

## Overview

**Name:** Sarah Chen **Age:** 21 **Major:** Computer Science **Year:** Third Year

Sarah is a highly motivated and organized third-year computer science student. She is dedicated to her studies and strives for academic excellence. She takes pride in managing her time effectively and ensuring all her coursework is submitted on time. Sarah is often the one who initiates planning for group projects, aiming to keep everyone on track.

## Goals

- **Manage Coursework Effectively:** Sarah's primary goal is to stay on top of all her assignments, projects, and exams. She wants to have a clear overview of her academic workload and prioritize tasks efficiently to avoid last-minute rushes.
- **Meet Deadlines Consistently:** Punctuality is crucial for Sarah. She aims to submit all her coursework before or by the deadline, ensuring she has enough time for revisions and quality checks.
- **Track Group Meetings and Progress:** In group projects, Sarah takes the initiative to organize and track meetings. She wants to ensure that all team members are aware of their responsibilities, deadlines, and the overall progress of the project.

## Frustrations

- **Poor Communication in Group Projects:** Sarah often gets frustrated by unclear or infrequent communication from her group members. This leads to misunderstandings, duplicated efforts, or missed deadlines, which directly impacts her ability to manage her own workload.
- **Disorganized Tools and Information:** She finds it challenging when different group members use various tools for communication, file sharing, or task management. This fragmentation makes it difficult to consolidate information, track progress, and maintain a single source of truth for project details.

## Needs & Pain Points

- A centralized platform for all group project communication and file sharing.
- A robust task management system that integrates with her academic calendar.
- Tools that provide clear visibility into individual and group progress.
- Reliable notification systems for upcoming deadlines and meeting changes.

## Behaviors & Habits

- Uses digital calendars and to-do lists extensively.

- Prefers structured communication channels over informal chats for academic work.
- Proactively seeks updates and clarification from group members.
- Starts assignments well in advance to allow for thorough completion and review.

## **Technology Usage**

- Google Calendar, Notion, Trello, Slack, Zoom, GitHub.