

Sheridan

DESN 19999 - Design Systems and Thinking
Project 2 - Context Scenarios and Design Requirements

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INTRODUCTION

After creating personas and analyzing their behavioral patterns, context scenarios are now created in order to have a deeper look into how each persona will be interacting with the new system. Having context scenarios for each persona will help in identifying what different types of user might need from the system.

PROBLEM

Sheridan College's international student application system is currently outdated, making it hard for people to complete their application. There are problems such as sessions timing out too quickly, and having to start again. On the same vein of the problem, the system is also difficult to utilize for Sheridan employees that work on students' applications.

VISION STATEMENT

The new international student application system for Sheridan College will help create a seamless and intuitive experience for its users. The project includes having updated visual designs, and quality-of-life changes such as:

- Multi-language support
- Progress tracker
- Ability to save and continue the application at a later time
- Notification system
- Document Checklist

Rami Abidi. Student from Egypt.



EXPECTATIONS

1. Ability to save his progress and come back to it later
2. Summary listing everything he needs to submit
3. Confirmation and follow-up from the college

PRELIMINARY CONTEXT SCENARIO

1. Rami wants to expand his horizons and decides to apply to Sheridan College. Rami's older brother shows him the application system.
2. Rami is able to save his progress while filling out the application and can come back to it later. He reviews the summary, makes sure he's filled out everything and submits the application.
3. Rami receives confirmation that his application has been submitted. He is able to track his application from the comfort of his own home.

A Day in Life of: Rami Abidi

1

Rami is applying for post-secondary education. He wants to expand his horizon thus he is interested in applying to Sheridan College. Rami's older brother studied at Sheridan so he asks his older brother to show him the application system.

2

Rami creates an account for the system and checks the summary which tells him everything he needs to do while filling out his application. He begins inputting his information. Rami realizes that his shift at the local supermarket is about to start. He saves his progress and closes the application. He makes his way to his job.

3

Rami returns from his job and opens up the application again. All his saved information is still there. Rami continues to fill out the application, occasionally taking breaks to double check information and complete other work. He checks the summary to make sure he filled everything out, he saves his application and submits it.

4

Once his application is submitted, the platform lets Rami know that a confirmation will be sent to him momentarily. Rami receives his confirmation and is able to track the progress of his application. Rami spends the rest of his evening relaxing, happy that this stress had been lifted off his shoulders.

5

Rami receives his offer from Sheridan College through an email as well as a notification on the application system. Rami logs onto the application system and accepts his offer to Sheridan. After accepting the offer, a checklist appears on the screen, letting Rami know of all the next steps he needs to take. Now, Rami knows that he can apply for bursaries and financial aid through this application system, as well as get additional information about residence and the immigration process.



Sachin Raja. Student from Sri Lanka.

EXPECTATIONS

1. Ability to do the application in his first language;
2. An active checklist that shows him what is left to do in the application at any time;
3. Ability to see financial information specific to him after applying.

PRELIMINARY CONTEXT SCENARIO

1. Sachin uses online search engines to discover Sheridan College and makes the decision to apply.
2. He easily changes the native language of the website to his first language, which makes it straightforward for him to follow along with the built-in checklist. He submits his necessary documents to Sheridan College electronically.
3. Sheridan College sends him confirmation that they received his application. Logging back into the system lets Sachin look for fee information and scholarship opportunities while he waits.

A Day in Life of: Sachin Raja

1

Sachin was totally new to post-secondary education. None of his friends or family had gone to school internationally, so he didn't have personal guidance for how to get started. Money was tight, meaning an agent was not a possibility. After doing some online research he found himself at the Sheridan College International Student Portal.

2

The Sheridan website clearly explained the international application process in terms that Sachin could understand. He could see a clear overview of what he would be doing, and knew that he would start by creating an account as a Sheridan International Student.

3

Although his English is good, he is much more comfortable working in his native language. The Portal made it easy – as soon as he set his location to Sri Lanka, he was asked if he wanted to change the language. It also listed the specific documents he would need to collect for a student coming from Sri Lanka.

4

The student account allowed him to log in and out as he needed, with a built-in checklist that would automatically update as he completed steps. This gave him great confidence that he was always on the right track.

5

Once he completed all the necessary steps, he was immediately sent an email to confirm that his documents and application had been successfully submitted. It made it clear that all he had to do now was wait, and to look into financial options if need be. By logging back into his account, he could follow his application, as well as access information about financial aid, scholarships, and bursaries. This was crucial to Sachin, who would be relying on financial aid. With all of this information in the same place, he was confident and excited about going to college.

Wenhao Zhu. Student from China.



EXPECTATIONS

1. Having an agent that works correctly and efficiently;
2. Confirmation directly from Sheridan College that his application was successful.

PRELIMINARY CONTEXT SCENARIO

1. Wenhao hires an educational agent and tells the agent he is interested in Sheridan College.
2. His agent tells him exactly what documents he needs in order to apply, and submits those documents for him.
3. Wenhao receives confirmation from both the agent and the school that his application had gone through successfully. He knows his next step is to simply wait to find out about acceptance.

