

# University of Louisiana at Lafayette

## **User Personas and Scenarios Case** **Parents and Families – Kevin Dougherty**

Mr. Dougherty has a 19 year-old son named Alan who currently is attending ULL. Mr. Dougherty and his wife always saw college as a prominent resource for their child's success. Unfortunately, Mr. Dougherty's occupation as a construction worker cannot fully support his son through his son's college career. As for Mrs. Dougherty, Mrs. Dougherty does not work.



Financially, Mr. Dougherty has saved very little. During the 2009 recession, Mr. Dougherty lost his job. Overall, he would describe his financial health as slightly unstable. Unfortunately for Mr. Dougherty, Mr. Dougherty slacked off during high school and did not do well academically. He has tried attending a community college in the local area but ultimately dropped out. Ultimately, Mr. Dougherty wants the best for his son so his son will not suffer the same fate as him. He hopes that college will open bigger job opportunities for his son unlike himself.

### **Scenario 1: Costs and Financial Aid**

<b>Scenario Event Description:</b>	<b>Scenario Question</b>
Mr. Dougherty wants to know the cost and tuition of attending the University of Louisiana at Lafayette. He also knows want to if there is any financial assistance for low-income families.	What is the expected family contribution Mr. Dougherty has to help his son pay for college?

<b>User Tasks/User Solution:</b>	<b>User Steps:</b>
Find out what types of financial aid is offered and find out the estimated tuition costs per year.	<ol style="list-style-type: none"><li>1. Go to "louisiana.edu".</li><li>2. Click "Prospective Students" on the front page</li><li>3. Click "Freshmen Students"</li><li>4. Find "Money Matters"</li><li>5. Click the link: "Estimated Costs"</li><li>6. Go back to the previous page</li><li>7. Click "Financial Aid"</li><li>8. Click "Types of Aid"</li><li>9. Read through the types of financial aid information</li></ol>

## Scenario 2: Student Health Programs

Scenario Event Description:	Scenario Question
Alan told his father he would be joining the football team. However, Mr. Dougherty is concerned about his football injuries will hinder his academics. Mr. Dougherty worries about his son's injuries will prevent him from attending class. Alan's father wants to be reassured that Alan will the receive assistance from the college if he is ever injured in the future.	Is there any on campus student health insurance especially for student athletics?

User Tasks/User Solution:	User Steps:
Find out if there a student health insurance plan that can accommodate student athletes. Find out how much each covered services costs in the insurance plan.	<ol style="list-style-type: none"><li>1. Go to "louisiana.edu".</li><li>2. Go to search and type: "insurance"</li><li>3. Click on the first result displayed as: UL Lafayette Student Health Services</li><li>4. Go to Student Insurance</li><li>5. Scroll down to "Domestic Students" and click on the documents to read the student health insurance plan.</li></ol>

## Scenario 3: Honors Program

Scenario Event Description:	Scenario Question
Mr. Dougherty would like to have his son to be in the Honors Program at the University. He would like to know what the requirements are for his son to be able to participate in this program.	Does University of Louisiana at Lafayette offer a honors program? What are the requirements to join the program?

User Tasks/User Solution:	User Steps:
Find a list honors programs offered at the University and find out what are the requirements for the honors programs.	<ol style="list-style-type: none"><li>1. Go to lousiana.edu</li><li>2. Go to search and type: "honors program"</li><li>3. Click on the first result displayed as UL Lafayette Honors Program</li><li>4. Click on Prospective Student on the left side panel</li><li>5. Read the following information about the university honors program</li></ol>