

Mapping the User Journey for Asynchronous and Synchronous Learners

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What is the User Journey?

User Journey is a term that comes out of UX research. A User Journey is the experience a user has when interacting within a digital space.

Tips for Creating a Seamless User Journey for Asynchronous or Synchronous Students

- Overall make the LMS navigational: set up weekly modules or project modules.
- Consider user orientation: Use the Home or Front page of the LMS for user orientation.
- Have an onboarding strategy: I create a “Start Here” module as a navigational welcome tool and as an onboarding strategy to introduce students to the LMS content.
- Make content findable: Modules work great for this, but so do links on your homepage or front page. Don't be afraid to teach students how to navigate the LMS.
- Create multimodal content: One way I do this is create one minute announcement videos with written announcements.
- Use tools that work and are intentional: For example, create online activities that allow users a more open experience in content creations and curation: Students found the [Padlet](#) and [Jamboard](#) activities to be fun, especially Padlet as students would request using it. Google Docs also allows for easy collaboration.

Remember:

- Making LMS content structured through modules and other navigational tools helps ALL learners.
- Think of your students as USERS when setting up any LMS.
- All the materials you create can be used by synchronous students as well