**User Persona 1:**

Tanya, a single mom with limited tech experience, is 33 years old and lives in South Carolina, USA. She is the mother of two young boys ages 7 and 11. Tanya works second shift job in the nearby Amazon warehouse and has little oversight of her sons’ online engagement when they are watched by her mother, Sandra.

### **Personality**

* Empathetic, fiercely student-centered, detail-oriented.
* Thoughtful decision-maker — not against AI, but demands that it proves its value for her specific students.
* Values equity, dignity, and trust above all else in her classroom.

**Scenario:**

While Tanya works late in the evenings, she doesn’t have oversight of her sons’ online activities. She knows that there is value to making sure they have access to their digital devices because she understands the need for them to be technology literate. However, she has concerns about what content her sons are seeing online and doesn’t know how to set parental controls or limit access to pages that may be not safe for children.

**Problem:**

A recent conversation with her mom, the boys’ designated babysitter while Tanya is at work, has revealed to Tanya that her older son has been engaging in online forums that use more mature language than what is As a special education teacher, she shares that AI tools seem harmful because when she has used chatbot’s in the past, they seem to generate responses that are more aligned with a typical classroom setting rather than considering the manner in which a teacher might use AI within a special education environment.

She worries that the AI-generated suggestions provided to her will not be applicable or relevant to the experiences she has within her classroom and may cause more harm to her students than support their learnings.

### **Fears around using AI**

* Our AI mayt misinterpret nontraditional ways of communicating (e.g., spelling mistakes due to dyslexia) as poor understanding.
* AI tools could embed systemic biases, penalizing students who already face educational inequities.
* Students and parents may lose trust in her if they believe she is "outsourcing" critical decisions to a machine.

### **Needs**

* Clear guidance on *how* and *when* to ethically use AI tools.
* Ways to audit AI outputs for bias and unfair patterns.
* Examples of AI being used transparently and collaboratively in special education settings.
* A support system (like an "ethics partner" tool) that offers reflection prompts, best practices, and real-world scenarios.