

Executive Weekend Support App Functional Narratives

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Functional Narrative 1: Ideal Scenario

People: George (Persona 1)

Environment: Harrisburg University of Science and Technology common area

Situation: Finding a place to eat nearby between lectures

Products: Smartphone

After working for more than a year as a computer technician, George was finding it relatively easy to adjust to student life once again as he started his semester at Harrisburg University of Science and Technology in the Executive Program. Though he can keep up with the course work without much difficulty, he finds it hard to navigate around campus and make proper use of his time during the Executive weekend visits. After his morning class he decides he needs to find some place to grab a bite to eat before his stomach starts grumbling again as he skipped out on breakfast.

He decides to checkout places to eat on his smartphone and starts up the Executive Weekend App as he moves towards the seating area. He is greeted with a note on the homepage that his next class will start in an hour, so he taps on it, which gives him the details of the exact time, date and the room number of the class along with a small icon of a bell. He taps the bell icon which gives a popup that tells him to set a reminder by

selecting the amount of time before the class is scheduled to begin.

He selects 15 minutes and then brings up the sidebar which gives him a list of actions such as course schedule, course materials, itinerary, nearby, etc. He taps on nearby which brings him to a list of restaurants and activities with the option to change categories and a small section of popular activities. He selects restaurants and obtains a list of nearby restaurants with a small section of recommended restaurants along with a filters icon. After giving it quick lookover, he clicks on filters and adjusts the details to his preferences before saving the settings for future use. The list changes accordingly with the nearest one right on top of the list, he taps on it and is brought to the details of the restaurant (such as ratings, pricing, distance, etc.) along with photos posted by fellow members of Harrisburg University, a menu icon, a directions icon and a check-in icon followed by reviews by other students and an option to write his own review. He taps the menu icon and after skimming through the available dishes decides to make his way there. He taps on directions and a popup asks him how he plans on getting there with the options of walking and car. He selects walking which brings up the map along with an option to start navigation.

He puts the smartphone on sleep and walks towards the exit, meeting a few friends along the way and having a quick chat with them. Once outside, he wakes the screen up and continues where he left off by clicking on start navigation. After a bit of recalibration an automated voice starts giving him directions and he starts walking towards the restaurant.

Once he reaches the destination on the map, the navigation announces that he has reached and displays a picture of the restaurant entrance along with options to stop navigation and to check-in. After looking around quickly he finds the restaurant and enters. He checks-in and is asked to give a rating and review if possible. He puts his phone on sleep and continues towards the counter to place his order. He takes a few pictures of what he ordered and then uploads a few good shots of what he ordered along with his rating for the restaurant. Once done he starts making his way back to the university when his reminder rings and after dismissing it, starts walking briskly so that he can make it to the lecture on time.

Functional Narrative 2: First Use Scenario

People: Amy (Persona 2)

Environment: User's Home at Richmond Virginia

Situation: Carpooling for the weekend classes

Products: Smartphone

Amy has been working as a junior cancer research assistant in Richmond, VA for the past two years and has currently enrolled as a student at Harrisburg University to learn more about computers and programming to help with her research activities.

It's Thursday evening and Amy just reached home from work. Her friend told her about the Executive Weekend Support App which she thought she would try out. After downloading the app she starts it up and is prompted to login. She uses her harrisburg ID and password to login. After a minute or so she is brought to the home page where she sees a notification of an upcoming weekend class on Saturday. She taps on the notification and the app displays the details of her class including the timing and the room number. She wonders if anyone is sharing a ride from Richmond area so that she can carpool with them. So she clicks on the icon that indicates travel and it takes her to a page with options that include booking a flight, booking a hotel and Car pooling. She clicks on the carpooling item and it gives her the option to share a ride based on her current location. She clicks on it and the App gives her a list of people who are part of the HU community travelling to the university from nearby Richmond during the scheduled time of her class.

She decides to contact one of them who is nearby her location by sliding the banner to the right which gives the option to "Send Request" to the driver for getting their contact information. After a few minutes she receives a notification with the contact details. She calls up the driver and has a short conversation regarding the trip and they finalize the

trip plan for the Saturday's class.

