

University of Louisiana at Lafayette

User Personas and Scenarios Case

Prospective Students – Michelle Palin

Michelle Palin is a 17-year old high school student planning to apply to college. She is looking at many schools, including University of Louisiana at Lafayette. Her parents are currently unemployed and she needs financial assistance to go to college. Her parents are hoping that Michelle strives for an education in law school. However, Michelle's heart is still undecided what her choice of study might be in college. During high school, Michelle has been an active member of her community. She was part of the speech and debate team as well as also a student volunteer with her local YMCA. She plans to continue this through college.

Michelle also likes to be near home a lot in Louisiana. She especially loves her hometown especially with the great weather and the peaceful surroundings in her neighborhood. She hopes that the college she chooses will also have the same kind of weather features just like home.



Scenario 1: Majors and Minors

Scenario Event Description:	Scenario Question
Michelle wants to know what majors and minors are offered at University of Louisiana at Lafayette.	Does University of Louisiana at Lafayette have programs to help undecided students find their passion?

User Tasks/User Solution:	User Steps:
Find a list of majors that University of Louisiana at La Fayette offers, and descriptions of the majors.	<ol style="list-style-type: none">1. Go to "louisiana.edu".2. Click the "Academics" link found in the top navigation.3. Find "Undergraduate and Graduate Programs"4. Click the "Colleges & Departments - Departments A-Z - Majors A-Z" link found near the top of the page.5. Click on the "Nursing" link found under the Degree Programs by College.

Scenario 2: Residential Life

Scenario Event Description:	Scenario Question
Michelle wants to live on campus. She wants to know what the dorms are like and what options she has in choosing different types of residential dorms. In addition, she also wants an experience the food in the dining halls. She wants to know how much the residence halls are as well.	Does University of Louisiana at Lafayette have different types of dorms? What are the room and Board Rates

User Tasks/User Solution:	User Steps:
Find information about available residential halls and housing. Find out the rates for the residential halls.	<ol style="list-style-type: none">1. Go to "louisiana.edu".2. Click on Current Students3. Click on Housing.4. Click on the "Residential Halls and Housing" link in the top navigation.5. On the side panel look through each different types of Residence Halls6. Read through the information7. Click on the "Room and Board Rates" link in the top navigation.8. Read through the information

Scenario 3: Student Organizations

Scenario Event Description:	Scenario Question
Michelle would like to join a college speech and debate team to continue her passion for speech and debate.	Does UL have any student organizations that involve matches Michelle interests?

User Tasks/User Solution:	User Steps:
Find information about student organizations at UL.	<ol style="list-style-type: none">1. Go to "louisiana.edu".2. Click on the "Student Life" link in the top navigation.3. Scroll down to the Campus Organizations section. Click on the "Student Organizations Information" link.4. Once inside ulstudentlife.com/home click on "Organization List- Alpha Order"