Dalton Meyer

Nineteen-year-old Dalton is a recent graduate of high school. He tries to turn his life around when starting his new life at UofT. Dalton has always put in the minimum effort required to get through his high school days. He was never a diligent student in school. However, after starting university, Dalton decides to turn his life around by studying diligently in his courses. He is currently in the second semester of his first year.

Every morning, Dalton checks Piazza, a discussion-based forum dedicated to giving instructors the ability to communicate with their students in a course-based setting. Being a nervous wreck Dalton is, he never posts student answers on the discussion board but frequently checks other students' answers to posts.

Dalton lives in a suburban neighbourhood, a 2-hour commute by a drive to the university. When studying for midterms, tests, and final exams, Dalton uses past exams as his primary source to study. However, Dalton is faced with an issue. Knowing that professors will not immediately give solutions to past exams without students first attempting questions for themselves, Dalton attempts the past exams and commutes to the university to request his professors for help in determining whether his solutions are correct. Most of the time, Dalton does not know whether his solutions to past exams are correct or not. He has a few friends in the course he can talk to, but those same friends are unsure of their answers.

Rosalba Benenati

Thirty-eight-year-old Dr. Benenati is a teaching stream professor at UofT. She teaches several CS courses per academic semester. Dr. Benenati has been worried lately because most of her students in her classes seem confused by the material taught in courses. She speculates that she may be covering the material too fast, sacrificing the time spent on teaching harder concepts.

To work around this, she asks her students in person during lectures whether they understand the concepts. However, because students are too nervous to speak in public, they just nod their heads instead of asking her to clarify the concepts. Another solution that Dr. Benenati thought of was making an anonymous feedback form for her students to complete. However, she isn't getting many submissions. It seems that the problem is rooted in students finding course concepts difficult to understand, not necessarily in the way that Dr. Benenati teaches.

Leonardo Wiater

Twenty-four-year-old Leo is in his last year at UofT. Because he's originally from Austria, as an international student, Leo lives on residence in his home campus at UTM. This, on top of coming from a not-so-wealthy family, makes his financial situation even more difficult. However, because of the environment Leo grew up in, he has managed to stay in school due to his diligent work ethic. Leo works night shifts at Macdonald's and has several TA ships under his belt. On top of the bursaries and financial aid he has received, Leo can attend university without much trouble.

Leo has a strong sense of responsibility and dedication to any work he commits to. He sleeps around 1 am and wakes up at 6 am the next morning to get all his studying finished. He wastes no time on frivolous tasks and is always eager to help those around him.

However, Leo wants to do more to help the students he's teaching. Every semester, his students attend Leo's office hours for help with past exam questions. Because Leo is popular among students, he cannot dedicate a single hour (per course) to help all the students with past exam questions.