

# Milestone 01

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Stakeholder - <E-learner>

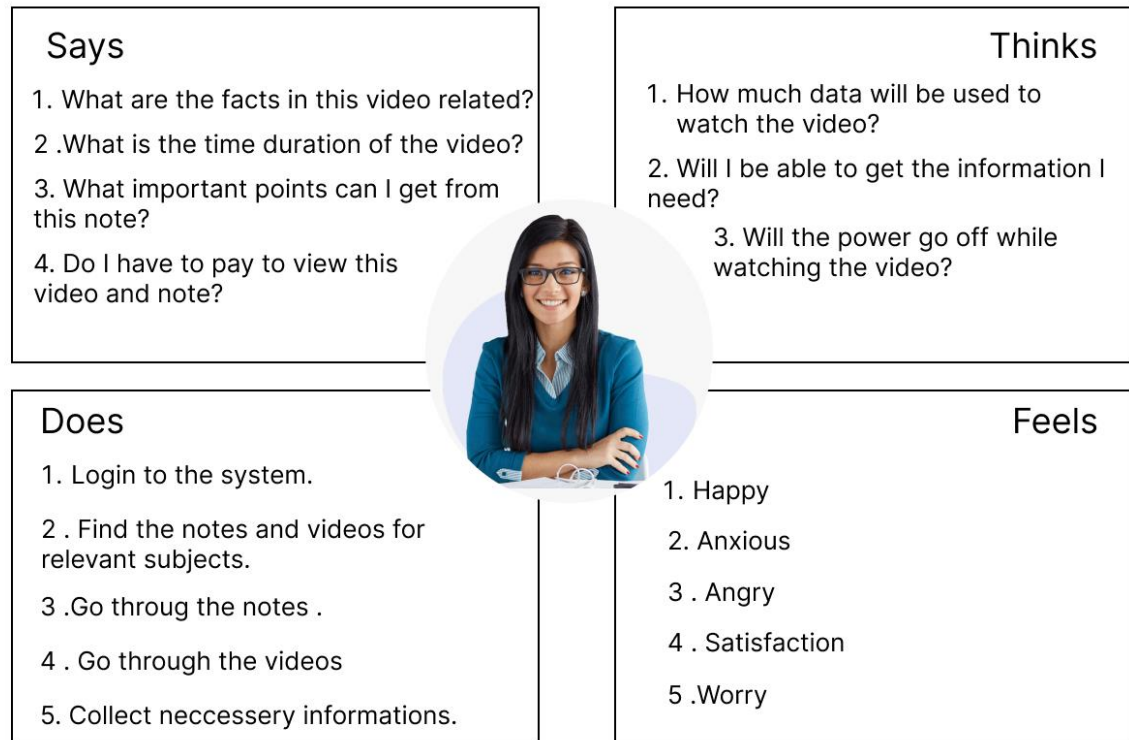
## 1) Persona

 <b>Bio</b> Jenny is a graduate student from a popular university in Sri Lanka. She follows many e-learning systems and is keen to acquire additional knowledge. Jenny is a well-known figure among everyone as a very talented student. Also, she is a very humble student and does her studies regularly.	<b>Jenny Krishela E-Learner</b>  Gender Female  Age 22  Educationl Qualifications High School Diploma / Professional Diploma /Undergraduate	 <b>Goals</b> <ul style="list-style-type: none"><li>• . Enhance the quality of learning .</li><li>• improve the efficiency and effectiveness.</li><li>• Improve time flexibility to engage in the learning process.</li></ul>
 <b>Motivations</b> Visual variety <div><div></div></div> Interactivity <div><div></div></div> Multimedia <div><div></div></div> Humor <div><div></div></div>		 <b>Frustrations</b> <ul style="list-style-type: none"><li>• Technology issues</li><li>• Lack of Visuals</li><li>• Unclear instructions</li><li>• No interaction or collaboration</li><li>• Too much information</li></ul>

