

Problem: The user has bad experience with his new laptop, when switching on.

SAYS

"I like my laptop, but it's starting too slow"

"I'm surprised sometimes when it turns on faster"

THINKS

It needs to start faster

Doesn't start properly

SDDM doesn't work properly at the start

DOES

Turns his laptop to sleep

Waits (too long) for it to turn on

Sometimes loses stuff and has to do it again

FEELS

Frustrated

Annoyed

Overwhelmed

Reflection:

We learned how to create Empathy map. The whole class was separated into pairs. I was with Corné. Each of us had to explain a problem and the other person had to create an empathy map for the problem. He had a problem with his new computer when he was trying to switch it back on. I observed his frustrations and emotions, as well as the things he was saying and I created the empathy map that is displayed on the first page ↑ . It helped me understand his problem more deeply, as well as his needs and frustrations.

The problem I shared with him was about Albert Heijn's app and some of the government documents that get send to me. As a international student I find it very frustrating that Albert Heijn's app doesn't have English version and some of the documents also. They are only in dutch and I have to translate them by myself. He also created his empathy map.