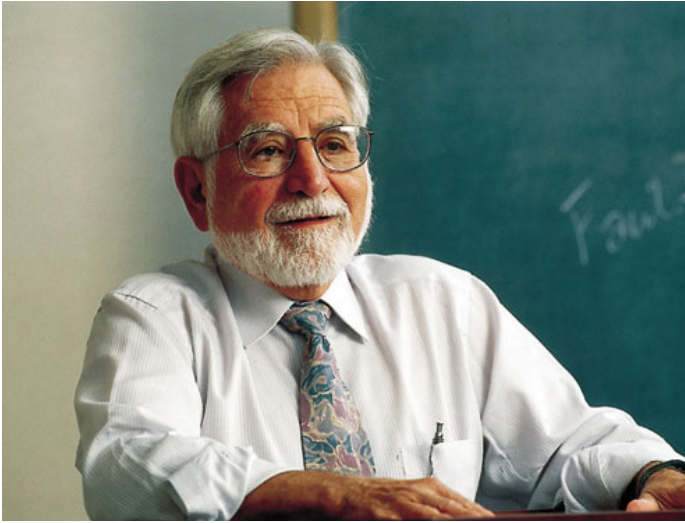


# OWNER professor



**NAME** Professor Gary  
**OCCUPATION** professor  
**ROLE** teaches computer science at the University of Chicago  
**AGE** 60  
**FREQ OF USE** 2-3 times per week (every lecture)  
**TOOLS** Microsoft word and excel, programming tools and languages, a script that grades programming assignments

## RESPONSIBILITIES

- prepares lecture notes in advance
- creates programming assignments
- answers emails from students, other faculty, and administration
- hires, coordinates, and oversees tutors to help with labs
- lecture
- create quizzes and finals

## GOALS

- help answer students' questions about lecture material or programming assignments
- create programming assignments that go over the concepts and facilitate learning
- make sure the students are learning the concepts
- provide support, resources, and helpful feedback to his students
- ensure the tutors are giving helpful personalized help

Professor Gary teaches computer science and is dedicated to his students' learning about the concepts and the programming assignments. He has a lot of industry experience, and he wants his students to truly be prepared for industry, so he teaches a lot more concepts and creates programming assignments that are meant to teach the students a lot. He likes to minimize the amount of time he spends in front of the computer, since his eyes are getting worse. Students often have a lot of questions because he goes a little fast to cover all the concepts, and every students struggles with something different with their programming assignment. He tries to help answer students' questions about the concepts and the programming assignments through an online Q&A forum, but students often ask so many trivial questions that the important ones are hidden underneath. He also gets a lot of emails asking trivial questions, but he doesn't want to waste time answering emails all day.

## OBSTACLES

- classes are extremely huge, so that means more tutors, more emails, and therefore more time out of his day and more time in front of the computer
- often stares at his laptop screen to look at his notes while he lectures, and doesn't notice the raised hands
- lack of questions during lecture, but too many questions, and often trivial ones, through email
- tutors need a lot of verbal and written directions
- is often unsure if the students are actually learning the important concepts
- is often unsure if the programming assignments are unclear or clear to the students
- the online Q&A forum is riddled with trivial questions the overshadow the important questions