

# Observations & Journey Mapping

*Instructions:* Journey maps are a method of design that can help you gain more insight into a stakeholder's experience. Pick one student to observe over the course of a day. Use the framework to map how engaged you think the student was during different parts of the day. Include arriving at school, morning class, lunch, afternoon class, breaks, and dismissal.

PREPARING TO INTERVIEW

INTERVIEW QUESTIONS

ADDITIONAL INTERVIEWING TECHNIQUES

INTERVIEW REFLECTION

OBSERVATIONS &amp; JOURNEY MAPPING

PREPARING TO SHADOW

SHADOW REFLECTION

Take note of anything that you notice as you listen and observe.  
This might include potential areas of opportunity or questions about which you might want to learn more.