M*A*S*H
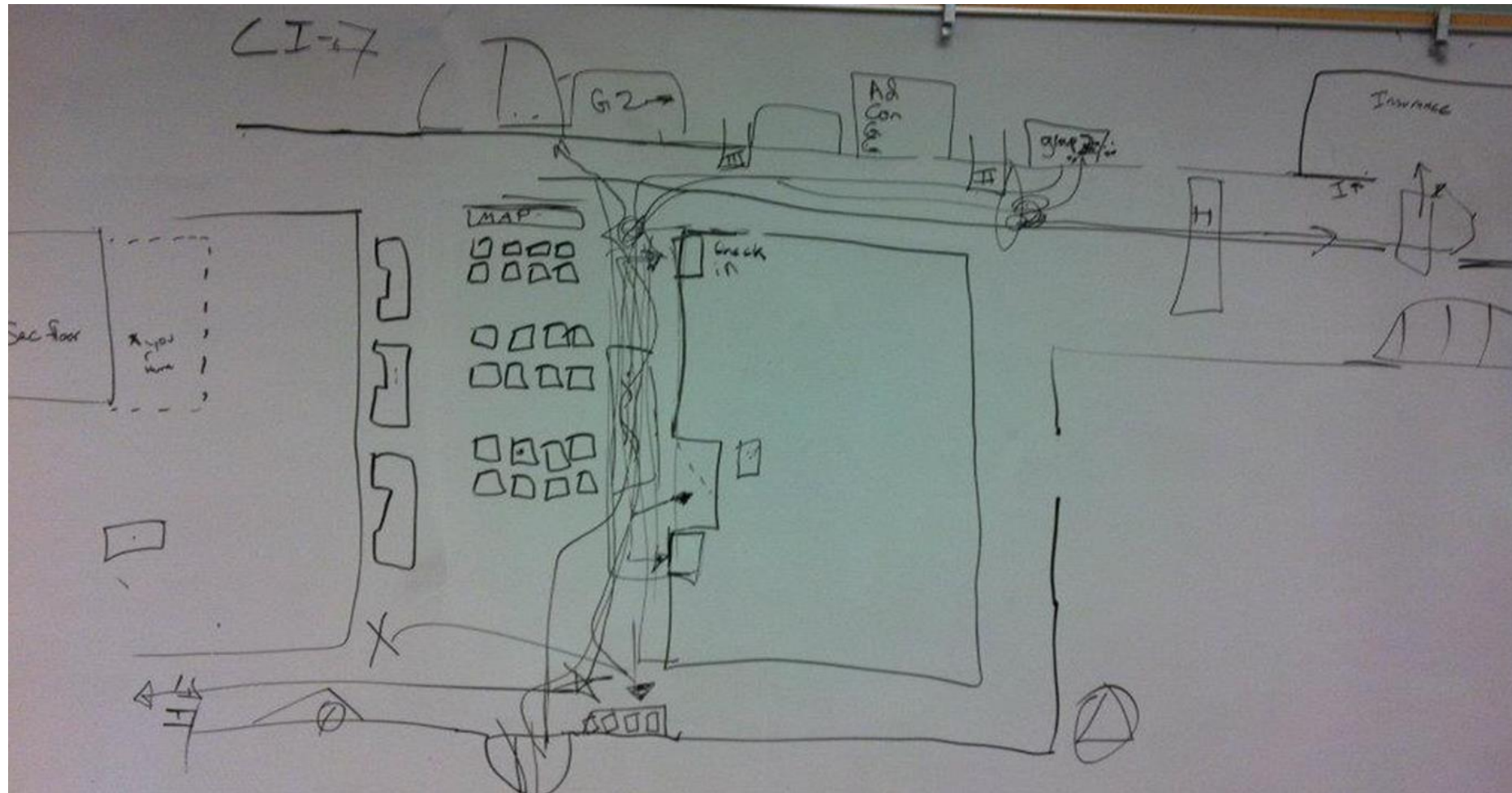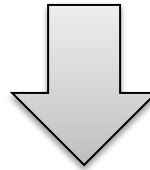
Mapping Activity of Student Health

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COGS 102C - Spring 2012

Activity Trail

General Information

- 22 years of age
- 3rd year
- Has U-Ship insurance
- Last time at Student Health Services was 2010

Key Points

- Would make an appointment online; wouldn't' want to make an appointment face-to-face
- Went in through the East entrance
- Found Group 2 without problem using the West sign
- Found bathroom by walking all the way around to East hall thinking North hall was for doctors only
- Information booth (in southeast corner) is closed, and would ask pharmacy cashier for information, but no one was there
- Was unaware of a map in the lobby, but did see hand sanitizer
- Thought north hall would be restricted because the nurse/cashier booths were next to it

Sequence Model #4

Intent: Find Group 2
Trigger: Needs to attend scheduled appointment
▽
Enters East side of building
▽
Looks at sign on west wall
▽
Follows sign towards West wall and turns the corner
▽
Arrives
Intent: Has to pee
▽
Looks around lobby for the bathroom
▽
BD: Thinks North hallway is for doctors only
BD: Doesn't see a sign or the bathroom for males
▽
Walks to the South side
v
Then walks back to the East entrance
v
Happens to spot bathroom on North end of the east side

Intent: Needs information
Trigger: Has a question
BD: Information booth is closed
v
Walks to cashier
v
BD: No cashier at desk
▽
Unable to ask a question

*BD = Breakdown

General Information

- 23 years of age
- 3rd year
- Has U-Ship insurance
- Hasn't gone to clinic since he first attended UCSD

Key Points

- Would make an appointment in person
- Wasn't unaware that there was a west entrance, but wouldn't use it because of its odd location
- Came in through the West entrance
- For any questions, he would ask the nurse at urgent care check-in because it is closest and most direct way to get information
- Did not know the computers in the lobby were for students to sign-in or make appointments
- Thought the students on the computers were interns
- Was able to easily spot the East sign for Group 1 from the West entrance, but not the Group 2 sign; Ironically, the Group 2 sign was over his head
- Felt that signs did not do a good job of directing people who didn't know where to go

Sequence Model #5

Intent: Make an appointment in person
Trigger: Is sick and in need of immediate attention
▽
Enters West side
▽
Asks the nurse at urgent care booth

Intent: Find Group 2
Trigger: Needs to check in
▽
BD: Unable to find Group 2 sign from the East side
▽
Talks to the nurse at urgent care
▽
Follows directions to Group 2

*BD = Breakdown