

Ideation Phase

Empathize & Discover

Date	31 January 2025
Team ID	LTVIP2025TMID30145
Project Name	EduTutor AI: Personalized Learning with Generative AI and LMS Integration
Maximum Marks	4 Marks

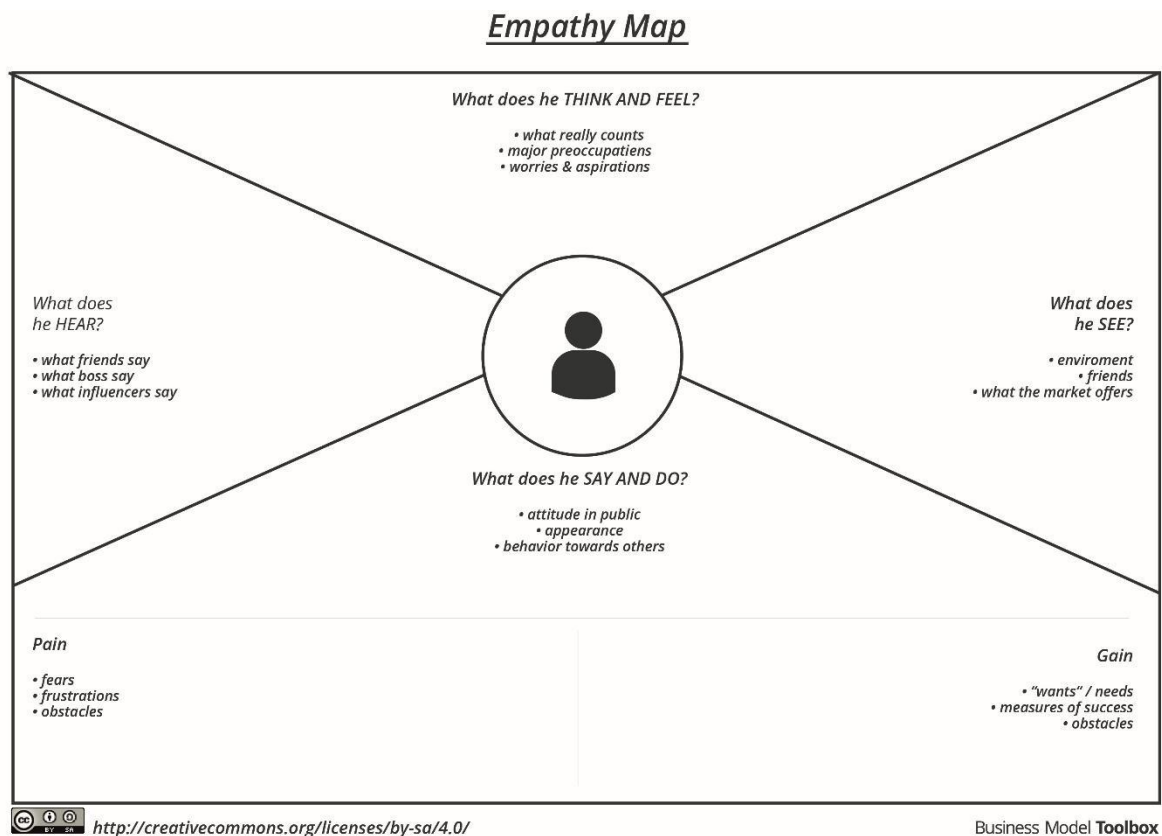
Empathy Map Canvas:

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.

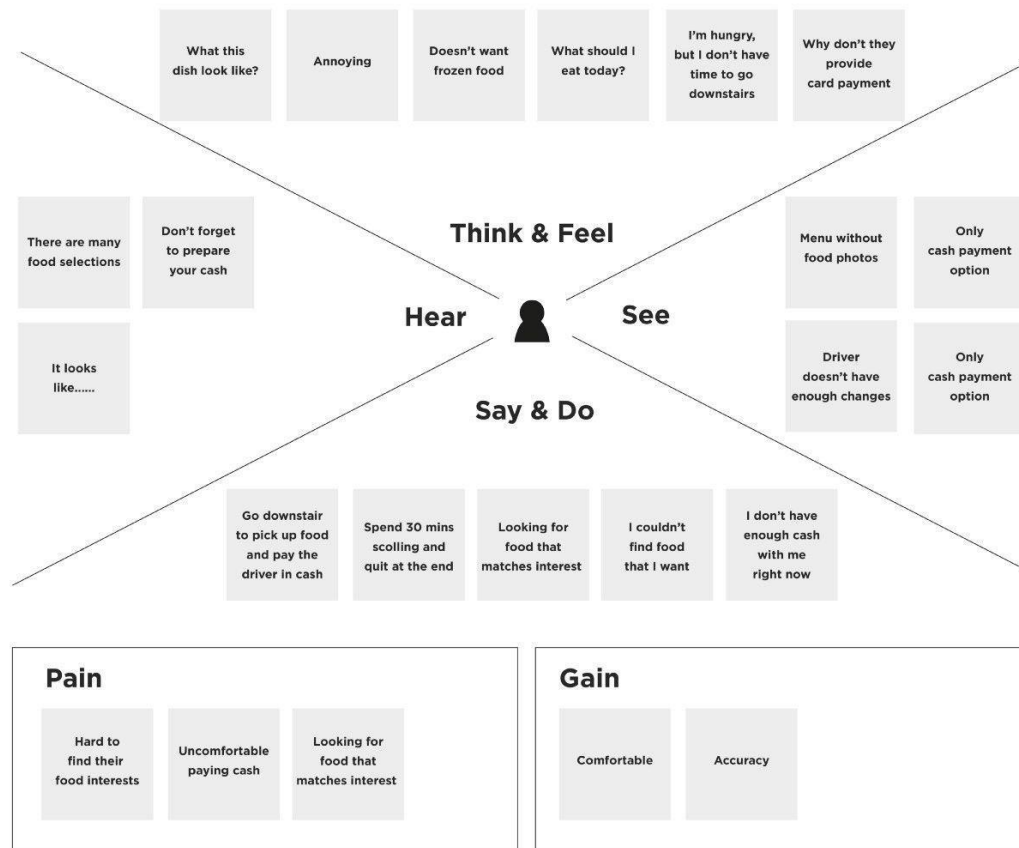
Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.

Example:



Reference: <https://www.mural.co/templates/empathy-map-canvas>

Example: Food Ordering & Delivery Application



SAYS

- "I need help understanding this math topic."
- "I wish I had a tutor who is always available."
- "This homework question is too hard."
- "Can I get a personalized explanation?"
- "I want feedback on my progress."

THINKS

- "I don't want to ask in class and sound silly."
- "It's hard to learn when the explanation doesn't match my level."
- "I wish there was one platform for everything: doubts, homework, quizzes."
- "Am I really improving, or just guessing right?"

DOES

- Searches Google or YouTube for doubts
- Skips hard problems when unsure
- Relies on LMS just for submitting work
- Sometimes copies answers without understanding
- Practices only what they already know

FEELS

- Frustrated when they can't find simple explanations
- Embarrassed to ask in class
- Overwhelmed with too many subjects and little help
- Excited when AI explains things clearly
- More confident when their progress is tracked