



Emma Gabris

College Student

Junior at Fictitious State University

Age: 20

“When I’m on the go, I need to be able to quickly access course information from my phone. The pages need to load quickly and not make me sift through frames or scroll down long pages.”

Sends and receives approximately 400 text messages per month

Uses FaceBook mobile to keep in touch with friends

Accesses her school email via the phone’s mail program

Takes about 20 photos a month that she shares with friends and family by email or MMS

Accesses the Internet through the phone at least twice a day

Goal: Emma wants to quickly find the course information she needs using her smart phone. She knows that her time is precious. Her fifteen minutes break at work seem to fly by, but she uses the time to look at courses, check email, and revise class assignments.

Goal: Find contact information and office hours for her professors. Emma values the insight of her professors, and drops in during open office hours when she is available. She tries to store the information on her phone’s calendar, but sometimes forgets to enter it and needs to look it up on the course website.

Emma “Spark” Gabris lives in an off-campus apartment a few blocks from Florida State University’s main campus. Her three roommates gave her the nickname “Spark” since she is rarely seen in the same place for more than a few seconds. She is rarely at home because of class, working, and studying!

Emma hails from Chicago, Illinois. Her father emigrated from Greece, and is very proud of the Mediterranean market that he owns and operates. Emma’s mother, a tutor for Huntington Learning Centers, instilled her love of learning. Both of her parents stressed the importance of learning and showed by example – hard work, and keeping up with the current trends in their jobs. Even though their jobs allowed for a lower middle class lifestyle, her mother and father want better for their daughter. They support Emma even though they do not earn enough money to pay for college.

At home, she speaks Greek and English, and her best friend speaks Croatian at home. She took French in high school, and is continuing with classes to add a third fluent language to her repertoire. Fascinated with how languages and sounds are constructed to create meaning, and particularly the acquisition of this skill, she is majoring in interpretation. Like most college students, she is not fully sure what type of job she wants after graduation, but she has her eye set on a position that allows for her to travel.

Since her parents do not contribute to her schooling, she is grateful for the \$4,000 a year from scholarships she received from the American Hellenic Educational Progressive Association. Emma takes out the rest in loans and by working at The Melting Pot as a waitress. She works 25-30 hours a week, and earns about \$15,000/year – enough to pay for food, rent, and her cell phone messaging and data plan. She started working there as a freshman, and now has seniority to get most Friday and Saturday nights, Sunday, plus two other nights a week. For as much as she works, she sometimes cannot believe that she still manages to get mostly A’s in her classes.

Although Emma’s free time is very limited, she loves technology and all sorts of media. Emma considers herself an early adopter, even though she’s been saving up for the new iPhone for a year. Out of her friends, she is the only one to maintain a blog and is usually the first to try a new online service. If she’s not in front of her laptop, she has her phone out and often connects to the Internet with it. “My Samsung Omnia lets me keep up with emails from professors and changes to class assignments,” she comments, “I check things on my breaks from work and between classes.” She often text messages her roommates, just so that they know she is still alive.

Persona

Emma Gabris Scenario



Where is Professor Xavier Yves Zeppelin's office and what are his office hours?

