



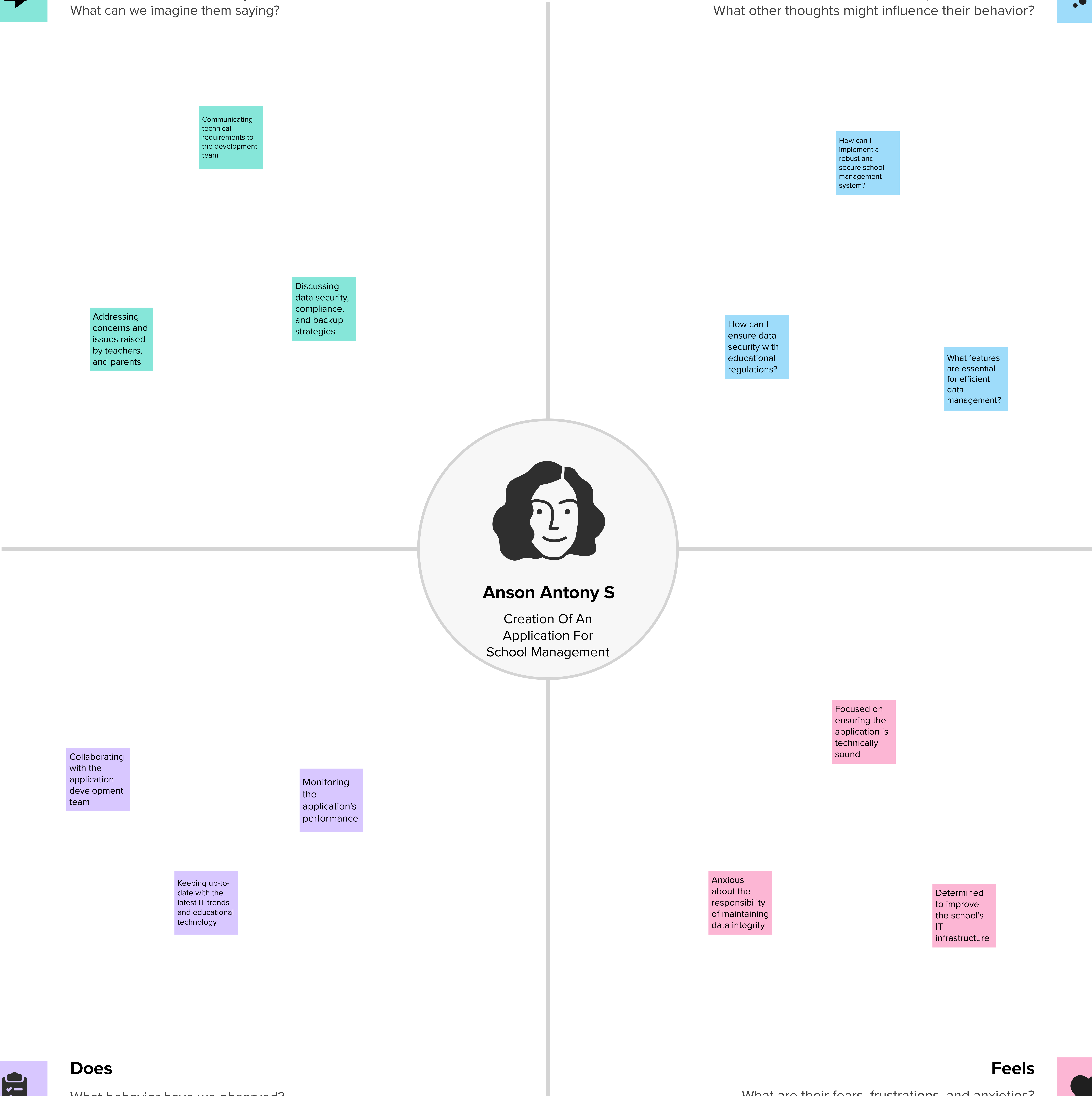
Says

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?



Communicating technical requirements to the development team

Addressing concerns and issues raised by teachers, and parents

Discussing data security, compliance, and backup strategies