



Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

Help
teaching
faculty to
improve.

Teaching
and learning
centers.

Different
kinds of
names.

North
america was
university.

The first
teaching and
learning
center.

Center for
research on
learning.



Persona's name
Short summary of
the persona

Many instructors
have not been
trained in
teaching
method.

Much
different
way

Faculty
su[pport
services

Amount of
information

difficulties in
teaching
perfomance.

Modern
teaching
method



Does

What behavior have we observed?
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?