

AUDIENCE the shy student



NAME Emily Shy
OCCUPATION student
ROLE 3rd year philosophy student
AGE 20
FREQ OF USE 2-3 times per week
(every time the professor uses)
TOOLS Linux, 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
- find a way to ask questions to the tutors and professor without being judged
- pass the class
- keep track of deadlines and important dates
- be reminded of basic concepts and terminology

Emily Smith is a third year philosophy student taking a computer science class. She is currently taking an introduction to computer science class because the school requires her to take it because of GE requirements. Even though this is an introduction class, the professor often forgets to review concepts and assumes the students understand the basic concepts and terminology, while Emily is still unfamiliar with them. She just wants to pass this class, but is not necessarily concerned with understanding the concepts fully, since this is not what she wants to pursue. Emily, however, is shy, and doesn't like to speak up in class, talk to the professor one-on-one, or go to tutor hours. Not only is she shy, but she is afraid of judgment from the professor and peers if she asks for a reminder about the basic concepts and terminology. She has experienced on the online Q&A forum, other students have made jokes about how the question she has asked is something they should already know.

OBSTACLES

- lack of motivation to learn the concepts and terminology fully
- she has a shy personality and doesn't want to talk to strangers
- professors do not review terminology and concepts, and assume students remember them
- fear of judgment of "stupid questions" in person and on the online forum
- without understanding what the professor is talking about in class as he builds on the concepts, her grade will suffer
- professor has mentioned that he would not like any trivial emails or questions-- they should all go to the online Q&A forum