

## 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?



"I need a reliable platform for online learning."

I want to excel in my studies and need quality resources.

Preparation & maintainanec of ZOHO for EDUconnect learning center

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Frustration with confusing topics, motivation to learn, and possibly some anxiety about exams.

Does

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



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



