Persona 1: Emily Zhao

Emily Zhao is a first-year Business student at York University, overwhelmed by the process of course registration in university. In high school, her courses were automatically enrolled for her, so she never had to worry about selecting courses, checking prerequisites, choosing a professor, or planning her academic progression. Now, faced with an entirely new system, she finds herself struggling to understand the process and make informed choices.

She initially tried using her university's official course search system but found it confusing and poorly explained. Instead of getting clear guidance, she ended up feeling more lost. Frustrated, she turned to friends and upper-year students for advice, but everyone had different recommendations. She worries about overlooking prerequisite requirements and unintentionally locking herself out of future courses, which could delay her degree progression.

Now, she has to constantly switch through the university course search, RateMyProfessors, and Visual Schedule Builder to understand how courses connect and which will give her the highest chance of doing well. With so much uncertainty, she spends hours trying to piece everything together but still feels unsure if she's making the right decisions.

Emily wants to make informed decisions, but the university's text-heavy and fragmented system makes it difficult for new students to navigate course selection with confidence. A more structured, user-friendly platform with clear course descriptions, visual degree planning, and professor insights in one place would help her feel more in control of her academic journey.

Persona 2: Rachel Nguyen

Rachel Nguyen is a third-year biology student at York University with slightly impaired vision, she prefers websites with larger text, clean spacing, and a structured layout that allows her to navigate them effectively.

Recently, Rachel was excited about the opportunity to take a summer course and get ahead in her degree. However, before enrolling, she needed to check if she met the prerequisites. When she accessed the university's course search system, she quickly ran into difficulties. The site displayed courses in a dense table format, grouped by faculty, with only the course code, title, and available sections listed. Without descriptions or a way to easily scan for relevant details, Rachel found it hard to determine which courses were suitable.

Hoping for a clearer breakdown, she clicked on various links, but each one led to another cluttered page filled with small, compact text that was difficult to read. The overwhelming amount of information on a single screen made it challenging for her to focus, and the lack of intuitive organization left her feeling lost. What should have been a straightforward process turned into a frustrating and time-consuming task.

Rachel values platforms that prioritize readability, ensuring that content is presented in a way that is accessible to all users. She finds it much easier to navigate websites with larger fonts, proper spacing, and information divided into logical sections. If university systems were designed with these considerations in mind, registering for courses would feel less like an obstacle and more like an exciting opportunity to shape her academic future.

Persona 3: Miguel Oliveira

Miguel Oliveira is a second-year Mechanical Engineering student at York University. Originally from Brazil, English is his second language, and while he is comfortable with technology, navigating university systems in English can be overwhelming. Course prerequisites, descriptions, and academic terminology often feel difficult to track, making the registration process stressful. Since he is still new to the country, he hasn't had the opportunity to meet many people, leaving him with no one to ask for course recommendations or advice on which professors to take.

The first time Miguel tried to register for courses, he was met with an overload of links, confusing course codes, and fragmented information spread across multiple university pages. Every click led to another tab, another document, another set of instructions The excessive text and constant page-switching made it difficult to follow along, and he quickly lost track of where he started. Without friends or upper-year students to guide him, he was left relying on Google Translate and scattered online resources, but even after hours of effort, he still wasn't fully confident that he had picked the right courses for his degree progression.

Miguel prefers a course selection process that is simple, visual, and well-structured. He finds it easier to understand information when it's presented clearly, with well-organized sections rather than overwhelming blocks of text. If university systems were designed with better navigation and more intuitive explanations, he could spend less time deciphering complicated course requirements and more time focusing on his studies.