

University of Louisiana at Lafayette

User Personas and Scenarios Case

Alumna – Megan

Megan is a 32 year old young professional that graduated from the University of Louisiana at Lafayette. Megan was a theater major who now works at a production company. She has worked for many famous directors in Hollywood after her graduation from ULL such as Steven Spielberg and Tom Hanks. Megan’s job involves stage production and script editing. During her time at ULL, she has learned a lot about the dynamics and mechanics of theater production. Megan is so thankful to ULL for her success mainly because of the support she had from both her peers and mentors. Unfortunately, Megan has lost contact with many of those who positively impacted her life that she met ULL. With the high amount of success Megan has achieved as a result of her attendance at ULL, Megan wants to get involved somehow.

Megan also likes to play sports. While she attended ULL, Megan was an avid tennis player. She enjoyed mentoring the lowerclassmen on the neat tips and tricks of tennis. Not only did she also was a model role model tennis player; but she also served as a tutor for her lowerclassmen theater peers. In one year, she won an award for being a distinguished student.



Scenario 1: Gifts and Donations to the University

Scenario Event Description:	Scenario Question
Megan wants donate to the University. Her creative theater production skills have won many praises. These praises has allowed her to gain a significant amount of bonuses in her salary.	Where can Megan find information to donate funds to the University as an alumna? What is the maximum amount Megan can donate?

User Tasks/User Solution:	User Steps:
Find out information on how to donate funds to the University and what is the maximum amount she is allowed to donate.	<ol style="list-style-type: none"> 1. Go to "louisiana.edu". 2. Click on "Alumni, Donors, & Friends" 3. Click on "Alumni Association" 4. Discovers unable to contribute through the Alumni Association 5. Actually needs to click below on "Office of Development." 6. Click on "How to make a gift." 7. Read about different donation and gift possibilities. 8. Decide what kinds of gift donors can contribution 9. Click on "Cash Gift."

Scenario 2: Alumni Networks and Alumni Association

Scenario Event Description:	Scenario Question
Megan wants to reconnect with her college friends. Megan has lost her college friends contact numbers. She realizes that she has spent too much time on work and wants to know what is going on with their life.	How can Megan reconnect with her college friends? Are there any programs to reconnect alumni?

User Tasks/User Solution:	User Steps:
Find out if the University offers an alumni network or an association that can help alumni/alumnas reconnect with other alumni.	<ol style="list-style-type: none"> 1. Go to "louisiana.edu". 2. Click on "Alumni, Donors, & Friends." 3. Click on "Programs and Services." 4. Click on "Reunions."

Scenario 3: Undergraduate Mentoring

Scenario Event Description:	Scenario Question
Megan wants to mentor other undergraduate Theater majors at UL. Megan is also interested in giving advice and possibly offer job opportunities to these students that are interested in theater and stage production fields.	How Megan apply as an undergraduate mentor for the Theater department?

User Tasks/User Solution:	User Steps:
Find out if the University offers an alumni mentoring program for undergraduate students.	<ol style="list-style-type: none"> 1. Go to "louisianaalumni.org". 2. Go to search and type "Mentor" 3. Click on "How you can Help". 4. Read the information on the page about mentoring undergraduate students