

Introduction to Course 7

Design across devices

Start the UX design process:  
Empathize

Continue the UX design process:  
Empathize

▶ **Video:** Build user stories  
1 min

📖 **Reading:** Learn more about user stories  
20 min

📖 **Practice Quiz:** Activity: Build user stories  
1 question

📖 **Reading:** Activity Exemplar: Build user stories  
10 min

▶ **Video:** Create user journey maps  
1 min

📖 **Reading:** Learn more about user journey maps  
20 min

📖 **Practice Quiz:** Activity: Create user journey maps  
1 question

📖 **Reading:** Activity Exemplar: Create user journey maps  
10 min

🗣️ **Discussion Prompt:** Share your user stories and user journey maps  
10 min

Continue the UX design process:  
Define

Continue the UX design process:  
Ideate

Week 1 review

# Activity Exemplar: Build user stories



## Exemplar

Here is a completed exemplar along with an explanation of how the exemplar fulfills the expectations for the previous activity.

### User Story One: Cam

Cam has many responsibilities. They take care of a toddler and contract as an HR admin part time. Cam enjoys cooking and pays close attention to food waste, but they can use more tools to cook and eat more efficiently. They are gluten intolerant, so finding recipes can be a little more challenging.

Cam works mostly from home but goes into the office occasionally. They set aside time each week to put together a shopping list and find inspiring recipes. They are a wheelchair user and prefer certain grocery stores to others. Cam wants to make great food for their family and gets frustrated when even a little bit goes to waste.

USER STORY

Cam

As a/an working caregiver who manages a part-time job and a full-time toddler ,

type of user

I want to remember to eat all of my great tasting meals

action

so that I can effectively manage my cooking time—keeping it a joy, rather than a burden .

benefit

In this case, the blue text is the **type of user**, the red text section is the **action**, and the green text is the **benefit**.

### User Story Two: Thierry

Thierry is a student at a local community college and holds a full-time job as a customer service representative. They live alone and find that it is easier to order take-out or buy ready-to-eat food, but this is expensive and wasteful. Thierry would like to cook more but doesn't have a lot of spare time right now.

Thierry works from home and mainly uses a mobile device to get on the internet. That's also where they occasionally put together a grocery delivery if they can't go in person. Thierry doesn't worry about food waste too much but does worry about the environment and wants to make good choices for the earth. They also keep track of their finances and want to shop within their budget.

USER STORY

Thierry

As a/an student working full-time and going to school ,

type of user

I want to save money while carving out time to cook at least once or twice a week

action

so that I can reconnect with cooking, help the planet, and not waste any of the food I buy .

benefit

In this case, the blue text is the **type of user**, the red text section is the **action**, and the green text is the **benefit**.



## Assessment of exemplar

In the exemplar, note that each question (who, what, and why) is answered for each persona. Cam and Thierry both have one-sentence user stories to prioritize design goals by the end of the exercise.

Now compare the examples above to your completed user stories. Self-assess what you've done using each of the criteria below to evaluate the examples.

Does your user story clearly identify:

- The **type of user**?
- The **action** that the user hopes will happen?
- The **benefit** the user would receive if the action happens?

If so, great work! If not, please consider re-reading the instructions and trying to craft another user story with these criteria in mind.

Mark as completed

