

Sight

Think/Feel

* Have to go through too many windows just to view grades
* Why do I need so many tabs? I only really go to courses and my grades
* Hyperlinks for classes are too small for my fingers
* Blackboard says I’m passing but because it doesn’t show my teacher’s grade weighting, I didn’t realize how much I was failing
* Website is bland
* Can’t find syllabus
* Too many tabs
* Can’t see announcements on phone when I click on announcements
* Old announcements are mixed with new current one

Age: 21

Student

Male

Computer Science

Say/Do

* When is the next project/test?
* When/where are finals being held?
* I need help, when are the Professor’s office hours?
* The test is in a week, how come we didn’t know earlier?

Hear