

Case #	Use Cases	Main Persona	Importance	Frequency	Importance/Freq	Interaction Cost	Page Distance	Other Personas	Your Redesign Interaction Cost
	<i>(Notes will be omitted)</i>	<i>(Which of your user when does)</i>		<i>(Frequency)</i>	<i>(Your calculation of)</i>	<i>(From a scale of)</i>	<i>(On what level of)</i>	<i>(Which of your other user parts)</i>	<i>(How would you rate the interaction cost of this use case in your redesign. Enter your data for this column of the table for after you've completed the redesign.)</i>
1	Jill wants to know how to contact the University about the application process.	Prospective Stud	High	Medium	High	1	1	Parents: Med	1
2	Jack wants to visit the campus to see if he will enjoy his daily life there.	Prospective Stud	Medium	Low	Medium	2	1	Parents: Med	1
3	Jimmy wants a prospectus to learn more about the University.	Prospective Stud	Low	Low	Low	2	0	Parents: Low	1
4	Jerome wants to visit the campus to go to the administrative building to learn more.	Prospective Stud	Medium	Low	Medium	4	1	Parents: Med	2
5	Jay, who is handicapped, wants to know how the campus is equipped to accommodate for him.	Prospective Stud	High	Low	Medium	2	2	Parents: Med	2
6	Jeanne wants to learn about Leicester and her values.	Prospective Stud	Medium	High	Medium	2	1	Parents: Med	2
7	Jeanne wants to see what classes are available if she gets in.	Prospective Stud	Medium	Medium	Medium	2	2	Current Students: High	2
8	Jacqui wants to know how safe the school is.	Prospective Stud	High	High	High	1	2	Current Students: High	1
9	John wants to visit the University's social media to get a taste of their culture.	Prospective Stud	Medium	High	Medium	1	0	Parents: Low	1
10	Julio wants to see how prestigious the University is (what awards it has won).	Prospective Stud	High	Low	Medium	1	1	Parents: Med	1
11	Julie wants to know what kind of degree programs are available at the University.	Prospective Stud	Medium	Low	Low	3	3	Current Students: Low	2
12	Julian wants to know what the entry requirements are for Taiwanese students.	Prospective Stud	High	Low	Medium	2	5	Parents: Low	1
13	Jose wants to find information about visas, since he is a potential international student.	Prospective Stud	Medium	Medium	Medium	2	3	Parents: Low	1
14	Jesse wants to know if his English is good enough to apply for the University.	Prospective Stud	Medium	Medium	Medium	2	2	Parents: Low	2
15	Joseph wants to study at Leicester, but his English is not good enough, and wants to know if the University has any programs.	Prospective Stud	Low	Low	Low	2	3	Parents: Low	2
16	Jackson wants to learn about the health and welfare support available to students.	Prospective Stud	High	High	High	2	2	Current Students: High	1
17	Chris wants to see the current announcements that are pertinent to the students.	Current Students	High	High	High	1	1	Faculty: Medium	1
18	Charles wants to learn more about the student union.	Current Students	Medium	Low	Medium	4	2	Prospective Students: Low	2
19	Chandler is hungry, but is not sure what dining areas are open.	Current Students	High	High	High	2	3	Faculty: Medium	1
20	Carl wants to go to the library, but it is already 4PM! He wants to check if it will have time to study before it closes.	Current Students	Medium	Medium	Medium	1	3	Faculty: Low	1
21	Connor wants to see if there is anything nice at the bookstore he can spend his paycheck on.	Current Students	Low	Low	Low	3	5	Faculty: Low	2
22	Christine wants to get a library membership, and wants to know the limitations on borrowing books.	Current Students	Medium	High	High	2	4	Prospective Students: Low	2
23	Charlotte wants to use a school computer, and wants to know where they are available.	Current Students	Medium	Low	Low	2	4	Faculty: Medium	2
24	Christine wants to connect to extranet for the first time.	Current Students	High	High	High	2	4	Prospective Students: Low	2
25	Cindy wants to know where she can print her essay about hegemony.	Current Students	Medium	High	High	3	6	Faculty: Low	2
26	Carolynn wants to learn how to access her files while off campus.	Current Students	Medium	Low	Low	3	4	Prospective Students: Low	2
27	Carol wants to know what programs are available on the school computers.	Current Students	Medium	Medium	Medium	2	4	Prospective Students: Low	1
28	Crystal heard there was a cool mobile app for the University, and wants to get more information about it.	Current Students	Low	Low	Low	4	4	Prospective Students: Low	1
29	Cheryl wants to use the schools design service for her clubs flyer.	Current Students	Medium	Low	Low	3	6	Faculty: Low	1
30	Cain wants to know how to use the schools photography services to take a nice portrait.	Current Students	Low	Low	Low	3	5	Faculty: Low	2
31	Caleb wants to book a room for his club to hold a meeting in.	Current Students	Medium	Low	Medium	3	4	Faculty: Medium	2
