Empathy map: Administration

Insights

SAY

-Difficult to find up to date documents
-No clear organization strategy
-Issues giving access of specific files to specific users
-Duplicate files being created
-Work is inefficient

STAKEHOLDER

THINK

-Concerned about privacy

-Ease of use

FEEL

-Annoyed
-Lost
-Exhausted

DO
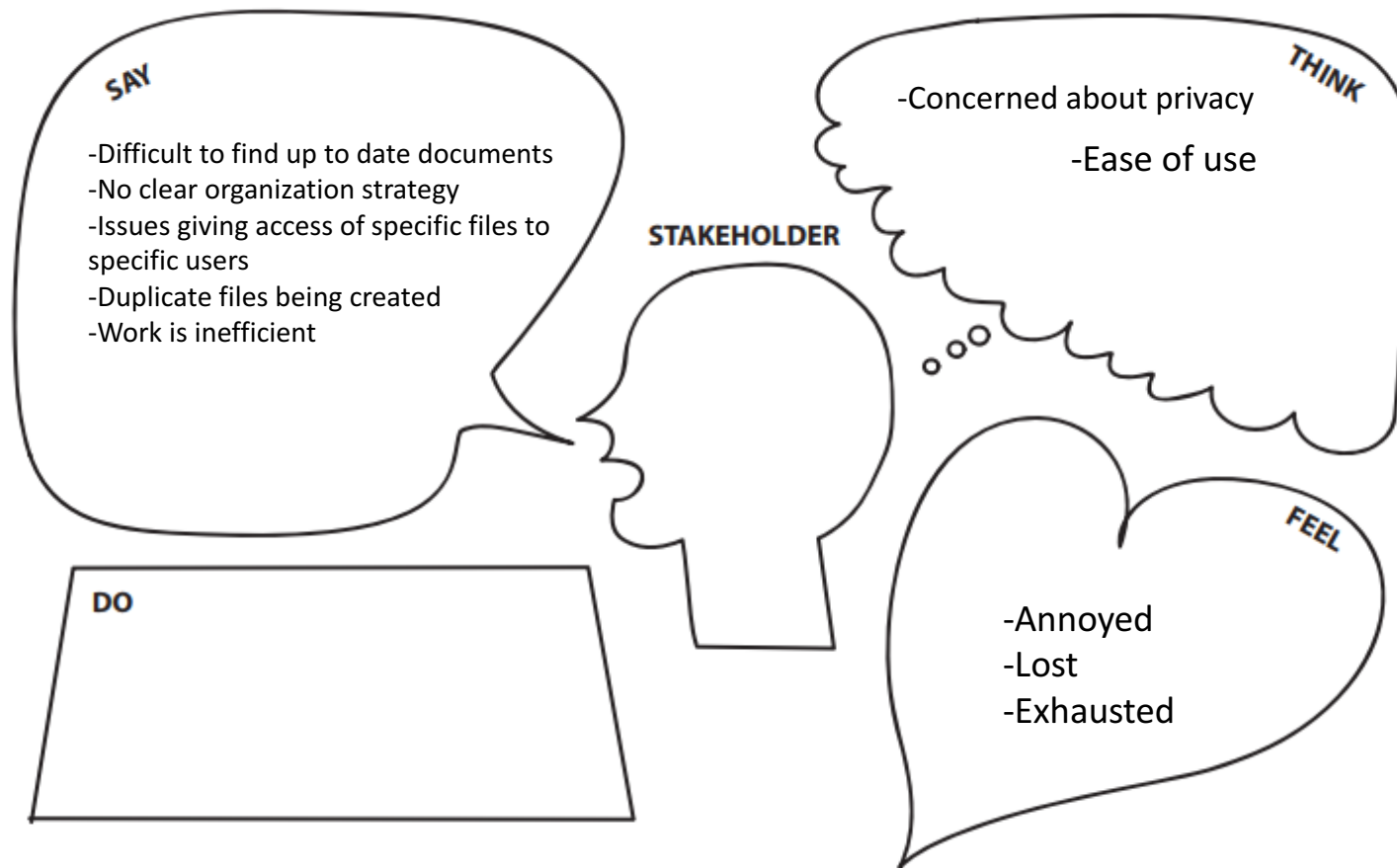
Keywords:
-Organization
-Security
-Privacy
-Easy Access
-Efficiency

Empathy map: Faculty Members

SAY

-Difficulty finding forms
-More info regarding committees and members involved
-Training documentation
-Easy Way to upload documents and share teaching ideas with colleagues.

