

Will Johnson: American Exchange Student



Introduction

- Johnson is a 22 year old US citizen born in New York City. He is studying computer science and doing his fifth semester abroad in Germany.
- During his semester at HM he likes to meet new people with same interest and learn about German culture.

Reason for Interest

- Will likes working on computer science projects together with other students. He cant speak German that is why he needs a place where he can find all the English courses easily.
- He will arrive in Munich only one Week before semester begins from a trip around the world. There is nobody who can help him during that time to understand how he can apply for English courses at HM. Johnson needs a reliable self explaining possibility to apply.

Employment	Student
Frequency of Use	High
Duration of Use	One Semester
Computer Use & Access	High
Education	HS
Literacy	English, Spanish
Goals	Cultural experience

Zhi Yun Cheng Li: Chinese Exchange Student



Table 1: Quick Facts

Employment	Student Worker Retiree
Frequency of Use	Low Medium High
Duration of Use	Short Long Ongoing
Computer Use & Access	Basic Average High
Education	HS Bachelors Masters
Literacy	Chinese, broken English

Introduction

- Zhi Yun Cheng Guo Li is a Chinese Exchange Student from the Chinese University of Hong Kong, where he's doing his master degree.
- Zhi studies mathematics in his 2th master semester and wants to study in Munich for one semester.

Reason for Interest: Applying easily for courses

- Zhi doesn't know how to apply for courses.
- He do not speak German and also his English is not the best. The process of applying for courses is very hard and complex for him.
- The easiest way would be to present the main information short and maybe if possible include images and icons.

Reason 2: Get information during the semester at one place

- Zhi would be happy if he could found all needed information on a single place. Sure, the google translator works very fine and he is able to find the information on the website, but it would be easier for him to get them out of an app without searching all the different sites and do not really know where to click on.
- Zhi will use the application during the hole semester. Mostly he will be check if there is something new in one of the courses.
- At the beginning of the semester Zhi wants to check the locations of the lectures and maybe which professor is holding the course.

Reason 3: Get information at the end of the semester

- At the end of the semester Zhi wants to check where exams will be written.
- Before he is flying back to Hong Kong he wants to get an overview of his grads.

Zinedine Yazid Zidane: French Exchange Student



Introduction

- Zidane is a French Exchange Student from University of Paris, where he's doing his bachelor degree.
- Zidane studies Business Administration in his 4th semester and wants to study in Munich for one semester.

Reason for Interest: Plan the timetable easily

- Zidane wants to take as many courses as possible.
- Zidane has no knowledge about the locations of each campus and the time needed to get to one another.

Reason 2: Get information with limited internet access

- Zidane has limited access to the internet.
- Zidane could easily look up the time and room number of the lectures.
- Zidane wants to look up exam time and location.

Reason 3: Be notified of important events

- Zidane wants to be notified when there is a holiday coming up.
- Zidane might forget to register for the exams.

Table 1: Quick Facts

Employment	Student Worker Retiree
Frequency of Use	Low Medium High
Duration of Use	Short Long Ongoing
Computer Use & Access	Basic Average High
Education	HS Bachelors Masters
Literacy	French, English

Seppel Immanuel Helmfried: German Exchange Student



Table 1: Quick Facts

Employment	Student Worker Retiree
Frequency of Use	Low Medium High
Duration of Use	Short Long Ongoing
Computer Use & Access	Basic Average High
Education	HS Bachelors Masters
Literacy	German, English

Introduction

- Seppel is a German Exchange Student from the Humboldt University of Berlin, where he's doing his bachelor degree.
- Seppel studies architecture in his 4th semester and wants to study in Munich for one semester.

Reason for Interest: Applying easily for courses

- Seppel doesn't know how to apply for courses.
- Even though he speaks German, and therefore is able to get all information from HM's website, the process of applying for courses is quite complex and tedious.

Reason 2: Get information at the beginning of the semester

- Seppel doesn't need to check the application regularly as he is able to get recent information from the website.
- Seppel is going to use the application mostly at the beginning of the semester to check the courses he applied for.
- At the beginning of the semester Seppel wants to check the room numbers of the lectures.

Reason 3: Get information at the end of the semester

- At the end of the semester Seppel wants to check room numbers for exams.
- He also wants to check his grades which he got throughout the exchange semester.

Manuel Sebastian Maier: German Local Student



Reason for Interest: Searching for courses in English

- Manuel wants to have an overview of all the courses in English and check if he will get the extra diploma.
- He speaks very good German and also his English isn't bad. There is no challenge for him to get all the information he needs.
- For Manuel it would be cool to have an progressbar of how many ECTS points he has to fullfill to get the extra diploma.

Reason 2: Get information during the semester

- If there is something new in one of his courses, Manuel would be very happy to get a push notification or find all the needed information at one place.

Table 1: Quick Facts

Employment	Student Worker Retiree
Frequency of Use	Low Medium High
Duration of Use	Short Long Ongoing
Computer Use & Access	Basic Average High
Education	HS Bachelors Masters
Literacy	German, English

Introduction

- Manuel Sebastian Maier is a German Local Student, so he is studying at the HM and doing is bachelor degree.
- Manuel studies computer science in his 6th semester.

Timoteo Gustav: Foreign Exchange Student

From Portugal, studies Electrical Engineering and Information Technology



Table 1: Quick Overview

Employment	Student Worker Retiree
Frequency of Use	Low Medium High
Duration of Use	Short Long Ongoing
Computer Use & Access	Basic Average High
Education	HS Bachelors Masters
Literacy	German, English, Portuguese
Main Goal	View personal course schedule

Introduction

- Timoteo was an aspiring soccer player until he was injured. Now, he wants to go back to university and take some courses in English.

Reason for Interest

- Timoteo is excited to study here at MUAS, but he is not sure what the process is for taking courses in English. He has already registered for courses in English prior to arriving in MUAS, but wants to know which classes he has received.
- He also wants to know who his professors are for the classes he has received as well as the time and location for each class.

Creating a working schedule

- Timoteo wants to take classes from multiple departments, but does not know where the different departments are located within the city. He is unsure if he can take a 8:15 class with the Electrical Engineering and Information Technology department and be on time for a 11:45 class with the Applied social sciences department. He hopes that the courses in English application will let him know and make it easy to resolve time conflicts.
- Timoteo also does not know whether he is allowed to take courses offered by different departments. He is registered for Electrical Engineering and Information Technology, but hopes to take a class in the Business Administration department.

Miscellaneous

- Timoteo is not sure what to expect when arriving in Munich. He would like to know non-school related information but is not sure where to receive it. He heard that there is a short guide on what he should do when arriving, and plans to use information to help him get settled in, such as going to the KVR to declare his address after moving in. He wants to be prepared for getting started with school at MUAS, and hopes the app will help him.
- He would also like to see what problems and questions other exchange students have often, and believes that reading through the frequently asked questions will benefit him greatly.