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 is very organised and often tries to catch the train before the one he is required to catch, this accounts for any train delays or cancellations. Mike likes to get ahead in his classes and spends his time travelling completing class work and reading lecture notes. 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