



Personal name: Larry

age: 74

background: doctorate in English, senior faculty member at the post-secondary he works at.

archetype: grumpy old man who does not want to be bothered

brief bio: Larry is not very well-versed with technology, struggles to use interfaces that are not immediately obvious, and prefers big, bright, and easy to click buttons with large readable text.

goals: Larry wants an efficient class scheduling system with easy learnability, and noticeable feedback, so that there are no concerns over whether the changes he requests are actually going through the computer.

frustrations: Larry is frustrated with the difficult UI of the current software, because he has to re-learn how it works every semester, which takes him too long to do.



Personal name: Samantha

age: 35

background: dean at a post-secondary institute

archetype: tech-savvy professional

brief bio: Samantha has a firm grasp of technology, and can easily adapt to unfamiliar interfaces

goals: Samantha wants a scheduling app that lets her see conflicts and schedule requests in a easy and intuitive way. She also wants to be able to edit schedules without much hassle

frustrations: Samantha is frustrated with how her current scheduling software does not let her automatically change schedules and see requests. She is frustrated with how unintuitive navigating the menus and screens are. She is also frustrated that the software does not automatically notify her of conflicting schedules, or if the room is unfit for the class being taught.