

Example: Step 1 – Stakeholder Interview

Context: A student borrowing AV equipment after hours

Warm-up

- Stakeholder: Residential Staff member (House Don). “A good day is when borrow/return is quick.”

Walkthrough (last time)

- “Student came at 9:10 pm asking for a projector.”
- “I checked a spreadsheet on my phone. The file was slow to open.”
- “I wrote their name on paper because the spreadsheet froze.”

Pain points & constraints

- “Sometimes we cannot read student handwriting.”
- “Quiet hours policy: items must be back by 10:00 pm.”
- “We must track overdue returns for safety checks.”

Existing/failed solutions

- “Tried a Google Form. People forgot to submit.”

Outcomes & success

- “I want to scan a student ID and see status (good standing or not).”
- “I want an automatic due time based on the policy.”
- “Success = fewer late returns; fewer manual notes.”

Quotes to keep (verbatim)

- “I just need a fast yes/no with a due time.”
- “Paper notes get lost the next day.”