W03 / 2 JUNE 2026 Optional in the new studio

Reflect on the interview

Add an **individual reflection of 1–2 pages** to your interview documentation. Use the notes below to move from what a person said or did to a design decision you can revisit.

Start with the interview record. Identify the situation and interviewee's role without using their name. Select a short quotation or an observed action and include enough context for a reader to understand the moment. If the wording was reconstructed later, label it as a paraphrase.

ILLUSTRATIVE EXAMPLE / FICTIONAL WORKSHOP INTERVIEW

Field evidence. The visitor unfolded their ticket twice and said, "I stayed by the door because I did not know how they would call me."

Possible interpretation. The visitor may need to recognise the next signal. This single account leaves its frequency open.

Design decision. Replace the proposed queue-position display with a paper cue showing where the next signal appears. Try it with another visitor.

Prepare your own reflection

What surprised you?

Compare one detail with what you expected beforehand.

What pattern might recur?

Which details repeat? Where do accounts differ or evidence run out?

Which decision changes?

Name the earlier decision, the revision and what you would check next.

When you write, attach each interpretation to an identifiable note. Use the 1–2 pages for the reflection itself; keep the interview documentation alongside it.

IDEO.org · Interview **designkit.org/methods/interview.html**

W08 / 2 JUNE 2026 Optional in the new studio

Review your own project

Use Jakob Nielsen's heuristics to inspect your current prototype, service or interaction. On **1–2 pages**, show which principles are relevant to one task, where the design works, where a difficulty might arise and what you would improve.

Jakob Nielsen · 10 Usability Heuristics for User Interface Design

Inspect a specific moment. Write down the task, the version and the point at which a person must decide what to do. Identify a relevant heuristic and the visible feature that supports your judgement.

ILLUSTRATIVE INSPECTION / VISIBILITY OF SYSTEM STATUS

Strength. "Checked in" remains visible on the visitor's ticket.

Possible issue. The visitor cannot tell whether the host has called their number.

Proposed improvement. Show the latest number called beside the visitor's number.

Record one finding

Heuristic and moment

Which principle applies to the state, detail or step you inspected?

Strength and possible issue

What works already? Where might someone encounter difficulty?

Improvement and reason

What would you change? What could someone do to try the revision?

SEPARATE GROUP OPTION / 21 MAY 2026

The earlier group format took **60–90 minutes**. Pick an app, website or service; review **all ten** heuristics together. Annotate screenshots at the relevant points, explain the issues and suggest improvements. The June project exercise above selects only the heuristics relevant to your own work.

Optional studio follow-up. Try the revised design with someone who might use it.
IDEO.org · Get Feedback designkit.org/methods/get-feedback.html