# Student Systems Flo pages

Managing tutors and teaching resources

Needs to swap a sick tutor for another one this Friday

## **TASKS**

What tasks are users trying to complete? What questions do they need answered?

## Busy

Tired of the amount of energy it takes to make a 'simple request' such as changing a teaching space or substituting tutors for lab sessions.

#### **FEELINGS**

How is the user feeling about the experience? What really matters to them?



## **INFLUENCES**

What people, things or places may influence how the user acts?

# Amy Nursing Topic Co-Ordinator

## **PAIN POINTS**

What pain points might be the user experiencing that they hope to overcome?

Limitations with student systems

## **OVERALL GOAL**

What is the user's ultimate goal? What are they trying to achieve?

Provide high quality education to students to produce high quality graduates.

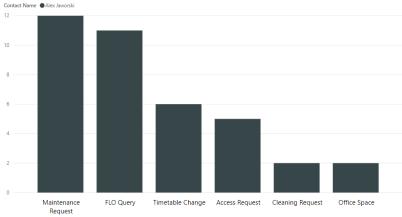
## Colleagues

## Students

Separation between her teaching and research



Count of Ticket ID by Ticket Category and Contact Name



Amy – Topic Co-Ordinator - College of Nursing and Health Sciences  "Teaching is only one of my jobs; when I come to uni, I need to focus on that.		Demographics	CNHS
			60% teaching 40% research
			Postgraduate students
			Postgraduate degree
		Bel	Medium tech proficiency
		ehaviours	Engages frequently with a wide range of systems
			Hobby is running, motivation is productivity
			Fast paced lifestyle
Needs	Teaching responsibilities to not interfere with research, vice versa	Goals Solution	Needs to swap a tutor for one of the classes she manages
	Take into account balanced role		Motivation is producing high quality learning
	Prevent being overwhelmed by simple requests		Potential solutions to their needs and goals
Pains	Limitations with student systems and processes		rotential solutions to their needs and godis
	Feeling like a secretary		