

Who are our End-users?

Meet Sam Huddleston:



Sam is a VP at Bishop Allen High School, located in the south-west corner of Toronto. The school has just over 100 Teachers, and about 1200 students. Sam has been a VP at Bishop Allen for 2 years. Sam's an early riser who likes to work out in the morning before work, but still has time to arrive at work at 6am every morning, like clockwork. He generally puts more than a full day in, often not leaving work until after 6pm. He is married to a teacher who works in another high school in the district, and together they parent 2 children. They live closer to Sam's partner's school, so Sam has 30 minute commute every morning to get work.

GOALS FOR Sam

As a VP, Sam would like an easy way to assign daily substitutes for absent teachers. He would also like a way to quickly view who is assigned to what, on any given day, and to track who has been assigned what in any given term (i.e. count on-calls per teacher, per area etc). He wants to make sure every period has someone covering it, but he is also concerned about making sure on-calls are being assigned fairly, so that he ensures none of the teachers he supervises are overworked. If he can automate the process of assigning on-calls, he can spend more time looking at the numbers, which will help him to tweak the assignment rules, advocate for more supplies when necessary, better manage his teachers, and plan for future hirings.

Meet Harvey McDade:



Harvey is an Operations Manager at the Board main office, located in the Northern part of Toronto. He has a variety of responsibilities including coordinating transportation for special schooling events (athletics, field trips etc), approving funding for special events (Re-union galas, Community Outreach etc), and coordinating supply teachers. He coordinates supplies for all 29 high schools in his district. Currently he is responsible for maintaining a current list of available supply teachers, and overseeing a legacy automated system that relies on phone records to assign supplies to schools daily. The legacy system outputs a list of supplies and what they are covering for each school, but Harvey must manually send the list to each school each day, before 7am. Harvey tracks this list very carefully, to ensure that coverages are limited to stay within budget.

GOALS FOR Harvey

Harvey would like to update the way the automated system works so that he can oversee who is being assigned to coverages, while letting the system take care of communicating absences, and coverages once he approves them. He needs a way to tweak how many supplies are being assigned, so he can control the supply teacher budget, and he also needs a way to tweak the allowable on-call thresholds for each school to accommodate any supply teacher shortages.

Meet Olivia Garcia:

Olivia is a Teacher at Notre Dame High School in the East end of Toronto. The school has about 50 teachers and about 670 students. It is a school for girls only and has a parnter school for boys called Neil McNiel High School. Olivia teaches History and Physical Education. She is known around her school campus as an awesome soccer coach. Olivia lives alone and has a 45 minute commute to work. She takes the Go-train. Last term, Olivia had a first period spare, taught Grade 11 Phys Ed in period 2, Grade 12 Phys Ed in Period 3 and Grade 12 Academic History in Period 4.

GOALS FOR Olivia

Olivia is young and healthy with no children to care for, so she is rarely absent for personal reasons. However, she is really glad that she won't have to submit her work absences with the new system, every time she misses the last class of the day, in order to coach the Senior Girl's Soccer Team (since this happens a lot). She also likes the idea of being able to look up her on-call assignments online, so she always has them handy to view.

Meet Sarah Wilson:

Sarah is a Teacher at Senator O'Connor High School in the north-east corner of Toronto. The school has just over 100 teachers and about 1400 students. Her subject areas as a teacher include Science and Math. She is known for her willingness to adopt computer technologies in her classroom, and for supporting weak students so that they can excel in her classes. Sarah is the mother of 3 youngsters under 7, and lives in the same neighbourhood as the school. Last term, Sarah taught Grade 9 Academic Math in Period 1, Grade 10 Acadmic Math in Period 2, had a spare in period 3, and taught Grade 10 Academic Science in Period 4.

GOALS FOR Sarah

As a busy mother, Sara really appreciates the ability to submit her absences online, and on-the-fly. She also likes the idea of being able to look up her on-call assignments before she leaves for work, so that she can plan what she might do in that placement, during her wait to work.

Meet Tess Donovan:

Tess has worked at as an office administrator for Mary Ward High School in the north-east end of Toronto for 22 years. The school has just over 100 teachers and about 1600 students. She is responsible for fielding questions from students when they come into the office, for helping teachers with day-to-day administration, and helping the school's Administrative staff (including the Principal and Vice Principal). She describes her typical workday as "never having a dull moment" – there is lots of traffic in the main office, so she always has lots to do.

GOALS FOR Tess

Currently, under the direction of the VP, Tess sets up the excel spreadsheet that details the teaching schedule each term. She would like to be able to use that schedule to generate a teaching schedule in the new system. This way her current workflow isn't altered too significantly, which is a priority for her. She is also responsible for manually creating memos for all teachers who have on-calls, which she generates from the On-call tracking spreadsheet currently being manually updated daily by the VP. She would like the memo generation process to be automated so she can spend more time attending to the needs of teachers and students, since office traffic is especially heavy in the mornings, when she is busy pushing on-call memos out.