Group 3

IS 661 - User Experience Design (Mondays) Fall - 2017
Professor - Michael Lee
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Root concept

COMPONENT	CONTRIBUTIONS TO THE ROOT CONCEPT
High-level vision	To provide a mobile app for students: -To assist them to select appropriate professors for respective courses. -To help them pick team members for study groups or coursework project depending on their strengths and weaknesses.
Basic Rationale	Students do not have any knowledge regarding professors. So,by providing a rating application,they will have a basic idea of how to go about it. Students have difficulty finding team-mates so with the platform they will be able to make informed team selections.

Stakeholders

STAKEHOLDER GROUP		RESPONSIBILITY	MAJOR CONCERN
Administrators (Owners) Moderately *Direct/Indirect Stakeholders*	Site Admin	Responsible for maintaining the site.	Site should always be up and working
	Development Admin	Develop or maintain the functionality of recommending professors and fellow students. Delegate tasks.	Functionality should produce the desired result
	Database Admin	Responsible for maintaining data about courses, professors and students. Delegate tasks.	Data should be up to date without discrepancies.
	Design Admin	Responsible for look and feel of the site and also ensures that student needs are met.	Create a design that is intuitive, functional and yet appealing to a student.
Students *Direct Stakeholders*	Course Admin (Registered Student who took the course in previous sem)	Responsible for maintaining course details. Should also keep a list professors teaching that course with all their details.	The information about the courses and professors should be correct and up to date.

	Students registered for a course.	Responsible for providing valuable feedback for a professor or a fellow team member.	Feedback should be clear and concise.
	Students not registered for a course.	Maintain his/her student profile	Get all the information with respect to a course and professor to make a decision about the course he wants to choose. Get all the information about a fellow student before making a team
Professors *Direct Stakeholders*	-	Can update their information.	The information provided should be correct.
NJIT provost *Indirect Stakeholders*	-	None	Site should not slander NJIT's reputation.
NJIT site admin *Indirect Stakeholders*	-	Provide a list of courses offered by NJIT. Provide a list of professors. Provide list of students registered for the course.	Data should not be used for a wrong purpose.
Dev/DB Team *Indirect Stakeholders*	Group of students and experts.	Capable of doing the task assigned by the Development and Database Admin	All the resources should be available with a healthy environment.

Target Demographics:

NJIT Students
- Graduate/Undergraduate students
(Considering whether they are living on/off campus, working/not working, prospective students, the ones who recently enrolled for graduate studies or completed few semesters.)

NJIT Professors
- All professors teaching Graduate/Undergraduate students.
(Considering they are new to NJIT or teaching from a long time. Teaching one or multiple courses and whether they are involved in research or not.)

NJIT Alumni
- Students who graduated in past two years.

Sarthak Sharma

I don't believe in shortcuts! Every detail matters.

Age	30
Occupation	Data Analyst
Field Of Study	Data Science
Location	Jersey City

BIO

Sarthak is a Data Analyst who lives with his wife in Jersey City. He got married two years ago. He is very passionate about his work and enjoys going to work despite the fact that he spends three hours on traveling daily. He recently enrolled in a certification program in NJIT to enhance his data visualization skills. He attends the class early in the morning and then takes a train to his work. He doesn't get much time to interact with students and hence rely on online portals for meetings and group discussions.

Despite his busy schedule he tries to complete his assignments and job-related work during the week so that he can spend his weekends with his wife and also practice his photography skills. He is also a very big cricket fan and follows it religiously. On an average day, he reaches home around 8.30pm and enjoys a healthy dinner. He keeps himself in good shape by eating right and exercising regularly.

He is currently working on a research project that studies gene mutations in patients suffering from cancer. The data he works on is not structured and hence he is taking courses which will help him to improve the quality of data as well as visualize them in a better way. He believes that he is contributing to the betterment of society in his own small way by assisting in finding the cause of cancer.

Goals
- Improve the quality of patient data.
- Publish a research paper as the first author.
- Get a PhD in Data Science.