A Day in Life of: Wenhao Zhu

1

Wenhao knew he wanted to study computer science and discovered that Sheridan College was a great school for learning software development via word of mouth. He's known lots of friends who went to international schools and they all used educational agents, so his family hired one right away. He told the agent about Sheridan College and the agent came back to him a few days later with a checklist of documents Wenhao would need to give the agent in order to apply.

2

Once Wenhao had passed over all of his necessary documents, the agent quickly completed an application for him through Sheridan College. The agent got in touch with Wenhao to let him know the application was finished. Sheridan also sent Wenhao confirmation directly, which gave him the confidence to know everything went through successfully.

3

The agent helped explain to Wenhao everything else he needed to know: where his ESL standing was according to the College, what fees he owed, and where to start looking for accommodations near the school. The agent also gave Wenhao his Sheridan International Student account so he could check for himself for updates on his application.

Ashley King. International Admissions at Sheridan.



EXPECTATIONS

1. Applications have little errors
2. Students can easily apply to Sheridan without assistance
3. Easy and efficient work flow

PRELIMINARY CONTEXT SCENARIO

1. Ashley sits down in her office and begins reviewing applications from prospective Sheridan international students.
2. Ashley notices little discrepancies and errors in the applications. She approves them.
3. Ashley sends the approved applications to the admissions office. Then, she moves on to the next batch.

A Day in Life of: Ashley King

1

Ashley works at Sheridan College at the International Office. She arrives at Sheridan and heads up to her office.

2

Ashley sits down at her office and pulls up the applications of prospective Sheridan international students on her office computer. She begins reviewing these applications. The applications seem to have few discrepancies and errors thus Ashley gets through more applications in a day.

3

Ashley approves the correct applications and sends them to the admissions office through Sheridan's system. She takes her lunch break and then returns to review the next batch of applications.



Yan Zhou. Educational Agent from China.

EXPECTATIONS

1. A different application system only for agents.
2. Confirmation and follow-up from the college

PRELIMINARY CONTEXT SCENARIO

1. Yan Zhou has some clients (students) want to study abroad. She signs the contract with them and begins to do the applications.
2. Yan Zhou collects all the required documents from her clients, uploads the documents into the system and fills out other required information.
3. Yan Zhou gets all the offers from the international office. She tells her clients about the application status and gets paid.

A Day in Life of: Yan Zhou

1

After she signed the contract with the client, Yan opens a new file on the Sheridan Online Application website (Agent Version). Through the agent version of the website, she can see all her client files together, and does not have to open the application one at a time.

2

Yan uploads her client's documents at one time. The website automatically sends these files to the workers in the International Office.

3

While she looks up the client's files, she also gets feedback from the website that tells her if anything is missing, and the general application status, so she can keep her clients updated with their application progress.

4

Once the application has been approved, she gets a notification from the website, asks her to download the offer.

5

She gives the student ID to her client. Once the offer is accepted by the client, a green check would show up on the file, and she can forward this to her company to get paid.

FUNCTIONAL REQUIREMENTS

- Create an account as a student OR an agent
- Save and log out, log back in at a later date
- Constantly updating summary of application requirements (checklist format)
- Checklist is specific to current location (if different documents are required)
- Submit application to Sheridan College
- Internal notification system (when changes to account occur)
- External e-mail system (to send important notices, confirmations, etc.)
- Ability to accept offer from Sheridan College.
- Language Settings
 - Change portal language to chosen language.
 - Suggest language change based on current location
- Agent Version
 - Agent logs into a separate portal
 - Can see all active client applications easily

DATA REQUIREMENTS

- Student name, personal information (location, birthdate, etc.)
- Educational documents
- ESL, VISA if necessary

CONTEXTUAL REQUIREMENTS

- Constantly updating summary of application requirements (checklist format – what has been completed and what is left to do)
- Post-application information and support (scholarships, housing, what-to-expect)

Marking Sheet

<p>Part 1a: Vision Statement, Problem Statement, Persona Expectations, Prelim Context Scenarios Completeness and relevance to the persona goals identified in your Project 1 persona descriptions.</p>	<p>XX /2</p>
<p>Part 1b: Context Scenarios Is there an appropriate level of contextual information? Are each persona's activities clearly identified? How imaginatively are each persona's behavioral goals realized? Are each persona's motivations well expressed and connected to the persona description?</p>	<p>XX /8</p>
<p>Part 2: Design Requirements Completeness: Are all the objects, actions and contexts described in the context scenario translated into design requirements?</p>	<p>XX /6</p>
<p>Part 2: Design Requirements Format: is the information correctly presented as requirements (or NEEDS), rather than descriptions of tasks or implementation details?</p>	<p>XX /4</p>
<p>Part 2: Design Requirements Validity of information: how closely tied to real research is the presented information.</p>	<p>XX /5</p>
<p>TOTAL</p>	<p>XX</p>

Comments:
