

1.



## Activity introduction

---

Now that you've had practice writing user stories based on the CoffeeHouse scenario, you'll complete the following activity by creating two user stories for the app you're designing for your portfolio project. You'll create your user stories based on the personas you made in the activity [Create personas for your portfolio project](#).

After you complete this activity, you will be able to check your work by comparing it to a completed exemplar. The exemplar will be provided in the course item immediately following this activity.

*Note: As this is a self-review activity, you do NOT need to submit a document to proceed to the exemplar.*



## Step-by-step instructions

---

Once again, you'll be following this formula to keep the problem user-centered, actionable and clear. To fill out your user story, follow the steps below:

Who                      What                      Why

↓                              ↓                              ↓

As a type of user, I want to action, so that benefit.


Step 1: Access the template

To use the template for this course item, click the link below and select "Use Template."

Link to template: [craft a user story template](#).

OR

If you don't have a Google account, you can download the template directly from the attachment below.

 [Google UX Design Certificate - User Story\\_\[Template\]](#)  
[PPTX File](#)

## USER STORY

[add persona]

As a/an

Click to add text

type of user

I want to

Click to add text

action

so that

Click to add text

benefit

Step 2: Choose one of the personas you created for your Sharpen portfolio project during the earlier activity

Enter the name for this persona in the “add persona” spot in the middle of the template. This is the user you will be focusing on for your user story.

Step 3: Identify the type of user your persona represents, and write it in the “type of user” space

Recall how you created this persona to represent a group of users that share similar interests, goals, or concerns. These similarities within that user group may help you identify the type of user that your persona represents.

Step 4: Identify the “action” the user in your story hopes will happen

This should be something that your user can do or experience that helps them achieve the result they’d like. Write it in the “action” space.

Step 5: Identify the benefit your user will receive

Explain how the user would benefit if the action in the prior step happens and write it in the “benefit” space.

Step 6: Repeat steps 1-5 for the second persona you created for your portfolio project. Use the user story template to create a user story for the second persona.

Step 7: Reflect on the completion of this activity

As you complete this activity ask yourself whether both of your user stories clearly identify:

The “type of user”

The “action” that the user hopes will happen

The “benefit” the user would receive if the action happens

This formula for crafting a user story helps you define a design problem that is user-centered, actionable, and clear.

The personas and user stories you create should account for a wide variety of users and problems. This will help you keep even the most vulnerable users on the happy path to their goal.