USER JOURNEYS
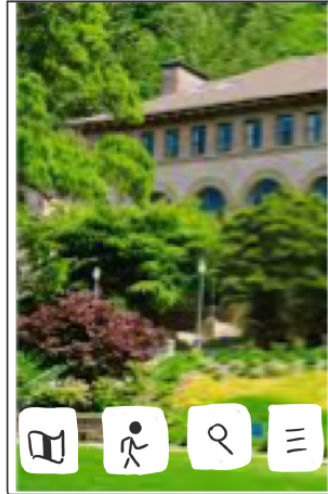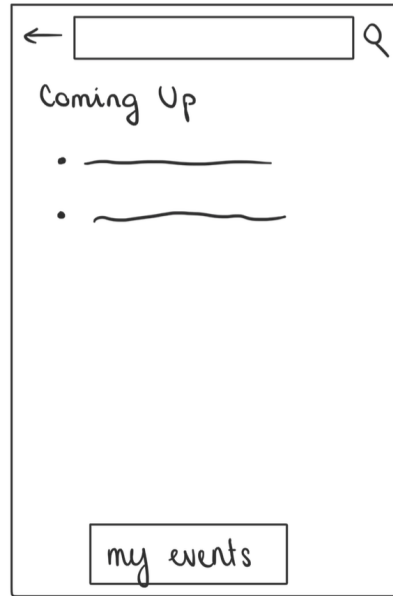
- Teacher: "Nick" is a teacher in the Computer Science department who is trying to organize a department outing

    1) He opened the AR Tour Guide app

    2) He was given faculty access after logging in inside the My Events page (a pop-up window from Microsoft prompted for his username and password)

Coming Up

- ——————
- ——————

my events

MENU

→ events

3) He tapped on "add" where he was prompted to enter the event name, short description, and any relevant link

CREATE EVENT

Name
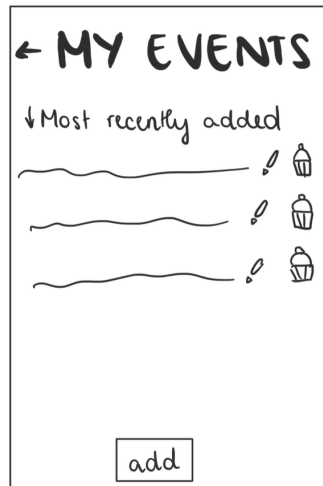
Date

Location

✆ thumbnail

Description

[create]

MENU

→ events

→ my events

→ add

4) He pasted the link to a Google survey form to get answers on where people wanted to meet for the outing, head counts, and preferred dates

5) After a week of posting, he received the desired number of responses (15 as he set), so he took down the event from the app, and created a plan that worked for all responses.
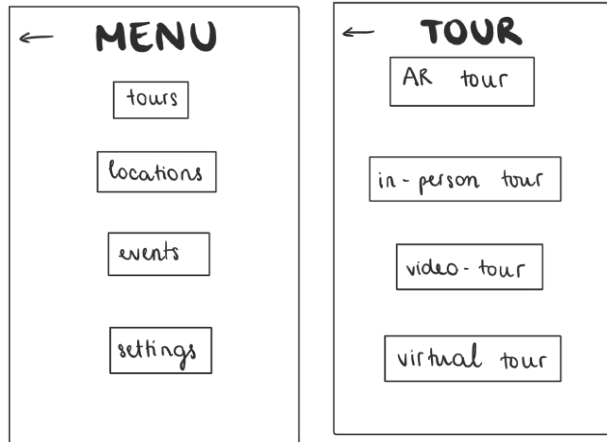
MENU

→ events

→ my events

(the delete button is the rightmost)

6) The department outing had a good mix of students and teachers, and created a welcoming experience for everyone.

- Admissions office: "Sarah" Is a tour guide for the admissions office and wants to give a more comprehensive tour of campus to prospective students.
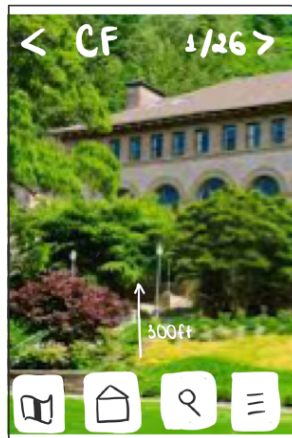
    1) She opens the app on her department issued device

HOME

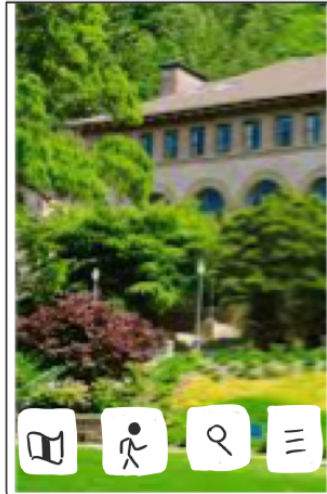   2) She taps the menu button, then the tours button, then AR tour

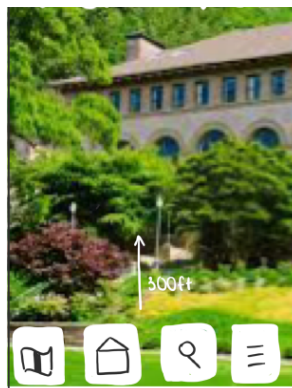3) She follows the arrow in the AR viewer to the next building in the tour

