Personas

Persona: Sarah Thompson

- **Role:** Administrative Support Team Member
- **Age:** 35
- **Background:**
  - Sarah has been working at the Victorian Institute of Technology (VIT) for 7 years in the administrative support team.
  - She has a Bachelor's degree in Business Administration.
  - Sarah is experienced in managing course schedules, classroom allocations, and student enrollment data.
  - She is comfortable using office productivity software like Microsoft Excel and is familiar with internal systems used by the institute.
- **Goals:**
  - To efficiently manage and update classroom and laboratory capacities.
  - To ensure that timetables are accurate, up-to-date, and reflect the needs of both students and faculty.
  - To simplify the process of generating, modifying, and distributing timetables.
  - To minimize errors in scheduling and classroom assignments.
- **Challenges:**
  - Handling large volumes of data during peak enrollment periods, leading to potential errors in manual scheduling.
  - The current system is outdated, requiring manual adjustments and lacking automation features.
  - Communicating and coordinating timetable changes with faculty and committee members can be time-consuming.
- **Needs:**
  - A user-friendly system that allows her to upload enrollment data and automatically generate timetables.
  - The ability to easily modify classroom capacities and update timetables as changes occur.
  - A reliable way to download timetables in Excel format and share them with colleagues via email.
  - A system that reduces the manual workload, allowing her to focus on higher-level tasks.
- **Technology Comfort Level:**
  - Moderate: Sarah is comfortable with basic technology but prefers straightforward, intuitive interfaces.
  - She is quick to learn new systems if they are well-documented and easy to use.
- **Motivations:**
  - Sarah is motivated by her commitment to ensuring that students and faculty have a smooth experience with the course schedules.
  - She takes pride in her work and wants to use tools that help her maintain high standards of accuracy and efficiency.

*Created and optimised by Sprint1 Scrum Master and ChatGPT