1– User needs and goals: A> Learning Objectives: –Improve job skills (e.g., computer literacy, language skills, accounting basics).–Accessible content for users with disabilities (e.g., screen readers, captioning for videos).–Enroll in online courses with interactive exercises and assessments.C> Use Cases: –Search for books, articles, and educational videos by keyword, subject, or author.–Develop personal interests (e.g., creative writing, arts and crafts, gardening).