

Journey Mapping: Locate this Article

Scenario

After consulting with your professor about your research topic, the professor provides you the following citation for a journal article that you could possibly use in your research paper. Locate the full-text journal article:

Expected journey

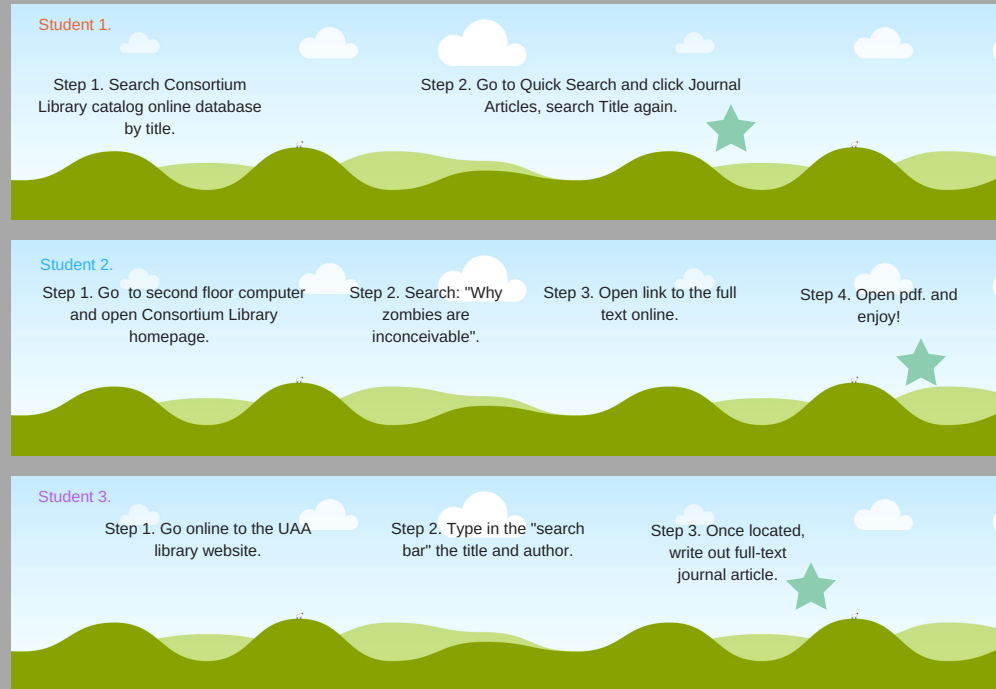
Search for the article title on the Consortium Library home page, by typing in the title in to Quick Search and verify citation information. Click on the link and access the full-text article.



Recommendations

Students were successfully able to locate and access the article in Quick Search.

User Journeys



Successful



Unsuccessful



Highlights



Pain points