

Information Gathering Process

Objective: Through direct observation of the actual use of the current system, user behavior and business processes, to obtain first-hand information, to understand the problems and requirements encountered by users in the use of the process.

Method Used: Directly observe the organization and participation process of campus activities, understand the operation process of administrators and users, and understand the current system usage and business processes.

Summary of Observations: Through this observation, we have identified the shortcomings of the existing system in information dissemination, reservation process, system stability and other aspects. These findings provide important directions for the design of new systems to improve the efficiency of information dissemination, simplify the booking process, enhance system stability, and better meet user needs to improve the overall user experience and system performance.