Journey Mapping: Find 3 journal articles

Scenario

You are taking an English Composition course. As a part of your major research project for the class, you need to include 3 peer-reviewed journal articles in your bibliography. Your topic is social media and privacy.

1. Create a Refworks account for your bibliography.
2. Use Quick Search to identify 3 full-text articles.
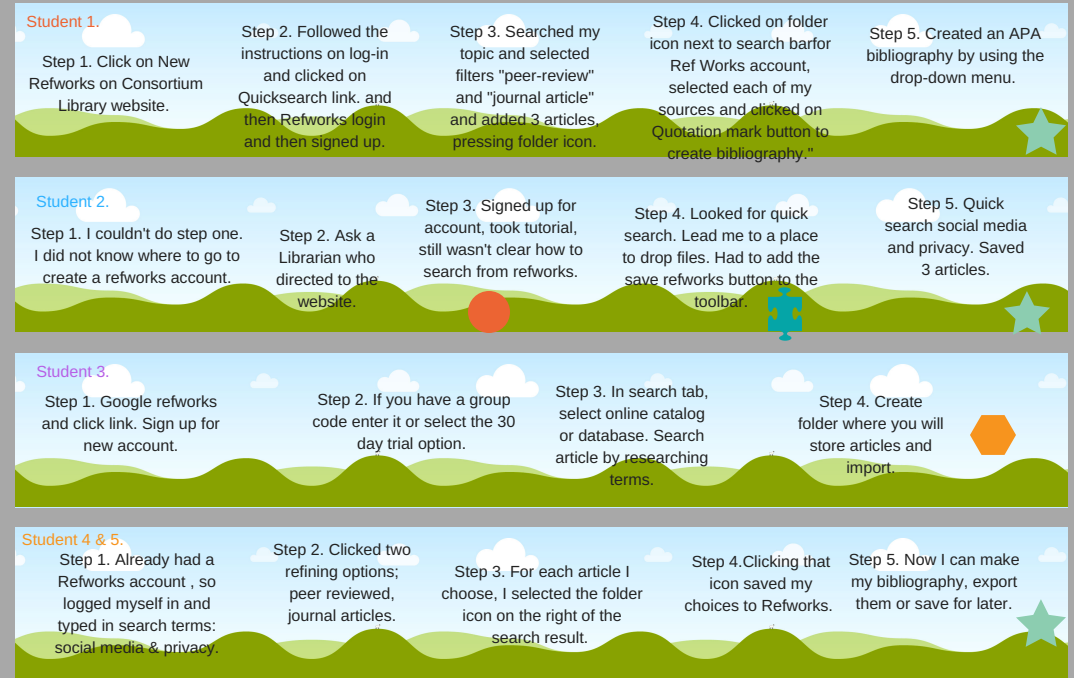3. Save them to Refworks and format them using APA style.

Expected journey

Expected Journey: Go to the Library homepage. Click on Refworks on Consortium Library homepage. Follow links to create account. Sign up for new account. Go to Quick Search. Type in keywords: "social media" and privacy. Search. Limit to full-text. Select three articles by clicking on folder icon and it automatically saves to Refworks.

🔑 Recommendations

Students did not understand that refworks is on the library homepage and signed up for temporary accounts. Make clear that library page is where all library activities need to be started.

User Journeys

Student 1.
Step 1. Click on New Refworks on Consortium Library website.
Step 2. Followed the instructions on log-in and clicked on Quicksearch link. and then Refworks login and then signed up.
Step 3. Searched my topic and selected filters "peer-review" and "journal article" and added 3 articles. pressing folder icon.
Step 4. Clicked on folder icon next to search barfor Ref Works account, selected each of my sources and clicked on Quotation mark button to create bibliography."
Step 5. Created an APA bibliography by using the drop-down menu.

Student 2.
Step 1. I couldn't do step one. I did not know where to go to create a refworks account.
Step 2. Ask a Librarian who directed to the website.
Step 3. Signed up for account, took tutorial, still wasn't clear how to search from refworks.
Step 4. Looked for quick search. Lead me to a place to drop files. Had to add the save refworks button to the toolbar.
Step 5. Quick search social media and privacy. Saved 3 articles.

Student 3.
Step 1. Google refworks and click link. Sign up for new account.
Step 2. If you have a group code enter it or select the 30 day trial option.
Step 3. In search tab, select online catalog or database. Search article by researching terms.
Step 4. Create folder where you will store articles and import.

Student 4 & 5.
Step 1. Already had a Refworks account , so logged myself in and typed in search terms: social media & privacy.
Step 2. Clicked two refining options; peer reviewed, journal articles.
Step 3. For each article I choose, I selected the folder icon on the right of the search result.
Step 4.Clicking that icon saved my choices to Refworks.
Step 5. Now I can make my bibliography, export them or save for later.

⭐ Successful

⬡ Unsuccessful

🧩 Highlights

🔴 Pain points