Frustrations
- Dealing with unstructured data of low quality is very time consuming.
- Setting up a workstation or a new tool takes time.
- It is difficult to rely on online meeting portals while traveling.

Personality
- Extrovert
- Moderately active on Social Networks
- Highly experienced with computers.

Problem Scenario

Sarthak Sharma

Sarthak recently completed two years working for his organization. He is hoping for a promotion and has been working very hard to get promoted. Currently, he works on around 8-10 projects and is also training an intern.

In his tenure, he acquired many new skills. Some of his work has also been published as the second or third author in reputed journals. However, he aims to publish a paper as the first author thus, enrolled himself in a certification program at NJIT.

He takes morning class two days a week. On Monday's after class, he rushes to a quiet spot for his weekly office meeting. He has taken permission from his supervisor and attends the meeting online. He then leaves for his office. Despite the hectic schedule, he enjoys his classes as they are interactive and he is learning techniques that will greatly help him in his work.
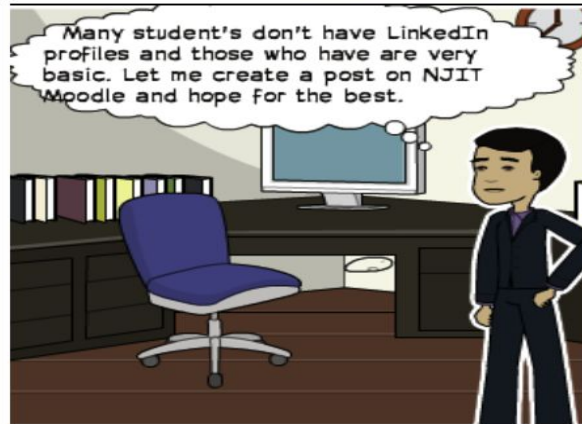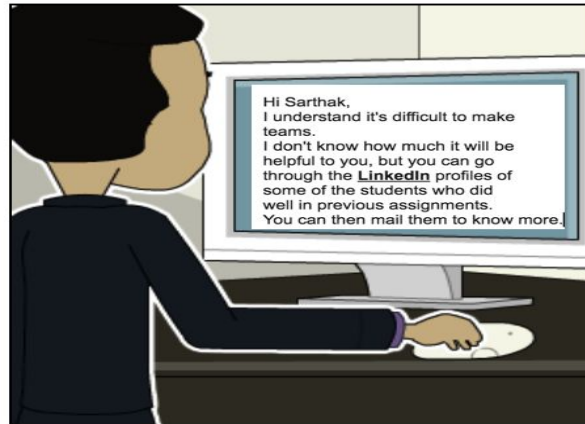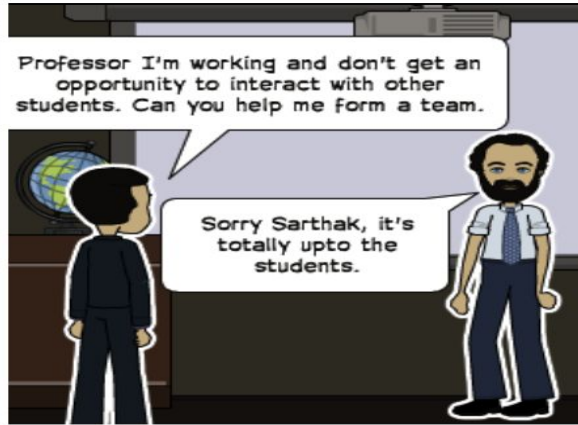
The professor has asked to form teams for the project work and Sarthak is a bit worried as his work put some constraints. He knows that he will not be able to participate in on-campus meetings and it will be difficult to take time out on weekend. Thus, he is looking for team members who are focussed on learning. Also since he is technically strong, he is looking for someone with good presentation and writing skills.

He approached his professor and he said that it is totally up to the students to make teams because forcing teams may create more issues.

