

# SERVICE DESIGN

PROJECT

# WORKSHOP

GROUP2:SERVICE DESIGN IN KAIST DORMITORY ASSIGNMENT SYSTEM(K-DAS)

DATE

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MEMBERS

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# 1. INTRODUCTION

Dormitory Application System has been used widely in the digital era.....

## PROBLEM STATEMENT

**A STUDENT FACES PROBLEMS DURING ONLINE APPLICATION PROCEDURE AND WHILE SHIFTING BETWEEN DORMS**

## STUDY OBJECTIVES

- 1. UNDERSTANDING THE EXISTING DORM ASSIGNMENT SYSTEM**
- 2. IMPROVE APPLICATION PROCEDURE**
- 3. HOW TO MAKE SHIFTING PROCEDURE SAFE AND CONVENIENT**



# 2. Data collection method

part1: student-interview(video)

interviewer: bowen

interviewee: sunjoong



Part1: Consumer segment  
All dormitory applicants in KAIST

# Student part2:

- 1.Are you satisfied with the K-DAS?
- 2.How do you feel about the payment procedure?
- 3.Do you know how to get the refund?
- 4.Usually how do you check the availability of the new dorm?
- 5.Do you want to go to /arrive the new dorm with your stuff at the same time?
- 6.Where did you put you stuff when you get the key at the new dorm? Do you think it is safe?
- 7.Can you carry all of your stuff to new dorm at one time? If not, how to deal with the situation?  
Any suggestion?

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뽕뽕 QuickTime?얏  
엠펙워똥뽕간

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학생지원팀  
Student Affairs Team

학생복지팀  
Student Welfare Services Team

# Data collection method

part2: Student affairs office part:  
-interview





## Student affairs office part:

1. does every student need to move dorm every semester?
2. how much time do you provide for application?
3. is it possible to extend the time?
4. is it possible to automatically refund?
5. can you give student a box/package to when they plan to move?

# Data collection method

part3:Dorm staff

-interview(photo,video,contextual inquiry)





# Dorm part:

1. how many students stuff can a truck take once?
2. how do you match the name with each room?
3. how did you get the requirement of change roommate? Photo? Email
4. plz give us some suggestions to improve the Das?



