


Persona



Jane Stephens, Student

Bio: Jane is an active student at EK University. She is a sponge for information and is committed to learning as much as she can about Knowledge Management. As a first semester student, she is learning how to balance her time between work and school. As a Millennial, she is tech-savvy and eager to learn.

Strengths

- Learner
- Motivated
- Collaborative

Goals

- Being an expert in Knowledge Management
- Maintaining at least a 3.5 GPA
- Connecting and collaborating with her peers

Frustrations

- Not being able to easily find course information and related documents easily
- Having no easy way to interact with the university in a user-friendly way
- Not being able to quickly and easily connect with other students

Motivations

- Technology
- Positive peer relationships

User Story

As student , **Jane** would like to have a tool where she can chat with the peers in her class, in real time, **so that** she can collaborate on projects and share knowledge

Problem Statement

Jane is a college student, would like to have a tool where **she** can chat with the peers in her class, in real time, **because** she can collaborate on projects and share knowledge