He also tried interacting with students during the break, however, students usually leave the class during the break and come back when the class starts. He mailed the TA of the class, she suggested going through LinkedIn profiles of some students who did good on previous homework. He did try to search them on LinkedIn however some students didn't had any profile and those who had their profiles, it didn't had any details regarding work experience or skills.

He also searched the different NJIT portals but failed to get any concrete information that would help him to make a decision. Finally, he created a post on NJIT moodle "Looking for team members". He didn't write much about what he is looking for as he didn't want to portray himself as a picky person.Rather he gave a brief about himself, his work and skill sets. Now he is hoping that he gets team members who align with his needs.

Problem Scenario - Storyboard

Activity Scenario

Sarthak Sharma

Sarthak is returning from work when he gets an email notification. Geetika has replied to his mail. He quickly checks the mail and takes a sigh of relief as Geetika agreed to be a part of the team. He is happy that all four people that he mailed, have agreed to work with him.
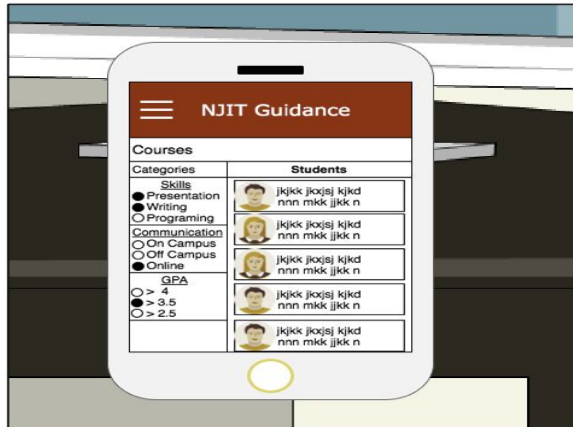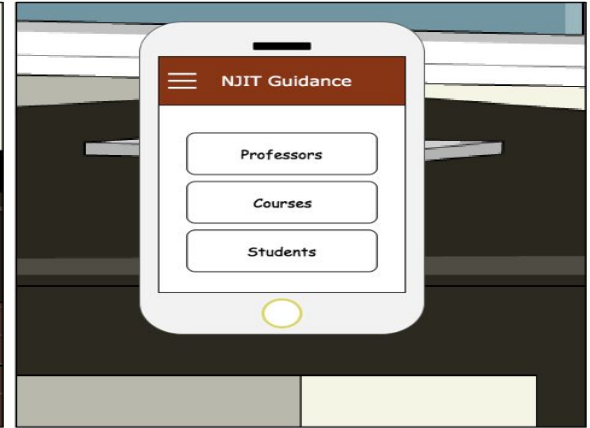
Sarthak was extremely worried when nobody responded to his post on NJIT moodle. He then downloaded an app "NJIT Guidance", and searched for the Data Visualization course that he is taking. He got a list of all the students enrolled for the course under the Student section. He then searched for students who were good in "Presentation and Writing" skills, preferred "Online" portals for communication.
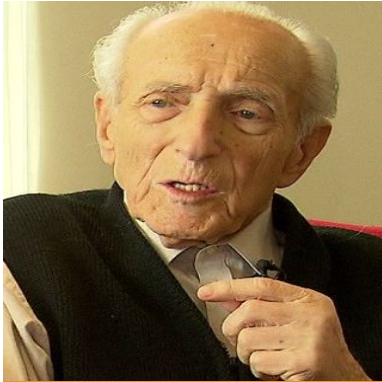
The app suggested eight student profiles, he quickly browsed through each profile and dropped emails to four students. Sucre who is in his last semester and is looking for a job as a business analyst and has good presentation skill. Raina is a part-time student and trying to switch her job profile. She is currently working as an HR and has the same time schedule as Sarthak. Geetika is in her first semester but she seemed to be very focused because of her interest in healthcare research. Abhay who is a Ph.D. student, has flexible hours, married and prefers to work on weekdays.

Sarthak is glad and looking forward to meeting his group members on Monday. Now he can go home and enjoy the weekend with his wife.

