**USER STORIES AND PERSONAS**

**STUDENT**

**Name:** Jovia Nalu  
**Role:** Computer Science Student, Year One  
**Goals & Needs:**

* Easily report academic record issues and get them resolved quickly and efficiently.
* Track the progress of complaints and ensure they are addressed in a timely manner.  
  **Pain Points & Challenges:**
* Long wait times for issue resolution.
* Uncertainty about whom to contact for issues related to academic records.
* Difficulty tracking the status of issues.  
  **Technology Comfort Level:** Comfortable using online platforms.  
  **Needs From AITS:**
* A clear and intuitive system for submitting and tracking academic issues.
* Email notifications for the status of submitted issues.  
  **User Story for Jovia Nalu:**  
  "As a Student, I want to be able to submit academic record issues online so that I can report problems quickly and conveniently, without having to visit the registrar's office and I also want to receive email notifications about the status of my submitted issue so that I am kept informed of its progress."

**LECTURER**

**Name:** John Okol  
**Role:** Lecturer, Department of Literature and Linguistics  
**Goals & Needs:**

* Efficiently review and respond to student issues.
* Manage workload and maintain accurate records.
* Reduce time spent on administrative tasks.  
  **Pain Points & Challenges:**
* High volume of emails and paper forms.
* Time-consuming manual processes.  
  **Technology Comfort Level:** Comfortable with basic computer usage.  
  **Needs From AITS:**
* Automated notifications when new issues are assigned.
* User-friendly interface for reviewing and responding to student issues.  
  **User Story for John Okol:**  
  "As a Lecturer, I want to receive automated notifications when new issues are assigned to me so that I can address them promptly and avoid delays.  
  As a Lecturer, I want a user-friendly interface for reviewing and responding to student issues so that I can easily manage my workload."

**ACADEMIC REGISTRAR**

• **Name:** Jacob Otto

• **Role:** Academic Registrar.

• **Goals & Needs:** Receive student academic issues and assign them to corresponding lecturers

• **Pain Points & Challenges:** Managing a large volume of submitted academic students and difficulty in tracking their progress

• **Technology Comfort Level:**

• **Needs from AITS:** Automated notification for resolved and overdue issues

**User Story for Jacob Otto**

**As an Academic Registrar ,** I want to be able to generate reports on the status of student issues so that I can monitor their progress .

**As an Academic Registrar ,** I want to be able to assign issues to specific lecturers so that there is clear accountability and tracking.