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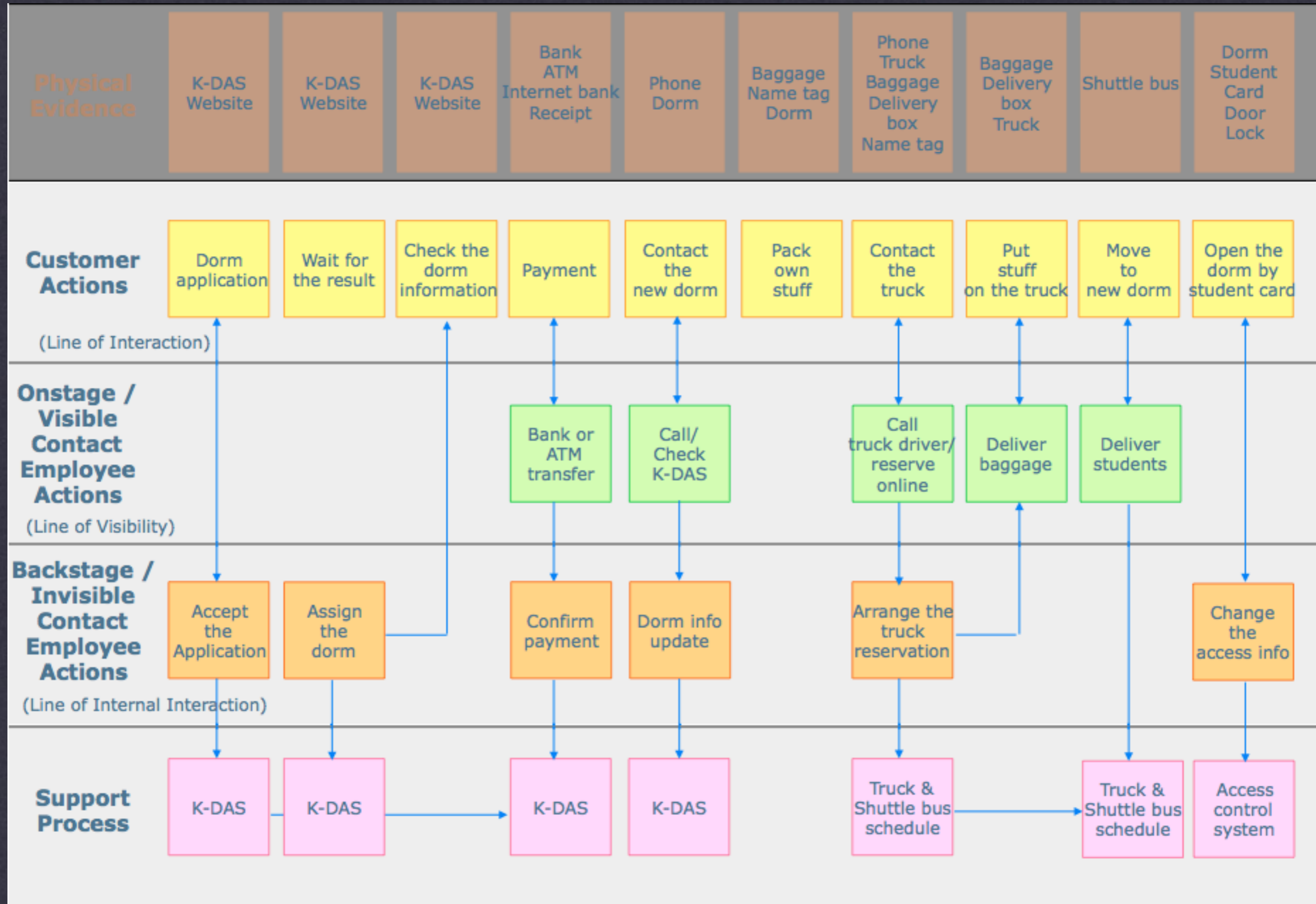
# 3. Methods for data synthesis