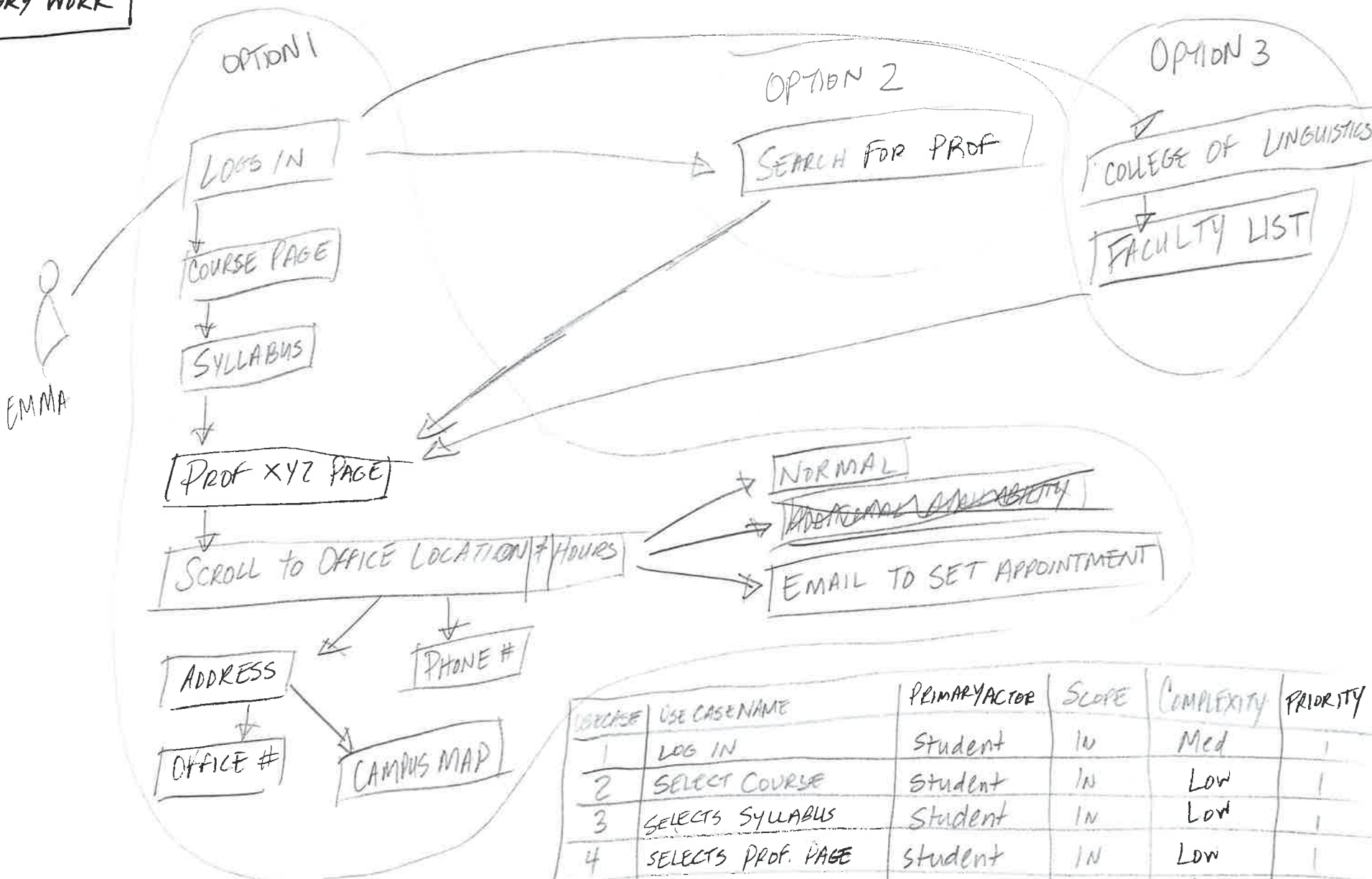
The Melting Pot has been hectic all day, and Emma finally grabs a fifteen-minute break from waiting tables. She sits down with a glass of water and pulls out her first French 450 essay of the semester. She revises a few paragraphs and then questions if she understands the assignment's requirements. Emma pulls her phone out of her backpack in hopes of finding Professor Xavier Yves Zeppelin's office hours for tomorrow in these last five minutes of her break. Emma looks in her address book and finds that she did not insert the professor's contact information.

Emma then switches to her phone's browser and opens the bookmark to Fictitious State University's course page. She types in her user name and password and selects that she wants to enter the dashboard. On this page, she finds a personalized welcome message, pertinent school and class announcements, a list of her current classes, and her custom link area that includes the College of Linguistics home page. Under the current classes heading she selects the French 450.

On the French 450 class page, she sees a menu that includes Return to Dashboard, Syllabus, Assignments, Grades, and additional items the Professor X. Y. Zeppelin designated. She selects Syllabus, and locates the section for office visits. Since the office hours change every semester, the professor has included a link to his homepage. She loads Professor X. Y. Zeppelin's simple homepage and finds his office location, including the building name, office number, and mailing address. Emma mentally notes that his email address and phone number is underneath the physical address. She scans the page and finds that he has two calendars: one for his class schedule, the other for office hours. She opens the office hours calendar, and finds that some dates are active links and others are not. She selects August 31, 2009 and sees that he has open hours on Monday afternoon from 1:30 – 2:30, and again from 3:30 – 5:00. She jots this down on her paper. Emma then utilizes the email address link to open her email program, and writes to Professor X. Y. Zeppelin to notify him of her question and to expect her during Monday's office hours.

