Mental Model

	Before		Dur	ing		After	
When & Where a user would use the app	Reasons why a user would use the app	Reasons why a user would not use the app	Things user should report	How is the user feeling?	Expected outcomes	How should the user feel?	Possible Rewards
Hotel lobby, after checking suspects in room	Protect reputation of hotel	Genovese syndrome	Location of Suspects	Suspicion	Law Enforcement should arrive	That they have done the right thing	Hotel gains positive recognition
TaxI/car, after dropping off suspects at hotel	Moral obligation	Does not want to get involved	Suspicious Activities	Possible anxlety	Data should be collected		The reporter gains positive recognition
Hotel corridor or room, after seeing susp. activity	Customer complaints	Does not know how to report it	Description of Suspects	Possible desire for justice	Suspects should be apprehended		
		Anxiety over					

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