

Personas

Sally Stark



Age **20**

School **UCI**

Major **Computer Science**

Year **3rd**

Occupation **Student**

“I’ve suffered greatly from fake and delayed homework solutions.”

Sally wants accurate solutions or hints of a question from homework or class that she doesn’t understand. She also wants a place where she can discover classmates who are having the same problem, so that she can discuss with them and try to solve the problem.

Values

Sally loves to contribute and discuss on ideas and concepts taught in class. She like to help out other students struggling in class. Helping other students by answering questions on Piazza makes her feel happy, as she feels she’s making a good change in this world.

Goals

- Find and contribute on answers to difficult homework questions
- Find out more information about class logistics
- Get clarification on confusing class concepts
- Score high grades in class
- Clearly understand class concepts

Roles

- Active Student, actively makes huge contributions to answers and also asks important questions

Motivations

- Wants to maximize the knowledge she could receive at college
- Help other students

Tasks

- Ask questions
- Answer questions
- Contribute to other answers
- Browse through questions everyday

David Hwang



Age **21**

School **UCI**

Major **Software Engineering**

Year **4th**

Occupation **Student**

“I’m too lazy to go to discussion. It’s just a waste of time.”

David needs an alternative way of asking questions because he is too busy to go to office hours. He doesn’t want to raise hand in class to ask questions since it draws too much attention. However, he is also not very fond of asking questions online.

Values

David does not like his time getting wasted. If there is an easier, more convenient way, he will always choose that option. He does still value quality result nonetheless. If David gets something done quickly but with a poor result, he sees that as a waste of time because he would have to start from scratch. He likes it best when he gets it right the first time.

Goals

- For everything to go according to plan, no more, no less
- Always find a very efficient and effective way to solve anything
- To see correct and accurate answers on Piazza
- To find posts/questions very efficiently yet effectively on Piazza
- Filter out any unrelated information when searching for questions to save time
- Wants to finish homework on time

Roles

- Lurker, goes to Piazza to check if he missed anything important but rarely asks a question or answer questions

Motivations

- Wants to graduate on time.
- Can’t wait to get a high paying job so he can fund his gaming hobby.

Tasks

- Use the search bar right away if he has a specific question in mind because using the search bar is efficient
- When about to start a HW or study for a midterm, goes to Piazza and browse through all the questions starting from the top, all the way to the bottom

Peter Smith



Age **22**

School **UCI**

Major **Biological Sciences**

Year **4th**

Occupation **Student, Tutor**

“I always keep Piazza open as a pinned tab on my browser and check it multiple times a day.”

Peter is receiving hundreds of emails a day, and he wishes that there's a place that enables him to check class announcements he may have missed. He wants to see class information and instructor's posts on his phone, since he doesn't always have access to a computer.

Values

Peter is about to graduate from UCI. He has been applying for jobs, and is very active in student clubs. He is busy all the time, as he also plays sports and is a tutor for a Biological Science class. He loves to stay organized and does not like to waste time.

Goals

- Save time while looking for class information and completing class assignments
- Graduate with a great GPA
- Understand class concepts well
- Help other students with assignments

Roles

- Is not afraid to ask questions on Piazza if needed
- Often answers questions because of his student tutor experience

Motivations

- Wants to get as much done as possible during his time left in college
- Needs to use time efficiently to maintain
- Wants to help other students with their academics if he can

Tasks

- Ask questions related to a class topic
- Frequently browse Piazza to see if there are other students' questions he knows how to answer