Ideation Phase

Empathize & Discover – Empathy Map Canvas

Field	Details
Date	21 February 2026
Team ID	LTVIP2026TMIDS47806
Project Name	LearnHub: Your Center for Skill Enhancement
Individual Member	C. Karthik
Maximum Marks	4 Marks

Empathy Map Canvas – Online Learning Platform (OLP)

The following empathy maps capture the perspectives of the three user types: Student, Teacher, and Admin.

User Type 1: Student

Dimension	Observations	Insights
THINK & FEEL	Excited about learning new skills; anxious about finding the right course	Needs clear course descriptions and ratings
SAY & DO	'I want to learn at my own pace'; browses multiple platforms before choosing	Values flexibility and self-paced content
PAIN POINTS	Paid courses with unclear value; losing progress; no certificate at the end	Needs progress saving and completion certificates
GAINS	Filter by category/name; resume from last stop; download certificate on completion	Improved engagement and satisfaction

User Type 2: Teacher / Educator

Dimension	Observations	Insights
THINK & FEEL	Wants to share expertise and build an audience; worried about low enrollment	Needs visibility and easy course publishing
SAY & DO	'I need a simple way to publish and manage my courses and sections'	Needs a straightforward dashboard

Dimension	Observations	Insights
PAIN POINTS	Can't delete courses with enrolled students; unclear how to structure sections	Requires guardrails and clear guidance
GAINS	Add/delete courses, add sections, track enrollments easily	Empowered educator with clear workflow

User Type 3: Admin

Dimension	Observations	Insights
THINK & FEEL	Responsible for platform quality; concerned about fake content and user abuse	Needs comprehensive oversight tools
SAY & DO	Reviews all courses; monitors all users; audits enrollment records	Needs a centralized admin panel
PAIN POINTS	No single view of all platform activity; difficult to act on bad content quickly	Requires real-time monitoring and control
GAINS	Full course/user management; enrollment records; policy enforcement	Efficient, trustworthy platform administration