**Ideation Phase**

**Define the Problem Statements**

| Date | 21 June 2025 |
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| Team ID | LTVIP2025TMID54182 |
| Project Name | LearnHub: Your Center for Skill Enhancement |
| Maximum Marks | 2 Marks |

### Customer Problem Statement Template

A **well-defined problem statement** is crucial for identifying and addressing the true needs of users. In the context of our LearnHub project, this ensures that the platform we are building aligns closely with the expectations and pain points of our target users—**students** and **educators**.

A strong problem statement helps the team:

* Understand the user's perspective through **empathy**
* Design solutions that are **relevant**, **user-centric**, and **impactful**
* Stay focused on solving **real-world challenges**
* Align all stakeholders toward a **clear goal**

The LearnHub platform is designed to solve two core user challenges:

* The need for accessible, engaging, and certification-based learning for **students**
* The need for an efficient, manageable, and flexible course delivery system for **educators**

Below are the two main **Customer Problem Statements** reflecting these perspectives.

Graphical user interface, text, application, email

Description automatically generated

Reference: <https://miro.com/templates/customer-problem-statement/>

**Example:**

### 1)Problem Statement (PS-1) – Student Perspective

**I am** a student looking to improve my skills through flexible and accessible online education.  
**I’m trying to** find a reliable platform where I can learn at my own pace and receive certifications.  
**But** many platforms are either too costly, lack interactivity, or have limited course tracking and certification features.  
**Because** most online platforms prioritize content upload over learner engagement and feedback tools.  
**Which makes me feel** frustrated, demotivated, and unsure about the credibility and value of my learning experience.

### 2)Problem Statement (PS-2) – Educator Perspective

**I am** an educator who wants to create and manage online courses efficiently.  
**I’m trying to** reach students and track their progress through a user-friendly platform.  
**But** existing tools are either too complex, lack proper role-based access, or don't support structured student management.  
**Because** they are not built with the needs of both teachers and learners in mind.  
**Which makes me feel** restricted and unable to deliver quality education in a professional way.