

Crangis Macbeth (The non-tech savvy instructor)



Crangis is an older professor, and he likes to give lectures the old fashioned way: on the chalkboard. Over the years, students pleaded for notes to be posted online, but Crangis thinks that this is just a way for students to not show up to his lectures, so he abides by his no-tech policy. He is a firm believer in active student participation with the material, so he prefers his students to be there when he explains concepts in detail, and poses questions to the class.

Being older, Crangis has been mostly unwilling to use technology in his class, due to the friction of setting up software and the learning curve of using it. He lives by the motto of “If it ain’t broke, don’t fix it, ” and does not plan on using technology in the classroom anytime soon. Besides, he thinks, why would a humanities course need tech integrated into it?

With all that being said, being an instructor for many courses takes a toll on Crangis. He wishes he could mark homework/quizzes faster, so that he could dedicate more of his free time to research in his field.

Above all, Crangis values routine, and enforces participation in his classroom. Taking attendance at the beginning of class is possible for smaller, upper year classes, but nearly impossible for the large classes one encounters in first year courses. Alas, he cannot reasonably take the attendance of 300 students without wasting precious class time. He wishes there was a better way, but is unaware that technology could aid him here.

Harvey Specter (The tech savvy instructor)



Harvey is the hotshot professor that's half of his department's age. At 26, he's obtained his PhD and is on track to becoming one of Canada's top researchers. He attributes his success to his acute time management and organizational skills, both of which are aided by his use of technology. Harvey has tech integrated into every part of his life; he can barely remember the last time he bought something in a physical store, or the last time he had to manually set the temperature at his home. He's even got a 6 monitor setup, and no one knows what he needs them for.

Slightly rebellious by nature, he has a distaste for following the rules and prides himself on being "hip". He's introduced his department to Trello for scheduling, and he even pays for the department wide Slack.

Although he can't coerce his peers into seeing things his way, his word is law in the classroom, and he desires a streamline teaching experience with technology. He can be organized to a fault since everything must be exactly how he wants it to be: all the student attendance sheets, in-lecture quizzes, and handouts must all be in one place. Harvey is a busy man, with no spare time to be jumping back and forth between different programs for different tasks; his research papers won't write themselves.

He is well liked by his audience, as evident from his course evaluations. Over time, he's fallen into the trap of attaching his ego to the evaluations, and a drop in evaluation will surely cause Harvey great grief. This causes him to be wary of switching up his regular teaching formula and adding more tech. However, he knows that the newer generation has fully grown up on technology, and they could also benefit from having an efficient

platform where they can check their grades, mark attendance, participate in in-class quizzes, etc.

Harvey isn't a top ranked professor by accident; he notes that it'd be great if tech could allow the shy-er kids to ask questions anonymously during lecture, which he could answer in during the last 5 minutes of lecture. He knows how daunting it can be asking a question in front of 200 other students, as he was an undergrad not that long ago as well, or so he likes to think.

Being the talented man he is, Harvey teaches multiple subjects, and realizes that for courses such as math, multiple choice quizzes are not satisfactory. To remedy this, he incorporates TopHat into his classes. TopHat allows him to administer quizzes where students can show their work as well and prevents students from swapping tabs and cheating on their quizzes.

However, because students had to pay \$30 for only 4 months of Tophat usage, he finds that some students do not have the means to pay for this software. He decides to stop using TopHat and is currently looking for software that is cheaper and has similar functions.

Anson Wang (The “good” student)



Anson is a 20 year-old male student attending the University of Toronto. He is currently in his third year studying as a Computer Science specialist. Anson was born in Toronto, but his entire family is from China. His parents moved from China to Canada before he was born because they believed that he would be able to have a better life in Canada. Since Anson's parents were very strict when it comes to school, he grew up believing that school was the most important part of his life. As a result, he did not go out very often because he did not see any value in socializing. This led to him developing poor social skills. Since he never had many friends to hang out with, he developed a love for video games and usually plays games in his free time.

Anson's love for video games led to him developing an interest in video game development. He decided to study Computer Science because he believed that it would support his desire to create video games in the future. Throughout his whole life, Anson has gotten good grades in school. He was always at the top of his class academically in elementary school and high school. Despite not having any Computer Science background before university, he was able to get a 3.8 GPA in his first year of university. He continues to maintain a 3.8 GPA in his third year.

Anson is always up to date on the newest technologies. He loves watching MKBHD, Bitwit, and other tech YouTubers to learn about new cutting edge technology. From being a long time PC gamer, he decided to build his own gaming PC so that he can enjoy playing video games on the highest quality settings without worrying about performance issues.

When attending university lectures, Anson prefers to use his laptop to type notes instead of writing notes on paper. He finds that typing on a laptop is much faster than writing notes, allowing him to keep up with the professor during lecture. Since most of

his time is spent in front of a computer, he prefers to use online textbooks rather than physical copies of textbooks. Similarly, rather than having to write in-class quizzes, he prefers to be able to complete these quizzes online.

Davinder Jangra (The “bad” student)



Davinder is a 3rd year university student, and at this point, he's fed up with it. He just wants to get done with the rest of his degree and get to work in the real world. He barely shows up to lecture, as his commute time is too long for him to rationalize coming to school, making lectures with mandatory attendance the bane of his existence. He does note that he does do better in the classes he actually shows up to, go figure. However, as he has gotten to his upper year courses, he's found there to be less courses with mandatory attendance. The ones that do take attendance use clickers, which he asks his friend to click for him.

Although he gets good enough marks to not be put on academic probation, he is not pushing himself to his fullest potential. His long commute, along with the fact that he works a part time job, leaves Davinder mostly drained of energy. On the times he does show up to school, he is reading during his commute, and although he enjoys his readers, he wishes he could easily access course materials on the go. Davinder lacks the motivation to do better, and he as much as he wants to improve, he knows that it needs to be done in incremental steps.

Perhaps if there was a platform to make Davinder show up to lecture more often, he'd be more motivated to push himself. Also, in order to improve, it'd be useful to have mini quizzes so that Davinder knows he's on the right track, and if not, how he could fix it. Right now he's frustrated that the only time he's tested on his knowledge, it's worth at least 10% of his mark.

Although he isn't the most tech-savvy person, he knows his way around the normal tech people his age do, and his attitude to technology is relatively agnostic, but he does see the benefits. The only way he's been passing his courses is because of sites like KhanAcademy and online quiz banks. With more technology tools, perhaps Davinder could push himself to do better.