**User Personas**

Persona 1:

Jeremy Elbertson, age 20, undergraduate student studying business at Waterford Institute of Technology. He was born in Offaly and is the first in his family to go to college. He is currently living in student accommodation as travelling was not an option for him but still likes to go home at the weekend.

Jeremy is familiar with technology especially so after completing the first year of his course through online studies due to Covid-19. He has been using the existing WIT timetable website since beginning his course in person but has found its interface clunky and become frustrated with its lack of optimization for mobile devices as he most often checks his timetable on his phone while walking to college from his accommodation each morning.

Jeremy explains that using the app can take a long time to load as well as the courses are under many headers that it can be clunky to navigate through all the courses on such a small device. He also explains that a lot of the time he ends up choosing the wrong course, so he has to go back out of all the headers and find the right one once again.

Persona 2:

Lewis Brinley, age 56 has been lecturing at Waterford Institute of Technology for the last 30 years in Computer Science, he completed his degree at WIT and following a few years working in the industry took the opportunity to return to the college and began his career in lecturing.

Through his years at the college, he has seen the birth of the timetabling website but noticed that very few improvements have been made since its first introduction. He recognizes that the process could be easily streamlined.

Lewis explains that he is been to many meetings in other colleges and their board members always show him these very up to date and top of the range websites. He goes on to describe some of the features as smooth and quick with being able to just enter your lecturer ID and then all your timetables come up.

Persona 3:

Arthur Shmoixen, from county Louth decided to return to education to pursue a degree in psychology after working for many years. Having attended college many years ago he knew there would be changes to how things worked with the advent of modern communications and their explosion in popularity since he was last in full time education. What he did not expect was just how much he would struggle in using these technologies. He found it took him much tome to get the hang of services such as Moodle to view his course work and at times finds some of them unbearably overcomplicated to use on a daily basis. One such example of this is the timetable website which he finds has too many steps to see the correct timetable. The lack of saving is also annoying to him as he finds himself having to enter the details multiple times throughout the day to see his timetable between classes.

Persona 4:

Johnny Sins, age 46 has been working at Waterford Institute of Technology for the past 15 years as part of the administration team. Part of Johnny’s duties involve the making of the new timetable each year. This changes each year depending on the number of students and numbers on each course. This often takes some time before it can be ready to be uploaded to the site and often takes many new revisions once the term has begun due to clashes not found until they occur. He recognises how this can be unfortunate for students as they have no way of being notified about the changes. As many simply save one version of the timetable, usually the one from the first day and rarely if ever check the website again.