Activity Scenario - Storyboard

Gavriel Nahmad

> Life is about how you conduct yourself, esp. when faced with the most diff. of circumstances.

Age 70

Occupation Professor

Field Of Study Computer Science

Location Greenville

BIO

Gavriel Nahmad has been working as a professor in Computer Science dept. at NJIT for the past 30 years. He lives in a quiet neighborhood with his loving wife. He has three children, seven grandchildren who visit him regularly. He loves to teach and interact with students.

He keeps himself busy. He wakes up at 7 am cooks breakfast and enjoys it with his wife while watching the morning news. He then drives to school as he prefers to schedule his classes in the morning. Even though he is ardently involved with computers and keeps in check with the latest inventions he doesn't have a mobile and considers it a waste of time and gets really annoyed if he sees his students looking at their phones during the class. He thinks that phones complicate life. He prefers things to be straightforward. In fact, he uses a very basic vanilla site to maintain his coursework.

He is a simple man with hundreds of stories which he often shares with his students. He understands the importance of education and wants to bring a change in the society one student at a time. He is an inspiration and students worship him. He enjoys life and focuses on making every moment count.

He is particular about his health as he underwent a major surgery a few years back. He is involved in some research work however his major focus is teaching students.

Goals

- To teach students for as long as he can.
- Make beautiful memories with his family.

Frustrations

- People who are more concerned with materialistic things such phones.
- Complicated softwares

Personality

- Jovial, loves to talk.
- Not at all active on Social Networks
- Experienced with computers especially operating systems.

Problem Scenario

GAVRIEL NAHMAD

Gavriel has been teaching graduate and undergraduate students from the past 30 years. He loves teaching and in the past 30 years, he realized that students learn more when they interact with each other work on projects rather than just theoretical lectures. So he started assigning project work to his classes and selected the teams randomly. However, there has been always been conflicts among teams and the complaints have steadily increased in the past years. Complaints are especially from undergraduate students which sometimes lead to embarrassing situations for students as well as for him.

He spoke to other professors as to how they deal with this issue. They suggested that it is better to let the students pick their own teams. He tried doing the same, the complaints decreased, however, the learning rate and quality of project also decreased.

He then searched the internet for some possible solution that other professors might be adopting. He learned that talking to students about their daily routine helped. He thus interacted with students inquired about their expertise in different languages, courses they have already taken and daily routine in general. It helped in creating teams but it was a very time consuming and lengthy process. It took up his whole lecture which leads him to rush through some of the classes. The complaints reduced but he was not happy with the process.He then contacted few of his students who have already taken the course in earlier semesters and benefited from the project work.

They suggested that two things really matter before making a team
1) Expertise in programming
2) No. of hours a student can spend in a week
Hence the professor came up with an idea in which he distribute a sheet of paper in his first lecture and asks students to grade themselves on these two parameters. He collects the sheet at the end of the lecture and then with help of his TA forms teams depending on different levels of students.
Currently, he is using this technique for undergraduate students only.
It has reduced the number of complaints without affecting the project, but it is still not a solution just a temporary fix.

CHRISTINA JONES

"Do good and good will come to you."

Age 26

Occupation Student

Field Of Study BIS

Location Parsippany

BIO

Christina Jones hails from Spain. She is in her second semester at NJIT. Since she has no prior experience with programming, she is looking for course advising.

One her regular day, she is up by 7 and goes for a morning walk.She checks her phone once she is back. She is not someone who is glued to their phone all the time.She has a fixed hour when she responds to emails and uses the social networking platforms. Although she is fond of gadgets, she limits the usage. She loves playing around Alexa, on her current favourite-Amazon echo dot.

She attends her classes 3 days a week and works on her assignments once she's done with breakfast. She likes to attend the different events at the Campus Centre, she tries to socialize with other people from the campus. She hangs around a few of her friends. In her free evenings, she goes exploring different places or tries cooking new recipes. She swears by healthy eating habits and yoga. She is an animal-lover and volunteers at a nearby shelter on her weekends. On longer breaks, she goes for nature trails and camping.

