



User Journey Map

Student Journey Map

 <p>Ester Amanda</p>		<p>SCENARIO</p> <p>An undergraduate student studying computer science at the University of Melbourne</p> <p>Never used any LMS platform before now</p> <p>Want to make good use of the Canvas to get her study on track</p>	<p>USER EXPECTATIONS</p> <p>Being able to see her performance in Canvas to improve her study</p> <p>Being able to receive tailored feedback based on performance</p> <p>Being able to see her own course participation</p>
	OPEN	READ	
DOING	Open the dashboard page	Check the number of replies to my discussion board	
THINKING	I want to quickly find what I need I hope my question will be answered	The unread replies I have received are clearly displayed on the page, I love it!	
FEELING	Easy-to-use	Reliable	Helpful
			Accurate

Lecturer Journey Map

 <p>Leon Barker</p>		<p>SCENARIO</p> <p>Leon is a seasoned Professor of Education at the University of Melbourne. He is good at how to teach students. As a fact, 80% of his students work for world-renowned companies right now. In fact, he is not good at Canvas. However, due to the COVID-19, he had to use the Canvas (LMS) to teach.</p>	<p>USER EXPECTATIONS</p> <p>Wants to display more information to students in Canvas</p> <p>Wants that Dashboard part in Canvas is simple and he can use it more easily</p> <p>Wants to get some guide functions to help him to use Dashboard</p>
	OPEN	ACTIVATE	
DOING	Open the dashboard page.	Click enable Dashboard to turn on the dashboard function.	
THINKING	I want to see whether these widgets or charts are suitable for this course	I want to help students learning this course to get more information about their performance	
FEELING	Reliable	Effortless	Helpful
			Convenient