USER PERSONAS & STORIES

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User Personas

Student 1

- Ali Waheed, 19-year-old male, undergraduate 2nd year double major in Economics and CS
- Has access to Internet all the time and is able to use all platforms to login to learning portals
- Only on campus 3 days a week between 10AM-5PM (lives in Whitby)
- Has competed in a few hackathons and has earned internship experience as junior developer at a startup
- Does not enjoy submission methods that require many online steps for registration or sophisticated process to submit
- Has taken mainly CS courses in his first year so is well acquainted with grading tools (such as MarkUs)
- Fluent in English, French, and Urdu
- Prefers to type assignments, but will occasionally print rubrics and do them by hand before creating a digital copy
- Does not usually look to do anything extra for a course, will do the core required work and often meets or exceeds expectations of the coursework in that regard

Student 2

- Shirley Huang, 21-year-old female, undergraduate 3rd year bio specialist
- Familiar with using TurnItIn for essays and has never used any other submission tool but gets acquainted with a new submission system quite quickly despite complication
- All courses are on blackboard so does not frequently use other course websites
- Only has access to internet on campus and at home, does not work anywhere else
- Has vision impairment, so cannot see text on blue or yellow backgrounds
- Aside from courses, research articles and world news, she does not use the WWW much. Uses Google Chrome to browse the web.
- Only familiar with basic word processing software and navigation on a Windows platform
- Will be willing to do more work for extra grades, but finds herself too busy completing deliverables for required coursework so at times it can be difficult for her to do them
- Prefers studying in a group than individually, participates in many FSGs
- Does all work by hand, only essay write-ups and submissions are when she uses a computer
- She has always enjoyed solving puzzles and tasks that require creative thinking

Student 3

- Tyreke Brown, 22-year-old male, undergraduate 4th year physics specialist
- Taken many physics courses, some of which involved online grading such as "MasteringPhysics"
- Has done bonus assignments before. Willing to do them if it helps his mark

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- Tends to have a lot of work pile on as the semester progresses, but is usually done just a week before the study break
- Very capable of learning new software
- Likes very direct and simple methods of submission of assignments
- Isn't a fan of group work due to previous experiences with bad groups, would much rather prefer individual work
- More comfortable using linux, would like a program that's compatible with it
- Prefers to have exercises that require you to think, rather than just read and select

TA 1

- Tina Lee, 21-year-old female, undergraduate 3rd year Statistics Major and Mathematics Major
- First time being a TA and very helpful to students but is not an easy grader (average grade assigned ~70%)
- Not too experienced using software in general, would prefer something straightforward
- Not good at coding but can use simple functions for most online tools
- Does not like going through complex instructions and setups
- Very organized, likes to know where things are and have easy access to various things
- Usually complete any TA work at school due to long commute to school (lives in Stouffville) and only has internet access when on campus and at home (no data)
- Does not like online grading tool but is willing to learn how to use them
- Fluent in Mandarin and English

TA 2

- Felix Hernandez, 21-year-old male, undergraduate 3rd year student
- Computer Science and Management majors, taking 4 courses this semester
- Second time being TA for statistic courses
- Does not like spending personal time to reply student's' questions
- Replies emails in 5-12 hours
- Enjoy using computer for grading and hates writing
- Usually work at home and does not spend much time on campus but always has internet access
- Enjoys programming and know many programming languages (Java, JavaScript, C++, Ruby)
- Uses Linux and Chrome mostly
- Familiar with grading tool MarkUs however does not enjoy its UI
- Prefers to work alone and avoids excessive TA meetings
- Prioritization of his work needs improvement as all grading work tends to be done 1-2 days before marks release

Instructor 1

- Henry Lawrence, 38-year-old male, new computer science professor
- Loves having a ton of control over layout and specifics of questions
- Prefers to give assignments online, with PDF files for students to look at
- Very tech savvy, is well-versed in various programming tools such as Java, C/C++, Python, R, LaTeX
- Uses technology for as much as he can, tries to avoid using paper
- Only on campus when he needs to be however always connected to internet
- Doesn't have a lot of time to spare, needs things to work quickly and efficiently

Instructor 2

- Patricia Jones, 64-year-old female, economics professor at U of T for 13 years
- Needs technology to be easy to use, being able to accomplish what she needs with just a few clicks
- Usually requires help when setting up any new service
- Is able to replicate specific sets of instructions
- Does not own a smartphone or laptop, does all computer related work in her office at the university, which is the only technology she really uses
- On campus most hours of the day
- Isn't the best with English, struggles with services that rely too much on written instructions

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User Stories (unordered and classified under persona categories)

Student

- As a student, I would like to have a system/UI to create a student account to submit my assignments online. The fields of entry should at least include name, UTOR-email, student number, program, year
- As a student, I would like to have a platform to login to view my assignments
- As a student, I would like to be able to save the progress and resume the assignment at a later time (before due date)
- As a student, I would like to have access each assignment to submit
- As a student, I would like to have a straightforward method of entry to the answers and easy selection of MCQs
- As a student, I would like to view my assignment marks, and request remarks if necessary
- As a student, I would like to re-do an assignment if I did not get the mark I wanted/expected
- As Tyreke, a student, I would like the program to be compatible on linux
- As a student, I would like to view the status of each assignment including for each problem, name of problem, progress %, and number of attempts
- As Shirley, a student, I would like the User Interface to be accessible to visually impaired, which means the background is not blue or yellow
- As Ali, a student, I would like to be able to save an assignment as a pdf file such that I can print it out easily
- As Ali, a student, I would like the registration be simple such that I can create it by providing my UTORid, my role (student) and password.

