

Personas

Name: Norman Heights

Role: U of T student

Knowledge, Skills and Abilities: Knows how to navigate a website, use a search engine, and can follow instructions.

Goals, motives, and concerns: To be able to search for information about the university (such as documents), to be able to upload and search through documents, to be able to create an account.

Usage patterns: Uses the software in the morning to check schedule, to find university documents like course materials or administrative documents, to search within these documents for keywords, to find exam timetables during midterm and finals seasons, as school related cloud storage, or to check if homework is due or grades have come out.

Name: Fabio Parra

Role: U of T instructor

Knowledge, Skills, and Abilities: Has been a student before so knows what it is like to be a student, can give instructions, can teach, can read, write, and understand research papers.

Goals, motives, and concerns: To be able to search for information about the university (like documents), to be able to upload documents, Wants to be able to sort his documents by courses and allow students in the course to view the notes. To be able to create an account.

Usage patterns: Uses software to upload important course documents when needed, as cloud storage for university related documents, and to search for U of T news and research.