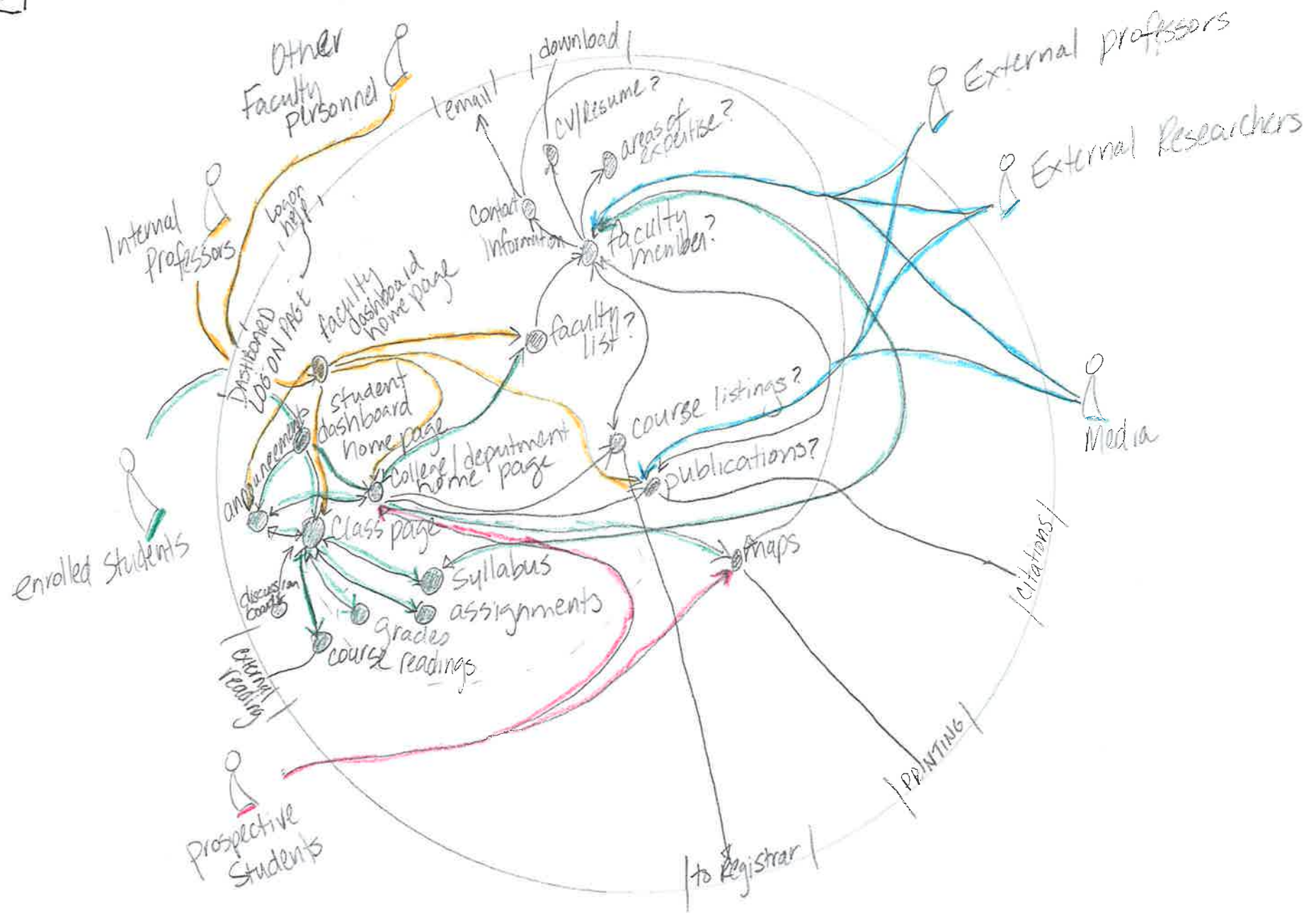
Emma's break is quickly coming to a close. She sends the email message and her web browser reappears. She selects the return to Professor Xavier Yves Zeppelin's Home Page, leaving it on that page to look at his résumé and CV when she gets off work. She locks the phone, places the phone and her assignment in her bag, finishes her water, and returns to her customers.

