Persona 1	Content	Extracted from	Notes
Data	Email	While waiting for class to start, Scarlett received an email from her phone that notified her about the remaining balance.	- Notified about remaining balance - Repeated 2 times
Functional	received		
Context	waiting for class to start		
Functional	notified		
Context	from her phone		
Data	email	Within that email, there was a link that directed her to accesSPoint	-directed to accesSPoint
Data	link		
Functional	directed		
Data	accesSPoint		
Functional	She clicked	She clicked on the link and it pulled the site up quickly and she logged into her account through her mobile phone	-logged into account
Data	Link		
Functional	Pulled the		
Data	Site		
Functional	up quickly		
Functional	she logged into		
Data	her account		
Context	mobile phone		
Functional	It was easy for her to navigate	It was easy for her to navigate since everything was set up just like how it would look like on the computer.	-easy to navigate
Context	computer		
Functional	Checking	Checking her Financial Account, she viewed an exact balance of $145.85	-viewed balance
Context	Financial Account, she viewed		

Functional	trying to pay	Scarlett is trying to pay for her remaining tuition balance before she can register for the upcoming spring semester.	-pay balance
Functional	she can register		
Context	for the upcoming spring semester		
Data	account balance	On her account balance, it provided the exact amount that she owes and the deadline that she needed to pay it by.	-provides amount she owes
Functional	pay		
Functional	check	Her class was about to start so she decided to check on it once she gets home.	-Check classes
Context	when scarlett got home	When Scarlett got home, she went on to accesSPoint to view her balance again.	-went on accesspoint
Functional	she went on to		
Data	accesSPoint		
Functional	view		
Data	balance		
Functional	She clicked	She clicked on Make a Payment under Financial Account and the page pulled up within seconds.	-making payment
Context	Make a Payment under Financial Account		
Data	page		
Functional	pulled up wthin seconds		
Context	pay online	Scarlett did not want to pay online because she wanted to avoid the fee.	-did not pay online
Context	When finding out how to pay in person	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	-figuring out how to pay in person
Functional	she clicked		
Data	plus sign		

	Content	Extracted from	Notes
Context	next to "To find out how to pay in-person or by mail."	how to pay in-person or by mail."	
Functional	expanded	Below that, the page expanded and gave her further information on how she can pay in person.	-info on how to pay in person
Context	went right to the bursars office	The next day, she went right to the Bursar's Office and payed off her remaining balance	-Payed remaining balance
Functional	payed off		
Data	remaining balance		
Persona 2	**Content**	**Extracted from**	**Notes**
Context	at the library computer	Bryce is at the library computer and needs to print off his DPR for his advising appointment	-print off his DPR
Functional	print off		
Data	DPR		
Data	DPR	He was having trouble finding his DPR using myPoint.	-trouble finding DPR
Functional	using myPoint		
Data	accesSPoint	Luckily, UWSP switched to accesSPoint a year ago.	-UWSP switched
Data	AccesSPoint	AccesSPoint was easy for him to navigate since it looked familiar on both his phone and his computer.	-easy navigation
Functional	easy for him to navigate		
Functional	looked familiar		
Context	both his phone and his computer		
Functional	logs into	When Bryce logs into accesSPoint, it was organized and the icons were labeled accordingly.	-accesspoint organized
Data	accesspoint		
functional	organized		
Functional	the icons were labeled accordinly		

Functional	simply navigat through the	He was able to simply navigate through the icons provided once he logged in.	-he was able to navigate
Data	icons		
Functional	he logged in		
Functional	myPoint	Unlike in myPoint, where he was met with a page full of links that he had to then dig through.	
Functional	met		
Data	page full of links		
Functional	had to then dig through		
Functional	clicked on	Bryce clicked on Degree Progress and the page pulled up quickly with viewing DPR on the left side bar.	
Data	degree progress		
functional	pulled up quickly		
Functional	viewing		
Data	DPR		
Data	the left side bar		
Functional	printing off	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.	-print off his DPR
Data	DPR		
Data	PDF file		
Functional	click on		
Data	"Printer Friendly" link		
Functional	print off		
Data	DPR		
Data	accesspoint	Bryce is happy with the overall functionality of accesSPoin	-happy with accesspoint