She wishes to develop software programming skills and take up projects in her upcoming semesters. She is always ready to rise if she fails. She wishes to help the current non-profit organizations with her tech skills and establish her own non-profit organization in future.

Goals
- Secure a good CGPA
- To work for a non-profit organization
- Help in making the world a better place.

Frustrations
- An introvert but not socially awkward.
- Does not know which electives to pick next semester.

Personality
- Loves her alone space.
- Easy going,
- Animal and nature lover
- Quick learner
- Loves to help others.

Problem Scenario

CHRISTINA JONES

Christina Jones is in her second semester now. Since working in a non-profit organization is her long-term goal, she signed up for a leadership programme with Jersey Cares in New Jersey. As a part of this programme, Christina has to organize various events for Jersey Cares. Since the leadership programme is of 6 months, Christina has to organize charity and fundraising events as well.

She begins reaching out in the beginning of the month so that she has a team to work with for the month-long project. Christina sends out emails to seek interested volunteers from NJIT for the monthly events.
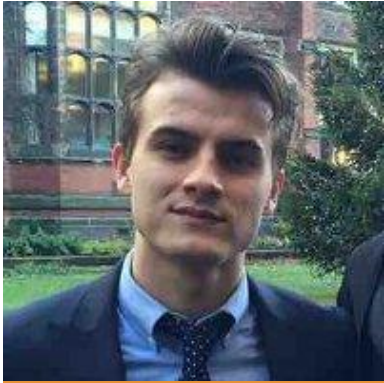
She is currently assigned the web and app development task for which she needs a team of programmers. This task is going to help the organization reach out for community-engagement in a more efficient way. It will also help citizen volunteers to sign up if interested.

Christina being an introvert, did not do well spreading a word of mouth as a medium to seek fellow volunteers. She is having troubles finding interested volunteers who would commit for a month-long project. She has now started putting up flyers to promote the event as she feels that the emails she sent out have been ignored.

She next plans to set up a table in the Campus Centre to promote the events she plans to organize with Jersey Cares. This way she feels, she can explain the cause and task in detail and in-person to the students who would pass by. But she is afraid that students will just walk past the table and would not stop by to learn about the event.Since, only setting up a table would not attract students to her table, she plans on keeping some giveaway goodies to help them come to her table.

She wishes if there was a simple medium through which she could collaborate with like-minded students and reach out to them.

Juan Rodriguez

Age 24

Occupation Student

Field Of Study Computer Science

Location Kearny

BIO

Juan is originally from Spain and came to the United States to pursue a degree in Computer Science. He is passionate about programming and works hard to achieve his dreams. He is fond of traveling and is busy exploring the places in and around New Jersey. He loves trance music and likes attending concerts. His goal in life is to start a business of his own. Hence he works hard and aims to achieve good marks. He is interested into athletics and likes playing soccer. He is socially active on social media like Facebook, Twitter, and Instagram.

Juan is extremely funny and he likes going to comedy shows.
Juan lives in Kearny in a house with three other people. He likes front-end programming and gets really tired doing back-end programming.
He does not know how to cook food and works hard to learn cooking food.He gets irritated on not completing his desired tasks. He follows soccer and plays every day for an hour. He likes to maintain fitness and by playing soccer he tries to maintain it. Juan likes watching movies. Apart from this, he tries to improve his skill sets by studying additional courses. He is clear about his goals in life and works for it. He is enjoying his life and is happy with it.

