

Susie

Background

- Susie
- Freshman, Age 18
- Female
- Anaphylactic Allergic Reaction to Pine Nuts



Susie is a freshman who has just gotten on campus. She currently lives in North campus and has already contacted dining services and spoken about procedures they should follow when eating on campus. As a freshman, Susie is still learning about where and what she can eat. As she cannot eat pine nuts, or anything prepared with or near them, without risking an anaphylactic shock, she is afraid to go too far outside of what she already knows and feels left out when her friends all go out to eat, making her feel isolated by her condition. She knows a bit about North campus dining halls but knows very little about West and Central dining halls and even less about College Town and the rest of Ithaca. Course of study is undecided though she is in Arts and Sciences at the moment.

Needs:

- She wants information about what she can eat at various dining halls on campus.
- Adapt to her college experience and get the most out of Cornell while she's there (whatever that means to her personally.)
- Not having her eating habits get in the way of her social experience on campus.
- If possible, she'd also like to expand her current dining options and possibly get in contact with older students on campus who are also allergic to pine nuts.

Behaviors:

Susie would use our product very frequently when visiting new dining halls or just to get opinions from more experienced students. She would use it nearly daily through her phone, possibly ordering exclusively off of the menu until she gets a better understanding of what's available to her. As she learns more about on-campus dining, she'll slowly stop relying on the app as much and ideally start contributing to its information base for other new students on campus.