

UNDERSTAND

USER EXPERIENCE

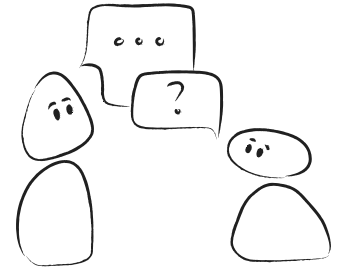
FACILITATOR GUIDE

GRADES: 6-12

TIME: 30 MIN

Understand: Ask questions to find out what is going on.

Designers work hard to understand the world around them. They ask curious, helpful questions to make their designs better. Designers often create alongside their users, the people who will use their design. It's important to understand different perspectives before beginning the design process.



*Content note: This activity includes asking questions about a students' life outside of school. If this might be a sensitive topic for your class, you can shift the focus to an experience students have in school—for example, the lunch line.

1. PRACTICE INTERVIEWING

Have students pair up and interview one another about their mornings, from waking up, to getting ready, to the commute, to arriving at school. The goal of the interview is to better understand their partner's joys and challenges throughout the morning.

Questions:

- Walk me through your morning. What happens first?
- What happens next?
- How do you get to school?
- Tell me about a moment in your morning that you like. Why?
- Tell me about a moment in your morning that is challenging. Why?
- Describe your ideal morning before school. What would be different?
- Write your own follow-up question to ask:

2. MAP SOMEONE'S EXPERIENCE

After interviews, students work with their partners to visually map their partner's morning experience. A **journey** or **experience map** is a tool designers use to understand the steps people take to reach a goal or complete a task. It helps them see the bigger picture so they can create ideas that are more useful and helpful.

3. REFLECT AND DISCUSS

As a class or in groups, invite students to reflect on their interviews using the questions below:

- What did you learn?
- What surprised you?
- Why do you think it's important for designers to talk to the people who will use their designs?
- What was the main difference between the interview and journey map?