PRELIMINARY WORK

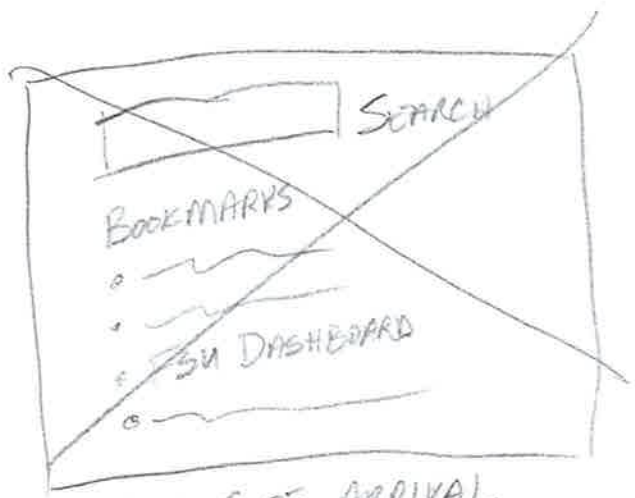


| USE CASE # | USE CASE NAME | PRIMARY ACTOR | SCOPE | COMPLEXITY | PRIORITY |
|------------|--------------------|---------------|-------|------------|----------|
| 1 | LOG IN | Student | IN | Med | 1 |
| 2 | SELECT COURSE | Student | IN | Low | 1 |
| 3 | SELECTS SYLLABUS | Student | IN | Low | 1 |
| 4 | SELECTS PROF. PAGE | Student | IN | Low | 1 |
| 5 | EMAILS PROF | student | IN | Med | 1 |
| 6 | AUTO RESPONDER? | prof/anto | IN | Low | 2 |

