

STUDENTS

Starting out at Virginia Tech

Find my way around

Living on Campus

Going to events

Get help with Student Visa

Living on campus

- Find out where I'll be living
- Find out about my roommate
- Find out about dining plans

Get maps

check dining hall hours

Sports events

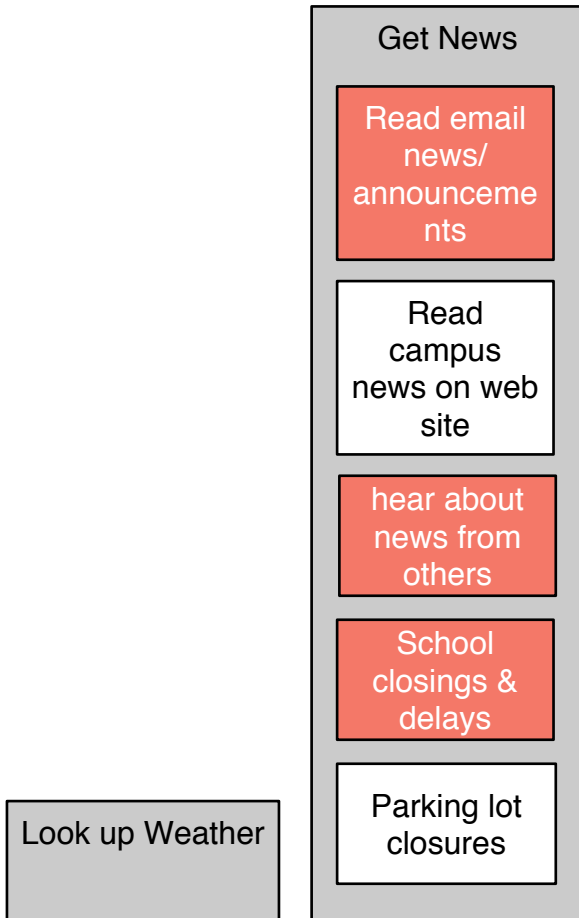
- look at sports schedule
- get tickets
- sign up for tickets on hokietickets.com
- look for people with football tickets

Other events

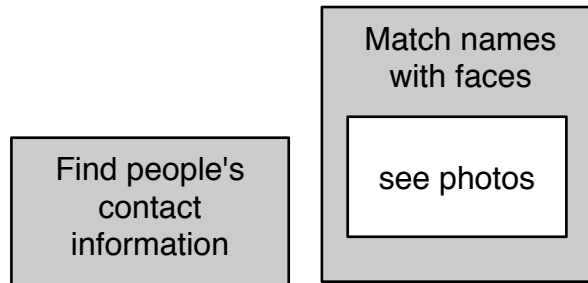
- look for events/activities

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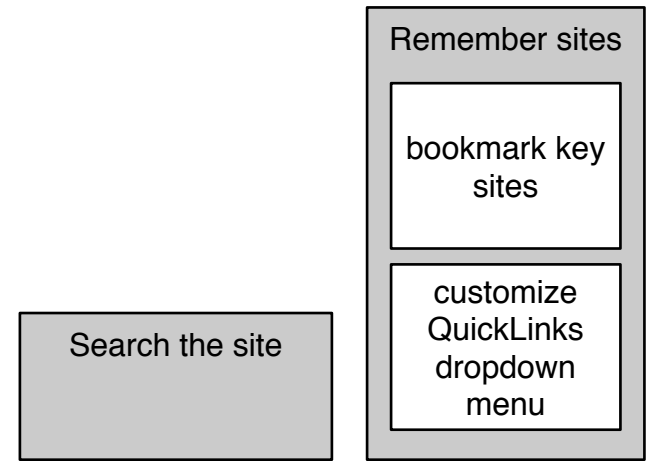
Stay Informed - What's happening on campus?



