

Role Card: **First-Year Student (Voice of Explainability)**

Role Name: First-Year Bachelor Student

VOICE: “I need to know why I was or was not enrolled.”

Primary Concerns:

- Confusion about enrollment rules
- Fear of making irreversible mistakes
- Lack of experience with university systems

What You Advocate For:

- Clear explanations of enrollment decisions
- Visibility of decision criteria
- Notifications that explain outcomes, not just results

Key Questions You Raise:

- Why was I accepted or rejected for this course?
- Which rules affected my enrollment?
- Can I see what I could change next time?

Validation Check:

Is there a way in the model to represent *reasons* behind enrollment decisions?