## 2) Empathy map

### Empathy Map - **Watch lesson videos and notes**

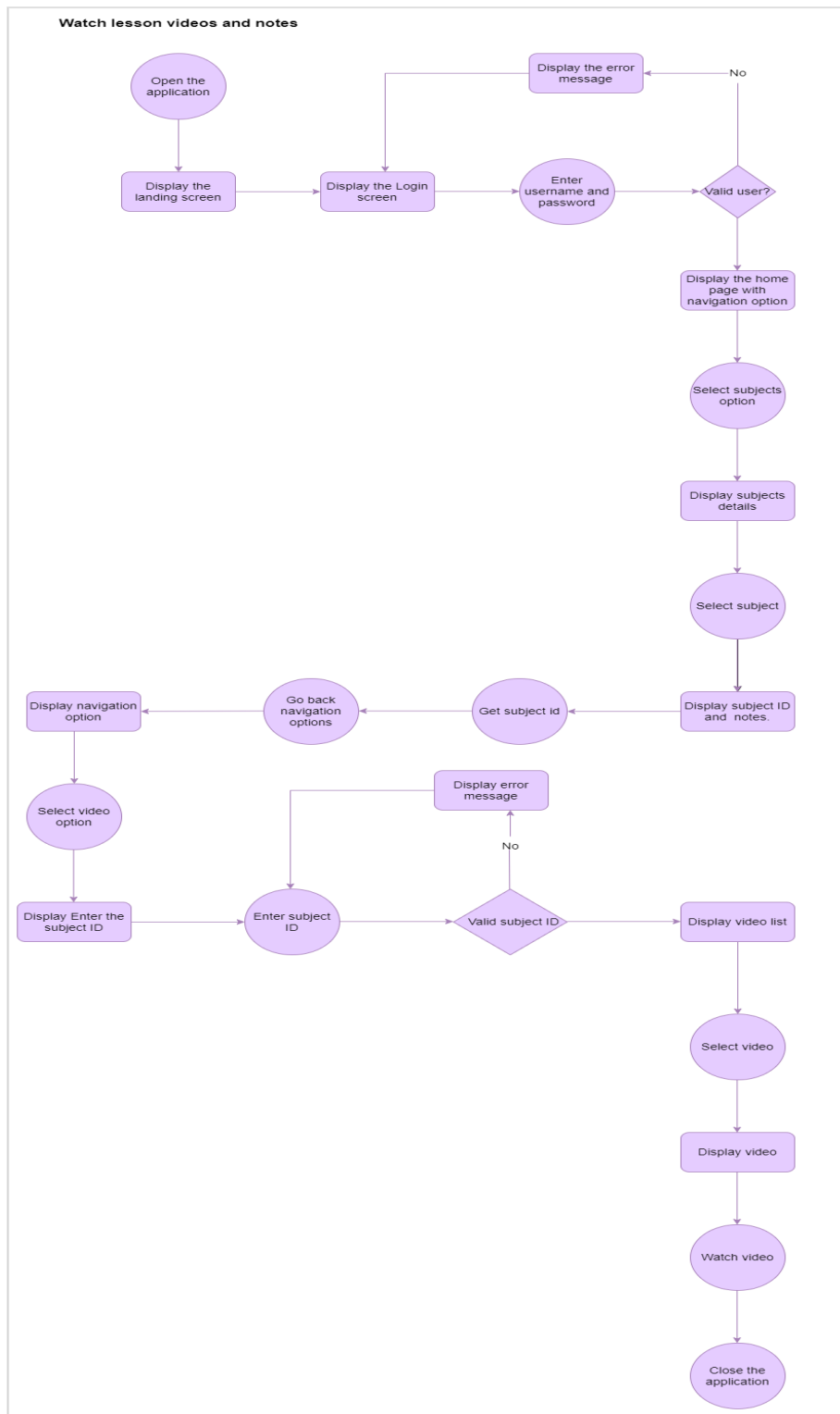
*Jenny Krishela ( E-learner of E-learning system)*



## 3) User story

**As a** E- learner **I want** to watch videos of some obscure lessons giving the subject ID **So that** I can improve my performance for that lesson.

#### 4) User flow



## 5) Service Blueprint

