**Edututor ai – Empathy Mapping**

**Date: 09 September 2025  
Team ID:** **NM2025TMID00826**

**Project Name: Edututor ai  
Maximum Marks: 4 Marks**

**Empathy Map Canvas: EduTutor AI**

**Purpose**: Understand the emotional, cognitive, and behavioral landscape of students and educators using EduTutor AI for personalized, AI-powered learning.

**Think & Feel**

**What’s on their mind?** **Students**

* “Will this quiz really help me prep for my test?”
* “I feel like the lessons are moving too fast—or too slow.”
* “I wish learning felt more customized to my level.”

**Educators**

* “I hope my students are truly understanding the material.”
* “How do I know who needs help if I can't track them in real time?”
* “If only I had more time to personalize lessons.”

**See**

**Their environment and influences** **Students**

* Confusing LMS dashboards
* Generic content on online platforms
* Peers using external apps or YouTube for better explanations

**Educators**

* Legacy systems with clunky UI
* Colleagues struggling with grading load
* AI tools advertised as “edtech” but lacking curriculum fit

**3 Hear**

**Voices that influence them** **Students**

* “This quiz wasn’t even based on what we learned!” (from friends)
* “Try that app—it shows you shortcut answers.” (from peers online)

**Educators**

* “Data shows half the class failed the quiz.” (from admin tools)
* “Use AI, but don’t let it replace your lesson planning.” (from training workshops)

**4Say & Do**

**What they say and how they behave** **Students**

* “Why do I have to take another quiz?”
* Skips questions when unsure
* Clicks through content quickly without reviewing

**Educators**

* “Let’s try this tool for better engagement.”
* Reluctantly assigns digital quizzes
* Spends time manually checking student progress

**Pain Points**

**Frustrations and roadblocks**

* Repetitive or misaligned quiz content
* Time-consuming grading for teachers
* Lack of real-time insights into student performance
* Difficulty adapting materials to different learning levels

**6 Gains**

**Needs and success indicators**

* Personalized, adaptive quizzes aligned with syllabus
* Dashboards showing student progress at a glance
* Instant feedback that builds confidence
* Seamless integration with tools like Google Classroom
* **Example: Student Preparing for an Exam**

| **Category** | **Student’s Perspective** |
| --- | --- |
| **Think & Feel** | “I really hope this quiz helps me focus on my weak spots.” |
| **See** | Generic LMS quizzes that repeat old questions |
| **Hear** | “The app gave me feedback right after I submitted!” (peer) |
| **Say & Do** | Asks for more topic-focused practice; revisits incorrect answers |
| **Pain** | Confusion about what’s actually on the syllabus |
| **Gain** | Personalized quizzes based on Google Classroom content |