

III. Persona, scenario, & storyboard

Visualizing the Design process

Upon taking OfficeMentor through the more visual/real world characterization process, the primary and secondary personas were determined. The primary personas revolved around focusing on employees that were of the senior and junior positions, typically older if in a senior role and younger if in a junior role. Secondary personas may include any associates or co-workers that help primary personas in their day-to-day operations. Upon establishing the personas for OfficeMentor, a scenario was concocted to help visualize the people that may use OfficeMentor.

The scenario starts with an elderly man or woman who is working in a senior position during the pandemic for a large organization that had just been informed that their company is adapting to a new platform to help alleviate workflow throughout the organization remotely. The senior employees are then tasked to use OfficeMentor to help the new junior oncoming employees by mentoring and collaborating among one another. There is also the added benefit of them trading competent skill sets and bridging the gap in communication between one another. OfficeMentor includes tasks that allow users to navigate a user interface easily even for someone who may lack computer literacy skills.