



KAREN
Current Postgraduate
(Taught) (UK/EU)

“I need access to resources from many libraries. They should all be on the same system”

“I would prefer one student log-in to all my tasks so I can zone out everything else”

Karen is in her final year of her postgraduate course. She completed her undergraduate degree a few years ago and had never been to London before she came to UCL. She finds it difficult to organise her life around her study and part-time work as it tends to consume a lot of her time.

Karen is disabled and uses a wheelchair. She needs to know what access facilities are available everywhere she goes. She also receives support from student services. Accessing everything online remotely is a real benefit to her as she doesn't travel into university every day.

Overall Goals

- Gain her MSc and carry out research that she believes will change the world for good.
- Support her living costs through work and research opportunities.
- Look for opportunities for after her course finishes.

Key UCL Tasks

Primary

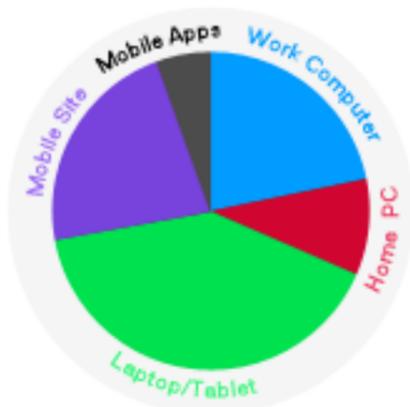
1. Search for books in the library, and check them out or request them.
2. Choose optional modules and register for them.
3. Finding out about access to buildings and support/advice for her.
4. Look for opportunities for work or study after university.

Secondary

- Read electronic journals and articles.
- Liaise with her tutor and supervisor about her research and getting feedback on draft papers.

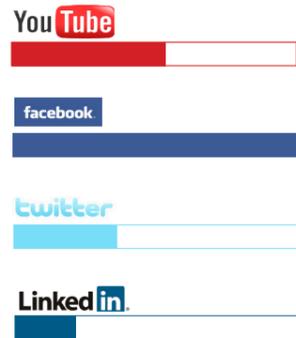
Devices

Devices used for UCL



Social Media

General social media usage



Key UCL Tasks

1. Gathering materials for research



Learning curve for using e-journals

2. Choosing and registering for modules



Videos from 2nd term lectures from previous year

3. Finding out about access and support/advice available



Details on maps; mobile display

4. Looking for opportunities after university



Links with external organisations