

University of Louisiana at Lafayette

User Personas and Scenarios Case

Faculty and Staff – Dr. James Albert, Ph.D – Professor of Biology

Professor James Albert is a Professor of Biology with the University of Louisiana at Lafayette. As a faculty member of the prestigious University of Louisiana at Lafayette, Dr. Albert is interested studying marine biology. He research is mostly devoted to diversity, systematics, and evolution of tropical fishes. Aside from his research interests, Dr. Albert is also perceptive to his financial well-being – including his personal state of wealth and funding for his research. Although Dr. Albert spends the majority of his time researching the state of tropical fishes, he also dedicates his time to also writing research proposal grants. His biggest contributor is the National Science Foundation.

Although Dr. Albert's research encompasses the majority of his time as a faculty member at the University, Dr. Albert also enjoys teaching students as a biology professor. As of 2012, he currently mentors several graduate students in his laboratory and teaches undergraduate courses in marine biology. When he is not in his lab, he is usually in his office generating exams and evaluating student performance. He also hosts office hours for his students so students may ask him questions about the content of his classes.



Scenario 1: Class Roster

Scenario Event Description:	Scenario Question
Dr. Albert wants to download his class roster for his undergraduate class in marine biology.	Where can Dr. Albert download his class roster?

User Tasks/User Solution:	User Steps:
Find how to get his roster from the web site.	For users like Dr. Albert, users would need to execute the following steps: <ol style="list-style-type: none">1. Visit to louisiana.edu2. On the center of the screen, click on "Faculty and Staff."3. Click on ULink Portal.4. Click on Section Enrollment5. Select Class Section Code for Current Academic Calendar Year.6. Click on Download Roster.

Scenario 2: Payroll and Human Resources

Scenario Event Description:	Scenario Question
Dr. Albert would like to view his salary history and next month's paystub. He is also interested in finding his W-2 form so he can file a tax return. Dr. Albert also wonders if the University offers Direct Deposit for his pay check.	Where would Dr. Albert find his financial documents through the University's website?

User Tasks/User Solution:	User Steps:
Search the faculty website for services that pertains to Employee and Human Resources documents.	For users like Dr. Albert, users would need to execute the following steps: <ol style="list-style-type: none">1. Visit to louisiana.edu2. On the center of the screen, click on "Faculty and Staff."3. Click on "Payroll." Alternatively, users can visit http://payroll.louisiana.edu/

Scenario 3: Research Funding

Scenario Event Description:	Scenario Question
Dr. Albert is currently running low on funds for his current research on tropical fishes. He needs more funding for his expeditions out to sea especially in the Caribbean and the Gulf of Mexico. He has been scouring around from private donors to public philanthropists in hopes he can get the grant money he needs.	What kind of researching advancement opportunities does the University of Louisiana offer to its faculty and staff?

User Tasks/User Solution:	User Steps:
Search the University website for any types of funding offered through private and public sources.	For users like Dr. Albert, users would need to execute the following steps: <ol style="list-style-type: none">1. Visit to louisiana.edu2. On the center of the screen, click on "Faculty and Staff."3. Click on "Grants and Awards" under the category "Awards and Recognition." Alternatively, users can visit http://apfd.louisiana.edu/grants-awards/4. Users can select from a variety of links linking to PDF files how faculty and staff members can receive additional researching funding.