



Chantal Dosanjh

Elementary School Teacher
Married to Vick
28 years old
Pregnant (3rd trimester)

Context

Chantal is preparing for her day tomorrow and this is the journey framework that describes what she's thinking as she organizes her things. She does all this so that she is ready to go in the morning and all the steps she takes to get relaxed to get to sleep.

Objective

Chantal would like to get a good night's sleep in order to be well rested for work the next day. Her pregnancy is starting to affect her loss of mobility as well as physical discomfort. She is still planning to go to work up until a few weeks until she is due to give birth.

Obstacles

Chores / Cleaning Up
Choosing an appropriate outfit
Alleviating / Minimizing back pain
Creating a comfortable sleeping position
Minimizing disruption of partner's sleep
Increase mobility for pregnant women

Other Agents

Vick (Chantal's husband)

	Preparation 8:30pm Preparing for the next day	Outfit Choice 9:00pm Choosing outfit for the next day	Bathroom 9:15pm Bathroom routine / beauty ritual	Relaxing 9:30pm Relaxing on the bed	Going to Sleep 10:00pm Preparing to go to sleep	Toss & Turn 10pm-5am Tossing & turning. Unable to sleep	Waking up 6:45am Alarm goes off
Chantal's Experience	<p>What do I need to get ready for class tomorrow?</p> <p>Do I have any meetings tomorrow?</p> <p>What am I eating for lunch tomorrow?</p> <p>Do I need to go shopping after work tomorrow?</p> <p>Am I forgetting anything?</p>	<p>When did I wear these clothes last time?</p> <p>What's the weather like tomorrow?</p> <p>Do these pieces match together?</p> <p>I wonder what my co-workers will be wearing?</p> <p>Why does Vick never pay attention to the clothes I'm wearing?</p>	<p>How am I looking?</p> <p>Are my face creams moisturizing properly?</p> <p>Where is my eye cream?</p> <p>Am I getting enough sleep?</p> <p>Should I get new pyjamas?</p>	<p>I wonder what my friends have been up to today?</p> <p>Did I finish reading this book yet?</p> <p>What time does Vick get off work tomorrow?</p> <p>Can Vick buy the groceries tomorrow?</p>	<p>Do we need new pillows?</p> <p>Why is it so uncomfortable to go to sleep?</p> <p>How can I reduce this back pain?</p>	<p>What time is it?</p> <p>Why can't I fall asleep?</p> <p>Do I need to go to the washroom again?</p> <p>Why is my back hurting so much?</p>	<p>What time is it?</p> <p>Should I turn the alarm off?</p> <p>Can I sleep more?</p> <p>What day is it?</p> <p>Do I need to wake Vick up?</p> <p>Do I need to make breakfast?</p> <p>Why is it so hard to move?</p>
Chantal's Anxiety							
Chantal's Mood	Chantal and Vick have just finished cleaning up after dinner. Chantal is now feeling tired , but has to get ready for work tomorrow and prepare lesson plans for her elementary class.	Chantal is deciding what to wear for the next day. She is asking Vick for advice on her fashion choice and is not happy that Vick isn't being helpful .	Chantal is finally happy with her outfit choice and goes through her daily beauty ritual applying facial creams and washes to her face. She is unhappy because she is noticing imperfections on her face and thus using beauty products.	Chantal and Vick are relaxing on the bed. Vick is watching television and Chantal unwinds by reading a book and checks her phone to see if any of her friends have sent messages.	Chantal feels at ease and ready to get a good night's rest.	Chantal is restless and unable to sleep . She keeps turning and tossing trying to find a comfortable position. She also has to continuously get up to go to the washroom.	The alarm has started to ring and Chantal hasn't gotten much sleep. She is cranky from the lack of rest .
Vick's Experience	<p>What am I eating for lunch tomorrow?</p> <p>Do I need to leave early in the morning to get to work on time?</p> <p>What's on television?</p>	Why is Chantal asking me for fashion advice?	Why is Chantal taking so long in the washroom?	What else is on television? Should we go out to watch a movie tomorrow?	Will Chantal have a hard time going to sleep again?	<p>What time is it?</p> <p>Is it time to wake up already?</p> <p>Does Chantal need to go to the washroom again?</p>	<p>What time is it?</p> <p>Should I turn the alarm off?</p> <p>Is it time to wake up already?</p> <p>What day is it?</p> <p>Do I need to wake Chantal up?</p> <p>Do I need to make breakfast?</p>
Designer's Perspective	<p>Can we help organize?</p> <p>Can we help to remind what needs to be done? Something that helps with organization?</p>	Can we help organize fashion choices?	Can we help organize beauty products?	Can we help with communicating and organizing schedules?	Can we help with alleviating back pain when going to sleep?	<p>Can we help with alleviating back pain when going to sleep? Something that reduces back pain or at the least minimizes causing it?</p> <p>Can we reduce the interruption of sleep of the other person in the bed? Something to minimize sleep interruption?</p>	<p>Can we make the experience of waking up be more pleasant?</p> <p>Can we make the alarm clock be more friendly?</p> <p>Can we help Chantal achieve better mobility? Something to improve mobility for pregnant women?</p>