

5. CREATING USER STORIES

1. Introduction to User Stories:

- A **user story** is a short, simple description of a feature or requirement written from the **user's perspective**.
- User stories are commonly used in **Agile and Scrum** methodologies to capture functional requirements in a **user-centered** manner.
- User stories focus on **what the user wants** and **why**, rather than how the system is built.

2. Importance of User Stories:

Creating user stories helps in:

- Understanding user needs clearly.
- Improving communication between stakeholders.
- Keeping development user-focused.
- Supporting incremental development.
- Prioritizing features effectively.
- Reducing misunderstandings in requirements.

3. Standard Format of a User Story:

The most widely used format is:

As a [type of user], I want [some goal] so that [some benefit].

Example:

As a student, I want to download lecture notes so that I can study offline.

4. Key Components of a User Story:

4.1 Role:

- Identifies the user or stakeholder.
- Example: student, admin, customer.

4.2 Goal:

- Describes what the user wants to do.

4.3 Benefit:

- Explains why the user wants it.
- Highlights user value.

5. INVEST Principles of User Stories:

A good user story follows **INVEST** criteria:

- **I – Independent:** Can be developed separately.
- **N – Negotiable:** Flexible and open to discussion.
- **V – Valuable:** Delivers value to users.
- **E – Estimable:** Can be estimated for effort.
- **S – Small:** Fits within a sprint.
- **T – Testable:** Has clear acceptance criteria.

6. Steps Involved in Creating User Stories:

Step 1: Understand the User.

- Use personas and user research.
- Identify user goals and pain points.

Step 2: Identify User Activities.

- Determine what tasks users perform.
- Focus on actions, not technical details.

Step 3: Write the User Story.

- Follow the standard format.
- Keep it simple and clear.

Step 4: Add Acceptance Criteria.

- Define conditions for success.
- Helps in testing and validation.

Step 5: Prioritize User Stories.

- Based on user value and business goals.

7. Acceptance Criteria.

Acceptance criteria specify **conditions that must be met** for the user story to be considered complete.

Example:

User Story:

As a user, I want to reset my password so that I can regain account access.

Acceptance Criteria:

- User receives password reset link via email.
- Link expires after a specific time.
- Password must meet security rules.

8. Types of User Stories:

8.1 Epic:

- Large user story.
- Cannot be completed in one sprint.

8.2 Feature:

- Group of related user stories.

8.3 Task:

- Small, specific work item.

8.4 Technical Story:

- Focuses on technical improvements.
- Example: database optimization.

9. Role of Personas in User Stories:

Personas ensure that:

- Stories are written from real user perspectives.
- User needs are accurately reflected.
- Design and development stay user-centric.

10. Examples of User Stories:

- As a teacher, I want to upload assignments so that students can access them easily.
- As an admin, I want to manage user accounts so that system usage is controlled.
- As a customer, I want to track my order so that I know the delivery status.

11. Benefits of User Stories:

- Simple and easy to understand.
- Encourage collaboration.
- Adaptable to changing requirements.
- Improve user satisfaction.

12. Limitations of User Stories:

- Lack of detail if poorly written.
- Not suitable for very complex systems alone.
- Requires continuous discussion.
- Depends on effective communication.

13. User Stories vs Use Cases:

User Stories	Use Cases
Short and simple	Detailed and structured
Agile-oriented	Traditional approach
User-focused	System-focused
Easy to change	Harder to modify

14. Best Practices for Writing User Stories:

- Use simple language.
- Avoid technical terms.
- Focus on user value.
- Keep stories small.
- Continuously refine stories.

15. Relationship with UI/UX Design:

User stories help in:

- Designing user flows.
- Creating wireframes.
- Identifying UI elements.
- Defining interaction requirements.

6. CREATING SCENARIOS**1. Introduction to Scenarios:**

- A **scenario** is a narrative description that explains **how a user interacts with a system** to achieve a goal in a specific context.
- Scenarios help designers understand **real-world usage**, user behavior, and system responses over time.
- Scenarios focus on **user goals, actions, and context**, not technical implementation.

2. Importance of Creating Scenarios:

Creating scenarios is important because they:

- Provide a **realistic view of user interactions**.
- Help designers visualize user experiences.
- Support user-centered design decisions.

- Identify usability issues early.
- Improve communication among stakeholders.
- Guide interface design and workflow creation.

3. Role of Scenarios in UX Design:

Scenarios are used at multiple stages of design:

- During **requirements gathering**.
- While designing **user flows**.
- For validating **personas**.
- Before prototyping and testing.
- During usability evaluation.

4. Types of Scenarios:

4.1 Contextual Scenarios:

- Describe user activities in a real-world environment.
- Focus on goals and context.
- Avoid interface details.

4.2 Task Scenarios:

- Focus on specific tasks.
- Include step-by-step actions.

4.3 Use Scenarios:

- Describe interaction between user and system.
- Include system responses.

4.4 Future Scenarios:

- Explore possible future system behavior.
- Used for innovation and strategic planning.

5. Elements of a Good Scenario:

A well-written scenario includes:

- Persona (who is the user).
- User goal.
- Context of use.
- Sequence of actions.
- System responses.
- Outcome or result.

6. Steps Involved in Creating Scenarios:

Step 1: Select a Persona.

- Choose a primary or secondary persona.
- Ensure it represents real users.

Step 2: Identify User Goals.

- Define what the user wants to achieve.
- Keep goals realistic and specific.

Step 3: Define Context.

- Physical, social, and technical environment.
- Device, location, time constraints.

Step 4: Write the Scenario Narrative.

- Describe actions in simple language.
- Focus on user behavior.
- Avoid technical jargon.

Step 5: Review and Refine.

- Validate against user needs.
- Revise for clarity and realism.

7. Characteristics of Effective Scenarios:

- User-focused.
- Goal-oriented.
- Realistic and believable.
- Simple and clear.
- Free from design assumptions.

8. Example of a Scenario:

Persona: Anitha, College Student.

Goal: Submit an assignment before deadline.

Scenario:

- ✓ Anitha is traveling home by bus and remembers that her assignment deadline is tonight.
- ✓ Using her mobile phone, she opens the college learning app, logs in, navigates to the assignment section, uploads the file, and receives a confirmation message.

- ✓ She feels relieved knowing her submission is successful.

9. Difference Between Scenarios and User Stories:

Scenarios	User Stories
Narrative and detailed	Short and structured
Focus on interaction flow	Focus on requirements
Describes context	Describes goal
UX-oriented	Agile-oriented

10. Relationship Between Personas and Scenarios:

- Personas define **who** the user is.
- Scenarios describe **what the user does**.
- Scenarios bring personas to life.

11. Tools Used for Creating Scenarios:

- Storyboards.
- Journey maps.
- Text narratives.
- Flow diagrams.
- UX design tools.

12. Benefits of Scenarios:

- Improve empathy.
- Clarify user needs.
- Identify edge cases.
- Support design validation.
- Enhance user experience quality.

13. Limitations of Scenarios:

- Time-consuming to create.
- Can be subjective.
- May miss rare use cases.
- Require continuous updates.

14. Best Practices for Creating Scenarios:

- Base scenarios on real user research.
- Keep scenarios short and focused.

- Avoid system or UI details initially.
- Use clear and simple language.
- Validate with stakeholders.

15. Use of Scenarios in Evaluation:

Scenarios are used to:

- Conduct usability testing.
- Validate workflows.
- Identify breakdowns in interaction.
- Improve system design.