"Try to Find Perfection in Everything"

Md. Sadman Sakib

Occupation: **Student**
Education: **BSc in Software Engineering**
Location: **IUT Hall**
Tech Skill Level: **5/10**
Age/Generation: **23**

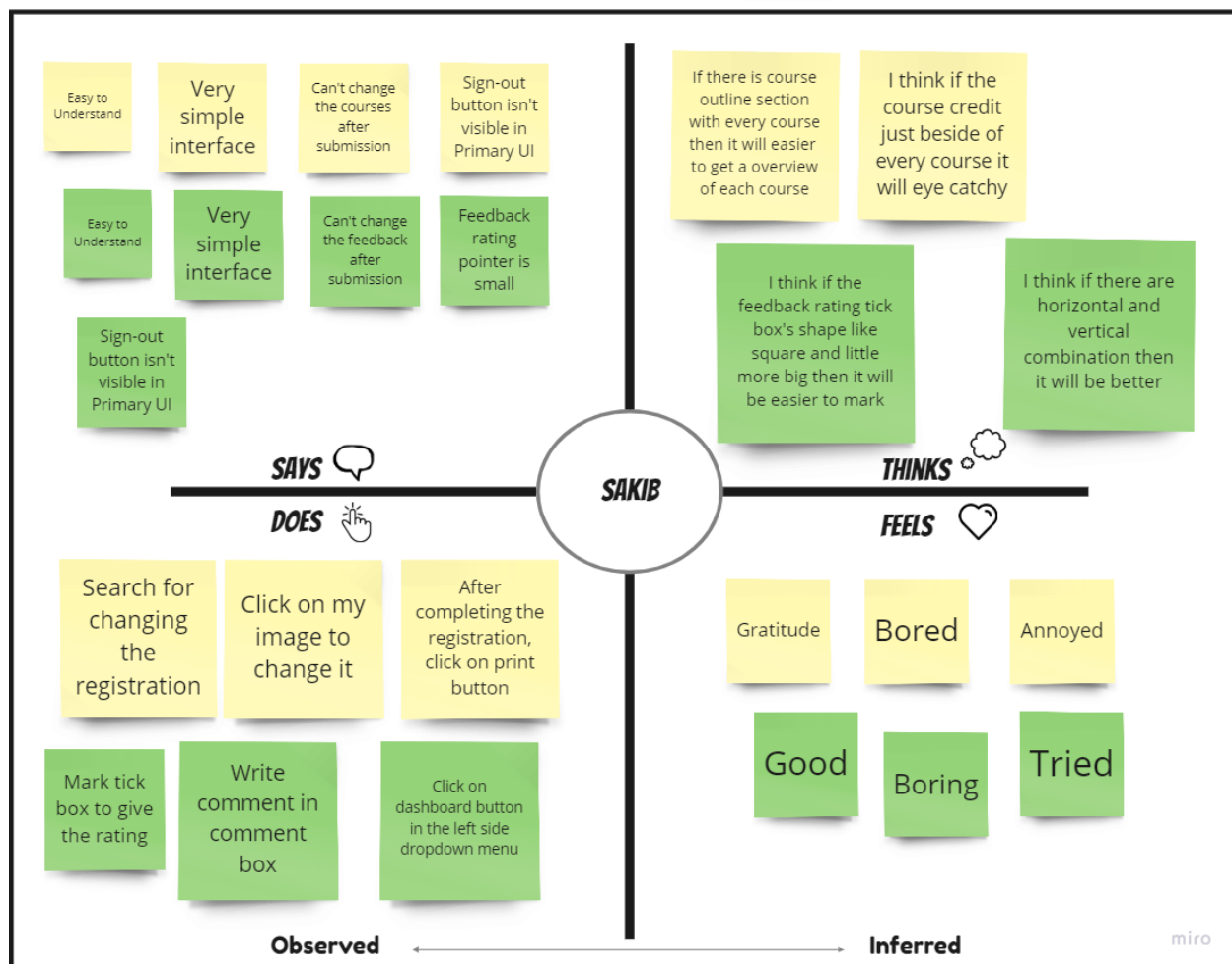### Goals

- Do Course Registration
- Give Course Feedback

Pain Points

- Can't Change course registration
- There is no course outline for every course that's why I can't see the course overview
- Course Credit isn't eye catch. If it's just beside the course name then it'll be better
- Feedback rating pointer is too much small
- Can't change feedback after submitting one

