Personas

Harold	Status and Trust Level Trusted
Role: Professor	Demographic: 60-year old male professor at UTSC

Knowledge, Skills, and Abilities: Harold is a psychology professor with tenure.
He has limited experience and knowledge on computers.

Goals, Motives, and Concerns:
- Wants to upload and store notes for archiving and student access
- To be able to easily use the site without confusion.
- To be able to post and share assignments, exams and academic information for all students to access.
- To be able to post previous course materials and allow access without having to reupload every semester or manager a site themselves.
- Be able to communicate with students efficiently and properly.
- To avoid the hassle of submitting files for every new semester.

Usage Pattern: Weekly updates of assignments, lecture slides, and other course materials. Spends some time each week to answer any questions from students in emails, threads, etc.

Jimmy	**Status and Trust Level** Trusted
Role: Student	**Demographic:** 20-year old student at UTSC

Knowledge, Skills, and Abilities: Has plenty of experience and knowledge in computers. Is capable of using more advanced features with ease. Has basic programming knowledge.

Goals, Motives, and Concerns:
- Want to be able to upload and share his notes with other students
- To be able to follow and receive updates from professors he is interested in
- To be able to follow his peers and friends
- To be able to engage in discussion with multiple of his peers
- To be able to search and find lecture notes, previous tests, etc in prospective classes to get prepare and practice ahead of time

Usage Pattern: Checks his assignments and course announcements daily. Frequently searches for supplementary material for his courses and to answer any questions he is unable to solve.

Chad	**Status and Trust Level** Untrusted
Role: Guest/Unregistered User	**Demographic:** 24-year old student from a different university

Knowledge, Skills, and Abilities: Average experience and ability in computers. Is capable of basic use cases such as word processing, and internet research.
Goals, Motives, and Concerns: ● Wants to use the network to search for lecture material to supplement his own courses ● To be able to search the network for research material for an assignment
Usage Pattern: ● Frequent research projects has resulted in very rapid research and web page traversal (frequent opening and closing of web pages)