1. Accessible Interface: Creston
2. Questions solicit insight about their expectations, experience, motives, and challenges using the interface
3. Create a sketch and write a brief description of the interface

* annotate its key interactive components
* caption

Questions:

* How did the way you used the Creston interface compare to your expectations?
* What can you do with Creston?
* When do you usually interact with Creston?
* What part about using the Creston took you the most time?
* Why did you decide to use the Creston?

3 users:

* how do they use the interface

1. To play a video for section

2. To logon to a zoom

3.

* objective observations about their actions
* struggles or difficulties

1. Not fast enough, laggy

**Write a few sentences or bullets describing the key observations you gained from observing your users.**

**List your questions in a numbered list and summarize the responses of your interviewed users using up to 5 bullet points**

2 personas

* 4 quadrant empathy map (Thinks, Feels, Says, Does)
* **Briefly describe the user** (1 sentence headline)
* **Point out the interface problems that your personas face.**
* **Explain why and how a given persona represents the users of your chosen interface.**

Storyboard