT CLEARLY INFORMED WHEN SLOTS ARE UNAVAILABLE OR FULLY BOOKED**.**

5. **NOT SUITABLE FOR ALL PROFESSIONS -** APPOINTMENT BOOKING SYSTEMS WORK WELL ONLY IN CERTAIN SECTORS. CURRENT APPOINTMENT BOOKING SYSTEMS ARE DESIGNED WITH A **GENERIC WORKFLOW**, MAKING THEM INEFFECTIVE FOR PROFESSIONS THAT REQUIRE **CUSTOM SCHEDULING RULES, VARIABLE APPOINTMENT DURATIONS, AND ROLE-SPECIFIC PROCESSES**.

6. **INCONSISTENT USER EXPERIENCE -** SOME USERS FIND THE SYSTEM HELPFUL, WHILE OTHERS FIND IT UNRELIABLE.

THE CRITICAL PAIN POINT –

THE MOST CRITICAL PAIN POINT IS THE LACK OF FLEXIBILITY AND PROFESSION-SPECIFIC CUSTOMIZATION IN APPOINTMENT BOOKING SYSTEMS, WHICH PREVENTS THEM FROM ADAPTING TO DIVERSE USER SCHEDULES, VARYING DEMAND LEVELS, AND DIFFERENT OPERATIONAL WORKFLOWS.

5. ROOT CAUSE IDENTIFICATION -

HERE ARE THE 5 WHY ANALYSIS:

1. **WHY DO APPOINTMENT BOOKING SYSTEMS FAIL TO MEET DIVERSE USER AND PROFESSIONAL NEEDS?**

- USERS ARE DISSATISFIED BECAUSE THE SYSTEMS **DO NOT ALIGN WITH THEIR PERSONAL SCHEDULES OR PROFESSIONAL REQUIREMENTS**. MANY USERS CANNOT FIND SUITABLE TIME SLOTS, FACE LONG WAITING PERIODS, OR ARE FORCED TO FOLLOW RIGID BOOKING PROCEDURES.

2. **WHY DO SYSTEMS NOT ALIGN WITH DIVERSE USER AND PROFESSIONAL NEEDS?**

- BECAUSE APPOINTMENT BOOKING SYSTEMS ARE BUILT WITH FIXED TIME SLOTS, LINEAR WORKFLOWS, AND LIMITED CONFIGURATION OPTIONS, REGARDLESS OF THE TYPE OF SERVICE OR USER CATEGORY.

3. **WHY ARE FIXED WORKFLOWS AND LIMITED CONFIGURATIONS USED?**

- MOST SYSTEMS PRIORITIZE **ADMINISTRATIVE EFFICIENCY** OVER **USER FLEXIBILITY**. FIXED TIME SLOTS, LIMITED CUSTOMIZATION, AND LACK OF URGENCY TAGGING SIMPLIFY BACKEND MANAGEMENT BUT REDUCE USABILITY FOR USERS WITH UNPREDICTABLE SCHEDULES.

4. **WHY IS SPEED AND COST PRIORITIZED OVER ADAPTABILITY?**

- SPEED AND COST ARE PRIORITIZED BECAUSE SYSTEMS ARE DESIGNED TO SAVE TIME AND MONEY, SO DESIGNERS ASSUME ALL USERS HAVE SIMILAR NEEDS AND IGNORE REAL-WORLD DIFFERENCES.

5. **WHY ARE INCORRECT ASSUMPTIONS MADE ABOUT USER NEEDS?**

- BECAUSE OF INSUFFICIENT USER RESEARCH, LIMITED FIELD STUDIES, AND LACK OF DOMAIN-SPECIFIC REQUIREMENT GATHERING DURING THE EARLY STAGES OF SYSTEM DESIGN.

THE PRIMARY ROOT CAUSE IS INADEQUATE USER RESEARCH AND DOMAIN-SPECIFIC REQUIREMENT ANALYSIS DURING THE DESIGN PHASE, LEADING TO GENERIC APPOINTMENT BOOKING SYSTEMS THAT FAIL TO ADAPT TO REAL-WORLD SCHEDULING COMPLEXITIES.

6. WICKED PROBLEM UNDERSTANDING –

1. WHY THE PROBLEM IS DIFFICULT TO DEFINE CLEARLY -

- **USER EXPECTATIONS VARY WIDELY BASED ON AGE, PROFESSION, URGENCY, AND DIGITAL LITERACY.**

- **WHAT IS A "GOOD" APPOINTMENT SYSTEM FOR ONE USER (FIXED SLOTS, QUICK BOOKING) MAY BE UNSUITABLE FOR ANOTHER (FLEXIBLE TIMING, PRIORITY ACCESS).**

- **THE PROBLEM CHANGES DEPENDING ON CONTEXT (PEAK HOURS, EMERGENCIES, STAFFING LEVELS).**

2. MULTIPLE STAKEHOLDERS WITH CONFLICTING NEEDS -

KEY STAKEHOLDERS AND THEIR CONFLICTS

- **USERS/CLIENTS**

  - WANT FLEXIBLE TIME SLOTS, INSTANT CONFIRMATION, AND MINIMAL WAITING.

