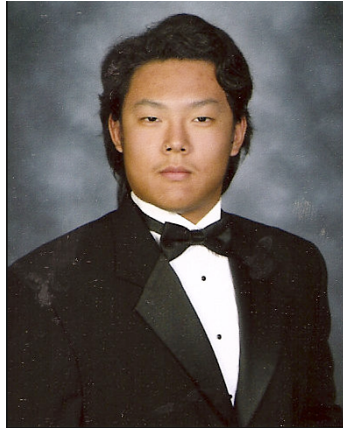User Group: Graduate Students

Quero Romano, Undergraduate Senior, 22

Quero is a fourth year Psychology major at the University of California, San Diego. He is interested in graduate school but hasn't looked at many schools yet. He is very passionate about psychology, especially childhood mental disorders. He has taken some classes during his undergrad and is positive that he would like to do related work. His dream is to research and help these young children and believes the first step to his goal could be grad school. Quero is a fantastic violin player and was active in his school's orchestra. He volunteers at the local middle school, teaching middle schoolers how to play the violin.

Scenario 1	Scenario Question
Quero wants to learn more about the University of Louisiana's Psychology department. He wants to know some of the classes offered if he decided to become a psychology major.	What classes do UL's psychology majors take?

User Tasks	User Steps (Current)
Find the major page on UL and see what majors are in the health field.	1. Enter URL "lousiana.edu" 2. Click "Academics" on second navigation bar from the top 3. Click "College and Departments" under Undergraduate and Graduate Programs 4. Scroll down to the P (for psychology) and expand the list by clicking "[+]" 5. Click on "Psychology" 6. Click on "Programs" on the top of the psychology page Click on "Graduate" under Curriculum Guide

Scenario 2	Scenario Question
Quero heard that the requirements for every university is different. He needs to know if he's on track to apply to the University of Louisiana's psychology department.	What are the requirements to apply to the University of Louisiana's psychology department?

User Tasks	User Steps (Current)
Locate the Psychology department and find information on the department's requirements.	1. Enter URL "lousiana.edu" 2. Click "Academics" on second navigation bar from the top 3. Click "College and Departments" under Undergraduate and Graduate Programs 4. Scroll down to the P (for psychology) and expand the list by clicking "[+]" 5. Click on "Psychology" 6. Click on "Programs" on the top of the psychology page 7. Click on "Graduate" under "Admissions" 8. Click on "Prospective Graduate Students" on the left navigation bar 9. Select the first option "Application Information" 10.
Scenario 3	**Scenario Question**
Quero is from San Diego. He has no family in Lousiana and would like to know more about the housing and living situation for UL graduate students.	Where is the student life and housing pages for graduate students?
User Tasks	**User Steps (Current)**
	1. Enter URL "Louisiana.edu" 2. Click on "Prospective Graduate Students" on the left navigation bar 3. Click "Graduate Students" near the bottom of the page 4. Click "Prospective Graduate Students" from the left navigation table 5. Select "Resources" 6. Click "On-Campus Housing" under "On-Campus Resources"

User Group: Parents

Janelle Meester, Lyla's Mother

Janelle's daughter, Lyla has just been accepted into University of Louisiana. The entire family is so proud of her achievements. Janelle's family is currently living in Seattle. Lyla is very excited to go out-of-state but Janelle is concerned as a parent. Janelle has done some research on the area and the school but cannot help but feel more anxious as Lyla's high school graduation date approaches.

Janelle is happy that Lyla is interested in Computer Science after taking AP Computer Science her junior year of high school. Lyla passed her AP exam with a grade of a 4. Lyla was active in her student government, serving as treasurer for 3 semesters and also served as team captain of her tennis team. Lyla loves animals, especially dogs and horses and will be very sad to leave her labra doodle behind.

Scenario 1	Scenario Question
Janelle thinks Lyla's four-year education cost will be too much for her family. She is interested to know how to apply for financial aid.	How do you apply for financial aid?
User Tasks	**User Steps (Current)**
	1. Enter URL "lousiana.edu" 2. Click "Student Life" on the 2nd to top navigation bar 3. Click "Types" under "Financial Aid" 4. Click "Apply" on the page's navigation bar
Scenario 2	**Scenario Question**
Janelle is very supportive of Lyla's extracurricular activities. She would like to know if Lyla will be able to be continue her activities from high school to college.	What student organizations and sport teams does University of Louisiana have?

User Tasks	User Steps (Current)
	1. Enter URL "Louisiana.edu" 2. Click "Student Life" on the 2nd to top navigation bar 3. Select any of the link under "Campus Organizations"
Scenario 3	**Scenario Question**
Janelle would like to know about the cafeterias on campus. She is concerned about Lyla's nutrition and would like to see what kinds of healthy options University of Louisiana's dining halls offer.	What does a typical menu of a cafeteria look like?
User Tasks	**User Steps (Current)**
	1. Enter URL "Louisiana.edu" 2. Click "Student Life" on the 2nd to top navigation bar 3. Click on "Food Services" from under "Other Services" at the bottom of the page 4. Select either menu from under "Today's Menus" on the right side

User Group: Transfer Students

 Cece Liu, Transfer Student (Currently a sophomore in community college), 19

Cece has been at a community college for the past 2 years. It's now fall quarter of her second year and she is now looking for colleges to transfer to. During her high school days. She didn't try as hard as she should have and only got average grades and SAT scores, resulting in her not getting into a decent college. She is determined to change this and through going to community college, get into a good college. Her GPA is significantly higher this time around and Cece is sure she can get into the college of her choice.
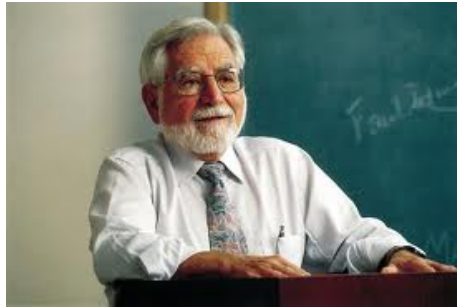
Cece's parents have pushed her towards a major in the health field and eventually get a job in that industry. She is interested in the health field too, but does not know what she wants to specialize in it yet. She doesn't know if she wants to go to medical school or graduate school out of college. Cece does know she wants to attend a college far away from where she lives so she can get a feel of being free and not being restricted by her parents' rules at home.

