

ARE YOU EXPERIENCED?

**User Experience (UX), Learner Experience (LX)
and Usability in Online Learning**



Baye Herald, MA, Department of English
Janice Thorpe, MA, Department of Communication

TODAY'S PLAN

- ✓ Quick overview of UX, LX and usability
- ✓ Learner perception
- ✓ Asking the right questions
- ✓ Course design: outcomes, usability and LX
- ✓ Implications of today's discussion and activity



WHAT MATTERS MOST?

LX: Learner Experience

It's a more holistic approach to learning that considers the entire learning experience. In LxD, **the learner's perception of their learning experience** is just as important as content and learning objectives.

6 Dimensions of Learner Experience Design



“Something is usable if a person of average (or even below average) ability and experience **can figure out how to use the thing to accomplish some desired goal** without it being more trouble than it’s worth.”

--Steve Krug, Usability Guru, “Don’t Make Me Think”



WHAT'S ALL THE BUZZ ABOUT UX?

UX: User Experience

UX is measured in part by the ability of a user to achieve their goal in an efficient and pleasant manner, without errors, roadblocks, or otherwise abandoning the experience.

[User Experience Design](#)





Everything
before




Class



Everything
after



MODEL FOR ONLINE SUCCESS



ACADEMIC
SUCCESS



DISCUSSION GROUPS

#1. In LxD, the learner's perception of their learning experience is just as important as content and learning objectives.

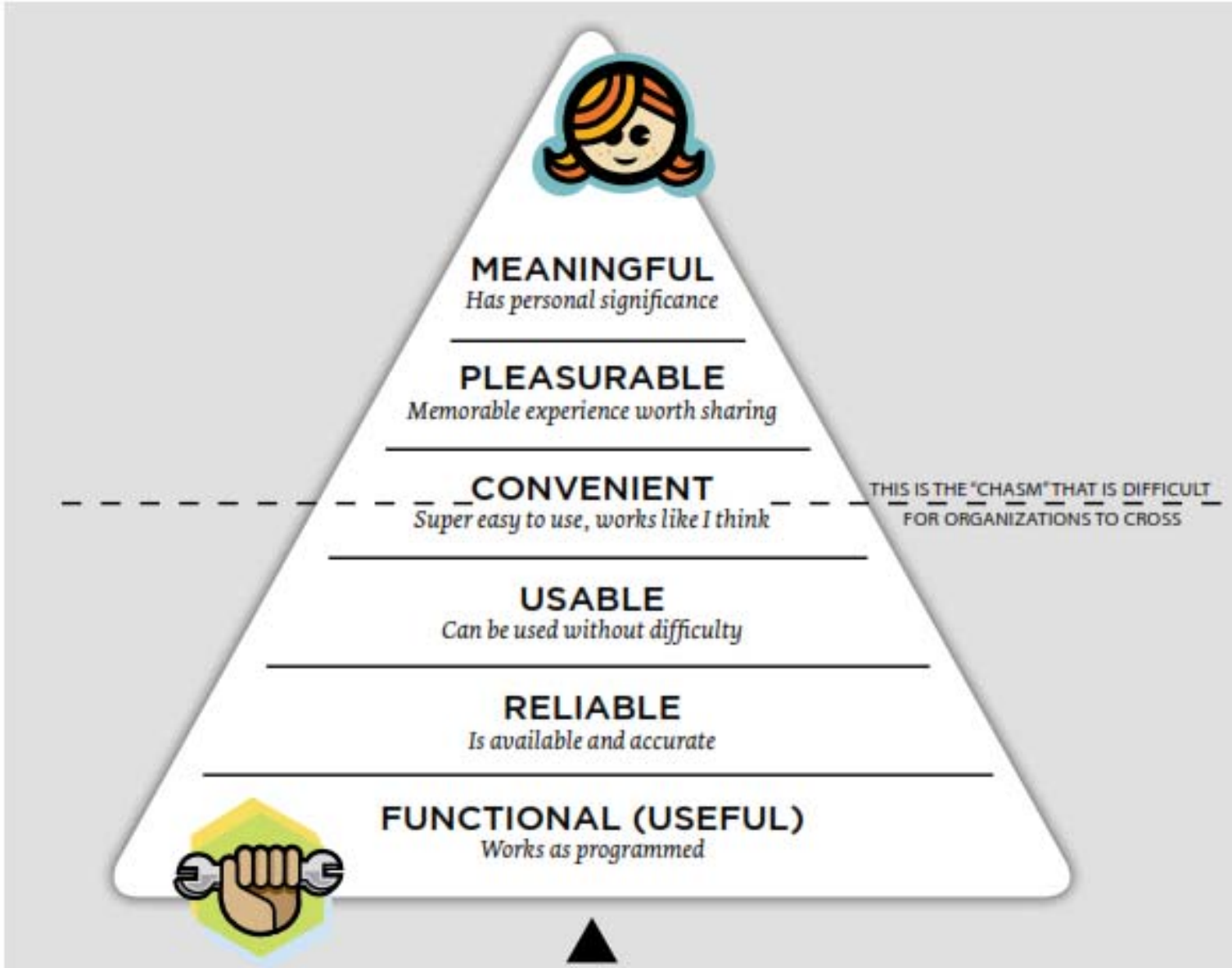
What might be some implications of this idea for the university, for faculty, for those who support faculty in course design?

