



# Activity 2 // System Mapping

Intro to Design Thinking

## See the whole picture! Part I (in pods)

### 1. CHOOSE A PAINPOINT

Select from the list below (or make up your own):

- It's tough to pay attention in class
- My back/neck/shoulders hurt
- I'm feeling low (tired, hungry, drained)
- Other: **Had to wait 30 min in line at SSB**



### 2. LIST THE FACTORS

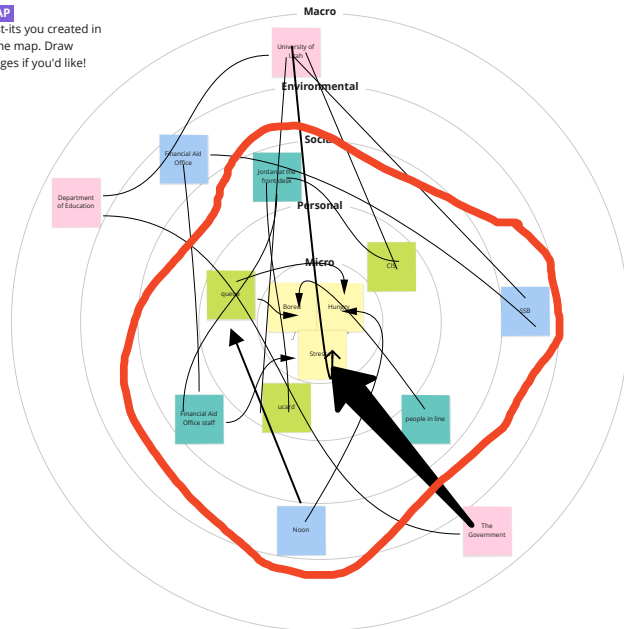
Think of different factors that could affect your experience by filling in the post-it notes below.

Try to have at least 3 factors per column.

Micro What are you feeling/thinking?	Personal What objects and tools do you use?	Social Who are people in your life that affect this?	Environmental Where & when does this take place?	Macro What are larger, systemic forces at play?
Hungry	queue	Jordan at the front desk	Financial Aid Office	University of Utah
Bored	urcard	Financial Aid Office staff	SSB	Department of Education
Stressed	CIS	people in line	Noon	The Government

### 3. MAKE A SYSTEM MAP

Copy and paste the Post-its you created in step 2. Place them on the map. Draw connections or add images if you'd like!



## Part II (in pairs)

### 4. DEFINE A SCOPE

Draw a circle around the area that seems possible for you to change.

### 5. WRITE A PROBLEM STATEMENT

Follow the statement structure used in class:

**To [do something for someone]****So they can [experience an improvement]**

To hire more financial aid staff

So they can have shorter lines