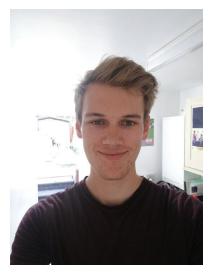# Personas

Jimmy Smith

Twenty-four year-old Jimmy is a fourth-year University of Toronto Mississauga student specializing in Computer Science. He lives in the on-campus student dormitory and spends most of his time studying and working on university assignments. He is also a TA for CSC207, and loves teaching his students about the topics he loves. He likes to hang out with his friends at least once a week. Jimmy also likes streaming TV shows online and browsing social media sites. He hopes he will have courses with his friends next term, as he likes working on group projects with people he knows.

Jimmy scheduled most of his classes back-to-back in the mornings so that he is free to study or enjoy his hobbies the rest of the day. On weekdays, after his classes, he usually revises what he learned and does his University assignments. Then, if he has time after finishing his schoolwork, he watches some episodes of some TV shows online. On Fridays, he chills at his friends' dorms after school, and they order a pizza. He TA's his two sections on Mondays back-to-back to save as much of his time as possible. He will also TA CSC209 next term, and hopes he can schedule the next term's TA hours to best fit his course schedule. He wants to spend his time studying or enjoying his hobbies and has no patience for distractions and things that waste his time. Jimmy also has a tight budget every week and does not like spending more than that amount.

Jimmy makes sure to keep himself disciplined in his studies, as his grades are extremely important to him. His grades are excellent, so he knows he is meeting his GPA goals. He plans to graduate university after the next term, and look for a job as soon as possible. He knows the graduation requirements, but wishes they were all collected in one place for peace of mind. He would also like to know his friends' schedules, as he wants to know the best time to meet all of them.

He is very tech-savvy and knows many applications to help him be organized, but finds it a hassle to switch between them. He is willing to explore and use new technology, but only cares about functionality and if he can quickly do his tasks with it.

Tasha Green

Tasha is 18 years old and is right between high-school and starting an undergraduate degree. She is excited to start her degree double majoring in Computer Science and Mathematics in the Fall. Tasha has always been very organized and likes to always have a plan for her future. Tasha likes spending her free time reading books, participating in clubs and club activities, and socializing with her friends. Tasha has hopes that one day she will be able to use the skills she will learn at school to pursue a PhD and study cutting-edge machine learning after she has finished school.

Being the busy person she is, Tasha is always looking to learn new skills and is constantly reading about her interests and participating in clubs that allow her to improve her knowledge and learn about more. Tasha feels a little overwhelmed by how many things she must soon grow accustomed to going into university and where to get what resources to plan her next steps.

Tasha knows exactly what she wants and just needs a simple, comprehensive tool that will allow her to fully plan her undergraduate degree so that she can ensure she has taken courses that will allow her to further her pursuit of knowledge in machine learning. Being a freshman, Tasha has no idea how to navigate the school's large, complicated, and interconnected web of courses and does not like having to keep her important planning information spread across multiple applications. Being able to see all of her plans in one place and make backup plans is essential for Tasha. Tasha wants to know which courses she needs to take during her first year to take the fourth year courses that will allow her to get to where she wants to be when she graduates.

Ferdz Hernandez

19 year-old Ferdz Hernandez is a second year student at the University of Toronto Mississauga. He lives at home with his single mother and two little sisters. He has a part time job at Walmart, where he works 20 hours a week. Ferdz has to contribute most of his time taking care of his siblings, including preparing their meals, helping them with their homework, and dropping them off to school. Ferdz is also very dependent on his job at Walmart, as his mother's income is not enough to support his entire family. He also has to contribute $2000 each semester, since he did not receive enough funding from OSAP to cover his tuition for the year.

Ferdz is often behind on school work and frequently has to drop courses he is failing to avoid reaching the academic probation benchmark. Ferdz has work right after class on most weekdays and his schedule does not permit him to attend office hours or get extra help in the math help room. On weekends he is occupied with cleaning the house, running errands, and taking his mother to her physiotherapy classes. Ferdz struggles with balancing a part time job, taking care of his family, and pursuing an education. Due to his poor grades, Ferdz has failed to meet the POSt criteria for the Computer Science major, so he may not be able to continue on his current academic path.

Ferdz needs to come up with another plan for graduation that will still allow him to become a software developer and will provide him with equal opportunities as someone with a degree in Computer Science. He would like to continue his path with a Computer Science minor combined with a major in a related field: Statistics. Ferdz would like to create a new schedule where he has enough time to work, support his family, and achieve good grades, even if it means taking an extra year. Ferdz would like to plan out his course selection from his current position as a second-year undergraduate to his final year so he can begin modifying his schedule for his new path. Planning his entire university education, from making sure he meets his program requirements, to creating a schedule that suits his needs, is too detail oriented and complicated for Ferdz. He wishes there was a simple tool that could help him map out his new path and also consider alternative paths in case of unforeseen events, such as being kicked out of a computer science course for not being a Major, or if he needs to change one of his courses in his timetable to fit his schedule outside of school. He

would also like to create multiple calendars for the next semester so he can decide on the most efficient schedule that suits both his personal and program requirements.