- **SERVICE PROVIDERS**

- o WANT OPTIMIZED SCHEDULES, REDUCED NO-SHOWS, AND PREDICTABLE WORKFLOWS.

- **ORGANIZATIONS/MANAGEMENT**

  - o WANT LOW-COST SYSTEMS, EASY DEPLOYMENT, AND MINIMAL MAINTENANCE.

- **STAFF/PROFESSIONALS**

  - o WANT MANAGEABLE WORKLOADS AND BUFFER TIME BETWEEN APPOINTMENTS.

3. WHY THE PROBLEM CANNOT BE SOLVED BY A SINGLE SOLUTION

- A SOLUTION THAT WORKS FOR **HOSPITALS** MAY FAIL FOR **SALONS OR GOVERNMENT OFFICES**.

- INCREASING FLEXIBILITY MAY CAUSE **OVERBOOKING OR STAFF OVERLOAD**.

- AUTOMATING EVERYTHING MAY EXCLUDE **ELDERLY OR DIGITALLY INEXPERIENCED USERS**.

- TECHNICAL FIXES ALONE CANNOT ADDRESS **HUMAN BEHAVIOR** SUCH AS LATE ARRIVALS OR CANCELLATIONS.

4. PROBLEM CLASSIFICATION: WICKED PROBLEM

THE APPOINTMENT BOOKING SYSTEM PROBLEM IS CLASSIFIED AS A WICKED PROBLEM BECAUSE IT LACKS A CLEAR AND UNIVERSAL DEFINITION, INVOLVES MULTIPLE STAKEHOLDERS WITH CONFLICTING NEEDS, AND CANNOT BE RESOLVED THROUGH A SINGLE TECHNICAL SOLUTION. ANY ATTEMPT TO SOLVE ONE ASPECT OF THE PROBLEM OFTEN CREATES NEW CHALLENGES ELSEWHERE, REQUIRING ONGOING EVALUATION AND ADAPTATION.

7. REFLECTION –

1. WHAT ASSUMPTIONS WERE INCORRECT?

MOST OF THE INITIAL ASSUMPTIONS ABOUT APPOINTMENT BOOKING SYSTEMS—SUCH AS LACK OF FLEXIBILITY, POOR EMERGENCY HANDLING, AND MAKING PEOPLE WAIT DESPITE BOOKING THE APPOINTMENT WERE VALIDATED THROUGH OBSERVATIONS.

HOWEVER, THE ASSUMPTION REGARDING **RESCHEDULING** WAS PARTIALLY INCORRECT. USERS WERE ABLE TO RESCHEDULE THE APPOINTMENT AS PER THEIR NEED.

2. HOW DID USER PERSPECTIVES CHANGE YOUR UNDERSTANDING?

- USERS WANT **FLEXIBLE APPOINTMENT DURATIONS** BASED ON THEIR NEEDS.

- SAME-DAY RESCHEDULING IS IMPORTANT WHEN STAFF ARE AVAILABLE.

- EMERGENCY SITUATIONS REQUIRE PRIORITY HANDLING.

- LACK OF PROPER HANDLING CAN CAUSE USERS TO WAIT WHICH CAN LEAD TO TIME WASTE.

3. WHY IS JUMPING TO SOLUTIONS RISKY?

JUMPING DIRECTLY TO SOLUTIONS IS RISKY BECAUSE:

- A SOLUTION MAY FIX ONE ISSUE (E.G., FASTER BOOKING) BUT WORSEN ANOTHER (E.G., STAFF OVERLOAD)

- WITHOUT FULLY UNDERSTANDING USER PROBLEMS, SOLUTIONS MAY **IGNORE EMERGENCY NEEDS OR ACCESSIBILITY ISSUES**

- TECHNICAL FIXES ALONE CANNOT SOLVE BEHAVIORAL PROBLEMS LIKE LATE ARRIVALS OR URGENT CASES

4. WHAT SKILLS DID YOU DEVELOP THROUGH THIS LAB?

- **OBSERVATION AND EMPATHY SKILLS** BY UNDERSTANDING USER FRUSTRATIONS AND DIFFICULTIES

- **CRITICAL THINKING** BY QUESTIONING EXISTING ASSUMPTIONS AND IDENTIFYING ROOT CAUSES

- **PROBLEM ANALYSIS** USING USER FEEDBACK INSTEAD OF PERSONAL OPINIONS

- **COMMUNICATION SKILLS** BY TRANSLATING USER OBSERVATIONS INTO STRUCTURED PROBLEM STATEMENTS

- **DESIGN THINKING MINDSET**, FOCUSING ON USERS BEFORE SOLUTIONS