Scenario Planning Worksheet

After you fill out all the parts of the worksheet, compose a narrative that combines all the details into 2-4 paragraphs that tells the story of the scenario.

| Setup | | |
| --- | --- | --- |
| **Character:** Who is the person at the center of the scenario?  Beff Jezos is an 18 year old gamer that runs his own Discord Server. | **Goal:** What is the character trying to achieve by using the product?  Help one of his community members communicate with others more easily | **Setting:** Where and when does the scenario take place?  After school, approx 12am on Discord where most members must now be quiet |

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| Start | |  | End | |
| --- | --- | --- | --- | --- |
| What triggers the beginning of the plot? | A new member, Carry Trews, joins Beff Jezos’s anime fanclub server. Beff notices this member joins their audio meetings, but doesn’t see the member chatting in the different text channels. |  | How does the scenario end? | Beff discovers there are no effective tools that can help Carry connect with the community. |
| What happens in the first scene? | Beff reaches out to Carry to discover that Carry has a motor impairment that makes it hard for her to type. |  | Did the character achieve their goal? | No |
| What are activities and behaviors by the character/ product? | Talking, Chatting, Socializing |  | What is the emotional and experiential impact on the character? | Downhearted, Guilty, Low-Spirited. |
| What emotions/ experiences the character is having? | Beff feels bad that Carry can’t engage in all of the server’s conversations. |  |

| Plot scene plan | Scene 1 | Scene 2 | Scene 3 | Scene 4 |
| --- | --- | --- | --- | --- |
| What triggers the scene? | Carry Trews joins Beff Jezos’s anime fan club server and chats with Beff and others in an audio channel. | At 12am, the community members leave the audio channel since most members must be quiet at this time. They continue their conversations in the text channels. | Beff messages Carry regarding her absence in the text channels. | Beff wants Carry to be included in the community’s text conversations. |
| What happens in the scene? | Beff really enjoys talking with Carry | Beff notices Carry doesn’t chime in the text conversations, even though she is very active in the voice calls. | Carry calls Beff. Carry notifies Beff that she has trouble typing out messages due to a motor impairment. | Beff tries to find a speech to text option in Discord’s setting and finds nothing. Then , he tries to find a bot to do this and is also unsuccessful. |
| What are activities and behaviors by the character/ product? | Talking, Socializing | Chatting, Curiosity | Calling, Discovery | Discord doesn’t offer accessibility settings for motor impairments. |
| What emotions/ experiences the character is having? | Happy | Worried | Sad | Disappointed, Discouraged, Sad |