

Journey Mapping: Find One Journal Article

User Journeys

Scenario

Find one journal article. You are taking an English Composition Course. As part of your major research project for the class, you need to include a journal article in your bibliography. Your topic is social media and privacy.

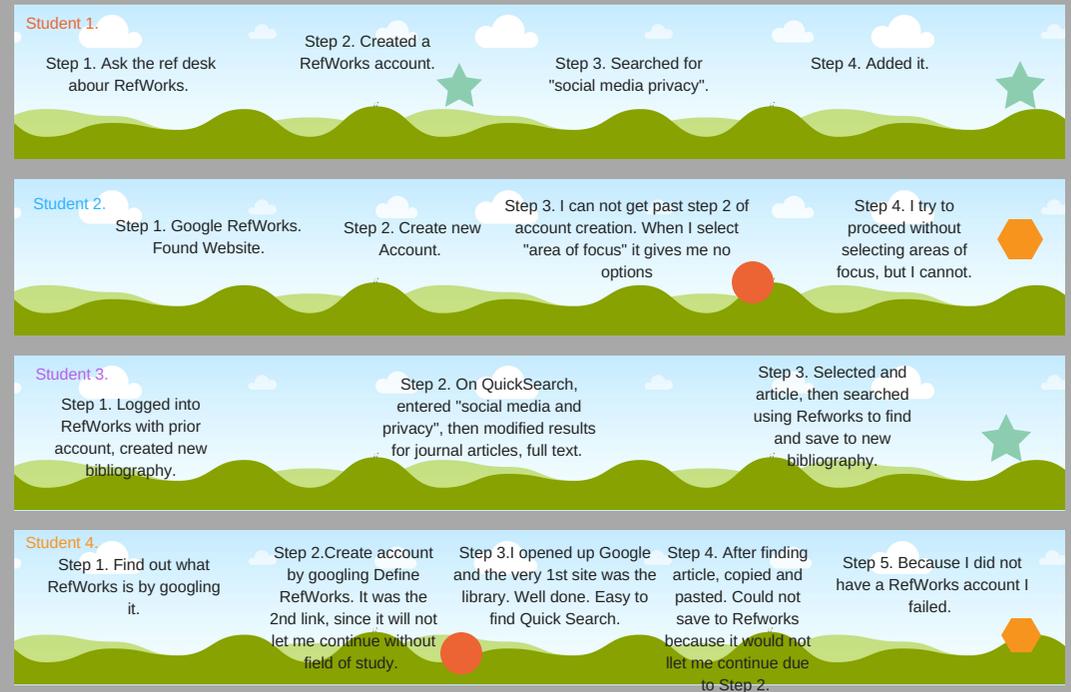
Expected journey

Expected Journey: Student clicks on RefWorks on the main Consortium Library website. The student follows the instructions on the guide and creates a new account. The student then searches in QuickSearch for a journal article by using keywords and limiting to full text only. They identify an article in the list in QuickSearch and then export to RefWorks. They go to RefWorks to see that it has been imported and save the article.



Recommendations

Students are often unable to locate RefWorks on the library website and understand how to create an account. The assessment team recommends identifying a clearer, more obvious way to access and set up an account.



Successful



Unsuccessful



Highlights



Pain points