

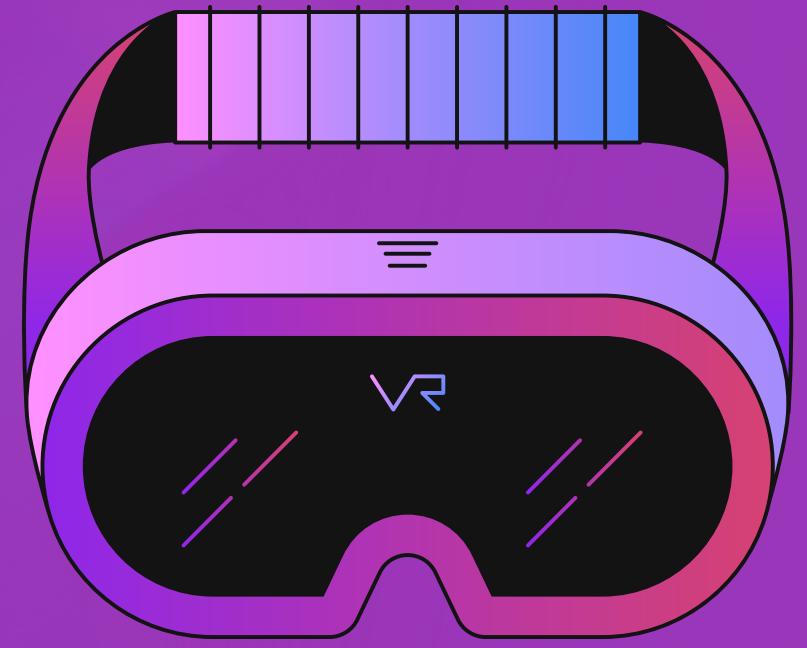
TEAM

TASK-05

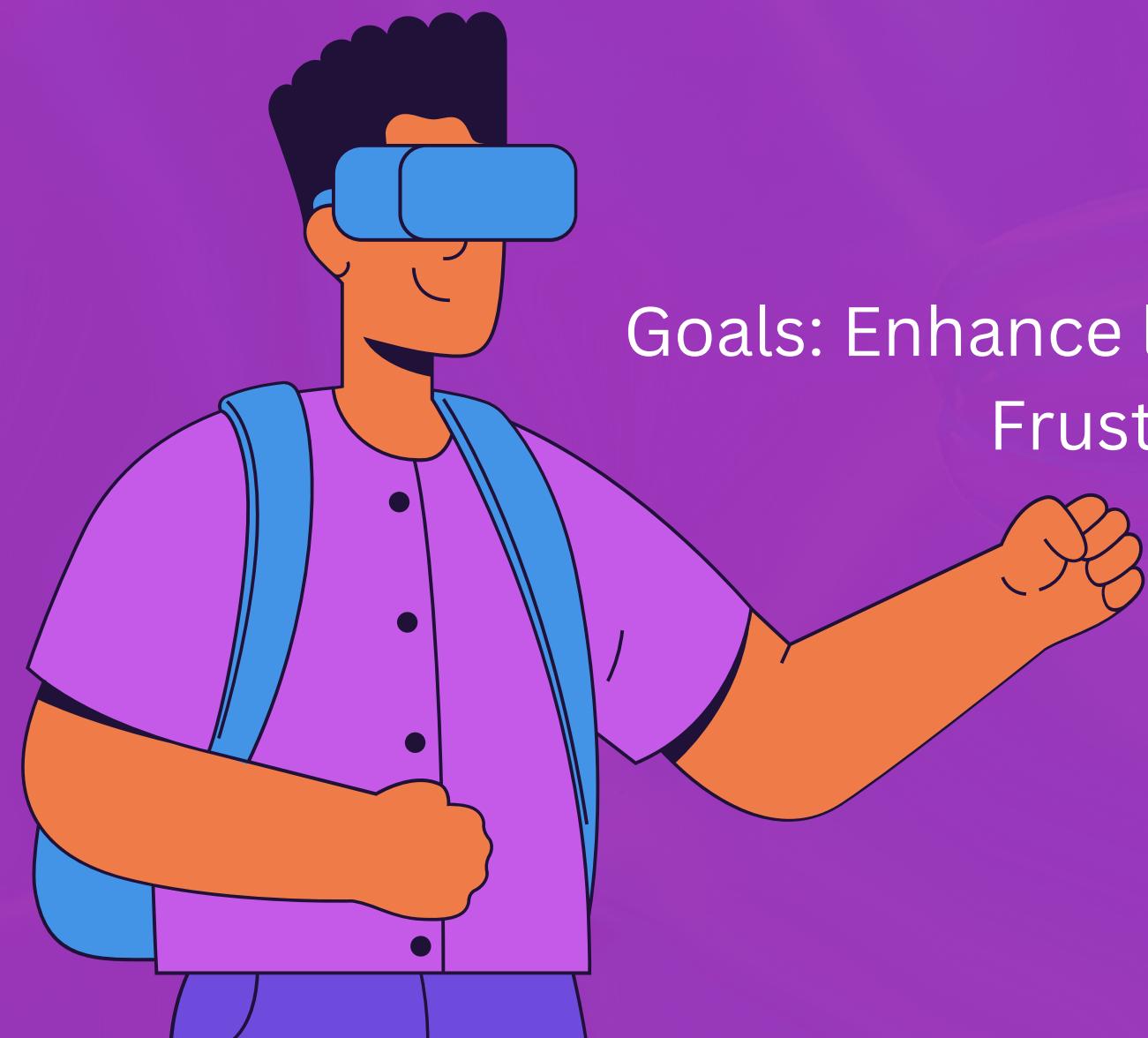
NEXGEN

USER JOURNEY

VIRTUAL REALITY LEARNING PLATFORM



# USER PERSONA



Name: Sam Patel  
Age: 22

Occupation: University Student

Goals: Enhance learning through immersive experiences, explore new topics.

Frustrations: Traditional learning methods feel boring.



# USER JOURNEY STAGES

Stage	Actions	Touchpoints	Emotions	PainPoints
Awareness	Hearing about the platform from peers.	Word of mouth, social media.	Curious, excited	Skeptical about the technology.
Consideration	Exploring available courses.	Website, course reviews.	Hopeful, eager	Overwhelmed by course options.
Purchase	Subscribing to the platform.	Website checkout.	Excited, anxious	Concerns about subscription costs.
Onboarding	Setting up the VR system and creating a profile.	Setting up the VR system and creating a profile.	Frustrated, eager	Technical setup issues.
Usage	Attending VR classes and interactive sessions.	VR platform, in-class interactions.	Engaged, motivated	Motion sickness during long sessions.
Feedback	Participating in discussions post-class.	Forums, community chats.	Valued, connected	Limited interaction with instructors.
Progress Tracking	Monitoring progress and achievements.	Dashboard, notifications.	Proud, accomplished	Tracking metrics may be unclear.
Renewal	Deciding whether to renew the subscription.	Email reminders, app notifications.	Contemplative, hopeful	Concerns about continuous value.