1. STUDENT SEGMENT(S) (CS) Who are your students? E.g., final-year students, remote learners, part-time learners	6. STUDENT CONSTRAINTS (CC) What constraints prevent students from taking action or learning effectively? E.g., device access, time, connectivity, learning disabilities	5. AVAILABLE RESOURCES (AS) What support options are available to students? E.g., online materials, peer mentoring, ServiceNow knowledge base
2. LEARNING GOALS / PROBLEMS (J&P) What learning goals or challenges do students face? E.g., time management, comprehension issues, lack of feedback	9. ROOT CAUSE OF ISSUE (RC) Why do these issues exist? E.g., vague instructions, outdated materials, curriculum gaps	7. BEHAVIOR (BE) How do students react or respond? E.g., skip assignments, over-rely on AI tools, turn to peers
3. TRIGGERS (TR) What triggers students to act? E.g., reminders, upcoming exams, peer motivation	10. INSTITUTIONAL SOLUTION (SL) How can the institution address these problems? E.g., provide LMS training, streamline submissions, offer digital feedback loops	8. SUPPORT CHANNELS (CH) Where do students go for help? 8.1 ONLINE – LMS chat, email, knowledge articles 8.2 OFFLINE – Faculty, peer groups, counseling
4. EMOTIONS: BEFORE / AFTER (EM) How do students feel before/after the problem is resolved? Before: confused, overwhelmed After: relieved, confident	References:	