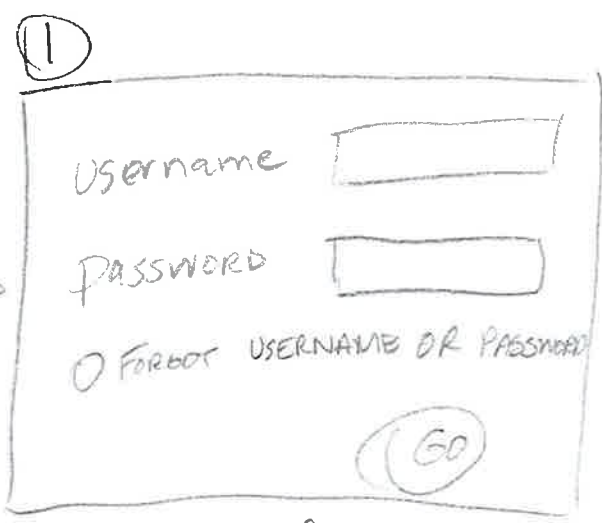
SITEPATH



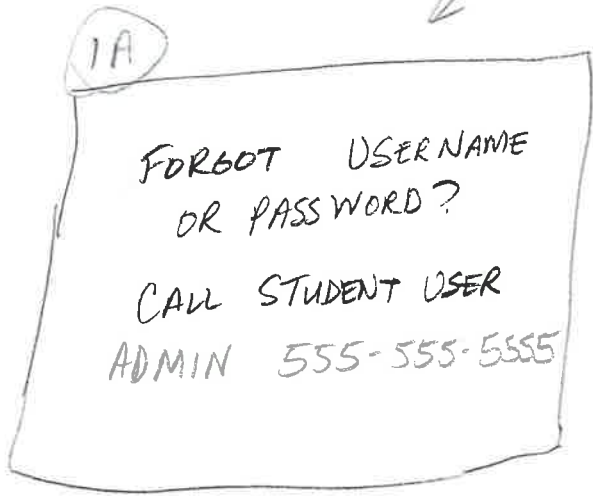
STORYBOARD Pg. 1

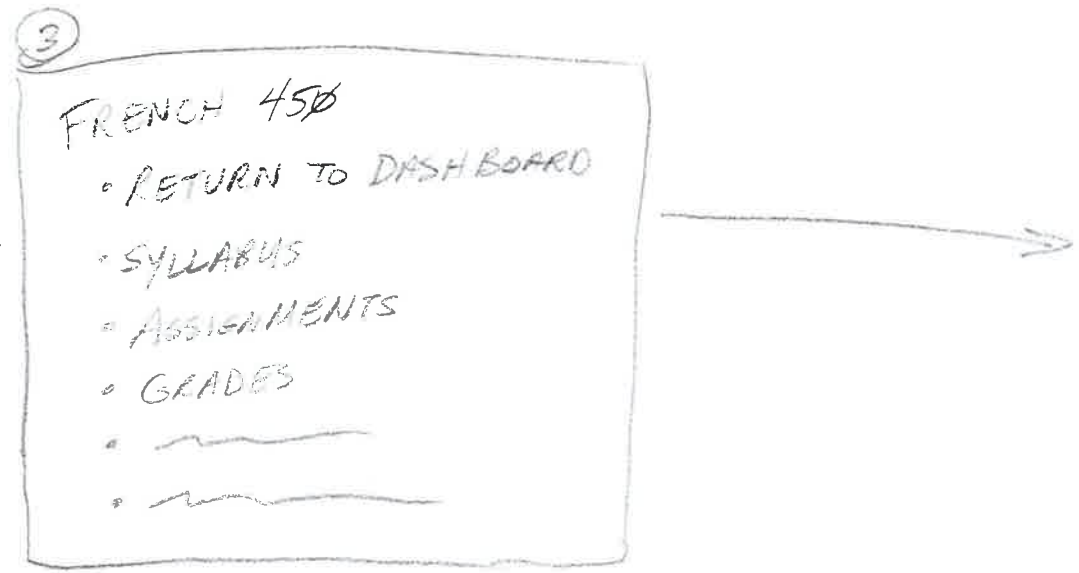
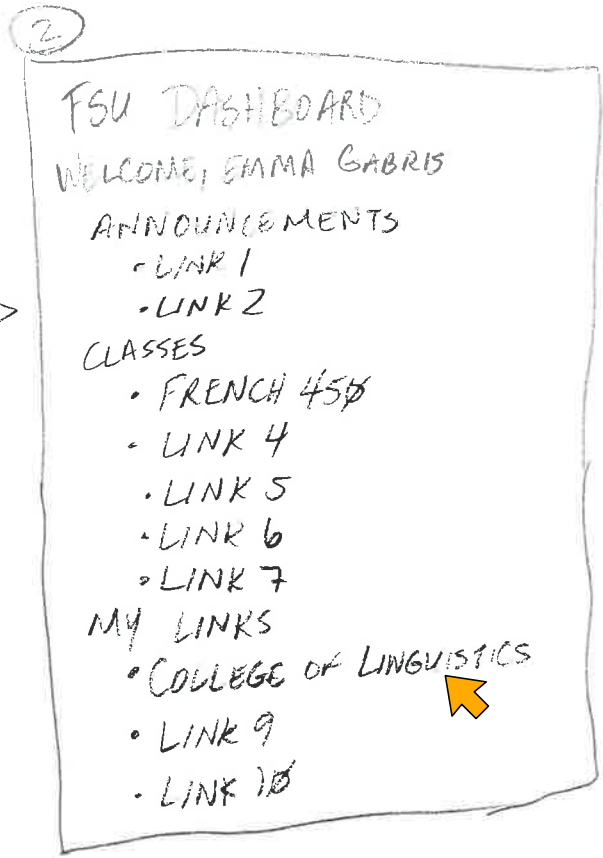


PRE-SITE ARRIVAL
(DON'T NEED)



What if student forgets username or password?

