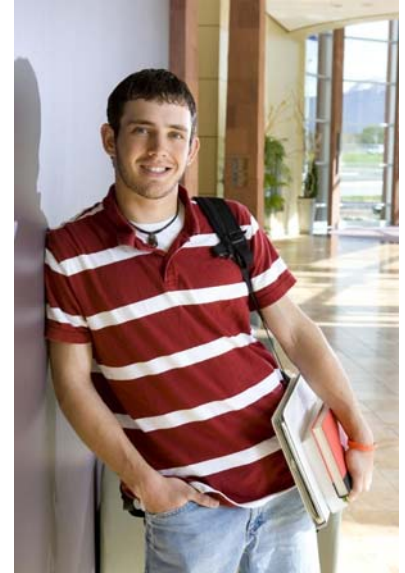# University of Louisiana at Lafayette

User Personas and Scenarios Case
Current Students – John

John is a freshman at the University of Louisiana at Lafayette. John comes from a wealthy family. Both his parents are entrepreneur in the financial industry and aeroaviation industry, respectively. Currently John is undeclared in his choice of study, but he has interests in music, math, and biology. John does not excel very well in math, but he hopes that he can get some tutoring. As a freshman, John always sought help from fellow peers and faculty members some academic advising from the University. He hopes that he can attain some help from the University so he can decide what major he wants to do. John also wants to do research, but doesn't know where to start. He hopes that over time he is able to research about a subject that can impact many lives. John doesn't know what career he wants to after graduate, but he hopes his dreams can become reality.

John is an extremely social person. He loves to party and hang out with friends. He hopes that he can join a fraternity that will cater to his personality. Many of his residence peers know John for his friendly and generous personality.

Scenario 1: Check grades

Scenario Event Description:	Scenario Question
As a freshman, John finished his first quarter at the University. John wants to check his grades, but is unable to do so. John is eager to know how he did in his classes because he needs to add a class that has pre-requisites.	Where can John check his grades from the previous semester?

User Tasks/User Solution:	User Steps:
Find out where to check for grades.	1. Go to "louisiana.edu". 2. Click on the "Current Students" link in the middle of the homepage. 3. Find "Communications" 4. Click on the "Check Grades" link. 5. Read through the information 6. Click on "ULink" link to access the school portal to check grades

Scenario 2: Workshops and Tutoring

Scenario Event Description:	Scenario Question
John needs help on his Calculus homework. He needs to pass this class in order to fulfill his General Education requirements. He isn't able to reach his professor to get help on his homework because his office hours conflicts with one of his classes. John needs urgent help on his homework because there is an upcoming midterm.	Are there any programs that offer tutoring for math?

User Tasks/User Solution:	User Steps:
Find out if the University has a tutoring center or a place that is able to offer homework help.	1. Go to "louisiana.edu". 2. Click on the "Current Students" link in the middle of the homepage. 3. Click on "Academics." 4. Click on "Tutoring." 5. Click on the "The Learning Center/Tutoring" 6. Read through the information and find out the time and location of the tutoring center.

Scenario 3: Academic Advising

Scenario Event Description:	Scenario Question
John needs some academic advising from the University. This is his first semester of college for him and he doesn't know what he needs to take. John realizes that he needs to make an appointment to get help from counselor in order to achieve his goals.	Where can John reach a counselor so he can take the right classes to graduate?

User Tasks/User Solution:	User Steps:
Find out where academic advising is and how can academic advising help students.	1. Go to "louisiana.edu". 2. Click on the "Current Students" link in the middle of the homepage. 3. Click on the "Advising" 4. Click on the "Advising Appointments" link. 5. Read through the information and click "ULink" to make an advising appointment. 6. Return to the previous page to read more information about advising