

User Journey Map

Link

https://miro.com/app/board/o9J_lIcB_zQ=

Screenshots

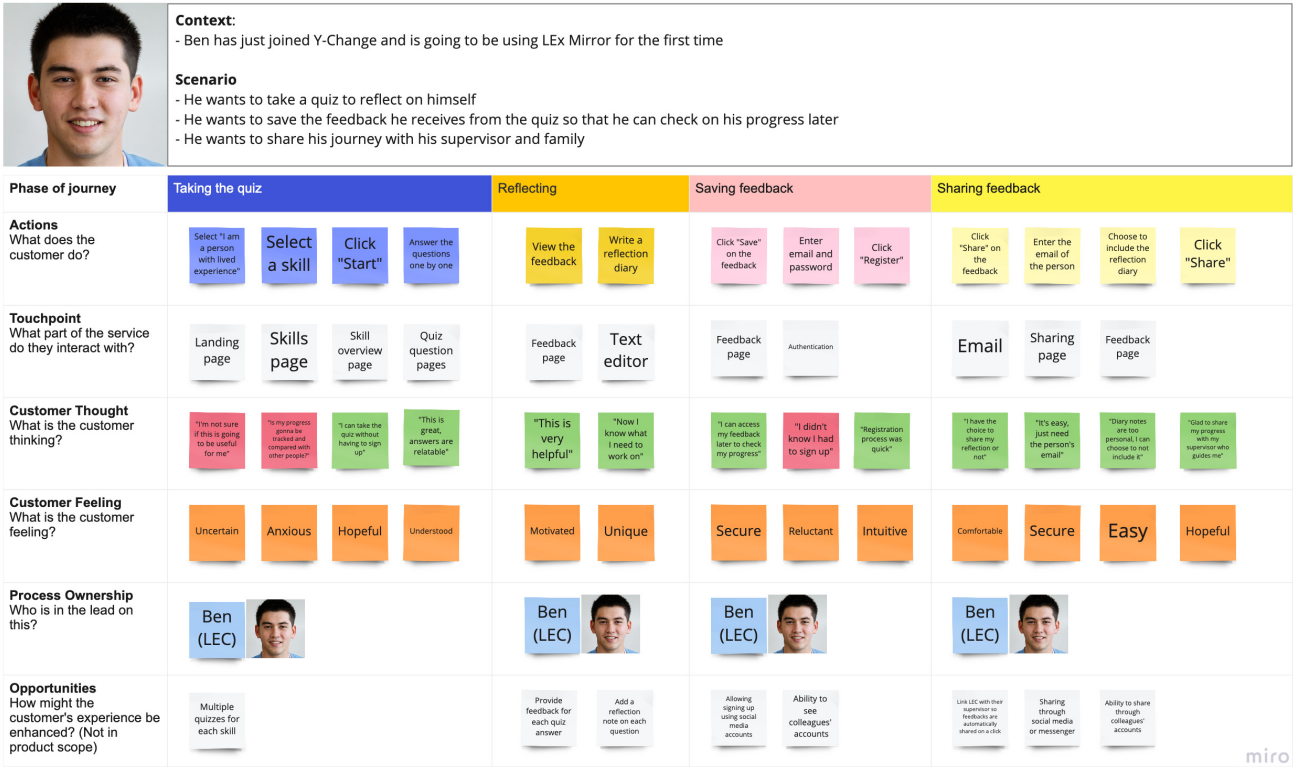


Figure 1. User Journey Map for LEC

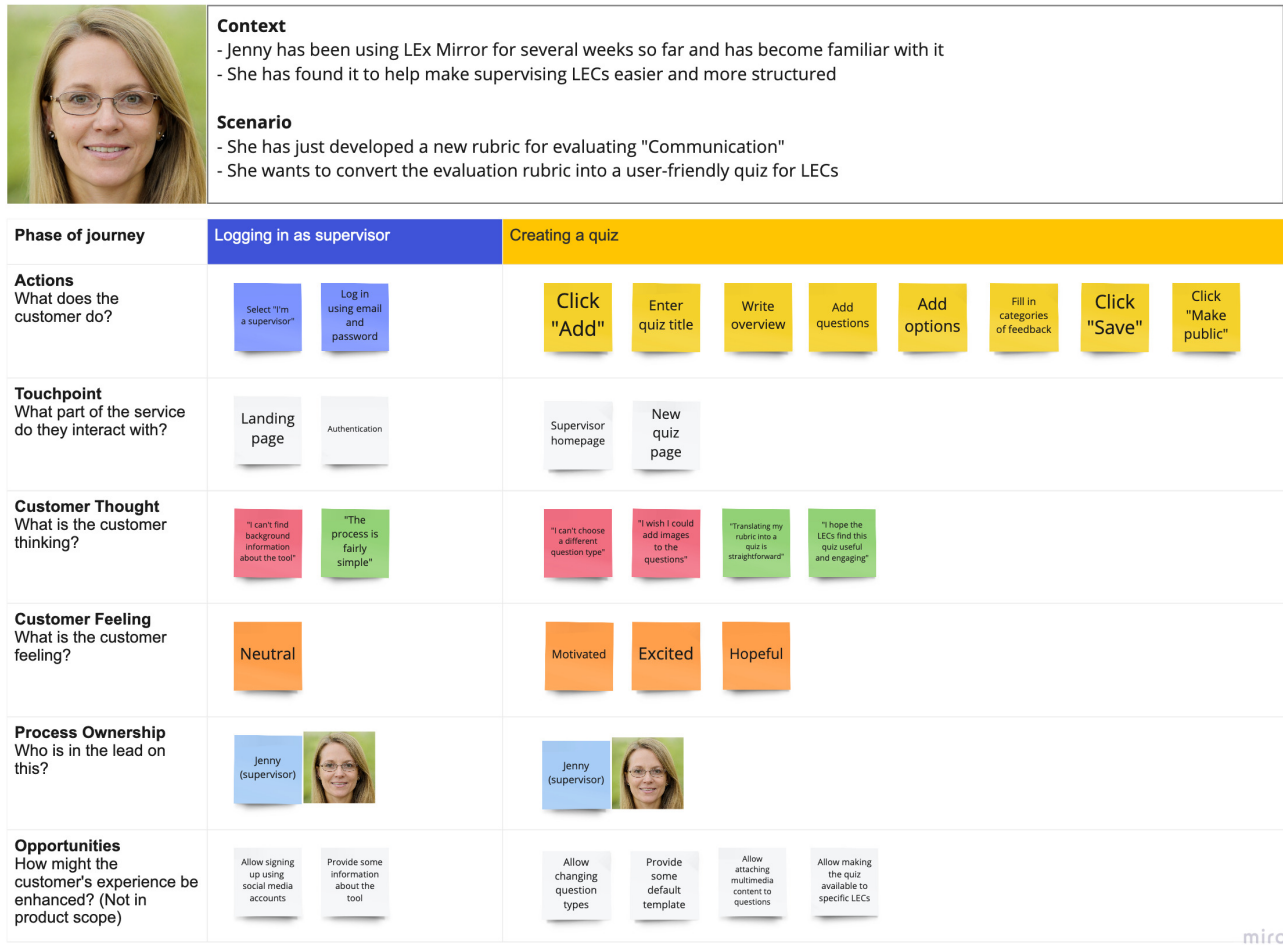


Figure 2. User Journey Map for Supervisor

Process

The user journey maps for both personas focus on their respective "must have" user stories: taking a quiz for the LEC and creating a quiz for the supervisor. Each persona's thoughts and feelings as reflected on the user journey maps are made consistent with the qualitative goals of the project as described in our motivational model.

Client Feedback

LECs using the platform for the first time may feel uncertain and anxious as they are starting their self-reflection journey. The platform therefore needs to be as welcoming and helpful as possible to help them get through this phase. These could be reflected as some of the LEC's thoughts on the user journey map.

Updates

The user journey map has been updated based on the client feedback to put more consideration to LECs who are using the platform for the first time.