Persona 1: Sarah Williams

Role: Undergraduate Student (3rd Year, Psychology Major)

Age: 20
Education Level: Undergraduate
Technical Skill Level: Intermediate
Goals:

- To plan her course load efficiently for the next semester.
- To access syllabi for courses outside her major to explore elective options.
- To avoid enrolling in overly difficult or incompatible courses with her schedule.

Challenges:

- Sarah has limited knowledge about courses outside her major.
- She's concerned about balancing her psychology major requirements with electives that are manageable yet interesting.
- Sarah is unsure if she has the capacity for certain elective courses based solely on brief course descriptions from the university's course catalogue.

Technology Habits:

- Frequently uses her laptop and smartphone to manage her academic life (Google Calendar, university email, and Canvas).
- Often searches for information on student forums or websites like Rate My Professor to gather additional data on professors and course difficulty.

How She Uses Syllabally:

- Sarah logs into Syllabally to explore syllabi for elective and general education courses.
- She uploads syllabi for her current psychology courses to earn credits, allowing her to unlock syllabi for potential electives.
- By comparing syllabi for different elective courses, she can identify which courses have workloads that fit her existing schedule and interests.
- She uses the information to confirm her enrollment decisions before registration opens for the next semester.

Motivations:

- Maximize her academic performance without overloading herself with difficult or time-consuming courses.
- Explore new subjects and courses that align with her interests without relying solely on course catalogue descriptions.
- Avoid unnecessary stress by making informed decisions about her course load.

Persona 2: David Lin

Role: Academic Advisor for Undergraduate Students

Age: 35
Education Level: Master's Degree in Education
Technical Skill Level: Advanced
Goals:

- To help students make well-informed decisions about their course selections.
- To provide students with reliable resources for exploring course requirements and learning outcomes.
- To facilitate better planning and academic success for students by providing them with the right tools.

Challenges:

- David finds that students often lack detailed information about courses and may register for classes that do not align with their academic goals or capabilities.
- He frequently encounters students who regret their course choices after reading the syllabus during the first week of class.
- Some students are overwhelmed with information from various sources and need structured guidance.

Technology Habits:

- Regularly uses student information systems to track students' academic progress and recommend courses.
- He is comfortable using a variety of web tools and platforms for student outreach, course planning, and resource sharing.

How He Uses Syllabally:

- David refers students to Syllabally when they express uncertainty about their course choices.
- He encourages students to review syllabi for potential courses, especially when advising about elective courses or cross-departmental opportunities.
- David can review syllabi alongside students during advising sessions, helping them match course requirements to their individual learning styles and academic goals.

Motivations:

- To enhance student success and reduce drop rates by ensuring they are enrolling in courses suited to their needs and goals.
- To streamline his advising sessions by giving students access to accurate, detailed course information in advance.
- To foster independence in students, encouraging them to take charge of their own academic planning.

Persona 3: Dr. Maria Alvarez

Role: Instructor (Associate Professor, Computer Science)

Age: 42
Education Level: PhD in Computer Science
Technical Skill Level: Advanced
Goals:

- To ensure that students have access to accurate and up-to-date syllabi for her courses.
- To monitor and verify the information that students upload to Syllabally, ensuring it aligns with the course structure she has planned.
- To promote transparency in her course content and expectations so students can make informed decisions before registering for her classes.

Challenges:

- Maria finds that students often register for her courses without understanding the full scope of the work involved, leading to high drop rates or unprepared students.
- She wants to reduce the number of students who struggle with the course material by providing access to detailed syllabi in advance.
- Ensuring students are aware of course prerequisites and the workload before enrolling is a priority.

Technology Habits:

- Maria is highly proficient with online teaching tools, including learning management systems (LMS), GitHub, and Zoom for virtual office hours.
- She regularly updates course materials, including syllabi, via cloud storage platforms and the university's online portals.

How She Uses Syllabally:

- Dr. Alvarez uploads her course syllabi to Syllabally at the beginning of each semester, allowing students to access accurate versions.
- She monitors the syllabi that students upload to ensure they match her current version.
- When students inquire about course content or structure during registration periods, she refers them to Syllabally for detailed information.

Motivations:

- To ensure that students are prepared for her courses and understand the workload and expectations beforehand.
- To promote clarity and transparency in course offerings, minimising misunderstandings about course difficulty or requirements.
- To reduce the number of students dropping her courses due to mismatched expectations after enrollment.