

## Primary



**Scarlett**

Junior

<http://www.improvboston.com/ib-awesome-award>

## Key persona goals and expectations

- Scarlett wants accesSPoint to load pages faster through her phone when she's checking it in between classes.
- She also wants to receive notifications about her financial information and to be provided with exact information about financial details
- Scarlet also wants to make sure that when she clicks on a link, it does redirect to other websites.
- She expects to use accesSPoint on both mobile and desktop platforms.

## Persona details

### Demographics:

- 21 years old
- In a relationship
- Has 2 younger brothers and 1 sister
- Majoring in Interior Architecture

### Environment:

Scarlett is very comfortable using accesSPoint through her phone and computer at home. Checking her school information through her phone is the most convenient when she's busy. She uses her computer at home to browse the Internet, do her homework, and whatever else she needs to get done.

# Scenarios

## Paying for Tuition

While waiting for class to start, Scarlett received an email from her phone that notified her about the remaining balance. Within that email, there was a link that directed her to accesSPoint. The link pulled up the site quickly and she logged into her account through her mobile phone. It was easy for her to navigate since everything was set up just like how it would look like on the computer. Checking her Financial Account, she viewed an exact balance of \$145.85. Scarlett is trying to pay for her remaining tuition balance before she can register for the upcoming spring semester. On her account balance, it provided the exact amount that she owes and the deadline that she needed to pay it by. Her class was about to start so she decided to check on it once she gets home.

When Scarlett got home, she went on to accesSPoint to view her balance again. She clicked on Make a Payment under Financial Account and the page pulled up within seconds. It provided her with different payment options she could choose from. Scarlett did not want to pay online because she wanted to avoid the fee. When finding out how to pay in person, she clicked on the plus sign next to "To find out how to pay in-person or by mail." Below that, the page expanded and gave her further information on how she can pay in person. The next day, she went right to the Bursar's Office and paid off her remaining balance.

## Assumptions

For this persona, we needed to work around with how fast the pages can load for accesSPoint. One thing to consider is if she would have been connected to the wifi, considering how strong or weak of a connection her phone receives. Another would be if their data is slow or what not.

## Primary



### Bryce

Sophomore

<https://www.pexels.com/photo/adult-beard-boy-casual-220453/>

## Key persona goals and expectations

- Bryce expects accesSPoint to be easy to use
- He also wants it to be easier to navigate than myPoint
- He expects the page display and functionality across platforms

## Persona details

### Demographics:

- 19 years old
- Single
- Only child
- Majoring in Computer Information System

### Environment:

Bryce is super comfortable with technology and considers himself computer literate. He prefers using the computer as it displays a bigger screen of everything compared to his phone.

# Scenarios

## **Viewing and Printing off DPR**

Bryce is at the library computer and needs to print off his DPR for his advising appointment. He was having trouble finding his DPR using myPoint. Luckily, UWSP switched to accesSPoint a year ago. AccesSPoint was easy for him to navigate since it looks familiar from his phone to the computer.

When Bryce logs into accesSPoint, it was organized and the icons were labeled accordingly. He was able to simply navigate through the icons provided once he logged in. Unlike in myPoint, where he was met with a page full of links that he had to then dig through. Bryce clicked on Degree Progress and the page pulled up quickly with viewing DPR on the left side bar. When printing off the DPR, instead of having to view this report as a PDF file, he was simply able to click on the "Printer Friendly" link and that let him print off his DPR. Bryce is happy with the overall functionality of accesSPoint.

## Assumptions

For this persona, we assumed that a student needed to view their DPR, or degree progress report. When working through the scenario that our persona would encounter, we considered all of the things our persona would run into. Some of the items being icons being labeled accordingly, and accesSPoint being able to print right from the web form.