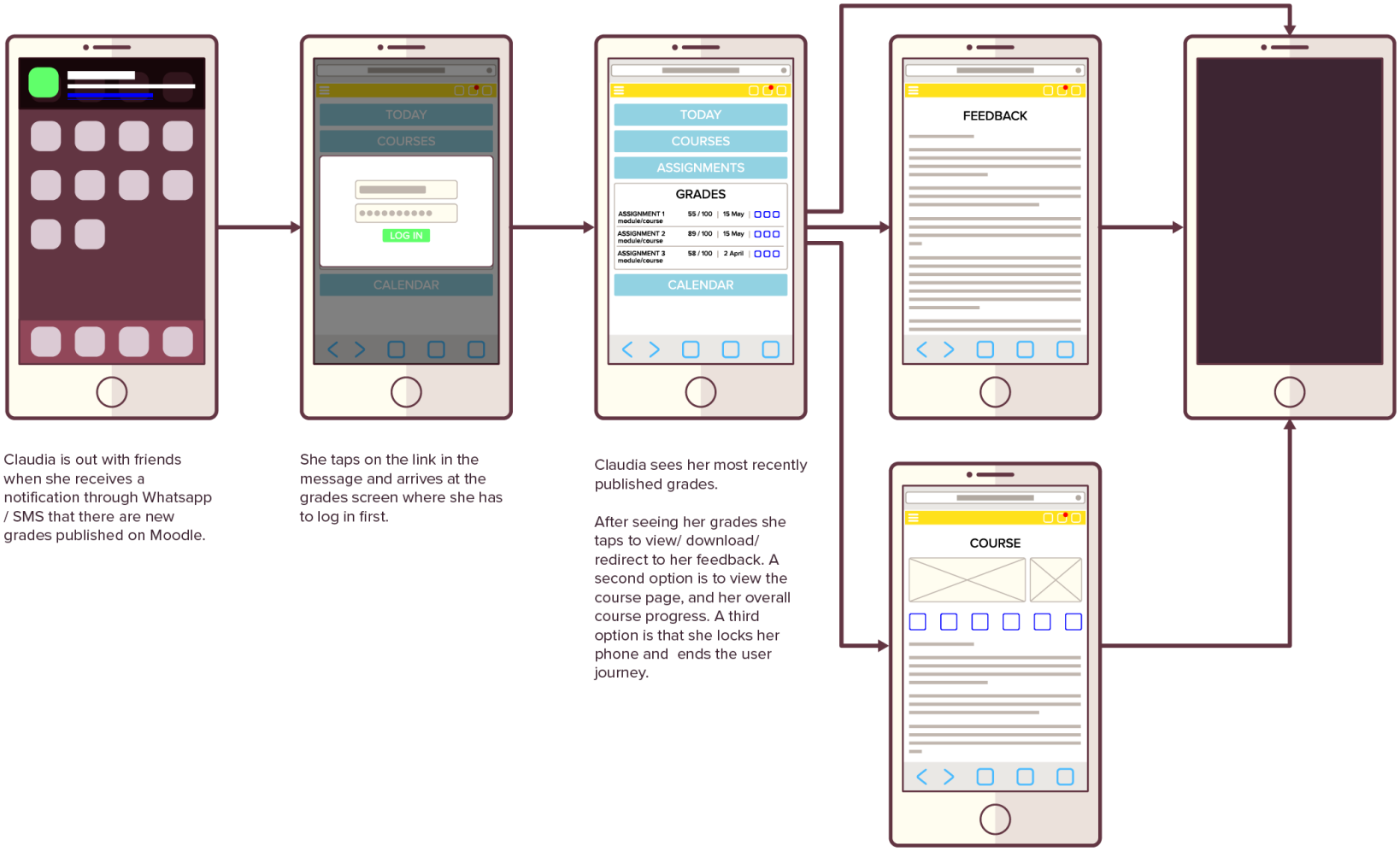
USER JOURNEY // FIRST YEAR STUDENT

CLAUDIA Moulin

BA English Literature

Devices



Claudia is out with friends when she receives a notification through Whatsapp / SMS that there are new grades published on Moodle.

She taps on the link in the message and arrives at the grades screen where she has to log in first.

Claudia sees her most recently published grades.

After seeing her grades she taps to view/ download/ redirect to her feedback. A second option is to view the course page, and her overall course progress. A third option is that she locks her phone and ends the user journey.