Draw Empathy Map based on IUTSIS Course Registration and Course Feedback Page

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IUTSIS COURSE REGISTRATION & FEEDBACK

SAYS 💬

- Easy to Understand
- Very simple interface
- Can't change the courses after submission
- Sign-out button isn't visible in Primary UI
- Easy to Understand
- Very simple interface
- Can't change the feedback after submission
- Feedback rating pointer is small
- Sign-out button isn't visible in Primary UI

THINKS 💭

- If there is course outline section with every course then it will easier to get a overview of each course
- I think if the course credit just beside of every course it will eye catchy
- I think if the feedback rating tick box's shape like square and little more big then it will be easier to mark
- I think if there are horizontal and vertical combination then it will be better

SAKIB

DOES 👆

- Search for changing the registration
- Click on my image to change it
- After completing the registration, click on print button
- Mark tick box to give the rating
- Write comment in comment box
- Click on dashboard button in the left side dropdown menu

FEELS ♡

- Gratitude
- Bored
- Annoyed
- Good
- Boring
- Tried

Observed ← → Inferred

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As a Student , Md. Sadman Sakib **wants to** do the course registration

[the user's role] [the user] [user's need]

so that he can continue the next semester with the selected courses .

[the user's end goal]

As a Student , Md. Sadman Sakib **wants to** give feedback on last semester courses

[the user's role] [the user] [user's need]

so that instructors can assess effectiveness, improve quality, and enhance student satisfaction and learning outcomes for future courses. .

[the user's end goal]

Naila Chowdhury

Occupation: **Student**
Education: **BSc in CSE**
Location: **Gazipur**
Tech Skill Level: **5/10**
Age/Generation: **23**

"Try to be focused in every task"