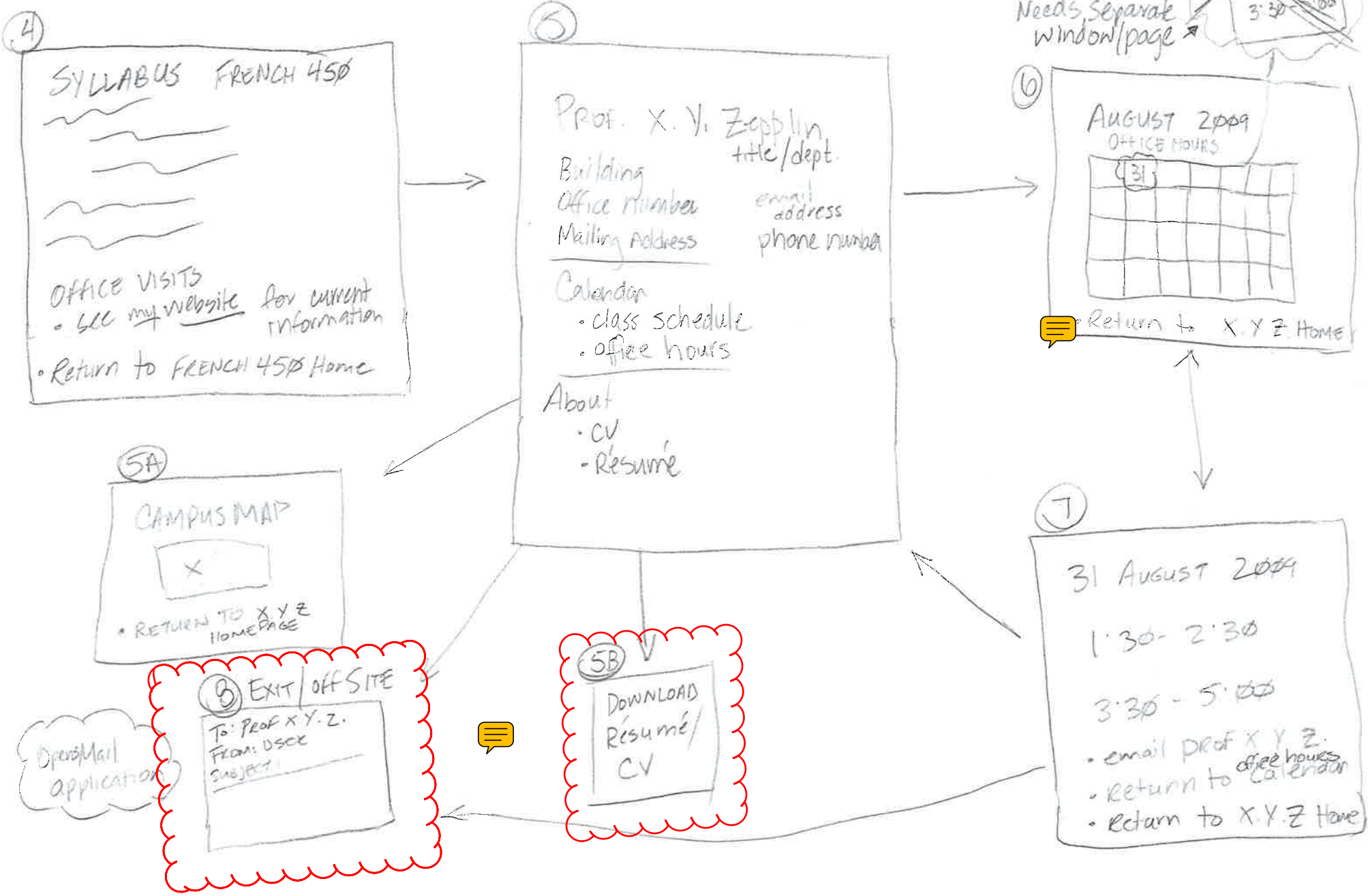




* needs to have Return to Dashboard link
- every course page should have this as part of the menu.

* Keep course menu on every page





Functional Specifications and Wireframe

1

| Element | Type | Label | Event | Result |
|-----------------------|---------------|------------------------------|-------|--|
| FSU Logo | Image | Logo | Click | Link to FSU homepage |
| FSU name | Text | FSU name | Click | Link to FSU homepage |
| Username | Input-text | Username | Type | None |
| Password | Input-text | Password | Type | None |
| Forgot option | Option button | Forgot Username or Password? | Click | None |
| Go Button | Submit Button | Log In | Click | Go to dashboard [2] if authenticated; Go to help page [1A] if Forgot option is selected. |
| Copyright information | Text | Footer | Click | Link to FSU homepage |



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Dashboard Log In

User name

Password

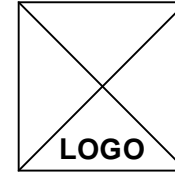
Forgot user name or password?

