

Scenario – Jason Newman

The following is a first iteration of a context scenario for a primary persona for Camtasia Enterprise: Jason Newman, a full time professor in Austin, Texas. Jason's goals are to create high quality, animated recordings, get his tenure, and be a thought leader.

Jason walks into the classroom for his highly awaited class. His students like his presentations that incorporate various inputs such as short video clips. Today's presentation, which he prepared using Keynote, is no exception.

As he plugs his laptop into the projector and connects to the Internet, he thinks about the main points he wants his students take away from today's lecture. He doesn't like to use the podium computer in the classroom because he thinks it is too slow.

He opens the Camtasia Enterprise application by clicking on the icon on his desktop. Being the detail-oriented person he is, he checks the audio levels of his mike and to make sure it is OK, looks at the preview screen for the area of the screen that will be recorded. He is very meticulous about being all set before he starts the recording process.

He initiates the recording and starts talking about his slides. He remembers a story he read on Slashdot in the morning and switches to his browser to show it to the class. Jason believes in the wisdom of the crowds and tries to get his students read sites like Slashdot more. He also likes to learn about new technologies and tweak the applications he has on his computer - he uses a home compiled version of Firefox.

After having a short off-topic conversation with class, he keeps on lecturing using his slides for some time. Then he pauses the slideshow again and switches to QuickTime to show a video. He plays the video on full screen and wants the students to comment on it afterwards.

Jason moves back into his slides and finishes his lecture feeling satisfied with today's presentation. Having multimedia in the lectures is important to him and he uses Camtasia Enterprise because it that can handle all the pieces of his presentations while it is recording the screen.

After Jason stops the recording, Camtasia Enterprise gives a message indicating that the recording is being saved. It also tells him how long will it take to save the file. He sticks around for a few minutes and answers the students' questions about next week's assignment.

Camtasia Enterprise finishes saving the file to the course management software the department is using. Jason leaves the classroom to go to his office and uploads today's lecture to his website; he likes to provide the recordings of his lecture on his website to showcase his teaching skills.

Scenario – Jim Deech

The following is a first iteration of a context scenario for a primary persona for Camtasia Enterprise: Jim Deech, a system administrator in Saint Louis, Missouri. Jim supports 35 professors and office staff in the Chemistry department.

Jim's typical day starts out at 9AM in a windowless cubical located in the bowels of the business college complex with a full inbox of request from faculty and students. Most of the messages are about printers that are out of paper or malfunctioning equipment in lecture halls. His day is full of interruptions. One of the first e-mails he sees is from a senior lecturing professor who needs to record his lecture in a different room. Jim consults a semester schedule and verifies that no one should be in the classroom at the moment. He establishes an RDP connection to the podium computer in question and launches Camtasia Enterprise. He sets the date and time of the lecture and verifies the default audio levels, exits the User Interface and terminates the RDP connection.

While doing this a student stops by to tell Jim that the last Econ lecture wasn't recorded correctly. Jim says "yeah, whatever, not my problem" and continues looking at the printing issues that were reported. Half an hour later an Associate Professor of Economics stops by and demands to know why the audio for his Intro to Economics lecture wasn't recorded properly. Jim quickly browses out to the network share where the recorded lecture was saved and opens the CE log file. In this file he discovers that the microphone received input at the start of class and then dropped out. He tells the professor "well, you shouldn't have walked away from the podium mike half way through your lecture," and turns away to resume working on his latest dot Net application.

As Jim is heading to lunch a student stops by and tells him that the Dean of Accounting requires his presence ASAP in the executive training room because the recording software is not working right. Jim grumbles a bit and heads over to the classroom where the Dean is teaching. The Dean tells Jim "It is not recording. I pushed this button..." to which Jim sighs and states "move!" Jim quickly notices that the icon in the system tray indicates that the recording is paused. He double clicks on the icon and clicks the "resume" button, sticks around to make sure that the recording starts and then heads to lunch.

When he gets back from lunch a message is waiting for him to see the dean of the business school immediately. Jim heads to the Dean's office where he is informed that all lectures from 100 BCC and 120 BCC are being moved to 100 USB and 200 USB respectively and that he (Jim) must set up the recording software on those computers immediately. Jim heads back to his desk and RDPs to the podium in 100 BCC and is denied access because a lecture is in process. He has more success accessing 120 BCC where he opens the CE interface, makes a note of all of the scheduled lectures and their settings, then he connects to the podium in 100USB and manually configures the lectures.

The young up-and-coming member of the Marketing department stops by and demands that Jim explain to him why the recording of his lecture never completes in room 211 BCC but works from room 220 BCC. "It's complicated. I'll look into it" replies Jim. He quickly connects to the computer in room 211 and marks the box for Verbose logging saves it and makes a note to check the log file after the professor's next lecture. He instructs a new professor on how to use the recording software by stating "When the icon is here and is multi-colored, that means it is recording, if it isn't multicolored it isn't recording. That's all you need to know." When 5PM rolls around Jim is out the door.