Jonathan Smith

Background:
- High school student
- Single parent household (mother)
- Two siblings
- Absent father

Demographics:
- 15 year old male
- Lives in poor neighborhood outside of city
- Attends Title I funded school district

Identifiers:
- Technologically savvy
- Family oriented
- Loves reading
- Self starter and determined

Tasks:
- Sending email: There would be an accessible button for each class to email the teacher. This task is easy for the student.
- Viewing student grades: Student overall grades would be viewable on the front page. Viewing specific grades and feedback would require navigation to the class's page and selecting the specific assignment

Susan Smith

Background:
- Single parent
- 3 children
- No college degree
- Professional Training
- Works two jobs- phlebotomist and part-time custodian

Demographics:
- 45 year old female
- Income $40,000 per year
- Lives in poor neighborhood outside of city

Identifiers:
- Dedicated to family
- Dislikes new technologies
- Hard working

Tasks:
- Sending email: Having to log in with specific criteria is a challenge enough. Once logged in, Susan is overwhelmed by the amount of possibilities. Though the button is accessible next to each class's name, she has trouble navigating and determining the correct teacher to contact for a specific grade.
- Viewing student grades: Often Susan has to have her son help navigate the grade specifics. She is lost as to which class contains which grades. Once she is within a

class, she cannot determine how to navigate to the next class or see specific assignment details.

Judy Jones

Background:
- High school teacher
- Bachelors and Masters Degree
- 5 years teaching
- Single and living with a roommate

Demographics:
- 30 year old female
- Income $48,000 per year
- Lives in a small two bedroom apartment
- Lives in affluent neighborhood on outskirts of city

Identifiers:
- Technologically savvy
- Passionate about changing the future of young lives
- Ready to volunteer and help where needed

Tasks:
- Sending email: As a teacher, Judy has to search and select a specific student to send an email. Just has the flexibility to send the email to the parents, student, or other teachers.
- Viewing student grades: Judy teaches 8 courses, she has to add the assignments and individual student feedback for all grades. She is capable of using the basic features but finds that more specific features are not intuitive and can be difficult to understand their parameters.