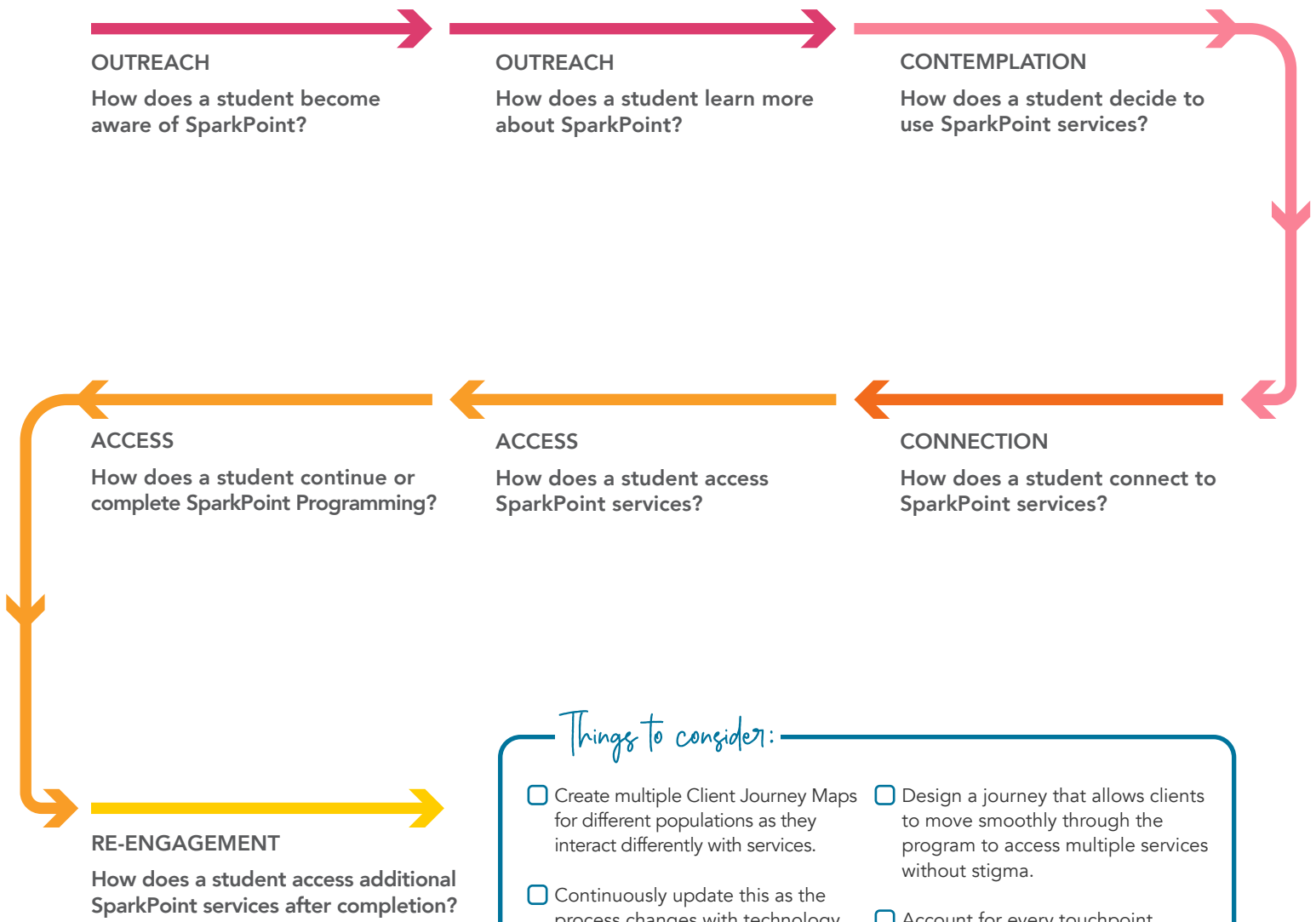




CLIENT JOURNEY

Use this activity to sketch a student's experiences with SparkPoint from entry to completion. This activity outlines how a student learns about SparkPoint, when and how they decide to connect with SparkPoint, how they access student services and their completion of programming.



Things to consider:

- Create multiple Client Journey Maps for different populations as they interact differently with services.
- Design a journey that allows clients to move smoothly through the program to access multiple services without stigma.
- Continuously update this as the process changes with technology, staff turnover, and demographic changes.
- Account for every touchpoint where the client interacts with your Center.
- As many people access SparkPoint through basic needs services, determine how this may be different from accessing other services.
- Learn from both negative and positive experiences when making decisions.