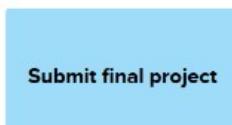
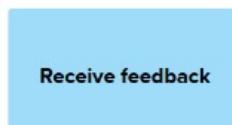
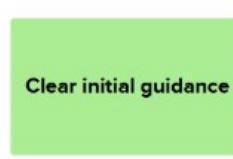
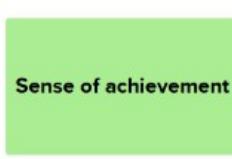
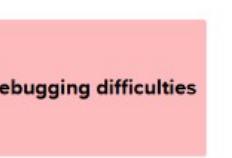
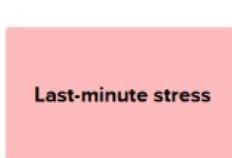
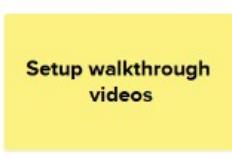
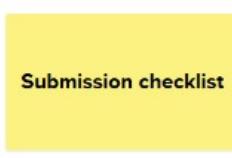
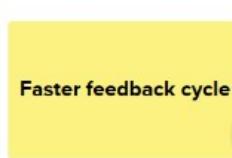


<p>Scenario: [Existing experience through a product or service]</p>	<p> Entice How does someone become aware of this service?</p>	<p> Enter What do people experience as they begin the process?</p>	<p> Engage In the core moments in the process, what happens?</p>	<p> Exit What do people typically experience as the process finishes?</p>	<p> Extend What happens after the experience is over?</p>
<p> Experience steps What does the person (or people) at the center of this scenario typically experience in each step?</p>	<p> Project announcement shared</p>	<p> Access project materials</p>	<p> Develop project modules</p>	<p> Submit final project</p>	<p> Receive feedback</p>
<p> Interactions What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> ▪ People: Who do they see or talk to? ▪ Places: Where are they? ▪ Things: What digital touchpoints or physical objects do they use? 	<p> Mentor orientation session</p>	<p> LMS, mentors, teammates</p>	<p> Code, mentors, GitHub</p>	<p> Submission portal, mentor</p>	<p> Mentor review comments</p>
<p> Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<p> Understand project scope</p>	<p> Start project correctly</p>	<p> Complete required tasks</p>	<p> Meet evaluation criteria</p>	<p> Improve future projects</p>
<p> Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<p> Clear initial guidance</p>	<p> Excitement to begin</p>	<p> Learning new skills</p>	<p> Sense of achievement</p>	<p> Constructive feedback</p>
<p> Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<p> Too much information</p>	<p> Tool setup issues</p>	<p> Debugging difficulties</p>	<p> Last-minute stress</p>	<p> Delayed response</p>
<p> Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?</p>	<p> Simplified project overview</p>	<p> Setup walkthrough videos</p>	<p> More hands-on examples</p>	<p> Submission checklist</p>	<p> Faster feedback cycle</p>