

## Task 3.1

1.

| User  | Type of User | Goal of User  |
|---|--------------|---|
| Students who own a car and are okay with driving to university every day.                         | Primary      | Travel to university either driving since they have that choice or by other means.                              |
| Students who do not own a car and would prefer an alternate method to public transport.           | Primary      | Travel to university, mostly by the use of public transport.  |
| Students who sometimes require an alternate method of transport to travel to and from university. | Secondary    | Secure a method of transport to university on the days they are unable to catch their regular transport method. |
| Business owners and workers of the stores in Glenferrie around the university.                    | Tertiary     | Ability to find appropriate parking when arriving to Glenferrie by car.   |
| Shoppers who frequent stores in Glenferrie around the university.                                 | Tertiary     | Ability to find parking around the stores they like to shop at in Glenferrie                                    |

2. User Persona:

### Train Traveller

**Mike Ross**



#### *Student*

Mike is 21 and is a full time student. Currently he is not employed as he wishes to focus on his studies. He is a second year student and attends classes at the Swinburne University Hawthorn campus. Each morning he uses the Metlink website to check the train timetable for the day. He does not possess a driver's license and both his parents work meaning he is required to find his own way to the station/university each day. Mike often tries to catch the train before the one he is required to catch, this accounts for any train delays or cancellations. He is very familiar with the internet as well as phone and computer based applications. He is involved in a lot of group work which requires him to travel into Swinburne more often than just his regular class timetable.

#### **Key Attributes**

- Organised
- Timetabled classes everyday
- Confident with Technology
- Parents work

## Tasks

- Getting to University on time
- Checking train times on website