

Says

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

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

Thinks

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

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

User

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

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

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?