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1A

Functional Specifications and Wireframe

| Element | Type | Label | Event | Result |
|-----------------------|-------|----------------------------|-------|-----------------------------------|
| FSU Logo | Image | Logo | Click | Link to FSU homepage |
| FSU name | Text | FSU name | Click | Link to FSU homepage |
| Dashboard Log In Link | Text | Return to Dashboard Log In | Click | Link to Dashboard Log In page [1] |
| Copyright information | Text | Footer | Click | Link to FSU homepage |



Fictitious State University

Forgotten user name or password, please contact

<Contact name>

<Phone number>

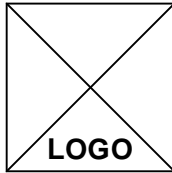
Return to Dashboard Log In

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Functional Specifications and Wireframe

| Element | Type | Label | Event | Result |
|-----------------------|---------------|--------------|-------|--|
| FSU Logo | Image | Logo | Click | Link to FSU homepage |
| FSU name | Text | FSU name | Click | Link to FSU homepage |
| Title | Text | Page title | None | None |
| Personalized Welcome | Text | Greeting | None | None |
| Announcement | Text | Announcement | None | None |
| Class Link | Text | Class name | Click | Link to main class page |
| Custom Link | Text | Link name | Click | Link to designated page |
| Log Out button | Submit button | Log Out | Click | Deauthorize user and redirect to Log In page [1] |
| Copyright information | Text | Footer | Click | Link to FSU homepage |

To fit the presented scenario, the first <Class name> = French 450 and the first <Link name> = College of Interpretation.



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Dashboard

Welcome <user name>!

Announcements

- <Announcement>
- <Announcement>

Classes

- <Class name>
- <Class name>
- <Class name >
- <Class name >
- <Class name >

My Links

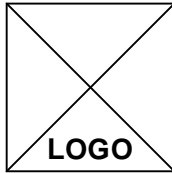
- <Link name>
- <Link name>
- <Link name>

LOG OUT

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Functional Specifications and Wireframe

| Element | Type | Label | Event | Result |
|-----------------------|---------------|-----------------|-------|--|
| FSU Logo | Image | Logo | Click | Link to FSU homepage |
| FSU name | Text | FSU name | Click | Link to FSU homepage |
| Title | Text | Page title | None | None |
| Syllabus | Text | Syllabus | Click | Link to French 450 class syllabus page |
| Assignment | Text | Assignment name | Click | Link to French 450 assignment instructions page |
| Discussion Board | Text | | Click | Link to French 450 discussion board topic page |
| Additional Reading | Text | | Click | Link to French 450 additional reading page |
| Grades | Text | | Click | Link to French 450 Grades page |
| Dashboard Button | Button | Dashboard | Click | Link to Dashboard [2] |
| Log Out button | Submit button | Log Out | Click | Deauthorize user and redirect to Log In page [1] |
| Copyright information | Text | Footer | Click | Link to FSU homepage |



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French 450

Syllabus

Assignments

- <Assignment name>
- <Assignment name>
- <Assignment name>

Discussion Board

Additional Reading

Grades

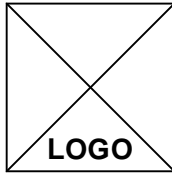
DASHBOARD

LOG OUT

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Functional Specifications and Wireframe

| Element | Type | Label | Event | Result |
|-----------------------|---------------|-----------------|-------|--|
| FSU Logo | Image | Logo | Click | Link to FSU homepage |
| FSU name | Text | FSU name | Click | Link to FSU homepage |
| Title | Text | Page title | None | None |
| Syllabus | Text | Syllabus text | None | None |
| Professor's Website | Text | Prof Website | Click | Link to Professor's website |
| French 450 button | Button | French 450 home | Click | Link to French 450 home page [3] |
| Dashboard Button | Button | Dashboard | Click | Link to Dashboard [2] |
| Log Out button | Submit button | Log Out | Click | Deauthorize user and redirect to Log In page [1] |
| Copyright information | Text | Footer | Click | Link to FSU homepage |



