1. **Methods**
   1. I used a semi-structured interview style
   2. Questions focused on current course planning methods and pain points with existing tools
   3. Recorded interview through notes of participant’s response
   4. I analyzed the data through coding
2. **Participants**
   1. P01: Female, 20, Asian, Junior in Computer Science
   2. P02: Male, 22, White, Junior in Economics
3. **Findings**
   1. Code 1: Frustration with lack of resources
      1. “My counselor always takes weeks to book an appointment with and have recommended me the wrong courses before.” (P01)
      2. “The school gives us a flowchart that tells us which classes to take, but doesn’t really do a good job saying which classes should and shouldn’t be taken with each other.” (P02)
   2. Code 2: Worrying about graduating on time
      1. “I’m taking 18 credit hours this semester because I didn’t realize I needed a prerequisite to take a class next semester to graduate in 4 years” (P02)
      2. “I almost had to retake Calc 2 because I picked one of the professors that had a really low ratemyprof rating, and I think if I picked somebody else I might have done better” (P01)
   3. Code 3: Class availability grievances
      1. “One of the classes I need to take to graduate only has 36 seats per semester with probably hundreds of kids trying to get into it, so if you’re not prepared you won’t get a seat.” (P01)
      2. “I had to wait two weeks until after the semester started to get a seat in one of my classes, and I had to use a homework drop from the syllabus because I wasn’t registered until after it was due.” (P02)
4. **Requirements**
   1. As a commuter, I want to ensure that my classes are all close in time to each other so I am not on campus later than I need to be with big gaps in my schedule.
   2. As a student, I want to ensure I am choosing courses that allow me to succeed to the best of my ability by not overloading or underestimating my coursework.
   3. As a student, I want to be able to have an idea of which section of a class will allow me best to succeed.
5. **Personas**
   1. Persona 1: Michael S.
      1. Demographics: 18, White, Freshman, Computer Science major, in the dorms
      2. Goals: Wants to have a strong start to his college experience by choosing the best classes for him
      3. Frustrations: Gets the last time slot because registration dates are by grade level, has lots of different professor options due to large class sizes for gen eds
      4. Behaviors: Uses the uAchieve schedule planner to pick timeslots he would like to have classes in
   2. Persona 2: Emma K.
      1. Demographics: 20, Asian-American, Junior, Computer Science major, commuter
      2. Goals: Wants to have all classes on tuesdays/thursdays so she only needs to commute twice a week
      3. Frustrations: Very few sections of each class are on tuesdays/thursdays, and need to plan far in advance to have all these classes in one semester
      4. Behaviors: Uses RateMyProfessor and Google Sheets to try and create a four-year plan in accordance with having a semester where all her classes are on tuesdays/thursdays
6. **Scenario**
   1. Michael, Freshman CS Major
      1. Registration just opened for fall semester courses, and Michael forgot to plan out his classes with how busy he was preparing for his first semester at college. He decides to use CourseScope as a last resort so that his first semester will be successful. He puts in that he is a night owl, so the system automatically selects the best course load for him with all class times being later in the evening. For one course, he notices there are two different professors for the time slot so he chooses the one with the better grade distribution shown by the software. Michael saves the schedule, confident that the system’s data driven choices have set him up for a successful first semester.
7. **Conclusion**
   1. High student anxiety is the core problem, stemming from poor planning, inconsistent advising and the idea of not graduating on time. Students wish for a centralized resource that goes beyond a basic flowchart to help them visualize what their schedule throughout their time at college will be. The ultimate goal is to move beyond simple registration systems and towards graduation assurance with long-term planning and success metrics in mind.