32	Calathan wants to loan some AV equipment for a presentation his club is giving.	Current Students	Medium	Low	Medium	4	4	Faculty: Low	3
33	Carmela wants to learn about the botanic garden on campus.	Current Students	Low	Low	Low	3	3	Prospective Students: Low	1
34	Cameron wants to find resources and know how to correctly cite them.	Current Students	Medium	Low	Low	2	3	Prospective Students: Low	1
35	Charleston wants to learn more about blackboard.	Current Students	Medium	Low	Low	2	3	Prospective Students: Low	1
36	Candice wants to find out who to call to get advice about her courses.	Current Students	Medium	Medium	Medium	2	3	Prospective Students: Medium	1
37	Canessa wants to make a study skills consultation appointment.	Current Students	Medium	Low	Medium	3	5	Prospective Students: Low	2
38	Carrie wants to update her student record.	Current Students	Medium	Medium	Medium	3	3	Parents: Low	2
39	Cassidy wants help on her math homework.	Current Students	Medium	Low	Medium	2	3	Prospective Students: Low	1
40	Cedric wants to learn more about student on campus accommodations.	Current Students	Medium	High	Medium	3	4	Prospective Students: Low	2
41	Pamela wants to review the selection of applicable course majors available for her daughter currently considering university.	Parents	High	High	High	1	2	Prospective Students: High	1
42	Paul wants to encourage his son to participate and compete on the university's intramural football team.	Parents	Medium	Medium	Medium	5	6	Corporate Donors: Medium	3
43	Peggy wants to learn about the possible on-campus housing options available for her son moving out.	Parents	High	Medium	Medium	2	2	Prospective Students: High	1
44	Peter wants to tour the university's on-campus housing accommodations with his daughter.	Parents	High	Medium	Medium	2	2	Prospective Students: High	1
45	Patrick wants to visit the university's on-campus housing accommodations and stay in town overnight with his son.	Parents	High	Medium	Medium	5	5	Prospective Students: High	4
46	Penny wants to visit a class lecture that her daughter intends to enroll in for study.	Parents	High	Low	Medium	1	1	Prospective Students: High	1
47	Pete wants to purchase a parking permit for his son's vehicle.	Parents	Low	Low	Low	5	6	Prospective Students: High	4
48	Patricia wants to purchase and provide food for her daughter through the school year.	Parents	Low	Medium	Low	3	5	Prospective Students: High	1
49	Pat wants to learn more about the job opportunities and placements for his son after graduation.	Parents	High	High	High	2	3	Current Students: High	1
50	Penelope wants to set up an automatic method of payment for her daughter's tuition and fees.	Parents	High	High	High	3	4	Prospective Students: High	1
51	Patty wants to learn about the financial aid available for parents.	Parents	Medium	Medium	Medium	2	2	Current Students: Medium	1
52	Pablo wants to learn more about possible tuition refunds available for his son who withdrew early from the semester/quarter.	Parents	Low	Low	Low	3	7	Current Students: Medium	2
53	Page wants to add her email to her daughter's student mailing list.	Parents	Medium	High	High	2	3	Corporate Sponsors: Medium	1
54	Perry wants to learn about the university's emergency contact list.	Parents	High	Medium	High	2	3	Current Students: Medium	1
55	Patricia wants to learn about the disability accommodations for her son.	Parents	High	Medium	Medium	3	2	Prospective Students: Medium	1
56	Pat wants to learn about the health services available at the university for his daughter.	Parents	High	High	High	3	2	Prospective Students: High	2
57	Pattie wants to find a nearby medical provider for her son while he attends the university.	Parents	High	Medium	Medium	3	3	Prospective Students: Medium	2
58	Phil wants to find a nearby pharmacy for his daughter to maintain her prescription medications at.	Parents	High	Medium	Medium	3	3	Prospective Students: Medium	2
59	Paulina wants to find out more about student insurance.	Parents	High	High	High	3	2	Prospective Students: High	1
60	Pythia wants to learn about how to get to the university theatre to attend his daughter's performance.	Parents	High	High	High	3	3	Current Students: Medium	3
61	Priscilla wants to purchase tickets to her son's football game online.	Parents	Medium	Medium	Medium	4	0	Current Students: High	3
62	Pierce wants to purchase seats for his daughter's chamber music solo performance.	Parents	Medium	Medium	Medium	4	3	Current Students: Medium	3
63	Persephone wants to view the academic calendar so she can purchase holiday plane tickets for her son.	Parents	High	High	High	3	3	Current Students: High	2
64	Parker wants to find visitor parking for his visit to his son's dormitory.	Parents	Medium	High	High	4	6	Prospective Students: Medium	2
