Overall Goals

- Further his education with a specialised Masters degree.
- Teach, supervise and help undergraduates with their course.
- Collaborate with other experts in his field on exciting research projects and attend conferences.

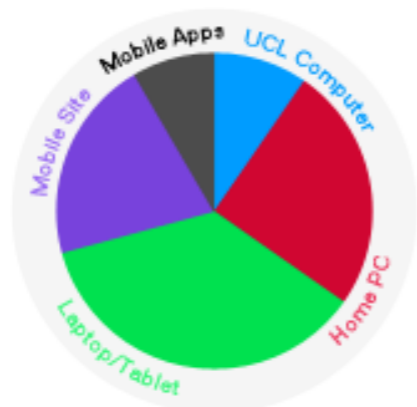## Key UCL Tasks

Primary

1. Attend conferences and write up notes in research log.
2. Search for books and journals for his research work and renew them.
3. Upload slides, quizzes and reading lists to Moodle.
4. Mark undergraduate work and check for plagiarism.

Secondary

- Write materials and prepare for teaching classes
- Answer queries from undergraduates
- Find contact details for staff and admissions officers and email/ phone them to ask specific questions
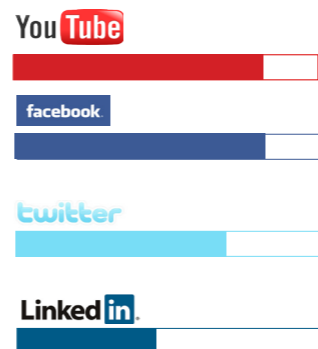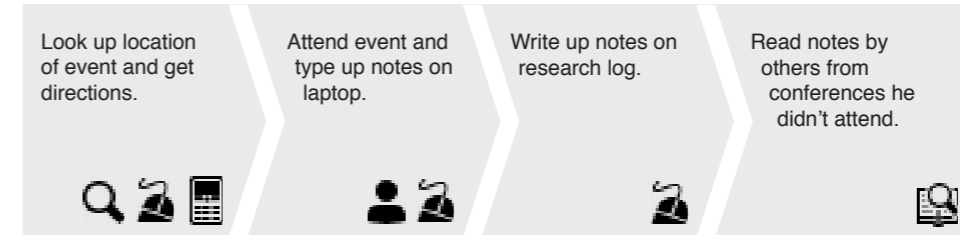- Carry out administrative tasks in his department

Minh
Current PhD Student
(UK/EU)

"I don't want to spend time answering trivial queries from students which they could look up online. I'd rather talk to them about the subject matter"

Minh is a PhD student and teaching assistant to undergraduates. He has been at UCL for many years and knows where to go for all his needs. He is mainly focused on his research; he is passionate about his field and works hard with his supervisors and collaborators to initiate new projects and explore the field further.

He also applied to be a teaching assistant this year and so spends a lot of time teaching and helping his undergraduates with their work. He finds the process enlightening and interesting but he feels it takes up more time than it should. Many processes such as uploading files, marking work and answering questions seem to take up a lot of his free time.

Devices
Devices used for UCL

Social Media
General social media usage

Key UCL Tasks
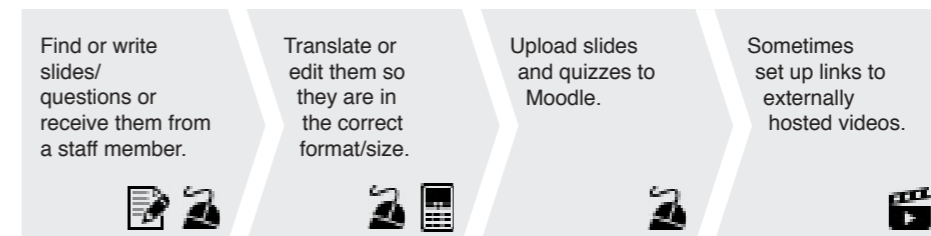
1. Go to conferences and contribute to research

| Look up location of event and get directions. | Attend event and type up notes on laptop. | Write up notes on research log. | Read notes by others from conferences he didn't attend. |

Cross channel strategy

2. Search for books and journals and renew them

| Search for books on various library systems. | Look for resources on e-journal sites and textbooks. | Renew library books and e- books. | Download resources he has access to. |
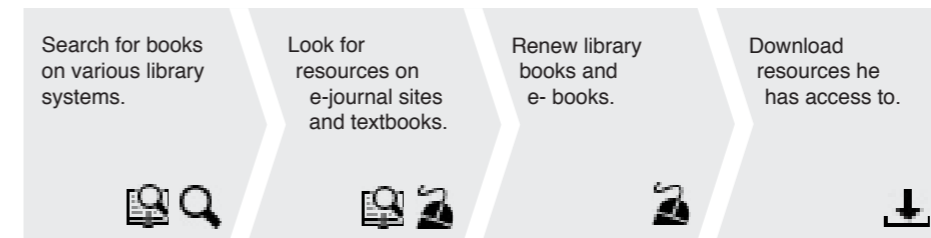
In some cases a daily process

3. Upload course materials to Moodle

| Find or write slides/ questions or receive them from a staff member. | Translate or edit them so they are in the correct format/size. | Upload slides and quizzes to Moodle. | Sometimes set up links to externally hosted videos. |

"Laborious" process

4. Mark students' work and check for plagiarism

| Look up principles of assessment and guidelines for marking. | Receive students' work via Moodle and hard copies through admin office. | Check system for possible plagiarism. | Return marks and work through Moodle and through admin office. |
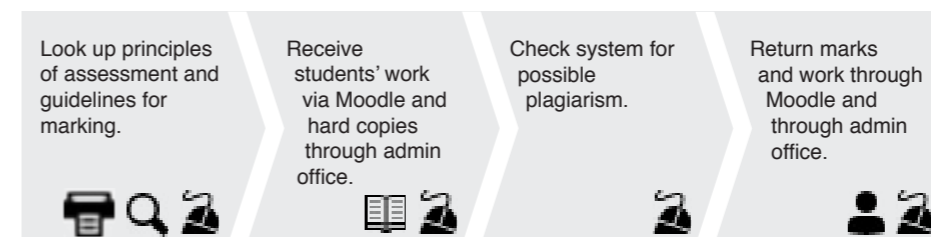
Information architecture