

Ideation Phase
Define the Problem Statements

Date	28-06-2025
Team ID	LTVIP2025TMID29809
Project Name	EDUCATIONAL ORGANISATION
Maximum Marks	2 Marks

Customer Problem Statement Template:

Create a problem statement to understand your school administrators' and teachers' point of view.

This template helps us focus on what truly matters to design a solution that simplifies and improves their everyday responsibilities.

A well-articulated customer problem statement enables the team to develop a digital system tailored to the real challenges faced by educational institutions. Through this process, we build empathy with our users, gaining deeper insight into how they experience the existing manual processes — and how a smart solution can significantly ease their workload.

I am	A school admin or teacher handling student records and admissions.
'm trying to	Manage student data and track progress easily and accurately.
but	Manual work and scattered files make the process slow and error-prone.
because	There is no single digital system to manage everything in one place
which makes me feel	Frustrated, stressed, and worried about making mistakes.

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

Example:

I am	I'm trying to	But	Because	Which makes me feel	
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A school admin or teacher handling student records and admissions.	Manage student data and track progress easily and accurately.	Manual work and scattered files make the process slow and error-prone	There is no single digital system to manage everything in one place.	Frustrated, stressed, and worried about making mistakes.	
Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1					
PS-2					