**DSVI Service Website – User Flow & Journey Map**

**Goal**

To guide school administrators and stakeholders from awareness to onboarding, while equipping the DSVI internal team with tools for efficient management, support, and service delivery.

**1. Visitor Journey (Public Site)**

**Entry Points:**

* Direct URL
* Social media promotions
* Referrals from enrolled schools
* WhatsApp or email invitation
* Organic search (via SEO)

**Step 1: Home Page**

**Purpose:** First impression and awareness

**Key Elements:**

* Hero banner with slogan and CTA: “Onboard Your School”
* Summary of benefits (grid format)
* Impact stats (e.g., total schools, regions served)
* Section: “Everything Your School Needs Online”
* Sticky navigation menu

**CTA:  
Onboard Your School →** Registration Page

**Step 2: About Us Page**

**Purpose:** Establish credibility and context

**Key Elements:**

* What is DSVI?
* Mission, Vision, and Core Values
* **Message from the Director:**

“At LIB NO.1, we believe every school, no matter its size or location, deserves a digital presence. Through DSVI, we’re building not just websites, but digital access, connection, and opportunities for Liberian education. Thank you for trusting us to support your school’s growth.” **— *Boniface Koffa Weah, Jr., Director, DSVI***

**Step 3: Team Page**

**Purpose:** Humanize the initiative

**Key Elements:**

* Team roles (Leadership, IT, Support, Marketing)
* Photos, names, and roles

**Step 4: How It Works Page**

**Purpose:** Clarify onboarding and reduce hesitation

**Steps (Visual Timeline):**

1. Registration
2. Payment
3. Content Submission
4. Website Development
5. Review & Approval
6. Training & Handover
7. Launch

**Section: Why Choose DSVI**

* Quick Setup & Launch
* No Technical Skills Required
* Dedicated Support
* Cost-Effective Solution

**CTA:  
Start Now →** Registration Page

**Step 5: Website Packages Page**

**Purpose:** Display value and pricing

**Key Elements:**

* Standard Package – $100/year with features
* Advanced Packages (Templates 1 & 2)
* Add-ons pricing table

**CTA:  
Register Your School**

**Step 6: Testimonials / Case Studies**

**Purpose:** Establish trust through real stories

**Key Elements:**

* Quote cards from schools
* Before/after screenshots
* Transformation snapshots

**Step 7: Registration Page**

**Purpose:** Convert interest into action

**Form Fields:**

* School Name
* Contact Details
* Preferred Package
* Optional pre-submission content
* Payment Method (Mobile Money, Debit/Credit, Bank Transfer)

**Upon Payment Completion:  
System auto-generates a digital receipt**

* Receipt number, school name, contact details
* Payment amount, package type, payment method, transaction ID
* Status: Paid in Full
* Confirmation message and onboarding notice

**Post-Submission Flow:**

* School sees a Thank You message
* Email with receipt and onboarding instructions is sent

**Step 8: Contact Page**

**Purpose: Inquiries & outreach**

**Elements:**

* Phone/WhatsApp
* Email
* Office location
* Contact form

Redirects to Thank You Page after submission

**Step 9: Thank You Page**

**Purpose:** Confirm and reassure

**Message:**

“Thank you for registering! We will review your request and a team member will contact you shortly regarding the next steps.”

**Step 10: Frequently Asked Questions (FAQ)**

**Purpose:** Address concerns and improve confidence

**Footer**