65	Phoebe wants to review the university's application.	Parents	High	High	High	3	3	Prospective Students: High	1
66	Phineas wants to find the admission deadlines to help his son prepare for the application process.	Parents	High	High	High	3	4	Prospective Students: High	2
67	Pearl wants to find out more about the women's soccer team's annual calendar so she could see her daughter's games.	Parents	Medium	Medium	Medium	4	4	Current Students: High	1
68	Prestley wants to learn more about the moving and storage services available to students at the university.	Parents	Low	Low	Low	3	5	Prospective Students: High	3
69	Phoebe wants to find care packages available to send her daughter during her daughter's busiest week.	Parents	Low	Medium	Low	5	0	Current Students: Low	4
70	Percy wants to find more information about the banking services available to his son as a student.	Parents	Low	Medium	Medium	3	5	Prospective Students: Low	1
71	Carl wants to find the main contact to the university's performing arts department.	Corporate Donors	Low	Medium	Medium	2	3	Prospective Students: Medium	1
72	Catherine wants to learn more about the most popular major at the university.	Corporate Donors	Medium	High	High	2	3	Prospective Students: High	1
73	Cory wants to find the business administration faculty office.	Corporate Donors	High	High	High	2	3	Prospective Students: Medium	1
74	Cal wants to learn more about the university's student demographic.	Corporate Donors	High	High	High	4	4	Parents: High	1
75	Carlton wants to learn more about the university's local outreach to neighboring cities.	Corporate Donors	Medium	Low	Medium	5	3	Prospective Students: Medium	1
76	Connie wants to learn more about the leading biomedical engineering research projects.	Corporate Donors	High	High	High	2	3	Current Students: Medium	2
77	Carmen wants to make a monetary donation to the engineering department at the university.	Corporate Donors	High	Low	Medium	2	3	Parents: Low	1
78	Charlotte wants to start an annuity for a scholarship dedicated to incoming transfer students.	Corporate Donors	High	Low	Medium	3	3	Alumni: Low	2
79	Chris wants to include in his will a fund set aside for the university.	Corporate Donors	High	Low	Medium	3	3	Alumni: Low	2
80	Claudia wants to learn more about the tax deductions from donation of artworks to the university art gallery.	Corporate Donors	High	Low	Medium	2	5	Alumni: Low	2
81	Cooper wants to find out how to donate his subsidiary library of encyclopedias.	Corporate Donors	High	Low	Medium	3	3	Alumni: Low	2
82	Crystal would like to learn about possible employer donation matches.	Corporate Donors	High	Medium	Medium	5	3	Alumni: Medium	4
83	Charlie wants to learn about fundraising opportunities for students from low income households.	Corporate Donors	High	Low	Medium	2	3	Prospective Students: Medium	1
84	Colleen wants to create a fund dedicated to providing scholarships for student athletes.	Corporate Donors	High	Low	Medium	3	3	Alumni: Low	2
85	Alan wants to know what benefits he gets as an alumni.	Alumni	Medium	Medium	Medium	3	2	Parents: Low	2
86	Ariel wants to know how to contact her old friends.	Alumni	Medium	High	Medium	3	3	Faculty: Medium	2
87	Arthur wants to know about any upcoming reunions, or how to host one.	Alumni	Medium	Medium	Medium	3	3	Faculty: Medium	1
88	Angela wants to forward her email/get a alumni email address.	Alumni	High	Medium	Medium	3	4	Parents: Low	1
89	Arthur wants to purchase a sports card so he can still access the gym.	Alumni	Low	Low	Low	3	5	Current Students: Medium	1
90	Anna loved her time at the University, and wants to give back by donating.	Alumni	High	Low	Medium	2	2	Corporate Donors: Medium	1
91	Annabelle wants to see the latest Alumni news.	Alumni	Medium	Low	Low	1	2	Current Students: Low	1
92	Alex wants to see past Alumni events so he knows what to expect.	Alumni	Low	Low	Low	2	3	Current Students: Low	1
93	Adelle wants to sign up for the Alumni E-Newsletter.	Alumni	Medium	High	High	2	2	Current Students: Low	1
94	Aileen wants another copy of her transcript.	Alumni	High	Low	Medium	3	3	Current Students: Low	1
95	Aden wants to learn how he can volunteer to help the University.	Alumni	Medium	Low	Low	2	2	Current Students: Low	1
96	Achie wants to get portrait so he may be featured in a future prospectus.	Alumni	Medium	Low	Low	3	3	Corporate Donors: Low	1
97	Alexander wants to get involved with the Alumni Association.	Alumni	Medium	Low	Medium	2	3	Faculty: Low	1
98	Agar wants to register for the Alumni Family Programme.	Alumni	Medium	Medium	Medium	3	4	Parents: Low	2
99	Adrian wants to learn about the Graduate's Magazine.	Alumni	Low	Low	Low	1	3	Parents: Low	1
100	Alice wants some memorabilia to remind her of her good times at University.	Alumni	Medium	Medium	Medium	3	4	Current Students: Medium	1