



Defining the Learner Journey: Using pedagogic research and UX

Description:

Libraries need to engage with our staff and students to improve and deliver services that best suit user needs, as well as developing evidence-based practice.

This session will cover two such projects, which were undertaken at Derby and Worcester, both concerning the “learner journey”:

The learner journeys project at Worcester used pedagogic research to explore academic staff perceptions and expectations of the study, information and research skills that students bring to university with them and develop throughout the course of their degree programme. As a result, the liaison team refreshed their teaching offer and developed a new toolkit for use in course (re)approval.

The Library Learner Journey Project at Derby used ethnographical and user experience (UX) methods to better understand the needs and preferences of students. The project aim was to inform and support changes to services to ensure that the student experience matches needs at key transition points. Library staff worked closely with students on UX, which was of benefit to both sides.

The session will include:

- An overview of the 2 projects, including techniques, benefits and findings
- Time to explore how you might apply these approaches at your own institutions
- An opportunity to start mapping the learner journey at your institution

Participants:

The session is aimed at any library staff with an interest in the learner journey and how to navigate it using pedagogic research and UX techniques.

Date: 22 May 2019

Time: 13.00 – 16.00

Venue: University of Derby, Kedleston Road Library, L102

Places: 30

Session led by: Jacqui DaCosta (Derby), Sarah Pittaway (Worcester)

Travel: Travel directions are available from the University of Derby [website](#). Parking is limited on site and visitors will be directed to the pay and display car park at the Kedleston Road Campus.

Lunch: Refreshments will be provided on arrival, but do feel free to bring your own lunch. Alternatively, there are food and drink outlets in the Atrium just outside the Library.

Booking: <https://www.eventbrite.co.uk/e/defining-the-learner-journey-using-pedagogic-research-and-ux-tickets-59755932603>

Please book your place by **13 May 2019**.