**Scenario 1: Desmond, a 23 year old college student from the University of Michigan**

Desmond is a 23 year old college student from the University of Michigan majoring in Architecture. Based on his skills and abilities, he knows that he’s capable of planning and designing buildings based on his clients needs but struggles with communication skills. Ever since the pandemic began and schools started to shut down, he has been taking all of his classes online and has never gotten any social interactions other than the people in his zoom meetings. Since this is his last year before he graduates, he feels like he missed out on a lot of opportunities because of the pandemic and realizes that he might not be as prepared as he thought he would be.

With little to no time left before he graduates, his nerves realize that he hasn’t gotten much experience in communicating with others and doing mock interviews. He thinks that that’s all he needs to worry about, but little does he know, he also needs help on his resume. At this point of time, he is getting very anxious and worried that he might not have a future ahead of himself because he knows that jobs look for that kind of stuff other than your skills and abilities. Being able to communicate well and ask adequate questions is something that recruiters and companies look for in potential employees. With that being said, Desmond decided to research more on the things that will help steer you in the right direction. He found Next Chapter.

While browsing through the application, he notices that this is the perfect opportunity for him to get the help he needs and acquire all these necessary skills to apply for jobs. Since he is very uncomfortable with communicating with others, he decided to click on a button which referred him to make an appointment with the University’s Career Center to attend mock interviews. With the Next Chapter app, it provides the user with the available times, dates, and location so that the user can select any appointment based on their own schedule. By getting comfortable with the interview process, he understands that he must face his nerves and comply with the program. After a couple of mishaps with the interviews, he manages to understand himself a little bit more and feels a lot more confident than before. Desmond opens the Next Chapter app and sees a complete check mark on “Attend a Mock Interview.”

**Scenario 2: Moses, a 31 year old manager at Bojangles**

Moses is 31 years old and has been manager at Bojangles for the past 10 years. Every time he comes home, he is always smelling like fried chicken and he is finally getting sick and tired of it. While at work he would manage the frying station, breading station, cashier, and train new employees. Everytime he cleaned the frying station, he would always get burned by the hot grease on his arms and would have blisters from it splattering on him. Since he works at a fast food joint, he is stuck working with high school students who are all illiterate and ignorant and decided that “it was time for change” but doesn’t know where to start. After doing some research on applications that were simple and efficient at guiding you towards finding new careers, Moses sought out Next Chapter.

Next Chapter offers a variety of resources to guide you through finding the perfect career for the user and does so by implementing a checklist system, where the user follows the things required to be completed in order to be prepared. One of the things that he primarily struggled with was designing a professional resume. Based on his skills and experience, all he knew what to do was cook, clean, and lead. That was all he did while working at Bojangles for the past 10 years and didn’t know anything else about certain job requirements. With the skill improvement feature, this gives users the ability to enhance their skills where they lack in the most and does so by generating specific links and videos based on the user’s needs. This helped Moses tremendously by learning more about engineering and understanding what the endless possibilities there are to it. In the end, Moses wanted to become an automation engineer and had a vision/goal where he would design automated cleaning/frying machines to prevent future generations from getting burned.