Goals

- Secure a good GPA
- Get a well paying job
- Travel to each and every corner of the world
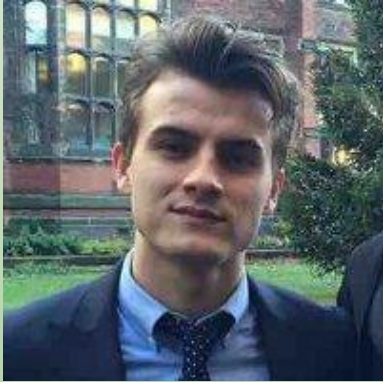
Frustrations

- Working on Back-end system.
- Coding with C
- Cooking Food
- Cold Winters

Personality

- Extremely dynamic
- Extrovert
- Humourous
- Short-tempered

Problem Scenario

Juan Rodriguez

Juan is from Spain and is enjoying studying in NJIT as a computer science student. Initially he found a bit to difficult in adjusting with the environment, however eventually he used to enjoy his routine. Juan explored a lot of places in New Jersey and made a fixed schedule for the entire week. He balanced his time very wisely. Currently Juan is working on a project with a professor and as he good with front end systems, he is doing quite well and the professor is quite impressed with it. He works hard during weekdays and hangs out with friends and family during the weekends. Juan is working hard to maintain his grades.

He wakes up early at 7am in the morning, cooks food, attends college, goes to the gym as he finds that health is the first priority and in the night finishes his assignments. Since Juan finds difficulty with the back-end system programming he makes sure that he spares some time out during the weekends for that. Therefore, he is balancing with all his problems effectively and wisely. However Juan is not able to shed some time for C language and there's a subject related to C in his coursework and that is making that subject more difficult for him.

Therefore Juan is a bit worried about that and is thinking of how to overcome the situation. The subject has a number of assignments and a project too. For the project, it is individual submission.

Therefore Juan looked on the NJIT portal about the weeks remaining to submit and project so that he can work accordingly and make sure he does good in that. He asked students for the help too,but is it sure that it is not the solution to that. He is contacting the professor for the help during most of the assignments and therefore Juan is looking for a permanent solution and not a temporary one. Therefore he thinks that he needs to alter is daily routine and find one fruitful solution.

MICHAEL WAUGH

"I'm excited to join the workforce,but really don't want to make a fool of myself."

Age 25

Occupation Student

Field Of Study Computer Science

Location Edison

BIO

Waugh is originally from New york city,but came to New Jersey last year to attend NJIT. He enjoys discovering the city,museums and going to music concerts.He frequently posts photos and updates about his tours on social web. However, it is a little difficult to get around because he shares a car with his brother who is a graduate student at Princeton University. He has worked as a waiter in a restaurant during his undergrad, he is searching for a part time job currently, to save money to purchase a car. But, he is concerned about his oversleeping.

Waugh has tinkered with computers since he was a young lad and is an avid videogame player.He also enjoys to sketch and paint in his free time.He thought minors in Arts and Spanish would make him well rounded student and give him a competitive advantage during his job search.He is seeking an internship because he wants to learn what programming in "real world" is like and figure out what kind of job he would like after college.He would also like to make strong networking connections to help him with his future job search.Although he has already created a mobile app with his friends in the past, he is looking forward to working in a corporate environment.He expects to be clear about his career path by the time he graduates from NJIT.

Goals
- Gain tech experience
- Make lasting connections with mentors
- Gain insight about career options
- Earn enough money in summer to buy a car.

Frustrations
- Not sure of ultimate career path(role or company type)
- Confused about where to start.
- Not an early riser.

Personality
- Friendly and outgoing.
- Highly active on social media
- Good knowledge about computers.

Problem Scenario

Michael Waugh

Michael is in his second semester and still not clear about his choice of courses. In his first semester he took three basic courses related to computer science and did fairly well. The courses he took however didn't align very well with his interests. He is interested in gaming softwares, mobile app development. Thus, in this semester he wants to make more informed choices.

He contacted his advisor regarding the same. His advisor suggested to take courses like 3D game development, Mobile computing and also enroll for some bridge courses. However, she couldn't give much information about the different professors that teach these courses.

He wants to take courses under professors who focus more on practical knowledge rather than theoretical. He checked NJIT portals for some information regarding how the professors teach but he couldn't find anything.

He then emailed his seniors that have already taken classes under different professors. Most of them provided great insights however he is worried whether he should depend on one person's view or not.

