B

**Big picture storyboard:** A series of visually rendered panels that focus on the user’s experience

C

**Close-up storyboard:** A series of visually rendered panels that focus on the product

E

**Elements:** Building blocks for creating a design

**Empathy map:** An easily understood chart that explains everything designers have learned about a type of user

F

**Fidelity:** How closely a design matches the look and feel of the final product

G

**Goal statement:** One or two sentences that describe a product and its benefits for the user

H

**High-fidelity:** A design that closely matches the look and feel of the final product

I

**Industry standards:** Common ways to indicate page elements

L

**Low-fidelity:** A design with a lower amount of complexity and that is less refined or polished

P

**Personas:** Fictional users whose goals and characteristics represent the needs of a larger group of users

S

**Storyboard:** A series of panels or frames that visually describes and explores a user’s experience with a product

U

**User journey:** The series of experiences a user has as they interact with a product

**User story:** A fictional, one-sentence story told from a persona’s point of view to inspire and inform design decisions

W

**Wireframe:** A basic outline of a digital experience, like an app or website