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User-Centered Design and Development | CSSCI 5839

Scenarios

Student View:

A high school student named Dina is about to finish school in a year. She is planning to go to college due to cultural traditions and encouragement from her family. Dina is trying to study abroad, especially in the US. She is originally from Lebanon and doesn't know what her options are in different study fields or which schools are possible for her to transfer. She has resources for her to find a school inside her country through her high school or family but she has no idea how the process goes in the United states. So she downloads Dalphin to her phone and starts taking some short quizzes to find out which major or school would be a best fit for her and accommodate her background. After completing the short questionnaire, she gets access to bunch of school or major options where she can add to her profile to keep record. Each school displays all the necessary requirements from needing SAT/GMAT scores to tuition rates for in-state/out-of-state/international rates and many more to help her keep track of her applications. Later on, she uses her profile and saved information to check off the list as she starts applying.

Parent View:

Dina's dad is extremely supportive of her choice of going to a university and likes researching schools for their rankings, tuition rates, safety, and many other information to find a best fit for his daughter. He is mainly concerned aboutw financial expenses during the process and wants to make sure he helps his daughter with filling each application correctly. Therefore, he also downloads Dalphin to his phone and starts taking short quizzes based on his own interests. Once he gets more information, he now can share his findings with his daughter and transfer any information needed to Dina's profile. After connecting with his daughter, he also can keep track on which schools Dina already applied and which ones are pending so he could be extra cautious not to miss any deadlines.