# User Persona

Persona 01 : Doaa - The Undergraduate Student

**User Persona Details**

Name: Doaa

Age: 21

Background: Doaa is an undergraduate student majoring in Computer Science. She's in her third year at the university. She's tech-savvy and comfortable with various online tools and platforms. Her primary goal is to excel in her studies.

**User Stories for Doaa**

* User Story: As Doaa, I want to be able to access course materials, including lecture notes, slides, and assignments, from a user-friendly dashboard. This way, I can quickly find what I need for my coursework.
* User Story: As Doaa, I want the platform to support various file formats, like PDFs, videos, and interactive simulations, to cater to different types of course content.
* User Story: As Doaa, I want the ability to customize my dashboard, so I can prioritize my most important courses and resources.
* User Story: As Doaa, I want to receive notifications for new content, announcements, and upcoming assignment due dates to stay on top of my coursework.
* User Story: As Doaa, I want a collaborative workspace where I can work on group projects with my peers efficiently.

**Empathy Map for Doaa**

**What Doaa Says**

* "I often find it challenging to locate the materials I need for my courses."
* "I wish there was a way to stay updated on my assignment due dates and course announcements."
* "I like having options for customizing my learning space."

**What Doaa Does**

* Doaa spends a lot of time searching for lecture materials.
* She frequently checks her email for course updates.
* She tries to organize her study environment to minimize distractions.

**What Doaa Thinks and Feels**

* Doaa feels overwhelmed when materials are disorganized.
* She worries about missing important announcements.
* She enjoys personalizing her learning experience.

**Doaa's Pain Points**

* Difficulty finding course materials quickly.
* Anxiety about missing important updates.
* Feeling overwhelmed by a cluttered dashboard.

**What Doaa Gains**

* More efficient access to study materials.
* Reduced stress through better communication.
* A sense of control and focus in her learning.

By understanding Doaa's persona, needs, and pain points, an e-learning platform can be developed or improved to cater to her specific requirements, making her learning experience more efficient and enjoyable.

Persona 02 : Hassan - The University Professor

**User Persona Details**

Name: Hassan

Age: 42

Background: Hassan is a university professor with over 15 years of teaching experience in the field of Computer Engineering. He's well-versed in traditional teaching methods and is adapting to online education. His primary goal is to engage and educate his students effectively.

**User Stories for Hassan**

* User Story: As Hassan, I want an intuitive content creation tool that allows me to design engaging and interactive online lectures and course materials.
* User Story: As Hassan, I need a platform that supports live video streaming and virtual classroom features for conducting real-time interactive sessions with my students.
* User Story: As Hassan, I'd like a robust discussion forum to encourage student participation and facilitate peer-to-peer learning.
* User Story: As Hassan, I want to be able to track student progress and engagement through analytics to adapt my teaching methods for better outcomes.
* User Story: As Hassan, I need easy integration with the university's grading system and a feature for securely sharing grades and feedback with students.

**Empathy Map for Hassan**

**What Hassan Says**

* "Online teaching tools should be as user-friendly as traditional classroom materials."
* "I need a platform that makes it easy for students to ask questions and participate in discussions."
* "Analytics on student engagement can help me identify struggling students and provide timely support."

**What Hassan Does**

* He spends time creating course materials and lectures.
* He encourages student participation through discussions and assignments.
* He uses analytics to assess student progress.

**What Hassan Thinks and Feels**

* Hassan values effective teaching methods.
* He feels the need to adapt his teaching style to online platforms.
* He wants to foster a sense of community and engagement in his virtual classroom.

**Hassan's Pain Points**

* Difficulty in creating engaging online content.
* Limited interaction and engagement in virtual classrooms.
* Challenges in identifying struggling students.

**What Hassan Gains**

* Enhanced teaching materials and methods.
* Increased student engagement and participation.
* Better support for struggling students through analytics.

Understanding Hassan's persona, pain points, and needs can help in designing an e-learning platform that empowers professors like him to provide high-quality education in the online environment. This persona can guide the development of features and tools tailored to the unique requirements of teaching staff.

Persona 03 : Kareem - Student Manager / Management Staff

**User Persona Details**

Name: Kareem

Age: 35

Background: Kareem works as a student manager at a university, overseeing various aspects of student affairs. He's responsible for ensuring a smooth and efficient learning environment for both students and teaching staff.

**User Stories for Kareem**

* User Story: As Kareem, I need a comprehensive dashboard that provides an overview of student enrollment, attendance, and performance data to make informed decisions.
* User Story: As Kareem, I want to be able to communicate with students and professors effectively through the platform to address any administrative issues or concerns.
* User Story: As Kareem, I require a feature that allows me to schedule and manage online meetings, workshops, and events for students and teaching staff.
* User Story: As Kareem, I need access to data analytics and reports that help me identify trends, improve student retention, and optimize course offerings.
* User Story: As Kareem, I want a secure and efficient system for managing student records, including enrollment, grades, and course schedules.

**Empathy Map for Kareem**

**What Kareem Says**

* "I need quick access to up-to-date information on student enrollment and performance."
* "Communication with students and professors should be seamless to address issues promptly."
* "Data analytics can help us understand and improve student outcomes."

**What Kareem Does**

* He regularly reviews data and reports on student enrollment and performance.
* He communicates with students and professors to resolve administrative matters.
* He uses data analytics to inform decision-making.

**What Kareem Thinks and Feels**

* Kareem aims for efficient management of student affairs.
* He wants to provide support and resources for student success.
* He feels that data-driven insights are critical for making informed decisions.

**Kareem's Pain Points**

* Inefficient access to student data and communication tools.
* Difficulty in managing administrative tasks without proper features.
* The challenge of identifying and addressing student performance issues.

**What Kareem Gains**

* Streamlined access to critical student data and communication tools.
* Improved administrative efficiency and the ability to support student success.
* Informed decision-making and better student outcomes through data analytics.

Understanding Kareem's persona and the challenges he faces in managing student affairs can guide the development of an e-learning platform with administrative features that empower professionals like him to enhance the overall educational experience and student support services.