

#	Use Case	Persona	Other Personas	Importance	Frequency	I * F	Interaction Cost	Page Distance	Redesign Cost
1	As a new student, I want to look at a map of the university to find where my classes are.	Current Student	Faculty	High	High	High	1	1	1
2	As a new student, I want to find out if any of my previous credits will be transferred.	Current Student	Prospective Student	High	Medium	High	N/A	N/A	N/A
3	As a new student, I want to find the campus police number and maintenance number.	Current Student	Faculty	Medium	Low	Low	4	4	2
4	As a student with disabilities, I want to find out what resources are available to help me succeed.	Current Student	Parent	High	Low	Medium	4	2	3
5	As an injured student, I want to find out if there is any transportation options for me to use.	Current Student	Faculty	High	Low	Medium	N/A	N/A	N/A
6	As a faculty member, I want to find out how many TAs I can have.	Faculty		Medium	Low	Low	N/A	N/A	N/A
7	As a prospective student, I want to find out how diverse the university's student body is.	Prospective Student	Current Student, Parents	Low	Low	Low	N/A	N/A	N/A
8	As a prospective student, I want to learn if there are any major sports teams and a community surrounding them.	Prospective Student		Low	Medium	Low	5	4	2
9	As a prospective student, I want to see what the average class size is for my potential major.	Prospective Student		Medium	Medium	Medium	N/A	N/A	N/A
10	As a prospective student, I want to see if there is a greek life system.	Prospective Student	Current Student	Low	Low	Low	N/A	N/A	N/A
11	As a prospective student, I want to find out what residential life on campus is like.	Prospective Student	Parents	Medium	Medium	Medium	2	2	1
12	As a prospective student, I want to see a virtual tour of the campus.	Prospective Student	Parents	Low	Low	Low	3	2	2
13	As a prospective student, I want to attend my colleges orientation and need information about it.	Prospective Student	Parents	Medium	Low	Medium	3	3	2
14	As a student, I want to calculate what my GPA could be next quarter/semester.	Current Student		Medium	High	High	3	4	3
15	As a returning student, I want to find out how to become a resident advisor (RA).	Current Student		Medium	Low	Low	5	4	5
16	As a faculty member, I want to find out which areas I'm allowed to park in.	Faculty	Current Student, Staff	High	Low	Medium	4	4	3
17	As a student I want to find out how to become a tutor in my department.	Current Student		Low	Low	Low	N/A	N/A	N/A
18	As a student, I want to find a faculty contact information directory so I can contact my professor about missing class.	Current Student		Medium	Medium	Medium	3	4	2
19	As a student, I want to find out what my current address is so I can receive mail.	Current Student	Parents	High	Medium	High	2	2	2
20	As a student, I want to view this year's academic calendar.	Current Student	Parents, Faculty	High	High	High	3	3	3
21	As a student, I want to schedule an appointment with an academic advisor.	Current Student		Medium	Medium	Medium	N/A	N/A	N/A
22	As a student, I want to see if there are mental health resources to use on campus.	Current Student	Faculty, Staff	High	Low	Medium	4	3	2
23	As a parent, I want to find out what kind of loans are available to help with tuition.	Parents	Prospective Student	High	Medium	High	3	3	3
24	As a parent, I want to see if there is a work study program offered and how it works.	Parents	Prospective Student	Medium	Low	Medium	N/A	N/A	N/A
25	As a parent, I want to deposit money into my child's personal account.	Parents		Medium	Medium	Medium	N/A	N/A	N/A
26	As a parent, I want to pay for the tuition for my child's current quarter/semester.	Parents	Current Student	High	High	High	N/A	N/A	N/A
27	As a parent, I want to find out if there is any system of viewing my child's grades with their permission.	Parents		Low	Low	Low	N/A	N/A	N/A
28	As a parent, I want to read about the university's security policies.	Parents	Prospective Student	Low	Low	Low	3	3	2
29	As a parent, I want to read about the university's admission requirements.	Parents	Prospective Student	Medium	High	High	N/A	N/A	N/A
30	As a parent, I want to see if there are any parent involvement programs.	Parents		Low	Low	Low	3	4	3
31	As a parent, I want to email my student's professor to ask why they are doing poorly.	Parents		Low	Low	Low	3	4	3
32	As a parent, I want to see which financial aid opportunities my child qualifies for.	Parents	Prospective Student	High	Medium	High	3	3	2
33	As a returning student, I want to find out what housing options are available to me.	Current Student		High	High	High	N/A	N/A	N/A
34	As an employee, I want to find out the holiday schedule so I can plan my vacation.	Staff	Students, Faculty	High	Low	Medium	3	3	2
35	As an employee, I want to learn details about my medical insurance.	Staff	Faculty	High	Low	Medium	N/A	N/A	N/A
36	As an employee, I want to find out the University's absence policy.	Staff	Faculty	High	Low	Medium	N/A	N/A	N/A
37	As a faculty, I want to learn about University's sabbatical process.	Faculty		High	Low	Low	5	2	5
38	As a graduate student in computer science, I want to find out who is doing research in machine learning.	Current Student	Faculty	Medium	Medium	Medium	4	4	4
39	As a graduate student in computer science, I want to find out the requirements/benefits for application for a TA position.	Current Student		Medium	Low	Medium	5	Unreachable	5
40	As a graduate student in computer science, I want to find out my degree requirements	Current Student		High	Low	High	2	4	2
41	As an employee, I need help for fixing my computer.	Staff	Faculty	Medium	High	High	2	3	2
42	As a student, I want to book a study room in the library.	Current Student		Medium	High	High	1	2	1
43	As an employee, I want to find out about the pay schedule.	Staff	Faculty	Low	Medium	Medium	2	3	2
44	As an employee, I want to find out what kind of retirement plan is offered.	Staff	Faculty	High	Medium	High	4	4	2
45	As an employee, I want to find out if I get any gym/health facility benefits.	Staff	Faculty	Medium	Medium	Medium	3	4	3
46	As an employee, my manager has assigned me training courses. I need to find the training course signup and schedule.	Staff		High	High	High	2	3	2
47	As a high school student, I want to find a public physics talk to attend, to write up for my physics report.	Public	Current Student	Low	Low	Low	5	5	5
48	As a high school physics teacher, I want to invite professors to give a special lecture for my students.	Public		Medium	Low	Medium	3	4	3
49	As an alumni, I want to order my transcript.	Alumni	Current Student	High	High	High	1	2	1
50	As an international student from a non-english speaking country, I want to find out the english exam requirements for a transfer student	Prospective Student		High	High	High	1	2	1
51	As someone who wishes to learn, I want to take extension classes. What classes are available to the public?	Public		High	Medium	High	3	3	3
52	As an American high school student, how do I apply and what are the requirements?	Prospective Student		High	Low	High	2	4	2
53	As a current student, how can I photocopy a textbook at the library?	Current Student	Staff	Medium	High	Medium	2	3	2
54	As an unaffiliated person, how can I join the university's library and checkout books?	Public		High	High	High	1	3	1
55	As a current student, I need to search the library catalog for a book.	Current Student	Staff, Faculty, Public	High	High	High	1	2	1
56	As a postgraduate, what research/academic jobs are available?	Public	Faculty, Students	High	Medium	High	2	3	2
57	As an employee, what is the proper resignation procedure?	Staff	Faculty	High	Low	High	3	5	3
58	As an employee, when is the job evaluation and what is being evaluated?	Staff	Faculty, Students	High	Medium	High	3	5	3
59	As an alumni, what are the upcoming events?	Alumni		Medium	High	High	1	3	1

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