4) She uses the stored talking points and notes from the building window to tell the tour group about the building or landmark
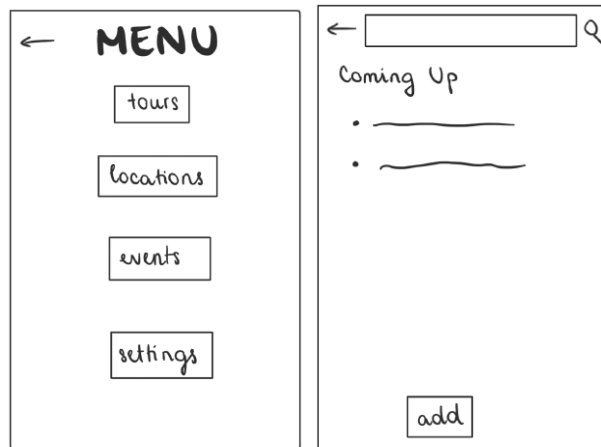
- Prospective Student: "Lindsey" is a running start student who is trying to decide which college will have the best environment for her undergraduate degree.
    1) She heard Western Washington University has a tour guide app with all events included, so she downloaded the app.
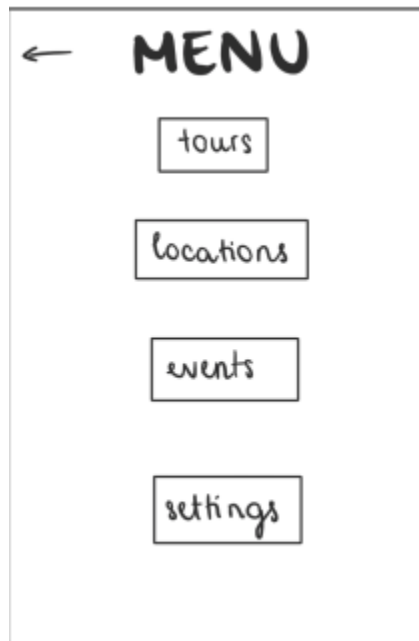   2) She is interested in being an Arts major, so she opened the app when she arrived on campus

    3) She searched for the Arts building and followed the directions to get there from the app while holding up her camera to make sure she is going to the right building.
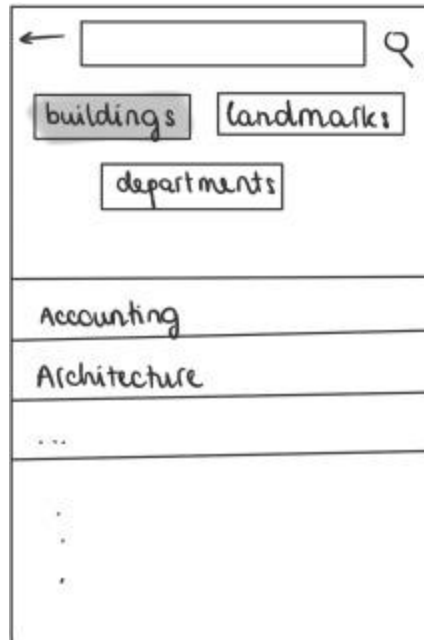
4) She saw an ad in front of the Gallery about an upcoming arts exhibition event, so she tapped the menu button, then the events button to find more information.

5) The link took her to the tickets page, where she was able to purchase the ticket.
6) After attending the event and meeting other Arts students, she fell in love with WWU and applied for admission.

- Current Student: "John" is a current student who would like to find directions to the Communications Facility, a lecture building he has not been to before.

    1) He looks online for navigational information about WWU and finds the tour app
    2) He downloads the app on his smartphone and opens it
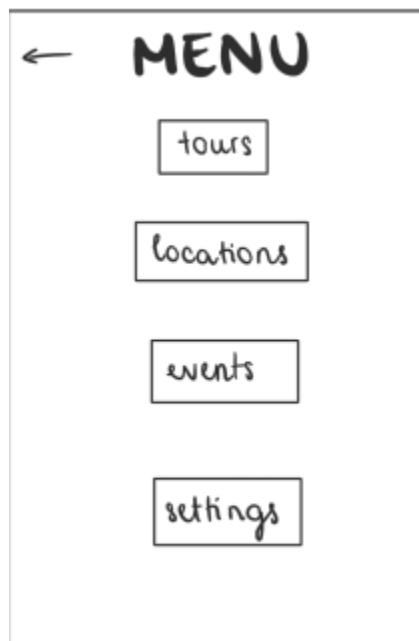

    3) Next he clicks on the locations button

4) Once on the locations page he selects the buildings filter and types in Communications facility and clicking on the building name when it appears in the search results

5) On the page for Communications Facility he selects the navigation feature

6) He follows the arrow displayed on his phone to Communications Facility

7) He now knows where Fraser Hall is and how to find any other building on campus he is unfamiliar with

- Club Leader: "Mark" in charge of the Cyber Security club and wants to advertise a social event to attract new students to the club.

   1) He has heard that there is a tour app for WWU that has event information on it and decides to download it

   2) After opening the app he selects the events button

3) He presses the add event button which prompts him to sign in to his WWU account

4) Next an event form appears which he fills out with the information about the event including name, associated group, time, location and description

5) He presses create placing the event in the list on the events page allowing anyone using the app to find it with ease

6) Within no time many students who didn't even know there was a Cyber Security club have signed up for the event