Interacting with Administration

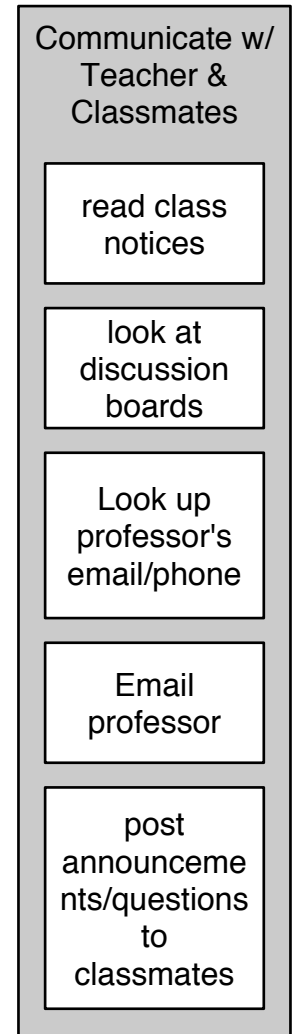
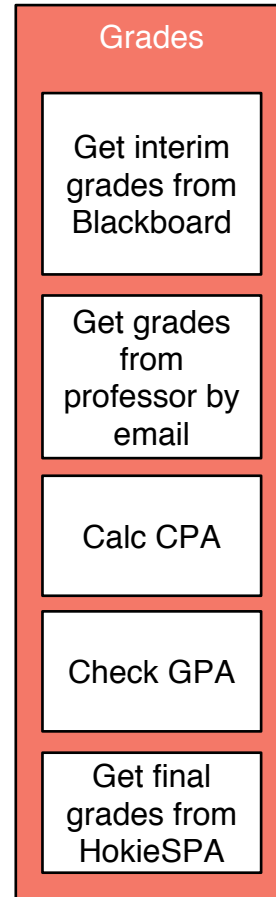
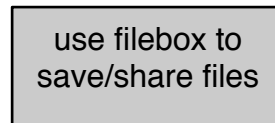
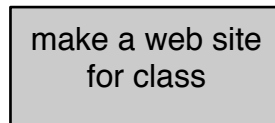
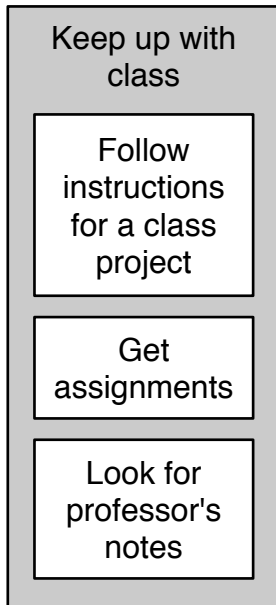
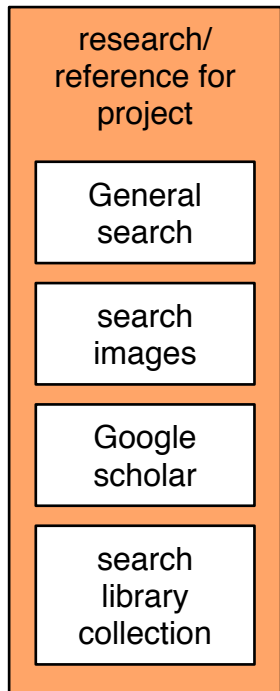


Find VT Web Sites



STUDENTS

Class Related



STUDENTS

Major-related

Health

Get email
announcements
related to major

Get info about my
department

Find out when
health center is
open

update
immunizations

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Choose & Register for Classes

Plan Schedule

- Look at Academic Calendar
- Plan Daily Schedule

What classes do I need to take?

- Look at core requirements
- print off check sheets
- check DARS Report

Find other classes I might be interested in

- search by 7 areas of study
- find description of class
- talk to professor for more info

Choose specific class/section to take

- Look at class schedule/ timetable
- read reviews on ratevteachers.com
- Look at grade distribution info (SGA site)
- Look at class size

Register for Classes

- Write down CRN #s
- Put in Class #s
- Wait to see what classes I get
- view class ticket
- Receive notice when course requests are processed
- Drop/Add
- Open multiple windows to manage drop/add

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Get advice on my academic program

Paying for School

Who is my advisor?

