Users Stories

ID	As a	I want to	so that	MoSCoW Priority	Size estimation			
EPIC1	View and undertake q	uiz						
US01	Lived Experience Consultant (LEC)	see the range of reflection quizzes available for different professional development categories	I can have an overview of which skills I can reflect and improve on	must have	small			
US02	LEC	select and undertake a quiz	I can start going through that quiz to reflect on where I am at in the skill	must have	large			
US03	LEC	see feedback from the quiz	I can know where I am at in the skill	must have	small			
EPIC2	Post-quiz actions							
US04	LEC	be able to write down a short diary/note of my personal feelings and thoughts	I can reflect on my strengths and improvements	should have	small			
US05	LEC	save the feedback I just received	I can review it in the future	should have	medium			
US06	LEC	share the feedback I just received	so that I can keep a copy of the feedback, or others can monitor my improvement	should have	large			
US07	LEC	view past feedback saved from my previous quiz completions	I can reflect on my strengths and improvements	should have	medium			
US08	LEC	provide my user experience comments and suggestions	the tool can be improved and evolved for future use	could have	medium			
EPIC3	LEC account manager	C account management						
US09	LEC	register for an account	I can save and access my past feedback to see my progress over time	should have	small			
US10	LEC	log in to my account	I can save and access my past feedback to see my progress over time	should have	small			
US11	LEC	visit the profile and update my account details	I can configure my username, email, password and more details	should have	small			
US12	LEC	delete my account	it can be removed when no longer needed	should have	small			
EPIC4	Quiz management	Quiz management						
US13	Supervisor	create quizzes on a variety of different development categories	I can assist LECs in their professional development on different skill categories	must have	large			
US14	Supervisor	update previously created quizzes	the quizzes that I create stay relevant and up-to-date with 21st century demands	must have	small			
US15	Supervisor	delete previously created quizzes	they can be removed when they're no longer relevant or needed	must have	small			
US16	Supervisor	configure the availability of the quiz to the LECs	the LECs will only see and have access to selected quizzes	should have	small			
EPIC5	Review quiz feedback	and user experience comments						
US17	Supervisor	view the feedback that LECs receive after they've completed the quiz only when they share them with me	I know where the LEC is at in terms of their professional development	should have	medium			
US18	Supervisor	review the user experience comments and suggestions submitted by LECs	I can understand how LECs are engaging with the tool and how it could be improved	could have	small			
EPIC6	Supervisor account management							
US19	Supervisor	register for an account	I can access Supervisor-specific tasks	must have	small			
US20	Supervisor	log in to my account	I can access Supervisor-specific tasks	must have	small			
US21	Supervisor	update my account details	I can configure my email and password	must have	small			

Must have - core fundamental functionality that must be included for LEx Mirror to work as intended.

Should have - functionalities that should be included to ensure good quality, uniqueness, and overall usability of LEx Mirror.

Could have - functionalities that can improve the overall user experience of LEx Mirror.

User Story Map

Link

https://miro.com/app/board/o9J_IIyNHzk=/

Screenshot

er Story Map					
Reflect on professional skills		Oversee skills development		Account management	
View and undertake quiz	Post-quiz actions	Quiz management	Review quiz feedback and user experience comments	LEC account management	Supervisor account management
Sprint 1 9					
View available quizzes		Create a quiz			Register account
Select and undertake a quiz		Update a quiz			Log in to account
See feedback from quiz		Delete a quiz			Update account details
Sprint 2 6					
	Write personal note on feedback		View feedback shared by LECs	Register account	
	Save feedback			Log in to account	
	Share feedback				
Sprint 3 6					
	View saved feedback	Configure availability of a quiz	View UX/UI suggestions	Update account details	
	Provide UX/UI suggestions			Delete account	

Process

The user story map is generated based on the prioritisation of the latest version of the user stories. Each column of the map forms an epic containing related user stories. User stories with the highest priority ("must have") are placed in the first sprint to produce an MVP. All of the user stories in sprint 2 are ones that the system should have, and the remaining "should have" user stories and the lowest priority user stories are placed in the last sprint.

miro

User Journey Map

Link

https://miro.com/app/board/o9J_IIcB_zQ=/

Screenshots



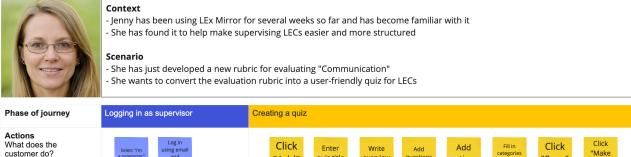
Context:- Ben has just joined Y-Change and is going to be using LEx Mirror for the first time

Scenario

- He wants to take a quiz to reflect on himself
 He wants to save the feedback he receives from the quiz so that he can check on his progress later
 He wants to share his journey with his supervisor and family

Phase of journey	Taking the quiz	Reflecting	Saving feedback	Sharing feedback
Actions What does the customer do?	Select 1 am a person with lived experience* Select Click questions one by one	View the feedback Write a reflection diary	Click "Save" Enter on the email and reedback password "Register"	Click "Share" on the readl of the person reedback Choose to include the reflection diary Click "Share"
Touchpoint What part of the service do they interact with?	Landing Skills Skill Quiz overview question page page page pages	Feedback Text page editor	Feedback Authentication	Email Sharing Feedback page page
Customer Thought What is the customer thinking?	"Tim not sure groups groups to be custed compared and for me" This is group to be custed compared and baving to sign amovers are subject to be custed compared and baving to sign relatable."	"This is "Now I know what I need to helpful" work on"	"Transacces "I didn't "Registration my feedback later to check my progress" to sign up" "Registration process was quick"	Thave the choice to just need part of the person's choice to the person's choice to net enable of the person choice to net enable of the person choice to net enable of the person choice to net ena
Customer Feeling What is the customer feeling?	Uncertain Anxious Hopeful Understood	Motivated Unique	Secure Reluctant Intuitive	comfortable Secure Easy Hopeful
Process Ownership Who is in the lead on this?	Ben (LEC)	Ben (LEC)	Ben (LEC)	Ben (LEC)
Opportunities How might the customer's experience be enhanced? (Not in product scope)	Multiple quizzes for each skill	Provide Add a feedback for reflection each quiz note on each answer question	Allowing Ability to signing up see uning social colleagues' accounts	Unit LC with their Sharing Apility to share spanners through thresholds at social media collaspers' shared or messenger accounts

Figure 1. User Journey Map for LEC



"Make "Add" quiz title overview options 'Save' public' **Touchpoint** What part of the service New Landing Supervisor homepage do they interact with? quiz page page **Customer Thought** What is the customer thinking? **Customer Feeling** What is the customer Neutral Hopefu feeling? **Process Ownership** Who is in the lead on Opportunities How might the customer's experience be enhanced? (Not in product scope)

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.

Recourses

- HIGH5 TEST (functionality) https://high5test.com/test/
- You Me & Money (design) https://www.youmemoney.org.au
- YLab Archetypes Model (functionality, design) https://learning.ylab.global/?sfwd-courses=the-archetypes-for-systems-change
- 16 Personalities Quiz (functionality, design) https://www.16personalities.com/free-personality-test