



## Communities of Practice Visual Board 7 | User experience

In the context of a community (of practice), we understand user experience to be members' and the community ecosystem's experience of/with the community's operational model. This includes:

- the community processes and practices,
- the community's methods for organisation,
- the digital tools used and the way community members use them.

All of the above have a profound impact on the community's success. A user can be a community member, community leader, sponsor or anyone else within or outside the community who benefits from the community.


Make sure that your community's personas are satisfied and aligned with your operational model and its appropriate support.

### 1 What are your personas?

 **CORE MEMBERS**  
Project PIs, Owners, Thematic Drivers

 **SUPPORTERS**  
Administrators, Attendees, Scribes

 **AUXILIARY MEMBERS**  
Funders, Sponsors, Auxiliary Process Owners (ITO, CHIEF, ALPS, Finance)

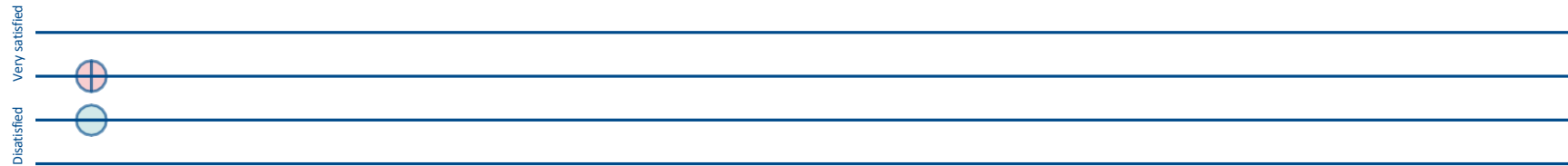
 Refer back to the stakeholder mapping on the governance visual board

### 2 What are the community members' and the community ecosystem's needs?

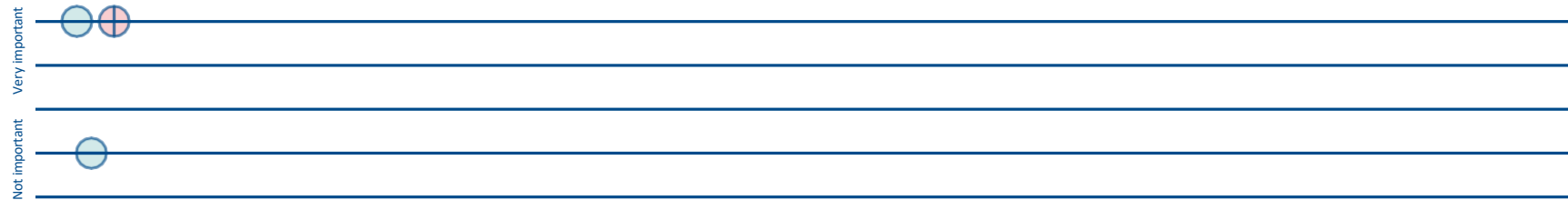
### 3 Specify the needs for each persona

### 4 What do they already use / have in place today?

### 5 How satisfied are they with the solutions they use today? Place them on the scale




### 6 How important is this aspect for each persona to get the job done?



### 7 What is the room for improvement? Reflect on how it could be done better

Action	Action	Action	Action	Action	Action	Action	Action	Action	Action	Action
Keep   Increase   Start   Stop	Keep   Increase   Start   Stop	Keep   Increase   Start   Stop	Keep   Increase   Start   Stop	Keep   Increase   Start   Stop	Keep   Increase   Start   Stop	Keep   Increase   Start   Stop	Keep   Increase   Start   Stop	Keep   Increase   Start   Stop	Keep   Increase   Start   Stop	Keep   Increase   Start   Stop

 Please cross-check your answers with the measurement visual board: Make sure that you identify the real needs of your personas by inquiring about the 'why' again and again - validate this through the measurement visual board.