After ending the conversation the driver accepts the Ride Share and Amy is then able to select the option that says "Save Ride" by sliding the banner to the right. This adds a note to her homepage with the ride details and the number of people currently sharing that ride and also sets a reminder for the same.

Later that week she gets a reminder to get ready as her ride will be arriving in some time. She was able to get to Harrisburg University safely and on time.

Functional Narrative 3: Edge Case Scenario

People: Olga (Persona 3)

Environment: Harrisburg University of Science and Technology, Rm. 1115

Situation: Experiencing a technical problem in the classroom that leads to changing rooms

Products: Smartphone, Laptop and Projector

It's 7:05 AM on an Executive Weekend Saturday, and Professor Olga arrives early to her 8AM class. She puts out her laptop and prepares her slides for the day.

She plugs the projector cable to her computer and turns on the projector. She notices the projector would not turn on. She tries to restart it, but after several tries and no luck, she decides to get some help.

She grabs her smartphone, opens up the Executive Weekend Support App, and goes to Contact > Technical Support.

She makes a phone call with a Technical Assistant to report her problem. The assistant arrives after 10 minutes, inspects the device for 10 more minutes and tells Olga that he would have to remove the mounted device. He adds that there are no other available unmounted projectors. Olga explains that she needs to project her slides, but was told that her only choice is to move to another unused classroom.

With only 25 minutes left, she opens up her Executive Weekend Support app again to search for an available classroom with projector. She finds one on her floor. She immediately runs to that room and tests the projector. To her delight, the projector works and was happy that her class can proceed.

She loads up the app again, goes to Class Schedule > selects the 8AM Learning Technologies class > Options > Send Announcement. She types, "We are experiencing technical problems in our classroom (1115), so I'm moving the class to room 1112 - for today only." and clicks Send. She also leaves a note on the door of Rm. 1115.

Students with the Executive Support App on their smartphones receive a push notification of the classroom change. They also received an email (unless explicitly turned off by student).

She was able to start the class on time.

Functional Narrative 4: What-If Scenario

People: Derrick (new persona created for this exercise)

Environment: Harrisburg University of Science and Technology, Common Area

Situation: Accessing course materials before class

Products: Smartphone

Derrick had spent most of his life trying to not let his ADHD (Attention Deficit Hyperactivity Disorder) affect his studies and daily life. While he had been mostly successful throughout high school and while obtaining his undergraduate degree, he knew that he would have to try and put in some extra effort for the graduate program he enrolled into at Harrisburg University of Science and Technology. Being enrolled in the Executive Program made things a bit easier.

After arriving at the university early on the morning of his weekend visit, he feels like he has ample time to go over the materials that would be discussed in his next class. He

starts up the Executive Weekend application, while walking around the ground floor of the university, and is brought to the homepage where he sees a note that he has an upcoming class. He taps on it, which gives him further details about the room number and the exact start time of the class along with a bell icon.

As someone who is aware of his lack of focus and undivided attention, he sets a reminder for his class. He taps on the bell icon which gives a popup that asks him how long before the class should the reminder be set along with a drop down of available options. He selects 15 minutes and confirms his selection.

He gets distracted by a notification from Facebook and decides to check what the notification was about. At that moment, one of his friends from another class greets him and they start talking about their courses among other things. His friend tells him that the professor for the other subject he had taken had posted something on the news forum. Derrick remembers that he had seen a notification for the same but had only read a bit of it at the time.

After discussing about their projects, they say their goodbyes and Derrick resumes the Executive Weekend application. He navigates to the side bar and selects course materials, bringing him to the list of all courses. He selects the course he was discussing with his friend, where he sees a list of weekly topics along with week numbers and an option for all sections. He selects the all sections option, which gives him a list of all the important course details followed by weekly topics and materials. He navigates to the news forum and sees a few new posts on one of the topics. He selects that topic and starts reading the new posts.

While he is quickly skimming through the posts, a popup notification of the reminder for his next class appears. Realising that he had yet to read some of the materials for the class, he snoozes the reminder and tries to go back using the left arrow icon at the top of the page. After navigating back, he selects the course and finds the topic of the week by scrolling through the list. This leads him to a list of materials for that week and he selects the first resource. As he is going through it, another popup notification comes up for his next class.

He dismisses the notification popup and starts making his way towards class.