



Says

What have we heard them say?  
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?

Courses look  
very  
interesting and  
very relevant.

I was  
expecting  
something  
different.

I can not keep  
u with the  
progresss.

To do research in  
education, you  
need need to do  
supervised project.

Does learning  
center  
appreciate the  
profile set-up?

Is this really  
worth it?



Reading and  
posting in  
discussion  
forums.

Checks the  
website.

Excited to learn  
new skills and  
apply them to  
my day-to-day.

Enthusiastic  
about a new  
model of  
learning.

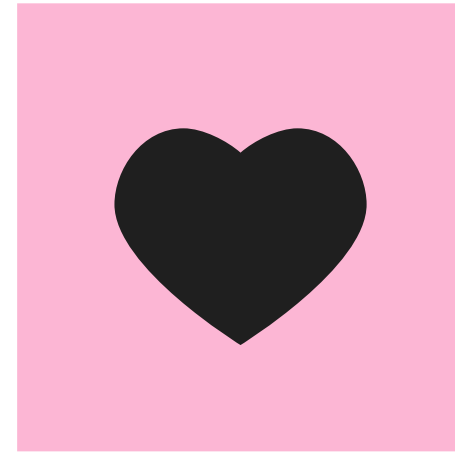
Anxious.

Developing  
better  
problem-  
solving skills.



Does

What behavior have we observed?  
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?  
What other feelings might influence their behavior?