



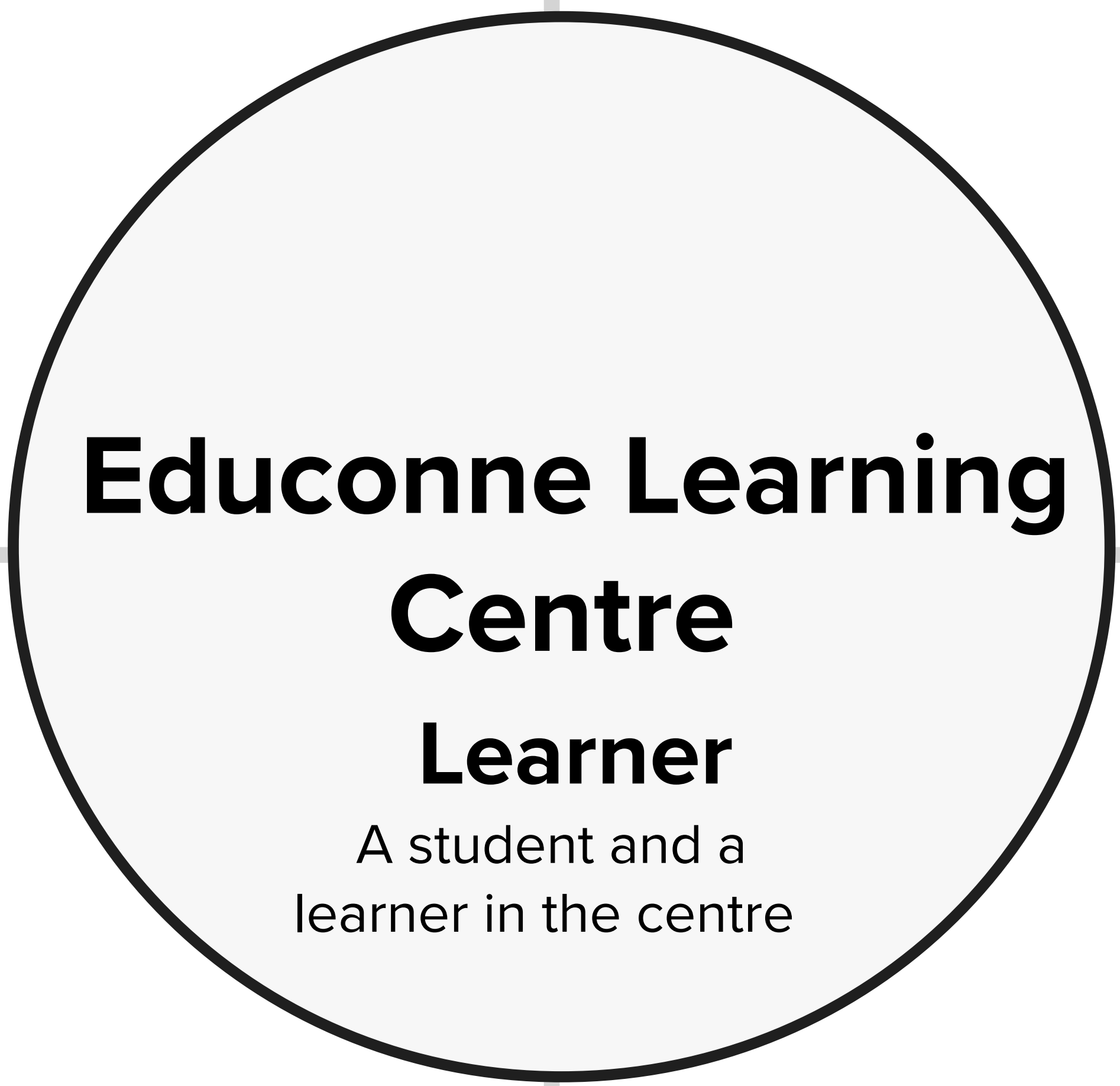
Says

What have we heard them say?  
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?



Courses look very interesting and very relevant

Thesis was challenging from distance

Thesis process needs more clarity and guidance

Will instructors know I haven't done

Need transparency from faculty members

There are gaps in the program

Reading and posting in discussions

Organize my schedule to slot in dedicated time for reading and posting

Connect with recent graduates from the program

Nervous about making sure I am arm up to speed up with everyone else

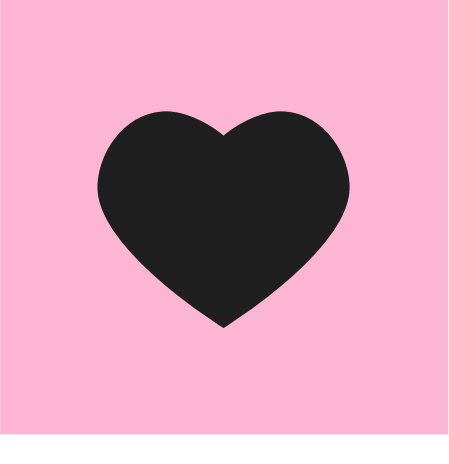
How to get better?

Feel disconnected from other students



Does

What behavior have we observed?  
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?  
What other feelings might influence their behavior?