

AUDIENCE student



NAME Ellie Smith
OCCUPATION student
ROLE 1st year computer science student
AGE 19
FREQ OF USE 2-3 times per week
(every time the professor uses)
TOOLS Linux, C++, Java, command line

RESPONSIBILITIES

- go to the lab to get help from tutors
- finish the programming assignments
- take the quizzes and finals
- attend lecture
- see announcements and lecture notes the professor posts
- ask questions on the online Q&A forum
- communicate with tutors and professors if necessary, like when there's a problem with grading or when she has a question

GOALS

- see activity regarding the class from other students, tutors, and the professor
- get her questions answered from the tutors and the professor
- get a good grade in her classes
- learn applicable skills to apply in the industry
- keep track of deadlines and important dates
- find other people she can work with

Ellie Smith is a first year computer science student, eager to learn what's necessary to get a job as a software engineer after college. However, she understands that even though the computer science classes are not purely applicable skills, but grades are also important to getting her those interviews. Even though she gets personalized help in the labs from the tutors, the tutors are often not as informed as the professor and are sometimes unsure of what the professor prefers or even requires. Even though Ellie would love to pursue this as a career, she still finds the concepts sometimes confusing. Ellie is also involved in several clubs, including Women In Computing and her sorority, so she doesn't have time to go to her professor's office hours, or even stay after class to ask her questions. Professors often offer an online Q&A, but other students' questions often overshadow her question.

OBSTACLES

- lack of time doesn't allow her to approach her professor in person outside of lecture
- professors are not extremely clear about the difficult and confusing concepts
- tutors are often unsure of the requirements and the professor's preferences
- without getting her questions answered, her quizzes and programming assignments will suffer
- her questions are overshadowed by other students' questions
- there are too many questions on the Q&A forum