



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?

I struggle with keeping track of student attendance manually.

Teachers may feel overwhelmed and stressed by administrative tasks.

The system needs to be user-friendly and easy to navigate.

Parents are concerned about their child's academic progress and well-being.



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Teachers spend hours on paperwork and data entry.

Students have difficulty accessing academic information and schedules.

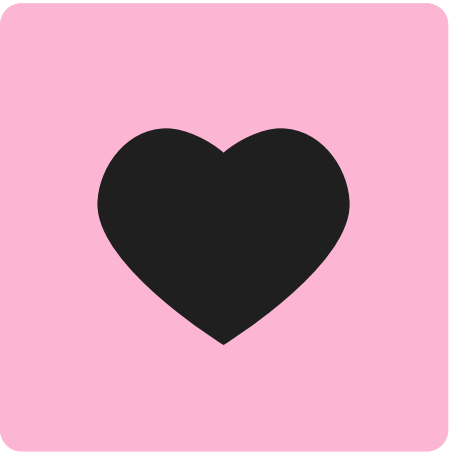
Parents frequently request updates on their child's performance.

Students need a convenient way to access their academic information.



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?