

Design Document: User Task List

1. Purpose of the User Task List

A *User Task List* defines the **key actions users need to accomplish** to achieve their goals on your learning platform.

It helps ensure:

- The site structure supports real user behavior.
- Design decisions stay user centered.
- Task-level success measurements (from the previous section) can be clearly defined.

2. Identify Primary User Groups

For a learning platform website, we'll typically have:

1. **Students / Learners**
2. **Instructors**
3. **Course Creators** (if distinct from instructors)
4. **Administrators / Website Managers**
5. **Support Team**
6. **Marketing / Sponsors / Partners** (optional secondary users)

3. User Task List by User Group

Below are example **tasks** organized by user type — grouped by functional categories (e.g., onboarding, learning, communication).

A. Students / Learners

Category	User Task	Goal / Outcome
Onboarding	Create an account / log in	Gain secure access to the learning portal
	Update profile and learning preferences after taking learning style test	Personalize the learning experience based on student's preferred learning style
Discovery	Browse or search for courses	Find relevant courses or programs

	Filter courses by topic, level, or instructor	Narrow down course selection efficiently
Enrollment	Enroll or purchase a course	Gain access to learning material
Learning Activities	View course materials (videos, readings, etc.)	Engage with content for understanding
	Complete quizzes and assignments	Assess comprehension and progress
	Track course progress	Monitor completion and achievements
Communication	Participate in discussions or group chats	Interact with instructors and peers
	Message instructors for clarification	Get support or guidance on lessons
Support & Feedback	Access help center or submit support ticket	Resolve technical or course issues
	Rate and review courses	Provide feedback and influence future offerings
Post-Learning	Download certificates	Validate completion
	Continue learning or explore advanced topics	Encourage lifelong engagement

B. Instructors

Category	User Task	Goal / Outcome
Setup & Management	Create instructor profile	Establish credibility
	Upload or edit course materials	Provide accurate, engaging content
	Organize lessons and quizzes	Structure course flow
Student Interaction	Review student submissions	Evaluate learning outcomes
	Provide feedback and grades	Support learner improvement
	Communicate via forum or chat	Maintain community engagement
Analytics	View learner progress and performance	View learner progress and performance
Course Maintenance	Update outdated lessons	Keep content current
	Archive or delete old courses	Maintain platform quality

C. Course Creators / Content Authors

Category	User Task	Goal / Outcome
Course Design	Create new course structure	Define learning outcomes and flow
	Upload media (video, audio, PDF)	Populated course with instructional content
	Add assessments (quizzes, tests)	Build evaluation components
	Tag and categorize courses	Improve searchability and discoverability
	Test course functionality	Ensure smooth learner experience
Review	Publish or submit course for approval	Make the course live

D. Administrators / Website Managers

Category	User Task	Goal / Outcome
User Management	Approve new instructor/course creator accounts	Maintain content quality control
	Manage user roles and permissions	Secure and organize platform users
Content Oversight	Review and approve courses	Maintain platform standards
Technical Oversight	Monitor site performance	Highlight popular or strategic courses
Analytics & Reports	Generate site-wide usage reports	evaluate performance and growth
Support Oversight	Assign support tickets	Maintain user satisfaction

E. Support Team

Category	User Task	Goal / Outcome	
User Support	Respond to help requests	Resolve user issues quickly	

	Update FAQs and guides	Keep self-help resources accurate
Feedback Management	Collect user feedback	Identify recurring problems
Internal Communication	Report technical issues to devs	Improve service efficiency

F. Marketing / Sponsors / Partners (optional)

Category	User Task	Goal / Outcome
Marketing	Create and manage promotional campaigns	Increase course enrollment
	Add blog or announcement content	Engage audience
Sponsorship	Track sponsored course performance	Measure partnership success
Partnership Management	Upload accreditation or partner materials	Maintain credibility and compliance

Assistance for user task list provided by ChatGPT

OpenAI. (2025, November 4). *ChatGPT (GPT-5)* [Large language model]. OpenAI.
<https://chat.openai.com>