

## Class 6

1. Describing your users and their characteristics
  - a. Interview/questionnaires
  - b. Breaking into groups
  - c. Observation
  - d. Analyze
2. Personas
  - a. Assumptions
3. Other Stakeholders
4. Finding out what the user wants
  - a. Felt needs
  - b. Expressed needs
  - c. Normative need
5. The Domain
  - a. Experts - Tacit knowledge
  - b. Uncooperative
  - c. Domain models