LOGO

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French 450 Syllabus

<Syllabus text>

- <Professor's website>

FRENCH 450 HOME

DASHBOARD

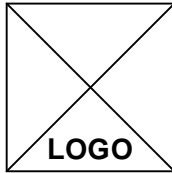
LOG OUT

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Functional Specifications and Wireframe

5

| Element | Type | Label | Event | Result |
|--------------------------|-------|-----------------------|-------|---|
| FSU Logo | Image | Logo | Click | Link to FSU homepage |
| FSU name | Text | FSU name | Click | Link to FSU homepage |
| Professor name and title | Text | Professor Information | None | None |
| Building and office | Text | Physical location | None | None |
| Mailing address | Text | Mailing Address | None | None |
| Campus Map | Text | Campus Map | Click | Link to FSU's campus map |
| Email address | Text | Email | Click | Opens email program in compose message window |
| Phone number | Text | Phone number | Click | Smartphone dials phone number |
| Class Schedule | Text | Class Schedule | Click | Link to class schedule calendar |
| Office Hours | Text | Office hours | Click | Link to office hours calendar [6] |
| Interests | Text | Interests | None | None |
| Résumé | Text | Résumé | Click | Downloads professor's résumé |
| Curriculum Vitae | Text | Curriculum Vitae | Click | Downloads professor's curriculum vitae |
| Copyright information | Text | Footer | Click | Link to FSU homepage |



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<Professor Name>
<Department><Title>

<Building><office number>
 <Mailing address>
 Campus Map

<Email address>
 <Phone number>

Calendar

- Class Schedule
- Office Hours

About

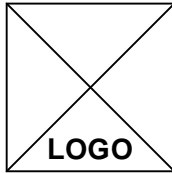
<Interests>

- Résumé
- Curriculum Vitae

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Functional Specifications and Wireframe

| Element | Type | Label | Event | Result |
|--------------------------|--------|-----------------------|-------|---------------------------------------|
| FSU Logo | Image | Logo | Click | Link to FSU homepage |
| FSU name | Text | FSU name | Click | Link to FSU homepage |
| Professor name and title | Text | Professor Information | None | None |
| Office Hours | Text | Calendar Name | None | None |
| Month and Year | Text | Time period | None | None |
| Next Button | Button | Next Month | Click | Link to the next month's office hours |
| Date | Text | Date | Click | Link to the day's office hours |
| Professor Home Button | Button | Professor Home | Click | Link to Professor's home page [5] |
| Copyright information | Text | Footer | Click | Link to FSU homepage |



Fictitious State University

<Professor Name>
<Department><Title>

Office Hours
 <Month> <Year>

| | | | | | | |
|----|-----------|----|----|----|----|----|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | <u>31</u> | | | | | |

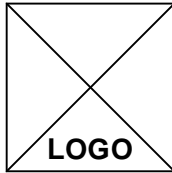
Next ->

PROFESSOR HOME

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Functional Specifications and Wireframe

| Element | Type | Label | Event | Result |
|--------------------------|--------|-----------------------|-------|---|
| FSU Logo | Image | Logo | Click | Link to FSU homepage |
| FSU name | Text | FSU name | Click | Link to FSU homepage |
| Professor name and title | Text | Professor Information | None | None |
| Office Hours | Text | Calendar Name | None | None |
| Month, Day, and Year | Text | Time period | None | None |
| Time | Text | Hours | None | None |
| Email address | Text | Email | Click | Opens email program in compose message window |
| Office Hours Button | Button | Office Hours | Click | Link to office hours calendar [6] |
| Professor Home Button | Button | Professor Home | Click | Link to Professor's home page [5] |
| Copyright information | Text | Footer | Click | Link to FSU homepage |



Fictitious State University

<Professor Name>
<Department><Title>

Office Hours
 <Month> <Day><Year>

<HH:MM to HH:MM>

<Professor email>

OFFICE HOURS

PROFESSOR HOME

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