Needs Assessment Report Outline

I. Introduction and Background
   a. The Y100 design challenge centers around a future date in which IUB’s residential security is altered to improve the convenience and safety of the student’s life.
   b. The purpose of the report is to effectively determine the perception of the users and the reality of the residence halls.
   c. The stakeholder I interviewed is a senior majoring in business info and business analytics currently attending IUB that goes by the name of Michael Gaj. He has lived in a dorm for the first two years of his college life, knowing well the inconvenience of the residence hall.

II. Key Findings
   a. Starting out the interview, I asked Michael what he hated most about living at a dorm. I followed up next the question “If there was something that can be improved upon security wise, what would you say?”
      i. Michael responded by saying he hated the use of his crimson card for everything. If he didn’t have his crimson card with him at all time, he would be punished for doing so. He also stated he hated the elevators while living in his dorm. The elevators would be congested and filled with people where the wait time would take too long.
      ii. Michael said he would much rather use his phone than his card.

III. Recommendations
   a. To better the convenience of the student, IUB should implement a way to use their phones as their crimson card. In the case of getting into their room, they could use the NFC feature on their phone to connect on the door lock to unlock the door. That also goes for the elevator and the C-stores within the residence halls.
   b. Additionally, IUB should do research on how to completely move the crimson card into one’s cellular device. Of course, there will be acceptations, like the duo tokens that a student can pick up, so there should be a location where a student can pick one up to use when their phone dies or of that sort.

IV. Summary
   a. Learning from what Michael told me, their cards are the problem. Yes, the elevator issue is still relevant, but issues on that is more there for renovations. The cards were usually a hassle, taking an extra few seconds each time using it. For them, it was a tedious exercise played out every day.
   b. I would love to get the ideas from someone who lived in a dorm without A/Cs, seeing as those don’t have the same quality as dorms with A/Cs.