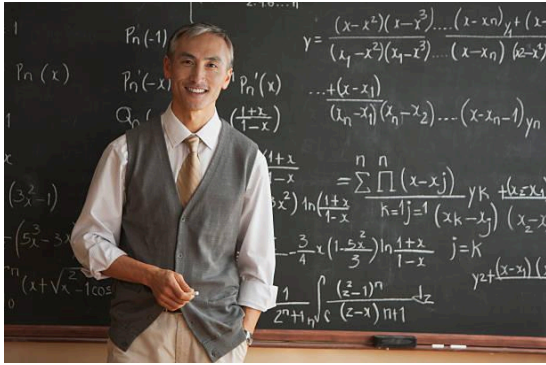


## Persona 1



**Name:** Dr. George Sato

**Role:** Chair

**Goals:**

1. **Requests Management:** wants all the Faculty's time and class preferences be organised in one place instead of countless emails and notes from in-person conversations.
2. **Reasonable Scheduling:** wants to ensure the schedule fits the Regular Faculties' requests best possible and that classes are distributed reasonably among Regular Faculty.

**Pain points:**

1. **Schedule Overlaps:** Ensure no schedule overlaps with other departments.
2. **Time Constraints:** Finds it challenging to manually fix and verify schedules due to his heavy workload, including his teaching responsibilities.
3. **Poor Communication:** Struggles with tracking and organizing numerous emails and informal communications.

**A brief backstory:**

George got his Phd in Mathematics at University of Toronto, and has been the Chair of the Math department for over 10 years. Aside from his Chair responsibilities, George teaches 2-3 courses each semester. George is **result oriented**. He does not care about the visual appeal of the interface as long as it allows him to create his department's schedule with no conflicts.

## Persona 2



**Name:** Dr. Emily Carter

**Role:** Regular Faculty

**Goals:**

1. **Flexible Scheduling:** Wants the ability to select teaching slots that align with her personal and professional life.
2. **Class Preferences:** Desires to teach courses that align with her expertise and interests.
3. **Work-Life Balance:** Aims to manage her teaching responsibilities while also dedicating time to personal and family matters.

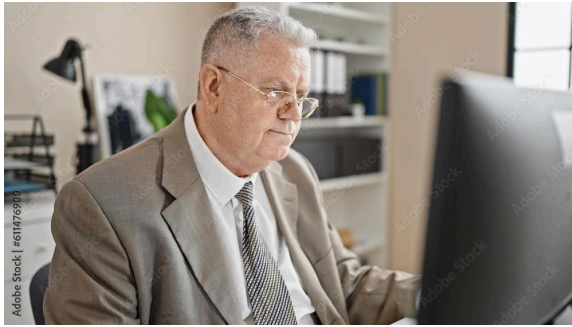
**Pain Points:**

1. **Inflexible Systems:** Frustrated by rigid scheduling processes that do not consider personal constraints.
2. **Administrative Overload:** Overwhelmed by unnecessary paperwork and last-minute changes in teaching assignments for the term.
3. **Unclear Criteria:** Finds the current system for assigning classes often lacks transparency, causing stress leading up to the start of the term. (? what kind of stress)

**Brief Backstory:**

Dr. Emily Carter has been a faculty member in sports science for over 8 years. She is balancing her commitment to quality teaching and her family responsibilities. She has seen how inflexible scheduling systems can disrupt her productivity in the classroom and well-being outside work. Emily is enthusiastic about a program that would allow her to request her preferred work times and select courses that fit her skill set, ultimately aiming for a more balanced life.

## Persona 3



**Name:** Danny Nowak

**Role:** Temporary Faculty

**Goals:**

1. **Work Balance:** Wants to take evening courses that do not interfere with his primary work schedule.
2. **Efficient Course Management:** Seeks a straightforward, intuitive system that lets him quickly update and manage his teaching schedule and course materials.
3. **Clear Communication:** Needs timely notifications and updates regarding schedule changes, ensuring he's always informed without having to chase down information.

**Pain Points:**

1. **Broken systems:** Danny is frustrated that the current scheduling and teaching tools are not interlinked and he needs to make edits to all of them manually.
2. **Complex Software:** Danny does not want to spend hours figuring out how to use the complicated software.
3. **Technology Challenges:** As someone who is old school and not very tech savvy, he struggles with interfaces that aren't intuitive or user-friendly.

**Brief Backstory:**

Danny works full-time as a lawyer in an investment bank and teaches 0-2 Business Law evening courses per semester on a contract-by-contract basis. He appreciates discipline and clear communication. Danny is old school and finds it hard to use computers. He prefers to have all the lecture materials and assignments in hardcopy. Danny is a huge Vancouver Canucks fan and he always goes to the games with his children.