TA

- As a TA, I would like to be able to create a TA account and get higher permissions to mark students in my section
- As a TA, I would like to view the assignment before it goes live to the students
- As a TA, I would like to mark/verify the assignments of students in my section
- As a TA, I would like to submit comments for the students I mark for
- As a TA, I would like to see the grades of each student in my section
- As a TA, I would like to update the assignment's marks if there is a remark request
- As a TA, I would like to have a user guide for how to use the application
- As a TA, I would like to be able to receive remark request from students.

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Instructor

- As an instructor, I would like to have the ability to have different views (i.e. as TA, student) on the platform
- As an instructor, I would like to be able to provide permissions to users, such as TA permissions
- As an instructor, I would like to be able to create and edit assignments, with multiple choice questions and short answer
- As an instructor, I want to see all available questions and solutions
- As an instructor, I would like to add questions that contain formatted math equations
- As an instructor, I would like to be able to quickly form randomized sets of questions for each student from a large set of questions
- As an instructor, I would like to be able set a due date for each assignment such that if a student does the assignment after the due date, the grade does not get counted
- As an instructor, I would like to give those students who have done the assignment an opportunity to re-do their assignments with a different set of questions after the due date to improve their mark
- As instructor 2, I would like to have a user guide for setting up the application
- As an instructor, I would like to have templates for different types of problems such as multiple choices and short answers
- As an instructor, I would like to see the number of students that complete the assignment after the due date

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User Stories (ordered)

- As Henry, an instructor, I would like to create an account with full access to the system and the fields of entry for registration should at least include name, UTmail, program and password.
- As Tina, a TA, I would like to be able to create a TA account and the fields of entry for registration should at least include name, UTmail, program, student number and password
- As Henry, an instructor, I would like to be able to provide permissions to users, such as TA permissions such that TA can view assignment before it is accessible to student, mark submitted assignments
- As Shirley, a student, I would like to have a system/UI to create a student account to submit my assignments online. The fields of entry should at least include name, UTmail, student number, program, year, password
- As Shirley, a student, I would like the User Interface to be accessible to visually impaired, which means the background is not blue or yellow
- As Patrica, an instructor, I would like to have an template for multiple choices so that I can create new problems with a problem description, solution, multiple choices, and mark of the problem following the template
- As Patrica, an instructor, I would like to have an template for short answers so that I can create new problems with a problem description, solution, text box and mark of the problem for student to type their answer following the template
- As Henry, an instructor, I would like to be able to create and edit questions, with multiple choice questions and short answer
- As Henry, an instructor, I would like to create an assignment that has a name and a large set of question by selecting created questions
- As Henry, an instructor, I want to see all available questions and solutions
- As Henry, an instructor, I would like to add questions that contain formatted math equations
- As Patricia, an instructor, I would like to be able to quickly form randomized sets of questions for each student from a large set of questions for each assignment
- As Felix, a TA, I would like to view the assignment before it is accessible to the students
- As Henry, an instructor, I would like to be able set a due date for each assignment such that if a student does the assignment after the due date, the grade does not get counted
- As Shirley, a student, I would like to have a platform to login to view my assignments
- As Ali, a student, I would like to be able to save an assignment as a PDF file such that I can print it out easily
- As Tyreke, a student, I would like to view the status of each assignment including for each problem, name of problem, progress %, and number of attempts
- As Tyreke, a student, I would like to have access to required assignments to work on and submit them
- As Shirley, a student, I would like to have a straightforward method of entry to the answers and easy selection of multiple choice questions
- As Shirley, a student, I would like to be able to save the progress and resume the assignment at a later time (before due date)
- As Tina, a TA, I would like to mark/verify the assignments of students in my section

- As Tina, a TA, I would like to submit comments for the students I mark for
- As Tina, a TA, I would like to see the grades of each student's assignment in my section after the marking is completed
- As Tyreke, a student, I would like to view my assignment marks, and request remarks if necessary
- As Tina, a TA, I would like to have the ability to receive remark requests from students in my section and update the assignment's marks if necessary
- As an instructor, I would like to give those students who have done the assignment an opportunity to re-do their assignments with a different set of questions after the due date to improve their mark
- As Tyreke, a student, I would like to re-do an assignment if I did not get the mark I wanted/expected
- As Henry, an instructor, I would like to see the number of students that take advantage of re-doing the assignment after the due date
- As Felix, a TA, I would like to release the final marks after the assignment grace period has ended
- As Ali, a student, I would like to have a page where I can view all assignments in progress, completed, and upcoming with a marks summary
- As Henry, an instructor, I would like to have a feedback page where students can input their feedback (anonymously) to improve the system
- As Henry, an instructor, I would like to archive the session of study and close all student accounts once the course is completed
- As Patricia, an instructor, I would like to have a user guide for setting up the application

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