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| **http://www.financialaidfinder.com/wp-content/themes/thesis_184/custom/rotator/male_college_student1.jpg**  Common phrases  “It’s not doing anything. I don’t know why.”  “I don’t know why things aren’t working like I thought they should.”  “I don’t understand what the warnings are telling me.” | **Joe Emerson**  User: Primary  Skill: Novice  Joe is a freshman who lives in Rexburg, Idaho. He attends college at BYU-Idaho and is studying Electrical Engineering. Joe also holds a job to help support him through college. Between his job and school, he doesn’t have any time to go out on dates.  Because of his lack of time, Joe doesn’t want to spend all his time on homework. Unfortunately he spends upwards of 4 hours on some assignments, especially in his Electrical Engineering courses. After 3 hours, Joe just wants to get the assignment done so he can move on.  When Joe does his assignments for his Electrical Engineering course, he doesn’t always fully understand what is going on. Most of the time, he feels like he’s been thrown into water without knowing how to swim. Because of this, Joe doesn’t know where to find what he’s looking for when he needs it.  Joe becomes frustrated when he is working on an assignment and it doesn’t do what he thought it would. This becomes even more frustrating when the warning and error messages don’t help him to solve the problem. He becomes easily confused when there are a lot of options presented to him and is never sure if what he is doing is correct. |