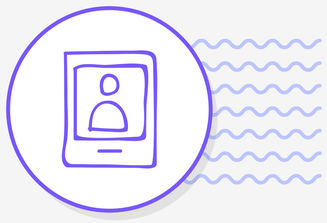
Template



Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

Share template feedback

Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Says

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

i need an easy way to keep track of my academic progress and course schedule

i want to have a centralized platform

we need to have an efficient system

handle student entrollment admission and communication with parant

Thinks

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

they want to sucess academically but may struggle with time managemant strees and peer pressure they may also feel frustrated if they hto nagative through multiple systems to access information

they may also feel frustrated if they cannot easily access the information they need to do their job effectively

they want to make a positive impact on their students lives but may feel overwhelmed by administrative tasks and lack of resources

they want to ensure that the school runs as smoothly but may feel stressed by the pressure of managing a large number of students and staff.

CRM application for schools/college

student: attend classes submite assingments participate in extra curricular activities and interact with peers and teachers.

teachers:create lesson planes grade assingments take attendance and provide feedback to students.

admistrators:manage students records handle admission and enrollment proccesses and communicate with parantes and stakeholers.

they may also feel frustrated if they have a navigate throught multiple systems to access information.

they may also feel frustrated if they have to deal with inefficient processes or outdated technology.

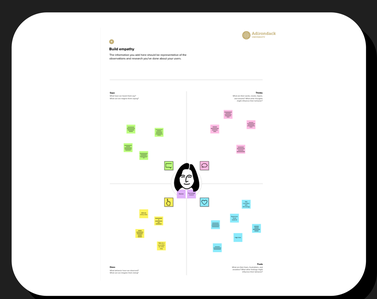
they want to succeed academically but may struggle with time management stress and feel pressure.

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?



Need some inspiration?

See a finished version of this template to kickstart your work.

Open example