Goals

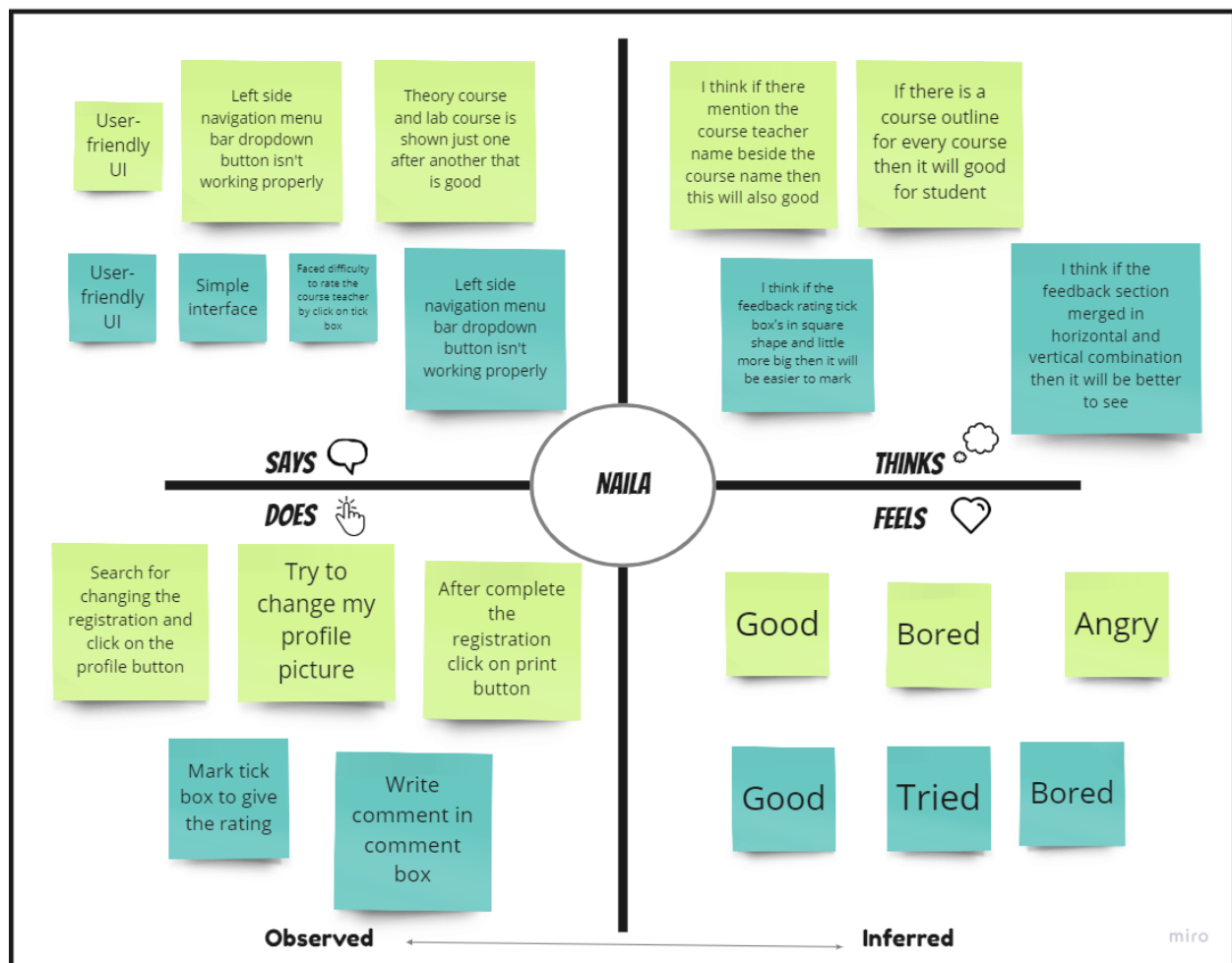- Will register the course
- Will give the feedback of Courses

Pain Points

- Course registration can't change after submitting one
- Course Credit is for much far from the courses that's why it's difficult to catch which credit for which course.
- Feedback rating pointer is to much small that's why it difficult choose the correct one
- Course feedback can't change after submitting one.

Want to draw empathy map for IUTSIS website Course registration and Course Feedback webpage

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IUTSIS COURSE REGISTRATION & FEEDBACK

SAYS 💬

- User-friendly UI
- Left side navigation menu bar dropdown button isn't working properly
- Theory course and lab course is shown just one after another that is good
- User-friendly UI
- Simple interface
- Faced difficulty to rate the course teacher by click on tick box
- Left side navigation menu bar dropdown button isn't working properly

THINKS ☁️

- I think if there mention the course teacher name beside the course name then this will also good
- If there is a course outline for every course then it will good for student
- I think if the feedback rating tick box's in square shape and little more big then it will be easier to mark
- I think if the feedback section merged in horizontal and vertical combination then it will be better to see

NAILA

DOES 👆

- Search for changing the registration and click on the profile button
- Try to change my profile picture
- After complete the registration click on print button
- Mark tick box to give the rating
- Write comment in comment box

FEELS ♡

- Good
- Bored
- Angry
- Good
- Tried
- Bored

Observed ← → Inferred

miro

As a Student , Naila **wants to** do the registration for next semester's courses

[the user's role] [the user] [user's need]

so that she can select classes that align with his academic goals, schedule .

[the user's end goal]

miro

As a Student , Naila **wants to** give feedback on last semester courses

[the user's role] [the user] [user's need]

so that instructors can assess effectiveness, improve quality, and enhance student satisfaction and learning outcomes for future courses. .

[the user's end goal]

miro