



Ortegga

29 year old female in Long Beach, California

Working on a B.S. in Game Development

Ortegga is currently in her fourth year of college at California State University Long Beach.

She's been getting by with her classes, but this semester has been especially tough. She is taking five classes while also juggling a job as a waitress and her social life. When she does have time to herself, she likes to make music that she can one day use in an indie game that she develops.

With her classes being especially difficult this semester, Ortegga has been too exhausted to do anymore than she is already doing. To get help in her classes, Ortegga usually just talks to surrounding students or the professor of the class, but sometimes that isn't always enough.

Goals:

- Get help in her classes
- Fix work-life balance

Scenario:

Ortega is having an especially tough time in her class Software Engineering. She's tried getting assistance from other students in the class, but they haven't been able to help. Ortega remembers that she's seen a flier for tutoring on campus.



Laura Buckley

47 Year Old Professor at CSU Chico

Laura is a professor at CSU Chico working in the Computer Science Department, and specializes in Artificial Intelligence. She is 47 years old, and has two sons, Mason and Tyler, who she is always talking about. Her favorite thing to do is visit Upper Bidwell park, where she practices her side hobby of photography. She has been in Chico for 15 years at this point, and loves the location for what it has to offer.

She tries to keep a good work-life balance, and prefers having multiple ways to do tasks based on her schedule. She is fairly responsible, but is agitated when technology commands too much of her attention, or surprises her. Despite this, she has a fairly good grasp on technology. She also manages student workers through the process the school has laid out.

Goals:

- Manage student workers efficiently
- Keep work-life balance
- Simplify her workflow

Scenario:

Today was exhausting, and Laura is collapsing on the couch after a long day at work, as well as a grocery run. It's been a nice day overall, but it has surely drained a lot of her energy. Even that extra cup of coffee was just barely enough to keep her going.

It's barely a minute into the time she had set aside to relax before she remembers that she has to check on some of the student workers who she has been supervising before the day is over. She takes a breath and sits up straight, trying to decide how she's going to accomplish this task.