## **Empathy Map Template**

I need a way to track my progress and see how much I have left to do.

It would be useful to get reminders when I haven't checked an important document in a while.

I feel
unproductive
when I have to
use multiple apps
just to check my
assignments.

I waste too much time searching for my class files and notes.

Notifications about deadlines from professors, emails, and learning platforms.

A cluttered set of notes, assignments, and files.

Study materials being shared across emails, WhatsApp, and multiple drives.

Classmates
using external
tools to keep
track of
deadlines
manually.

Thinks

Feels



Does

They feel stressed when they have to manually search through different apps to find a deadline.

They experience anxiety when their study materials are scattered across multiple platforms.

They become frustrated when they lose track of their study progress.

They feel more productive when they have a visual breakdown of their tasks.

Creates
unorganized lists
with tasks from
different courses,
making it hard to
prioritize.

Downloads the same document multiple times due to disorganization.

Sends files to their email to ensure they have a backup in case they lose access to their device.

Spends time searching through different folders and platforms to find relevant study materials.