

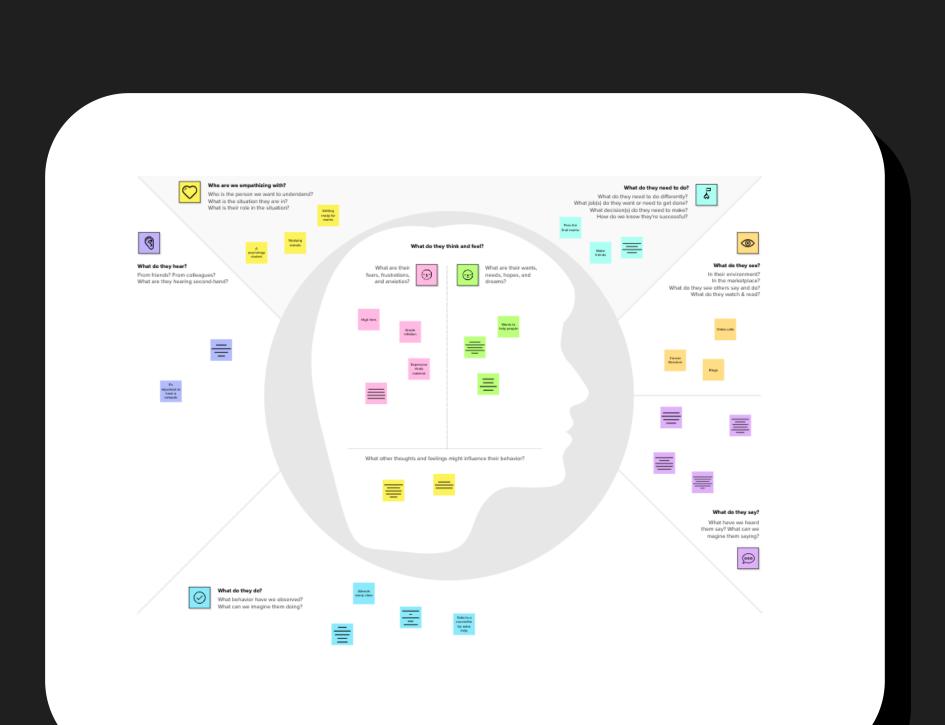
Empathy map canvas

Use this framework to empathize with a customer, user, or any person who is affected by a team's work. Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.

Originally created by Dave Gray at



Share template feedback



Need some inspiration?

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





Develop shared understanding and empathy

Summarize the data you have gathered related to the people that are impacted by your work. It will help you generate ideas, prioritize features, or discuss decisions.



WHO are we empathizing with?

Board of Trustees: This is a group of individualresponsible for overseeing the university's operation and making strategic decision about its future



What do they HEAR?

1.Feedback from various stakeholders, such as student complaint orfaculty concern.2.Input from advisor, consultants, and other experts3.Report on key metrics, such as enrollment, retention, and fundraising

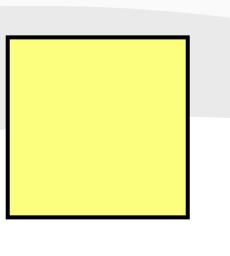


What do they DO?

1.Conducts research and analysis to inform decisions.
2.Consults with key stakeholders to gather input and feedback.
3.Presents proposals and recommendations to university leadership and governing bodies.
4.Communicates decisions and their rationale to stakeholders and the broader community.

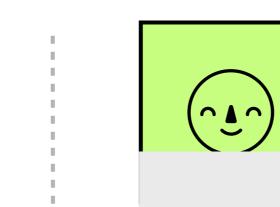
GOAL

What do they THINK and FEEL?



PAINS

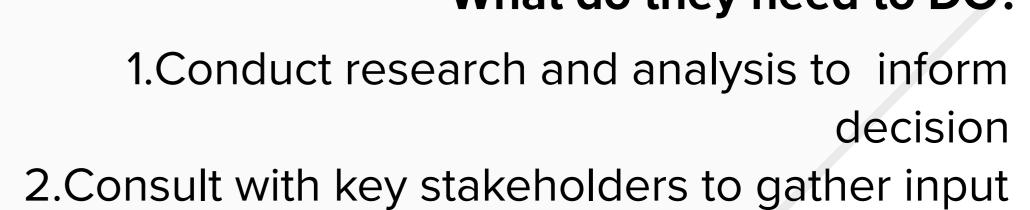
It leads to unpleasant results and disastrous consequences. Bad decision affects one's life badly. Actually our success depends on the decision which we take at present. If our decision is wrong, we have to repent for it because it ruins the countless happy moments of life.



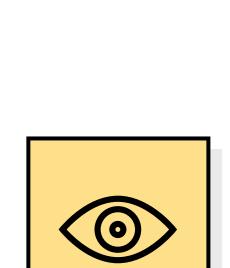
GAINS

Individual decision making saves time, money and energy as individuals make prompt and logical decisions generally. While group decision making involves lot of time, money and energy. Individual decisions are more focused and rational as compared to group.





and feedback
3.Present proposals and recommendation to
university leadership and govering bodies
4.Ccommunicates decision and their rationale
to stakeholders and the broader community



What do they SEE?

1.A divers set of stakeholders, including students, faculty, staff, alumni,donors, and community members.

2.A range of internal and external factors that influence decision making, including financial constraints, competition from others institution, and changing demographics.

3.A need to balance short-term needs with long-



What do they SAY?

term goals and strategic planning.

Prepare for your university admission interview with this list of common admission interview questions, and tips on how to answer them



