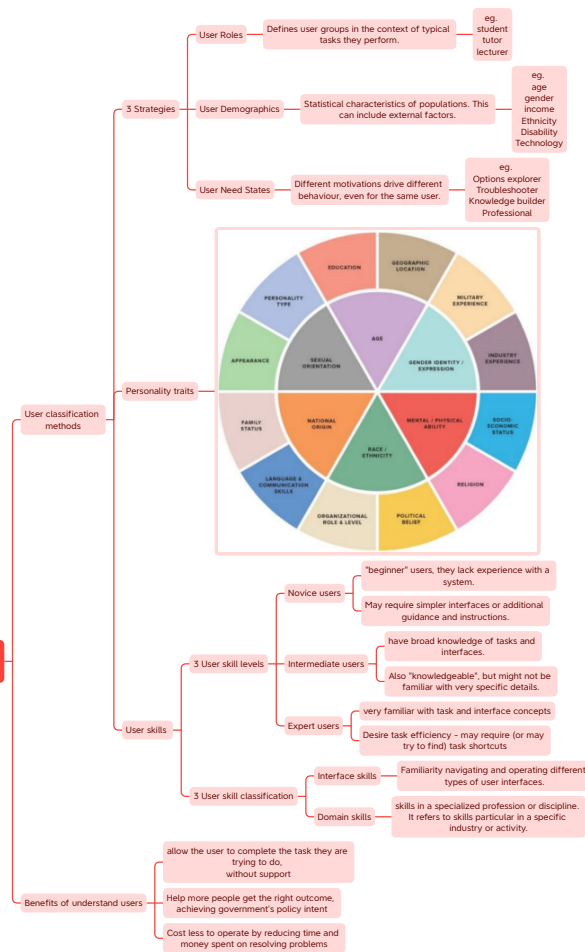


L2 Understanding users

1. Designing For The Not-So-Average User



3. User empathy methods

