

1. **Name:** Francis Matthews  
**Age:** 19



Francis is a second-year student at the University of Toronto Mississauga who's majoring in Mathematics. Francis commutes to UTM every day from Burlington, with his commute averaging around 3 hours both ways. Francis attends most lectures for his courses but often misses tutorials and office hours due to his long commute. Francis recently deleted all his social media accounts as he would spend countless hours on them during first-year, negatively affecting his academics. Although Francis is unable to attend tutorials, he would still like to get important notes that tutorial and ask questions from his math assignment. Francis only has a couple of close friends but none of them are taking the courses that he's currently enrolled in, making it difficult for him to study together with them.

2. **Name:** Alice Herman  
**Age:** 24



Alice is a University of Toronto graduate who specialized in computer science. She currently works at a startup as a full stack developer in downtown Toronto. She enjoys spending her weekends taking photos around the city and reading. Alice excelled in school academically which allowed her to TA both CSC236 and CSC207. She had always enjoyed working with different people on various projects during her time in school. She utilized

various group chats that she was added into by her friends on messenger to find group members but often found them unhelpful. As usually everyone was busy, there were no available moderators who could keep the chat discussions related to the course that Alice was enrolled in, making it extremely difficult to ask questions or provide solutions to other students. Besides work, Alice also volunteers at a tutoring center, teaching primary school children Scratch.

3. **Name:** Gordon Lane  
**Age:** 23



Gordon is a third-year who double majors in statistics and computer science, attending the University of Toronto Mississauga. Gordon has many friends whom he forms groups for assignments and studies together. Gordon hopes to enroll on the PEY Co-op program at the end of the year, hoping to land a placement as a data scientist. As Gordon lives in Mississauga his commute to UTM is short. He actively attends lectures, tutorials, and stays late on campus to work on his assignments. He has several social media platforms in which there is a group chat for his courses in all of them. He actively comments in those group chats, by helping his fellow classmates with questions and is the administrator for 2 of these group chats. However, as the semester progresses, Gordon finds it time-consuming to check groups chats on 3 separate platforms with constant notifications popping up on his iPhone.