

Ideation Phase

Empathize & Discover

Date	19 June 2025
Team ID	LTVIP2025TMID20425
Project Name	LearnHub: Your Center for Skill Enhancement
Mentor Name	Dr Shaik Salma Begam
Maximum Marks	4 Marks

LearnHub Empathy Map

What does the user THINK & FEEL?

- Wants a seamless and engaging learning experience.
 - Worries about course quality, certification value, and technical issues.
 - Feels frustrated when content is disorganized or access is limited.
 - Values career-relevant skills, real-time progress tracking, and interactive features.
 - Appreciates easy navigation, responsive support, and recognition for completing courses.
-

What does the user SEE?

- A dashboard with enrolled and completed courses.
 - A list of available courses, categorized by topic/skill level.
 - Progress indicators, certification options, and course ratings.
 - Instructor details and course descriptions.
 - Notifications about new courses or module completions.
-

What does the user HEAR?

- Suggestions or reviews from peers or classmates.
 - Mentions of LearnHub on social media or tech communities.
 - Feedback or encouragement from instructors or mentors.
 - Email/app notifications about enrollment, progress, or certificates.
-

What does the user SAY & DO?

- Registers and logs in to explore available courses.
- Enrolls in courses based on interest or skill requirement.
- Completes course modules and marks them as finished.
- Downloads certificates and shares accomplishments.
- Reaches out to support in case of technical or access issues.

PAIN (Challenges & Frustrations)

- Confusion about which course to pick due to lack of guidance or ratings.
- Inability to track learning progress or return to incomplete sections easily.
- Authentication/authorization errors when accessing paid or restricted content.
- Course materials not optimized for mobile or different devices.
- Lack of live support or delayed responses during issues.

GAIN (Goals & Benefits)

- Easily finds and enrolls in relevant, high-quality courses.
- Seamlessly accesses course content and tracks progress.
- Gains recognized certificates upon course completion.
- Interacts effectively with instructors and fellow learners.
- Experiences a smooth, motivating, and user-friendly learning journey.