# 3.1



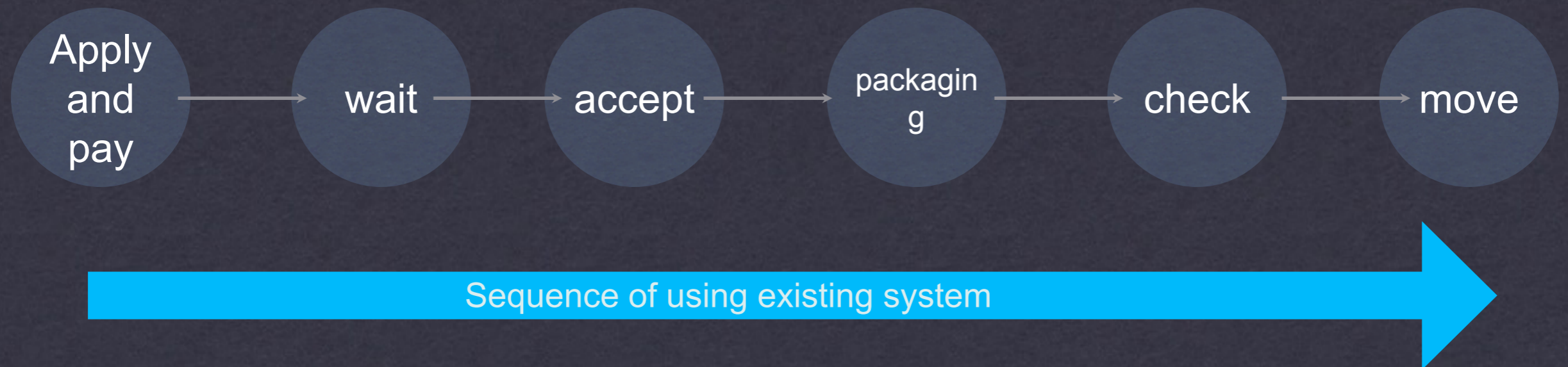
# 4.Result

# BLUEPRINT

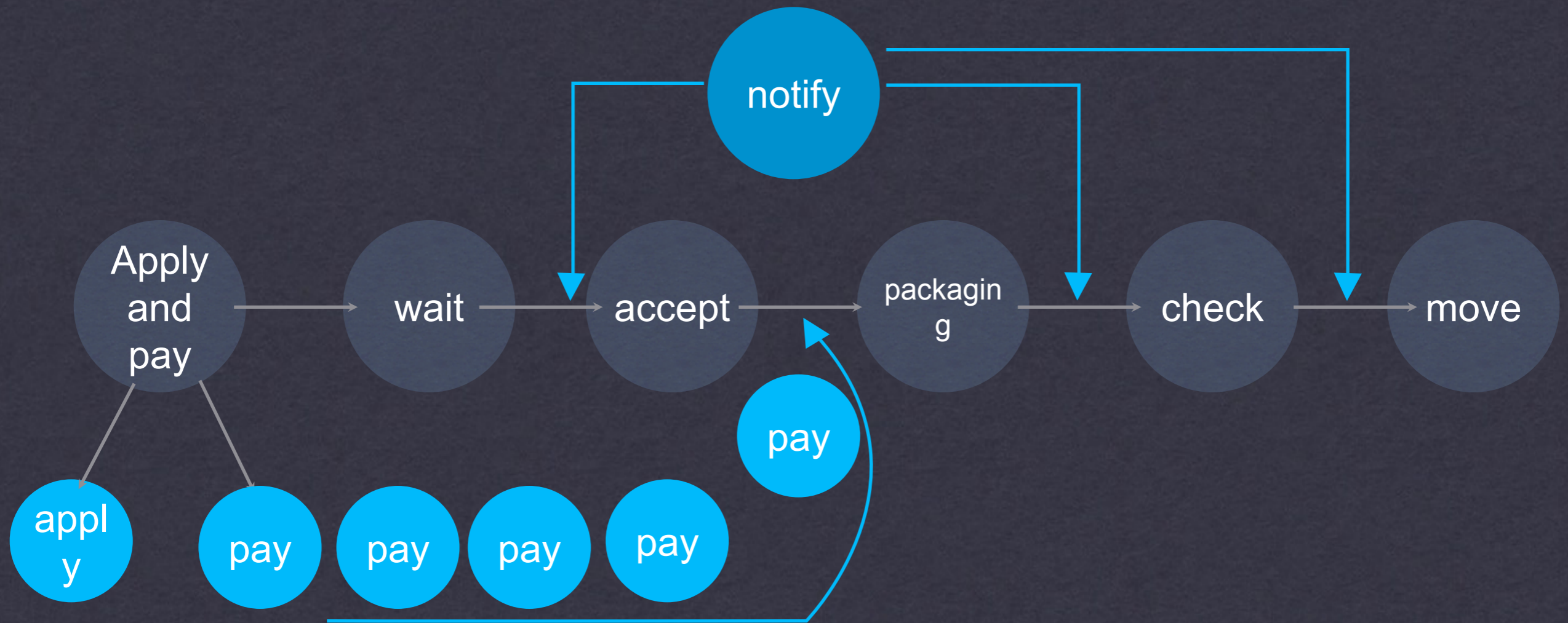


# Observation

Our study start from the sequence of using the existing K-DAS system. Through analysis the existing system and observation the consumers' behavior step by step, we collected the data. Furthermore, we expanded the data via interview.



## EXISTING APPLICATION PROCEDURE FOR DORM IN KAIST



# NEW APPLICATION PROCEDURE FOR DORM IN KAIST