








	The student has Recyclable waste. to throw away.		The student gets confused		The student throw away Recyclable waste.
User Actions (Activities)	The student decides to throw away his waste .	The students looks for the closets trash can.	The student observes the bins, trying to decide in which one to throw away his trash.	The student is not sure which bin to throw his trash in.	The student throws his trash into the bin he believes his trash belongs to
					
Emotions (Mood Meter)	DELIGHTED				
					
	NEUTRAL				
					
	FRUSTRATED				
Feelings and Needs	Happy to get rid of the trash.	Eager and alert for the first bin he sees.	Anxious and alert, searching for the right bin to throw away his trash.	Confused because he doesn't understand the labels well, and none of them match the item he's about to dispose of	Unsatisfied and frustrated because he doesn't know if he made the right decision.
Possible Solutions (Opportunities to improve the experience)	The student should know beforehand if there is any place where he can recycle the elements he is about to throw away	There should be more places to dispose of recyclables There should be some virtual platform where one can consult a consolidated list of places to dispose of recyclables	he student could be more informed about which type of items go in each bin.	The can information could be clearer or there could be any IT solution that helps to make de decision	The student could know the impact of his action in order to feel more satisfied