



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?

Zoho books  
for  
educonnect  
learning  
center

All business  
make money  
transaction  
with the bank

Day to day  
activities

All persons  
and their  
rights

Journal  
entries  
related to  
banking  
transaction

Whe you  
need to  
correct

Errors but or  
not sure  
what needs  
to be done

Both  
student and  
faculty

Educational  
yourself and  
ensuring an  
equitable  
learning  
community

All persons  
and their rights  
and property  
and safety of  
others

Responsible  
for insuring  
the  
academic

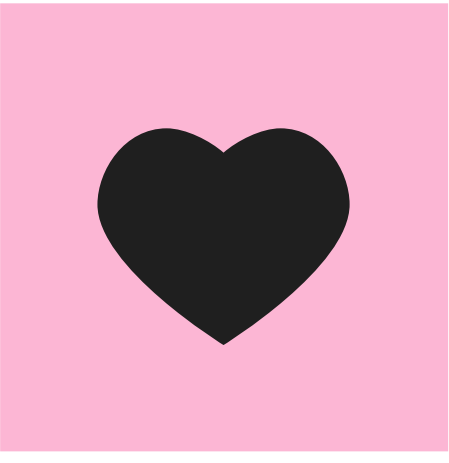
This gap is  
often the  
outcome of  
an either

However school  
can use  
differentiate  
method to  
investigation  
academ



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?