Empathy Map Canvas

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Team Id	LTVIP2025TMID53783
Project name	Learn Hub
Maximum Marks	4 marks

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes. It is a useful tool to help teams better understand their users.

Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with their goals and challenges.

User: Student / Teacher / Admin

Says

- "I want a platform where I can easily access learning content."
- "I need a simple way to manage my courses and students."
- "Security and simplicity are most important for my learning needs."

Thinks

- "Is this platform reliable and secure enough to manage my academic growth?"
- "Can I access the content anytime, anywhere?"
- "Is my progress being tracked properly?"

Does

- Logs in to Learn Hub regularly.
- Browses or teaches courses, watches videos, takes tests.
- Communicates with students/teachers via platform.

Feels

- Motivated by the ease of access and user-friendly interface.
- Confident in the security and consistency of the platform.
- Satisfied with the learning/teaching experience.

Goals

- Seamless learning and teaching experience.
- Easy access to video lectures and external learning resources.

- User tracking, feedback, and certification.

Pains / Frustrations

- Complex login/registration systems in existing platforms.
- Lack of organized dashboard and progress visualization.
- Poor video streaming or content management in alternatives.

How Learn Hub Addresses These Issues

- Simple and secure login/registration with role-based access.
- Organized and responsive dashboard based on user role (student, teacher, admin).
- Easy course creation and assignment workflows.
- Progress tracking and certificate download after course completion.
- Scalable architecture with support for future enhancements.