



## David Torres, M.A.

Male, 38 years old, divorced  
Full-time faculty member at Acme Community College

*Quote: "Education is the best investment you can make because no one can ever take it away from you."*

## Background

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David has been teaching college courses for four years. He has been an adjunct faculty member at a number of local colleges before finally landing a full-time tenure-track faculty position at Acme Community College. David has a Master of Arts in History degree from the University of Illinois-Chicago. He teaches history courses to a diverse student body. David seems to have really settled in to his new full-time position. His students affectionately call him "D.T."

David has some basic computer knowledge. He is familiar with the Microsoft Office Suite as well as basic Internet and E-mail usage. However, he has found Acme Community College's online grade submission process to be challenging. Recently, he entered his final grades for his five undergraduate history courses. However, he received an E-mail from the school's records department telling him that his grades were not received.

## Scenarios

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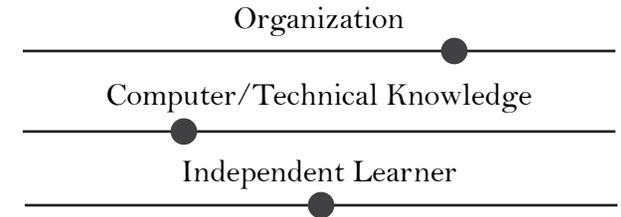
David logs into the Acme Community College faculty portal. He needs to find the Grade Roster section within the portal so that he can submit his grades.

Once in the Grade Roster, David must accurately enter final letter grades for his students.

After reviewing the final grades he has entered, David has to submit the grades so that they become part of students' academic records.

Finally, David must determine that grades were successfully posted and received by the Records office.

## Behaviors



## Goals

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- Submit student grades & feedback in a timely manner
- Meet all school requirements for submission of paperwork
- Create the best possible learning experience for students
- Achieve tenure

## Ideal Features

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- Easy to find the grade roster
- Intuitive grade entry
- Feedback letting him know that grades were received by the Records Dept.
- Ability to go back and easily review grades from previous terms

## Concerns

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- Are grades entered accurately?
- Were they submitted correctly?
- Did the Records Dept. receive the grades before the deadline?
- Is there a backup record in case there is a problem with grade submission?