

Design Process Overview:

In order to create a user-centric design solution, I find personas extremely helpful; and in order to create personas, real research data is needed.

First, I assessed business and user requirements, got together with the company's Client Services team. They helped me gain access to user research data. I compiled my findings, took notes.

I had already created two instructor personas for a previous project, even so, research findings on instructor-led training environment helped me refine my instructor personas. Using personas, I created four user journeys with certain goals in this specific context.

This foundational work helped to inform my initial mockups. I tested the design for various scenarios, analyzed findings, prioritized revisions and created a clickable prototype.

I shared my initial prototype with the Product Manager to make sure the design solution meet the market needs. Following our meeting, I revised the prototype, refined data points, notifications, interactions, iconography, and navigation to be as clear, intuitive, and efficient as possible.

I reported my process, findings, rationale, assumptions, and future explorations to the stakeholders in the design meeting. The design solution was a success.

As soon as it was approved, I wrote down the user story in Jira to make it available for the engineering team to start working on it.

I look forward to continuing this user-centered design and iteration process, applying the insights gained from additional user research and testing to improve the features and ensure its future success in the LMS.