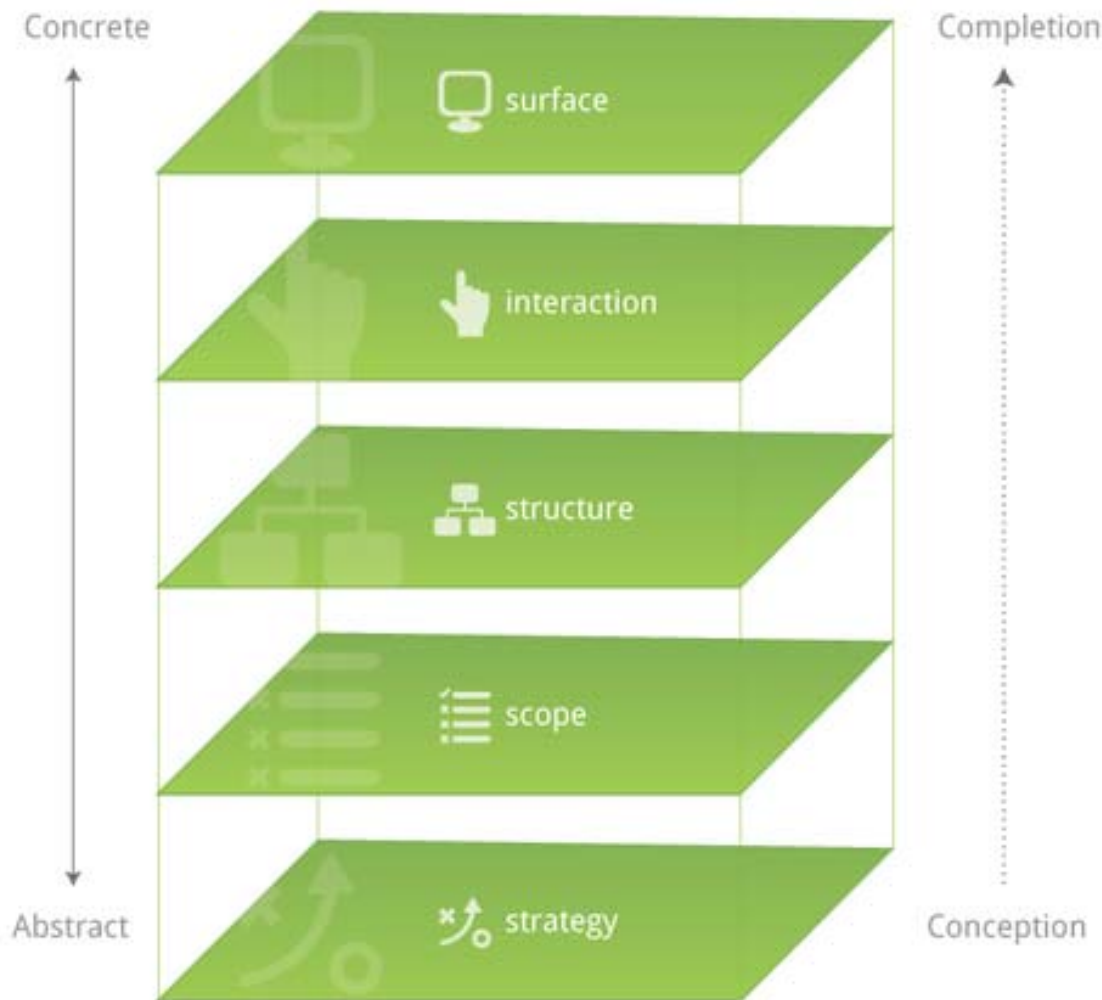
#2. What questions might we ask students to learn about them and their experiences?

When should we ask?

How might what we learn change our approach to how we offer online classes, how we prepare students for online classes and/or how we design our classes?







The 5 Planes of LXD

A conceptual framework for understanding the process.

Surface - where we create a delightful experience for the learner while enhancing their affective experience with the course and content

Interaction - defines how learners interact with the various tools to optimize course outcomes

Structure - where we determine the overarching organization of course content and topics

Scope - define what content, topics and or skills your learners will be expected to master

Strategy - where the needs and outcomes of the learner and organization are established



“The increasing complexity of our world calls for this need to intertwine expertise from a variety of disciplines. (UX, UCD, and LX).

A single individual cannot master a subject matter, all available technologies for learning, the needs and characteristics of students, and all the other considerations that come with creating a learning experience.”

*Garreta-Domingo, M. (2016).
Designing Education: Educating Design. User Experience Magazine, 16(2).*



*“Supposing is good, but
finding out is better.”*

--Mark Twain

