

Says

What have we heard them say?
What can we magine them saying?

Thinks

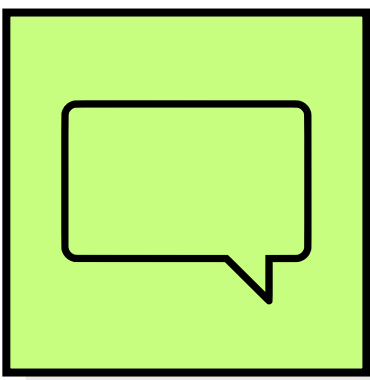
What are their wants, needs, hopes,
and dreams? What other thoughts
might influence their behavior?

News
trackers have
unchecked
biases

It's hard to
cross verify a
story using
multiple
sources

News trackers
don't always
display
relevant
content

There is a lot
of spam
content in
my feed



How do I gain
the most
information in
the least time?

What are today's
developments
on my interested
topics?

Why does my
feed have
only negative
stories?

Can this
article be
trusted?

Where can I
find articles
that tell the
other side of
this story?



Citizen

Cross verify
a story using
multiple
sources



Refresh
their feed
expecting
new content

Follow
particular
topics or
domains

Pay for
subscriptions
for their
favorite
publications

Bookmark the
content that
they want to
revisit

Worried: Does
it exhaust my
resources like
battery, data?



Concerned:
Is this story
true? Is it
trustworth?

Anxious: Have I
spent more
time than
needed to gain
this information

Involved:
How does
this
development
affect me?

Rewarded: I'm up
to date about all
the new
developments in
my chosen
domains

Feels

What are their fears, frustrations, and
anxieties? What other feelings might
influence their behavior?

Does

What behavior have we observed?
What can we imagine them doing?