

## JOURNEY MAP

### Help us understand your journey.

We want to understand your experience, so please share whatever is relevant to you. You could choose to describe the last five things you did today or this week, five steps in your overall journey, or anything else. Just start by describing a current or recent situation in box 5 and work your way backward.

Describe the last five steps you took that got you here.

1	2	3	4	5 START HERE AND WORK BACKWARDS
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During each of these steps, what did you expect to happen?

1	2	3	4	5
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What actually happened? Describe your experience. (Positives and negatives respectively)

+	1	2	3	4	5
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How might we improve your experience?

1	2	3	4	5
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