

## Emily Harper



Emily is a 20-year-old psychology major in her second year at university. She balances her classes with a part-time job at a coffee shop. She also volunteers at the campus counseling center, as way of gaining experience in her field and to help out others. Emily is thoughtful and goal-oriented, but she can feel overwhelmed by the sheer amount of information she needs to study. She hopes to become a clinical psychologist one day and enjoys courses that teach her about research and human behavior.

Emily attends classes every day and uses her notepad to write down notes. She uses the time between classes and her lunch break to study. Emily always keeps her notes well organized and finds that the best way to study is to use review notes and use flashcards. Prior to an exam, Emily will create flashcards to help reinforce her memory and understanding of the subject. However, she finds that this is often a tedious procedure of cutting out paper and writing down all the content by hand. At night, she usually studies with her friends in the library, taking breaks to discuss concepts and review flashcards together.

In addition to studying at school, Emily would like to study on weekends, however its hard for her to find time between her volunteering and part-time job. Sometimes, during her bus ride to and from home, she'll quickly rifle through and reread her notes. However, carrying her notebook everywhere with her isn't always the most convenient.

## Mr. Ravi Patel



Ravi Patel is a 38-year-old high school science teacher who has been teaching for 12 years. He is known for his patience and his ability to explain complex topics in ways that make them accessible to students. Outside of work, Ravi enjoys hiking with his family, reading science magazines, and experimenting with new teaching methods to help his students learn. He has two young children who share his curiosity for science and often ask him questions about the world around them.

In the classroom, Mr. Patel regularly uses online resources such as Kahoot, to help students review challenging topics. Mr. Patel is also experimenting with hybrid teaching by using online surveys through Mentimeter in class. He believes that interactive learning tools keep students more engaged and motivated to study. Each week, he creates pop quizzes on Google Classroom for his biology and chemistry classes, which he shares with his students for additional practice at home. He believes the best way for his students to learn is through daily reinforcement of course content, as opposed to just studying everything in one sitting.

Ravi believes that technology should be a larger part of teaching. He finds that the older teaching style of only using chalkboards and textbooks is outdated and inadequate for the modern-day classroom. He encourages his students to use digital study tools, but he also keeps things simple, so they don't get overwhelmed by the many online resources out there.

## Ahmed El-Sayed



Ahmed is a 32-year-old sales manager from Cairo, Egypt. He works for a multinational company that supplies office paper products. He has recently started learning English to improve his communication with international clients. His company has dealing in various countries across North America and Europe, as such he is constantly traveling and has a busy schedule. Ahmed is dedicated to setting aside time each day to practice, knowing that better English skills will open new career opportunities for him.

In his free time, Ahmed likes playing soccer with friends and exploring new restaurants in Cairo. When it comes to studying, he is detail-oriented and motivated, often reviewing words and phrases several times to ensure he remembers them. His busy schedule requires a simple way for him to review vocabulary on the go without feeling overwhelmed.

Ahmed enjoys technology and is good with mobile apps, but he's new to using language-learning tools. During his commute and during flights, he practices English vocabulary using Duolingo. He believes that Duolingo will provide him a fundamental understanding of conversational English, however, there are many complicated and specific business terms and concepts that he still needs to learn.