



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

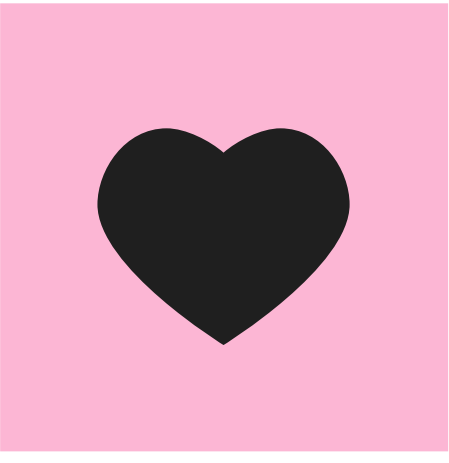
This gap is
often the
outcome of
an either

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?