Empathy Map

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SAYS

Managing resources is time consuming.
has to contact the assigned personnel to manage maintainence tasks.
requires contacting several people and constant follow ups.

THINKS

Of how much time is wasted in refilling and maintaining resources.
Of getting work done without having to take multiple follow ups.

DOES

Uses the registry system to get the resources.
Physically goes and contacts the person in between classes to list items needed.
Takes constant follow up till item is repaired/delivered/replaced.

FEELS

Frustrated that they have to leave teaching work to go check for item availability.
Feels irritated when they have to take constant follow up.

User