

Option bank

1 • SYSTEM It keeps happening because...

☐ there is no shared schedule or live status · ☐ information only spreads by word of mouth · ☐ rules are walk-in, first come first served · ☐ everyone arrives at the same peak hour · ☐ payment is cash only

Who else is involved?

☐ other students · ☐ kolej staff · ☐ the faculty office · ☐ lecturers · ☐ student representatives (MPP) · ☐ café or stall owners · ☐ security / transport unit

2 • USER [User] needs a way to [need] because [why it's hard today].

User: ☐ first-year · ☐ final-year · ☐ off-campus · ☐ international · ☐ OKU (with disabilities) · ☐ commuting · ☐ postgraduate · ☐ kolej residents

Need: ☐ save time on a daily task · ☐ find information quickly · ☐ coordinate with other people · ☐ book or reserve something · ☐ keep track of something

Why it's hard: ☐ the current way is slow and manual · ☐ information is scattered in many places · ☐ nobody knows what is happening right now

HMW: "How might we help [user] [need] without [today's hassle]?"

3 • HYPOTHESIS We believe [user] will [behaviour] because [reason]. We'll know when [signal].

Behaviour: ☐ use the app instead of the current way · ☐ come back the next day · ☐ recommend it to a friend · ☐ pay a small fee for it

Reason: ☐ it is faster than the current way · ☐ everything is in one place · ☐ they can see what is happening right now

Signal (pick one you can see in 2 minutes):

☐ 2 of 3 testers complete the core task in under 30 seconds · ☐ 2 of 3 say they would use it again this week · ☐ 2 of 3 pick our app over the way they do it now · ☐ at least 1 tester taps the paid or premium option · ☐ all testers find the main button without help

4 • SLICE Steps most MVPs share (circle 3 that test box 3)

Open the app → choose what they need → see the options → confirm their choice → see a confirmation → see their history

Rule patterns:

If it is full or already taken, then suggest the next free one.

If no one responds within 10 minutes, then notify the user and show a backup option.

If the total goes over the user's budget, then warn them before they confirm.

If it starts in 10 minutes, then send a reminder.

Prompt card A • look & data

Colours: ☐ teal and purple · ☐ UKM red and blue · ☐ orange and navy · ☐ green and earth tones · ☐ pastel pink and mint · ☐ black and white, high contrast

Language: ☐ English · ☐ Bahasa Melayu