Cece intends to be active in college to make the most out of her last 2 years in college. She wants to join a sorority that does community service. She wants to meet everyone she can and make both friends and connections.

Scenario 1	Scenario Question
Cece wants to see what kind of majors that are health field related are available for her, such as biology, neuroscience, physiology, etc. She also wants to see what classes and how many of them she would need to take to get the degree.	What majors does UL have and what classes do those majors require?
User Tasks	**User Steps (Current)**
Find the major page on UL and see what majors are in the health field.	1. Type in http://louisiana.edu 2. Click "Academics" on the navigation bar. 3. Click on "Colleges & Departments"
Scenario 2	**Scenario Question**
Cece wants to join a sorority and wants to see what sororities there are at UL.	What sororities does UL have?
User Tasks	**User Steps (Current)**
Find the greek/sorority page on UL and look through the types of sororities.	11. Type in http://louisiana.edu 12. Click on "Student Life" on the navigation bar

	13. Scroll down and click on "Greeks" under the "Campus Organization" section
Scenario 3	**Scenario Question**
In order to decide if she wants to go to graduate school, or med school-- Cece wants to take on a research internship at a lab to get a feel for it so she can know if research is for her or if she prefers interacting with people more.	Is there a job page/portal on the UL website that Cece can go to see potential research options?
User Tasks	**User Steps (Current)**
Find the job portal page on UL and find possible research opportunities on it.	1. Type in http://louisiana.edu 2. Click on "Student Life" on the navigation bar. 3. Scroll down and click on "Career Services" under the "Other Services" section.

User Group: Faculty

Jonathan Smith, Psychology Professor, 42

Professor Smith is new to the University of Louisiana as he has just moved from California. Professor Smith has been hired to teach a Psychology class as well as continue his research concerning eye-tracking and the human brain. He and his wife have recently had their first child. Between work, research and his family life, Professor Smith has little time for leisure. In the leisure time that he does have, he likes to explore the Lafayette area and familiarize himself with his new home.

Scenario 1	Scenario Question
Importing Grades	How do I access the student portal to upload grades?
User Tasks	**User Steps (Current)**
Login to Ulink and import student grades.	1. Enter URL "lousiana.edu" 2. Click "Ulink" on the 3rd to top navigation bar 3. Fill in username and password 4. Click "Login" underneath the form
Scenario 2	**Scenario Question**
Professor Smith is interested in what events are happening around the area.	What is there to do around the University?
User Tasks	**User Steps (Current)**
Locate information on events that are happening in the Lafayette community.	1. Enter URL "Louisiana.edu" 2. Click "Current Students" on the center navigation bar. 3. Click on "Area Profile" from the sub navigation on the current students page. 4. Select either "Culture", "Economy", "History", or "Geography"
Scenario 3	**Scenario Question**
Professor Smith would like to connect with other Psychology Professors at the University, but needs to find their email addresses first.	Where can I find Faculty e-mail addresses?

User Tasks	User Steps (Current)
Locate search index and find email addresses for Psychology Professors.	1. Enter URL "Louisiana.edu" 2. Click "Index" on the very top navigation bar 3. Click on "Psychology" from the list of alphabetical links. 4. Select "Faculty & Staff" from the sub navigation on the Psychology page. 5. Select any Professor from the list generated.

User Group: Alumni

Jessica Marshall, Alumni Class of 2010, 24

Jessica has just recently graduated from the University of Louisiana and is currently working nearby as a consultant in the business district. While in school Jessica was a part of the womens' volleyball team. Also, she worked on the student council as a class representative. Jessica plans on continuing her involvement with the University throughout her adult life.

Scenario 1	Scenario Question
Jessica wants to donate money to the University.	How do I transfer money to the University?
User Tasks	**User Steps (Current)**
Find the alumni page and electronically send money to the University.	1. Enter URL "Louisiana.edu" 2. Click "Alumni, Donors & Friends" on the center navigation bar. 3. Click on "Office of Development" from the list on the "Alumni, Donors & Friends" page. 4. Click on "How to make a gift" on the top navigation bar. 5. Choose how you would like to make a donation.
Scenario 2	**Scenario Question**
Visiting the Volleyball page to check on her old teammates.	How is the women's volleyball team doing this season?
User Tasks	**User Steps (Current)**
Navigate through the athletics page to find the women's volleyball team.	1. Enter URL "Louisiana.edu" 2. Click "Athletics" on the main navigation bar. 3. Click on "Ragincajuns.com" from the list on the "Athletics page" page. 4. Click on "Sports" on the top navigation bar. 5. Choose "Women's Volleyball"
Scenario 3	**Scenario Question**
Jessica wants to see what kind of Alumni programs the University offers and would like to connect with old	What does the University of Louisiana have to offer Alumni?

User Tasks	User Steps (Current)
classmates	
Locate alumni page and look for ways to connect with other Alumnus.	1. Enter URL "Louisiana.edu" 2. Click "Alumni, Donors & Friends" on the center navigation bar. 3. Click on "Alumni Association" from the list on the "Alumni, Donors & Friends" page. 4. Click on "About Us" on the top navigation bar. 5. Choose how you would like to get involved with the Alumni Association.