User personas

1. Freshmen -Ash

...ecame a freshman at GSU. He is
...s in getting ready for the
...g school year.

...iting the site to register for his
... the upcoming year. He is
...r the list of classes, what he will
...hem, the class registration site,
...student activities he can do.

Scenarios:

Scenario 1	Scenario Question
Ash wants to check out what classes are available and register for his classes	What classes are available this quarter?
User Tasks	User Steps
Look at the schedule of classes and register	1.type in URL to home page 2.Hovers over students and clicks on class registration 3. Logs into student account 4.Directed to his student class page(no classes) 5.searchs through class lists -He is able to modify his search by time, and class subject 6. searches for English class>clicks search in class list 7. Scrolls down the page and finds the class he likes 8. Clicks add 9. Is redirected to his class page that says he has successfully added the class

Scenario 2	Scenario Question
Ash wants to know what he will need for his classes (books, materials, etc)	What will I need for my classes?

User Tasks	User Steps
Look for class materials	1. type in URL to home page 2.logs into student account 3.goes to his class page 4. clicks on list of books 5. window opens up to show the list and availability in the campus bookstore

Scenario 3	Scenario Question
Ash wants to know what sports are available at the university.	What sports are there in the university?
User Tasks	User Steps
Look into Athletics	1. type URL for home page 2. goes to Athletics 3.redirected to sports page 4.click on sports from menu bar

2. High School Student- Gary

Gary is about to graduate from a high school outside of the USA and is looking into going to GSU. He is nervous about looking into colleges and is hopeful that he will be able to find the one for him

He wants to see if this university is the one for him. He is looking for which areas of study the university provides, their financial aid/tuition, information about the university (their about page), housing, food court.
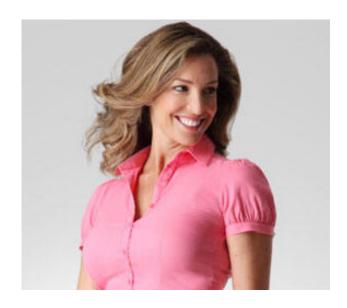
Scenarios:

Scenario 1	Scenario Question
Gary wants to look at the areas of study the university provides	**What majors are available at this school?**
User Tasks	**User Steps**
Look at the available majors the university provides	**1.Type in URL 2.go to academics**

	3.go to undergraduate degrees 4. click on list of majors

Scenario 2	Scenario Question
Gary wants to know how much it will cost to attend this school and manage his financial aid.	How much is tuition and is financial aid available?
User Tasks	User Steps
Look through the financial aid section and look up how much tuition is.	1.type in URL 2.go to admissions page 3. Click on financial aid and cost

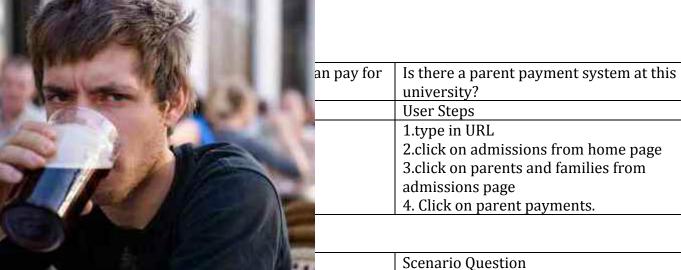| Scenario 3	Scenario Question
Gary wants to know how an international student applies for the university	What is the process of applying for international students?
User Tasks	User Steps
Find information on international student application.	1.type in URL 2.go to admissions from home page 3. Click on international on the admissions page

3. Parent of freshmen-Red

Red is a parent of a new freshman at GSU. She is overprotected of her child and wants to make sure they are going to the right university.

Red wants to make sure this university is safe and will give her child a valuable education. She wants to familiarize herself with the university's information. She is looking into the university's tuition and the parent payment programs, campus safety and police presence, and campus tours.

Scenarios:

Scenario 1	Scenario Question

	Is there a parent payment system at this university?
...an pay for	
	User Steps
	1.type in URL 2.click on admissions from home page 3.click on parents and families from admissions page 4. Click on parent payments.

	Scenario Question
...mpus	Are there informative tours about the campus site?
User Tasks	User Steps
Find out about campus tours	1.type in URL 2.go to admissions page from home page 3.Click on campus tours from admissions page.

Scenario 3	Scenario Question
Red wants to know if the campus is safe and has an active police presence	Is the campus safe?
User Tasks	User Steps
Look up campus safety information	1.Type in URL 2.Go to about page from home page 3.Go to emergency information and policies from about page

4. Student job seeker- Brock

Brock is recent grad student from a different college and is seeking out a job at GSU. He is determined to find a job that will help him pay off his loans and will get him into the field of higher education.

Brock wants to find a job on the GSU campus. He wants to look into the university's job listing section, their fellowships, pay rate statistics/ benefits, locations for openings.

Scenario 1	Scenario Question
Brock wants to see what are the available job openings for students	Are there jobs on campus for students?
User Tasks	User Steps
Look up job listings for students	1.type in URL 2.go to about page from the home page 3.click on careers from the about page 4. Go to job listings from career page.

Scenario 2	Scenario Question
Brock wants some job seeking advice	Does the school provide career advice?
User Tasks	User Steps
Look into career counseling availability	1.Type in URL 2.go to about page from home page 3.click on careers from the about page 4.click on career advising from the career page.

Scenario 3	Scenario Question
Brock wants to look into research opportunities	Does the school have research opportunities?
User Tasks	User Steps
Look in research opportunities for students	1.Type in URL

	2.Go to research page from home page 3.Click on graduate research opportunities from the research page

5. Alumni-Iris

Iris has just graduated from GSU. She is interested in graduate school and wishes to continue to attend GSU.

Iris wants to find what happens after graduation at GSU. She wants to find the university's alumni support, alumni job opportunities, and alumni networking.

Scenario 1	Scenario Question
Iris wants to know what job opportunities are available for alumni	Are there job opportunities for alumni?
User Tasks	User steps
Look for alumni only jobs	1.type in URL 2.click on alumni from the home page 3.click on careers for alumni from the alumni page 4.Look through the alumni job offerings

Scenario 2	Scenario Question
Iris wants to know what fellowships are available for alumni	What fellowships are available for alumni?
User Tasks	User Steps
Search for fellowships for alumni	1.type in URL 2.click on alumni from the home page 3. Click on fellowships from the alumni page 4. browse through the available fellowships for alumni

Scenario 3	Scenario Question

Iris wants to know more about what it means to be an alumni at GSU.	What is important to a GSU alumni?
User Tasks	User Steps
Search for school benefits for alumni	1.type in URL 2.click on alumni from the home page 3.click on GSU alumni 4.click on about GSU alumni from the alumni page. 5.Click on About Alumni from the alumni page.