Scholarships
Look for scholarships

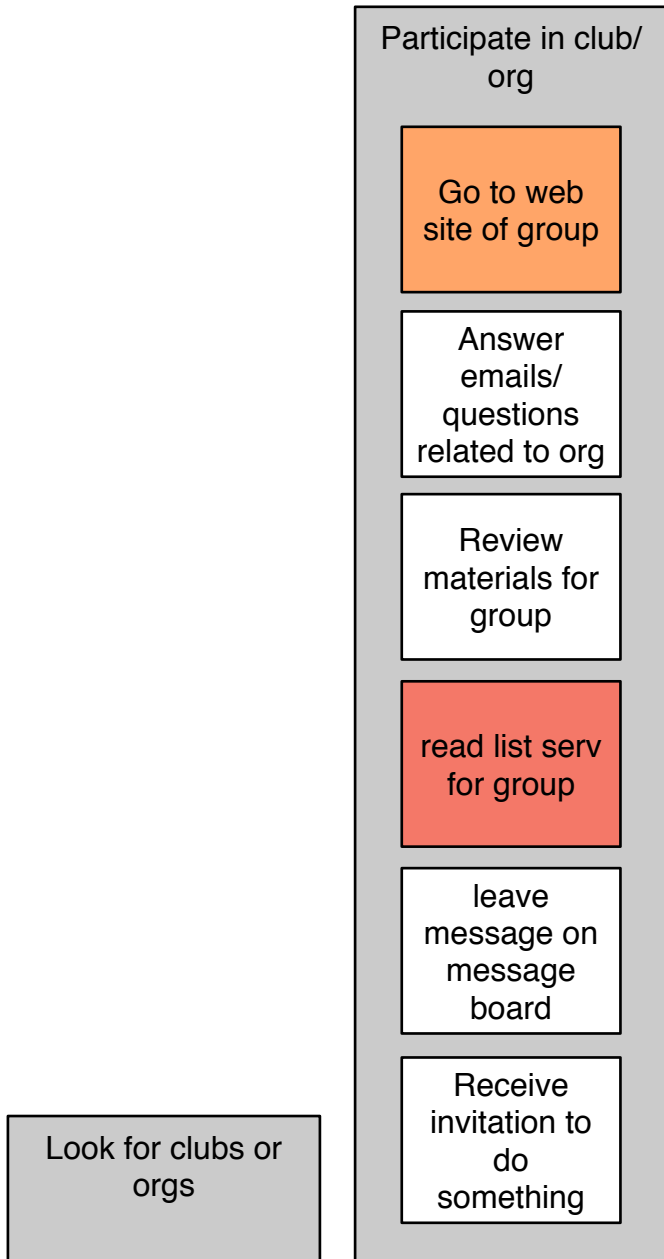
Financial Aid/Loans
Check on financial aid status

