

Persona #1:



Taken from:

https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcTOU7cRNsA6AXjYTpCHSPI7hFWuu0batAjWV6Sz_tUuUGKJpD8MEg

Jimmy Lim is 18 years old and is a first year international computer science student at University of Toronto Scarborough. He went to high school in China, he was a very active and social person. Since international studies is expensive, his friends weren't able to come to Canada for post secondary education. His English is not fluent so he finds it difficult to communicate with other students, teaching assistants and professors. He wanted to go to frosh, but because of personal travel plans, he wasn't able to attend frosh.

First year computer science courses are tough for him as he doesn't have much background in programming and computer science in general. The language barrier will be a factor as well in the difficulty of first year CS courses. In lectures, all the people sitting around him are speaking English, and to avoid awkwardness he pretends to be busy on his smartphone and laptop as he doesn't want to interrupt their conversations and speak Mandarin randomly.

One of his courses is CSCA08, the assignments and weekly exercises require reading and understanding the initial problem. He spends a lot of time on these assignments/exercises as he needs to consult the dictionary very often to understand the problem in the assignment/exercise. He finds programming difficult as well and needs help on coming up with the algorithm for some of the problems. Asking on Piazza, emailing the professor or a teaching assistant won't be a good choice for him because of his language barrier in reading and writing. He knows it is possible to write a post in Mandarin on Piazza, but he is afraid the professor might confront him about it and more importantly he doesn't want to embarrass himself.

Persona #2



Taken from

<https://erasmusu.com/en/erasmus-palma-de-mallorca/roommate/20-year-old-guy-looking-for-accommodation-in-palma-429375>

Chris Brown is a 20-year-old student studying Statistics in University of Toronto Scarborough. Currently most of his courses are at the second year. His grade on each of his courses is above average so he is quite satisfied with his academic performance. He is interested in computer technologies so there is no issue for him to be handy on any types of online applications. He owns accounts in Facebook, Twitter, Instagram and Slack and is active in social media in general. Whenever he has any confusions about the course materials, he tends to search for solutions in google and takes initiative to ask questions to his instructors and classmates on discussion board. However, these may not be the perfect choices for him since he prefers talking to the instructors or classmates in person or in a private chat. This could be impossible as school faculties are normally not available enough for each student enrolled in the courses. He tried to attend all office hours and facilitated groups organized by the professors but the time the professor can speak to each individual student is limited. They can even turn into small lectures when too many students appear to seek help which is certainly not the ideal type of help Chris is looking for.

Chris does communicate with his friends and family members fairly often through internet social media and doesn't resist chat with people online for professional purposes. Facebook can be a suitable space for him to share and obtain information from others but it is not an appropriate tool for academics. He is now worried about his studying as the upper statistics will likely become difficult which means he does need more access to the help suitable for him.

(Note: This can be a usual case for users dexterous on web applications)

Persona #3



Taken from

[https://ak6.picdn.net/shutterstock/videos/5962073/thumb/1.jpg?i10c=img.resize\(height:160\)](https://ak6.picdn.net/shutterstock/videos/5962073/thumb/1.jpg?i10c=img.resize(height:160))

Serena Ma is an outstanding student at UTG who has recently accepted a TA offer in UTSC. She respects this work very much and she has always been a warm-hearted person who likes to help others. However, it takes her around 3 hours in total to commute between St. George campus and Scarborough campus. She is only available for the tutorials and can hardly find time to hold any office hours.

After first several tutorials, she gets to know her students a bit more. Some of them are very active and are looking forward to discuss not only things taught in lecture but also more deeper topic related. Some may take a slower pace of learning than others and needs more explanation on difficult parts. The others might not have much interactions with her usually but are still quite responsible to their academic lives and can ask many questions during the several days before an assignment deadline. She likes to discuss with those top students which can teach her some new things sometimes and she wants to help those who have difficulties studying more. She tries hard to squeeze time to answer their questions. However, she has classes in the other campus too and it's nearly impossible for her to find any more time for her students.

There are only 2 TAs for this course and some students can complain that TAs or professor are not accessible enough. This is what she doesn't want to see. She believes if there is any tools that allow her to communicate with her students online, she would be able to help them more.