STAKEHOLDER

THINK

-Understanding
-Ease of use
-Efficiency

DO

FEEL

-Out of the loop
-Frustrated

Insights

Keywords:
-Understanding
-Centralized
-Share
-Organization

Empathy map: IT

SAY

-Using Cascade Server
-Usable by non-technical staff users
-Student focused content
-Sustainable
-Maintainable

DO

STAKEHOLDER

THINK

-Ease of use
-Create new system focused on student learning

FEEL

-Perhaps overwhelmed if requests are too much
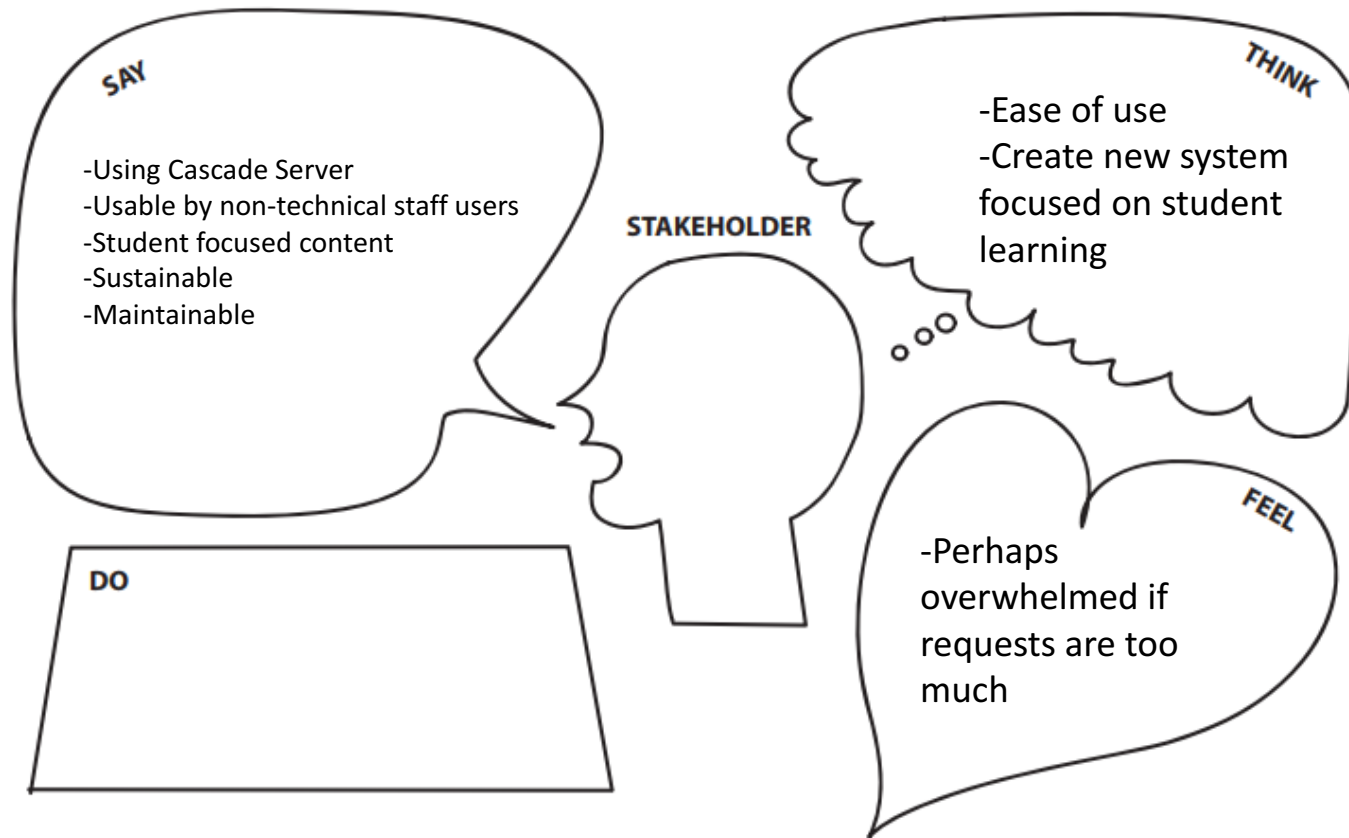
Insights

Keywords:
-Student focused
-Easy use
-Maintain/Sustain

Empathy map: Students

Insights

SAY

-Repetitive links to forms
-Each form has a separate webpage
-Errors occurred trying to access documents
-Organize by course on main page
-Use broader links to reduce number of links

STAKEHOLDER

THINK

-inconsistent (colour)
-Simplifying, add drop menus instead of clicks

FEEL

-Uninterested
-Frustrated

DO

Keywords:
-Repetitive
-Unorganized
-Too cluttered