**Ideation Phase**

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| **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** |

## **Empathize & Discover**

### **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.

