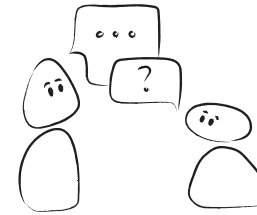


USER EXPERIENCE MAP

Name: _____

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.



EXPERIENCE MAP

Record someone's experience by mapping the steps or process they take and how they feel about it.

Interviewee's name: _____

Experience Type: _____

Actions	First...	Second...	Third...	Lastly...
Touch points (key good or bad parts during their experience).				
Feelings				