He then decided to check other online sources such as RMP. He did get some basic information about how the professor grade, whether the lectures are tough or not but still he was not sure about the authenticity of the available information.

He is now thinking of attending few lectures provided by these professors in the current semester so he will get an idea about how these professors conduct their lectures and hopefully he will be able to make a better decision. He now have to take permission from professors to audit the class.

Activity Scenario - Best Case

Michael Waugh

Michael got stuck in some work and couldn't audit the classes he wanted to. He then downloaded the app "NJIT Guidance". He looked for professor John Sander under the Professor tab. In his profile, he found that around 345 students have reviewed his profile and 80% of the student loved taking his class. He also found out that he is not that tough a grader. When he expanded the review panel he got to know that his classes are inclined towards practical knowledge and he also assigned project during the semester.

He then scrolled back to student comments. He filtered the comments according to the course he wanted to take and also according to the students who took his class in "Fall 2016".

There were many students who have reviewed him. He went through few of the comments. He then looked for Professor "Miranda Robbins" who also taught 3D game development. Her profile was equally good. Her course work was also inclined towards Practical work and she gave projects as well as assignments. He also went through some of the reviews given by students.

Equipped with all the information Michael finally decided to go with professor John Sander as most of the students mentioned that his classes were fun and interactive and he was very helpful and took time to clear doubts of every student.

SAM LEWIS

> "Tell me and I forget, teach me and I may remember, involve me and I learn"

Age 34

Occupation Professor / Running his IT company

Field Of Study Web technologies

Location NY

BIO

He is an enthusiastic entrepreneur with a passion to teach. He wants to make students learn in a way in which they would if in an IT company. Most of his class consist of assignments which are to be done in groups, with minimal directions from him.

His day begins with an hour of workout in his personal gym. Then he finds some time to answer the questions asked by his students through his iPad. He is busy with his office afterward- meeting with clients, discussions, travel. He usually has 2 sessions of class in a week and is available to meet in person after the class.

He usually gives difficult assignments to students but provides the methods and instructions to look for its solution. He usually updates the assignment with the current technologies in the market. He prefers guided self-learning, so he gives a lot of reading material which helps students to know more about their area of study.

Sam is available online almost every hour of the day. But prefers to answer questions only in the specified allotted time, unless it is very important. He has teaching assistants to evaluate the projects according to his guidelines.

He spends sundays with his family. So he is offline on sundays and enjoys his disconnected time. He is strict about deadlines but is very liberal in giving grades.

Goals
- Be a successful entrepreneur
- Share his knowledge in technology and get updated with latest tech

Frustrations
- Less time to spend in office hours in helping students.
- Syllabus not updated to use current technologies

Personality
- Very dynamic.
- Actively using social media
- Love to make friends

Problem Scenario

Sam Lewis

Sam is very busy with his work in his company. So he won't be available for students every time. This is why he assigned teams for the students, so that they can help each other better. He wants diversity in his group so that they can bring up with new ideas. But most of his previous experience shows him that some groups perform well and only few people get advantage of these groups. Most of the students ends up in groups where they can perform poorly and can contribute very little in it. He had classified students according to their abilities which he came to know from their feedback. This reduces the quality of his teaching.

Sam then find out that constant feedback from the teammates would help him to decide the team. So instead of setting a single team for the entire semester, he assign a team for each project. Sam then talk to the team about their problems and figure out the abilities of each person. This will help him to assign teams for the next assignment easily. Thus by the time of the final project he will be able to make the best group where students can equally participate and learn.

Sam's first criteria for team selection is the knowledge in programming. But he also wants students to contribute well into the discussion, so he also started considering their ability as a team player. In doing this for a semester he finds there are a lots of other variable to be considered while making a decision.

Sam now realise that this will alone is not going to solve the problem. He needs to consider a lots of their abilities for creating a team, that helps them. This will be impossible for him to do it manually, also his tight schedule doesn't allow him to spend more time in finding out each person's ability. But his current approach serves as a temporary solution for the problem, by limiting the number of criterion for grouping.

