

Janie Ralston
IAKM 60120

Persona:



Meet Macy, a 20 year old student at Kent State University majoring in Biology. She is going into her junior year and would like to graduate on time. She works part time in the biology lab as a monitor and assists graduate assistants with administrative and organizational tasks. She would like to become a research analyst for a pharmacology company after she graduates and is considering pursuing her education with a masters in pharmacology.

Macy finds out it is time to register for classes from one of her supervisors who is a graduate student. She finds the link for the registrar webpage and hunts down her log in information since she has her school email forwarded to her personal account she doesn't log in to Flashline often. Once there she clicks on the tab to register, but is told she is unable to register because it is not the time yet for those with junior class standing to register. She inputs the time and date for registration into her Gmail calendar and sets a reminder for herself.

It is finally time for Macy to register for classes and she has spent some time browsing the catalog and her course requirements sheet given to her by her academic advisor last semester. She logs in and is able to register for two classes when the chemistry 3 class she needs pops up an error that she has not met the pre-requisites to register for this class. She is currently in the required class and is confident she will pass and move on to chemistry 3. She logs out and emails her academic advisor to schedule an appointment. She is worried by the time she registers for this class it will be too late as this section is the only section that fits her work and class schedule. After meeting with her academic advisor Macy is finally able to register for the remainder of her classes, but has to switch out two classes she was already enrolled in to make the chemistry 3 class fit as her preferred section was full. She prints her schedule and manually inputs the timeslots of her classes into her Gmail calendar.

Design Tenets:

1. Enlighten

-Inform users and create an interface promoting ease of learning with implicit functionality. Students know when it is time for their class standing to register and have access to the registration system.

- Registration system is only used seasonally and needs to be something that users can quickly understand and provides timely reminders and notifications of impending registration dates.
2. Exactitude
 - Reduce errors and frequent trips to the academic advisor within the interface. Provide details about errors and how to fix the error within the registration session.
 - Students receive many errors when attempting to register, which sends them to their academic advisor to resolve. Pre-requisite warnings and overlapping class time warnings should be obvious and easy to resolve.
 3. Expedition
 - Encourage students on their path or expedition with degree progress information allowing students to see required courses and pre-requisites prior to completing registration.
 - Students are not quite sure what classes remain to obtain their degree, they are also unsure of what pre-requisites are required for each course.
 4. Expression
 - Students should be able to customize their registration interface and create personalized settings based on their personal preferences and degree being sought.
 - The interface does not allow for customization or personal settings. This frustrates students because they want to see information and classes that pertain to them and their individual course study. Students would like to see their schedule in a way that works for them and their organizational needs.
 5. Expeditious
 - Advanced students should be able to register for 5 courses in under 7 minutes, novice students in under 12 minutes.
 - The speed of registration helps relieve student stress and gives the student confidence in their ability to get the courses they need to graduate that fits their schedule and busy lives.

Photo Credit: <http://www.ubishops.ca/fr/academic-programs/natural-sciences/biology/index.html>