

University of Louisiana at Lafayette

User Personas and Scenarios Case

Current Students – Matthew

Matthew is a sophomore at UL. He has recently changed his major to Economics from Spanish Literature, and needs to see what economics classes will be offered next semester. Even though he switched majors (mostly because his parents told him that Spanish Literature was really a terrible idea), he is still quite interested in Spanish, and would like to study abroad in a Spanish-speaking country. In his spare time, Matthew enjoys attending sports games with his friends, and sometimes playing intramural sports.



Scenario 1: Schedule of Classes

Scenario Event Description:	Scenario Question
Matthew would like to take as many economics classes as possible next semester, and needs to find out what is being offered.	What economics classes are being offered next semester?

User Tasks/User Solution:	User Steps:
Find the course catalogue for next quarter, and find the economics courses being offered.	<ol style="list-style-type: none">1. Go to "louisiana.edu".2. Click on the "Current Students" link in the middle of the homepage.3. Click on the "Schedule of Classes" near the top of the page.4. Click on the "Proceed to Real Time View" link.5. Input "Economics" into the Search Subject for Course List, and "Fall 2012", and click "Search Subject".6. Browse available course from the "Please select a course list".

Scenario 2: Studying Abroad

Scenario Event Description:	Scenario Question
Matthew is interested in studying abroad in a Spanish speaking country.	What kinds of study abroad programs does UL offer, and in what countries?

User Tasks/User Solution:	User Steps:
Find information about UL's study abroad programs, such as where they are offered, and what classes can be taken abroad.	<ol style="list-style-type: none">1. Go to "louisiana.edu".2. Click on the "Academics" link in the top navigation.3. Scroll down to the Evening and Continuing Education section and click on the "Study Abroad" link.4. Mouse over the "Sites" tab in the top navigation.5. Select the country you want to view information for.6. Select either the "Courses" link or the "Program" link to view more information about studying abroad in that area.

Scenario 3: Sports

Scenario Event Description:	Scenario Question
Matthew would like to find out what sporting events are coming up so that he can attend one.	What sporting events are upcoming, and when is it?

User Tasks/User Solution:	User Steps:
Find a schedule of sporting events.	<ol style="list-style-type: none">1. Go to "louisiana.edu".2. Click on the "Student Life" link.3. Click on the "NCAA Division 1 Sports" link.4. Click on the "ragincajuns.com" link.5. Scroll down the page to view the Upcoming Events section.