Activity Scenario

Sam Lewis

Sam need to spend a lot of time in grouping students. He need to spend most of his time in grouping students, so that they can learn better. In search of a solution for this he find the application called NJIT Guidance.

After logging into the application he search the students. He is able to search the students by filtering on the base of course name. This help him to see all of his students in one page using his course name.

After this, he used the sorting options by giving priorities on the programming language he teaches. He got the list of students who are best match with his criteria of programming language. He also sees that the some students got endorsements from other students. These students comes in the top of the list. This help him to validate the ability of that student easily. For further clarification about a student he went to the students profile to view their other abilities. This help him to get an idea about each student.

With this information, he then group the students so that everyone can participate in the group assignment and learn. Just using tick marks he select the group members and the on a single click he can send message to everyone. Thus he was able to complete the process of grouping in just 30 minutes.

Michelle Anderson

> Everyday do something that will inch you closer to better tomorrow

Age 23

Occupation Graduate Student

Field Of Study Computer Science

Location Newark

BIO

Michelle is a graduate student in Computer Science with an undergraduate degree in Electronics. She is a confident user of technology. Her internet use is split between her smartphone and her laptop. She is very passionate about new technology and loves exploring things in the field of computer. Although she is from Electronics background, her love towards programming encouraged her to learn and develop programming skills. Being a dedicated and hardworking person, she has managed to learn and gain grip in many new programming languages. She is a kind of person who would rather make calls and talk to people.

She is also a part of student organizations and has to coordinate with other volunteers and peers to conduct and host events. She is very much of a social person and loves spending her time with different people. She stays longer on the campus than most others. Michelle has thrifty spending habits. She is very outgoing and hence get's invited to many social gatherings. This works very well for her.

Her weekends are usually laid back since she is exhausted from all her activities throughout the week.

Goals
- Graduate in time with GPA above 3.5
- Get a promising job in the field of computers
- Be as financially independent

Frustrations
- Bothered by others when busy in her stuff
- Spending money on unnecessary courses

Personality
- Hardworking
- Out-going
- Technophile
- Devoted

Problem Scenario

Michelle Anderson

Michelle is a Graduate student who lives in Newark with her family. She has completed her undergraduate in Electronics and now is pursuing her graduation in Computer science. Though being from electronics background she has a lot of interest in programming, hence she learnt new programming languages in order to do her graduation in computer science. Her parents have always encouraged her to be vocal and very social. She loves to talking to new people and trying out new things. In her school she was the head of the Students council and an active member of many Science clubs.

She wants to be financially independent, hence she wish to get internship after her first Semester.

Though she has learnt some programming language, she is worried that her less experience in programming may affect her studies, this is making her more confused as to what subjects she must select for her courses. Her basic aim is to be able to learn all new possible technologies or new languages that is there in her syllabus. But she also thinks that she must do some core basic subjects to strengthen her current programming skills. She uses the website recommended by the students and her friends to search for courses. She uses Ratemyprofessor.com and find courses that include new technology and some courses that would help her to strengthen her current skills. But she can only choose either of a course. She checks both the Professor's rating and both of them have a very good rating and excellent reviews.

Through the app she also found the research work of both professor and she was equally interested in being a part of both.

Now she was very confused as both courses were interesting and she wished to study both for same semester as this would help her get an excellent Internship and make her financially independent.
She finally decides to talk to the Graduate advisor to allow her to take both subjects in her first semester by explaining them why taking these two subjects is important to her and also how these subjects will help her land an internship. She hopes the advisor understand and grants her permission to study both the subjects in her first semester.

Backend too, NJIT Registrar, Some algo to filter, Course - According to jobs, Why 4 bars?, How did he get to know about the professor.,Provide a navigation pretending to be persona. And only those funtionality will work, Why word versus bar or emoticons? Change very happy to smiley, angry smiley, distinction between students and prof. Best students in class, New focus.