Work Study
Look for work study opportunities
Sign up for work study

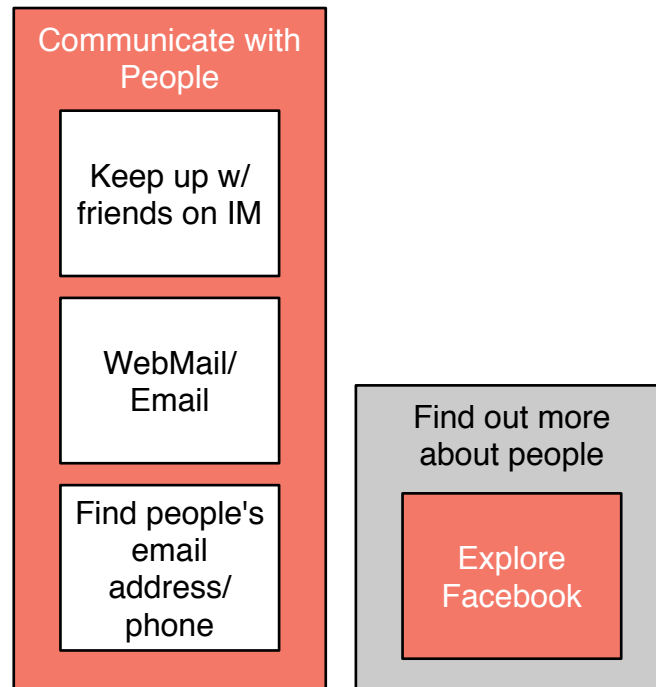
My Account
Check on financial status
Receive email about e-bill
View bills
Pay bills
Find out about a hold on my account
Deal with a hold on my account
How much left on my passport \$?

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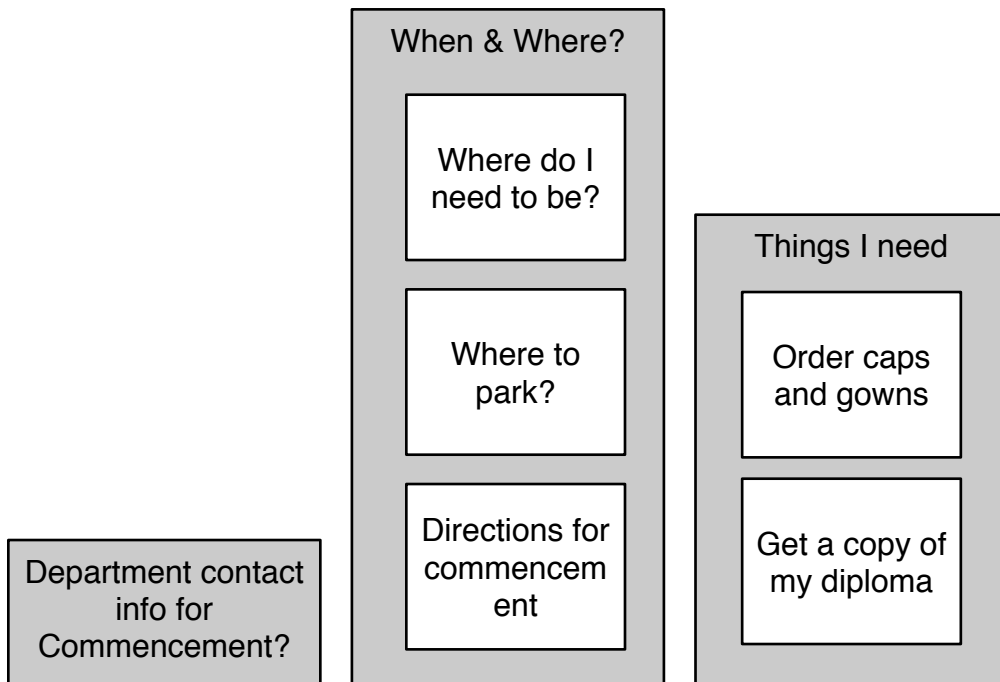
Involvement in Organizations



Relationships



Commencement

**Mental Models Explained**

Mental models are developed by interviewing a small set of users within a particular target audience, and asking them questions related to common tasks they perform related to an overall process (like working at Tech, or selecting a college). We extract discrete tasks and organize them to make a mental model.

Goals/Categories

Across the top of the chart, you will see a designation of the broad goal or category for the tasks underneath it.

Task Groups

The grey boxes are groups that pull several related tasks together.

Tasks

The individual boxes within a task group box are specific tasks that make up that overall task group.

Colors indicate frequency

This task appeared multiple times in interviews.

This task appeared **MANY** times in interviews.

This is a very subjective process, it is not intended to be scientific research. It is intended as a DESIGN TOOL so that we can make smarter decisions about site architecture, content and layout.

STUDENTS

Career

