Shane is a 21-year-old university undergraduate, studying in the social sciences. He is outgoing, socially active, kind and caring. Shane is currently living with his parents and his younger brother, who is now just starting university. Shane was born and raised into a warm and loving family, who has taught him to be courteous to others. He and his brother have always been closely woven together and they always supported each other. When either of them needs help, the other will always be step up to help. On campus, he enjoys extra-circular activities, and actively contributes to the student union. In his spare time, he enjoys going on social media networks (Facebook, Twitter, Instagram, etc.), going out with friends, spending time with his brother, watching movies, and karaoke.

Shane is a student volunteer at East Scarborough Storefront and he has been volunteering for 2 years. He generally works at the front desk, answering calls, assisting visitors and monitoring visitor service usages at the facility. Shane usually volunteers during weekends or whenever he has free time, this way he does not interfere with his studies. The sense of providing useful services for people around the area is the driving motivation for him to connect more with the community.

Due to the extra circular activities and being an active member of the student union at the university, Shane has been able to develop strong communication skills. This will aid him in helping visitors at Storefront and clients on the phone. Shane also has good computer skills; he is constantly in touch with social media networks and does all his school notes and homework on his laptop. He is currently using the Samsung Galaxy S4 and he is always looking for new apps to customize his phone.

When volunteering at Storefront, Shane is only able to view schedule of the rooms at Storefront, but cannot modify the schedule when ask by clients and visitors. In order to modify the scheduled times, Shane would have to email or talk to an admin and request a change. Whether or not the change can or cannot be made there will be a process time and wait time for people at Storefront and the clients respectively. Shane would really like an option to request for change at the desk without personally traversing different levels of processing to modify the schedule.