

CSCC01: Team 10 - Deliverable 2



PERSONAS VERSION 0

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1 Introduction

Over the course of the past few years, The East Quadrant: Local Immigration Partnership (TEQ for short) noticed ways in which the community of Scarborough could be more united than it already was, helping fellow community members with open arms. Such initiatives include helping community members be more marketable in the employment market, helping immigrants transition to the Canadian lifestyle, and so much more.

As of recent months, TEQ has contacted UTSC Management representatives to enhance their ability of community engagement using technological advancements. Instinctively, UTSC Computer Science students were bound to help.

As Team Bits, we frequently met with TEQ representatives to discuss their needs pertaining to this project. The objective of doing so is to idealistically know the users for this software and their purpose. The personas are a depiction of users that are imagined to use the software.

2 Personas

2.1 Sam Spongy - Starting volunteer at agency XYZ

- Female, first year university student, 17 years old
- Studies Psychology at the University of Fireloo
- Agreed to take part in in the TEQ program since she has a white-space-filled resume
- Only knows how to use Windows operating system
- Knows how to use basic Microsoft Office applications like Word, Excel and Powerpoint
- Has an iPhone and only has social media apps installed
- Hesitant learner; she preferably wants supervision from other agency members for tasks before she independently does a task herself

2.2 Enisa Arthfael - UTSC Project Staff as a temporary admin

- Female, 21 year old student studying Computer Science
- Currently on co-op, administrates the application made by CSCC01 students to fit with TEQ's needs
- Proficient at SQL, Java, and Python
- Linux is her favourite operating system
- Uses an Andoid phone
- Has a Java IDE on her phone
- Understands documentation for programs really well
- Passionate about technology and is willing to learn new things

2.3 James Wowman - TEQ low level tech employee

- Male, 47 years old
- Just started at TEQ as he is passionate about giving back to the community
- Only completed high school
- Used to work in construction 5 years ago
- Knows how to use word and really basic Excel entry (does not understand what excel functions do)
- Uses an iPhone; only using it for calls; sees applications as complex
- Stubborn with technology, uses it only when he has to

2.4 Louis Chan - TEQ medium level tech employee

- Male, 35 years old
- Full time employee at TEQ, often communicates with external organizations to support TEQ's initiatives
- Has a Bachelor of Arts in Labour Studies
- Been with TEQ for the past 13 years
- Used to the technologies that TEQ supplies him, learns along the way
- Took a few beginner level computer science courses in university (knows variable manipulation, some tracing, somewhat familiar with SQL)
- Uses an android phone, knows how to install apps and has his favourite apps installed
- Likes technology, but doesn't have time to go in depth with it

2.5 Mike James - TEQ high level tech employee

- Male, 25 years old
- Has a MSc in Statistics and BSc in Computer Science
- Volunteered as part of a research project in Scarborough, addressing the concerns within Scarborough
- Knows how to conduct statistical tests in a jiffy
- Uses Linux as his main operating system
- Uses an android phone, has multiple apps installed
- Expert in SQL and R, proficient in Hadoop, Tableau, Python, C, C++, and HTML
- Only uses company-standard technologies
- Creates his own libraries for R in his spare time