

canvas

Originally created by Dave Gray at



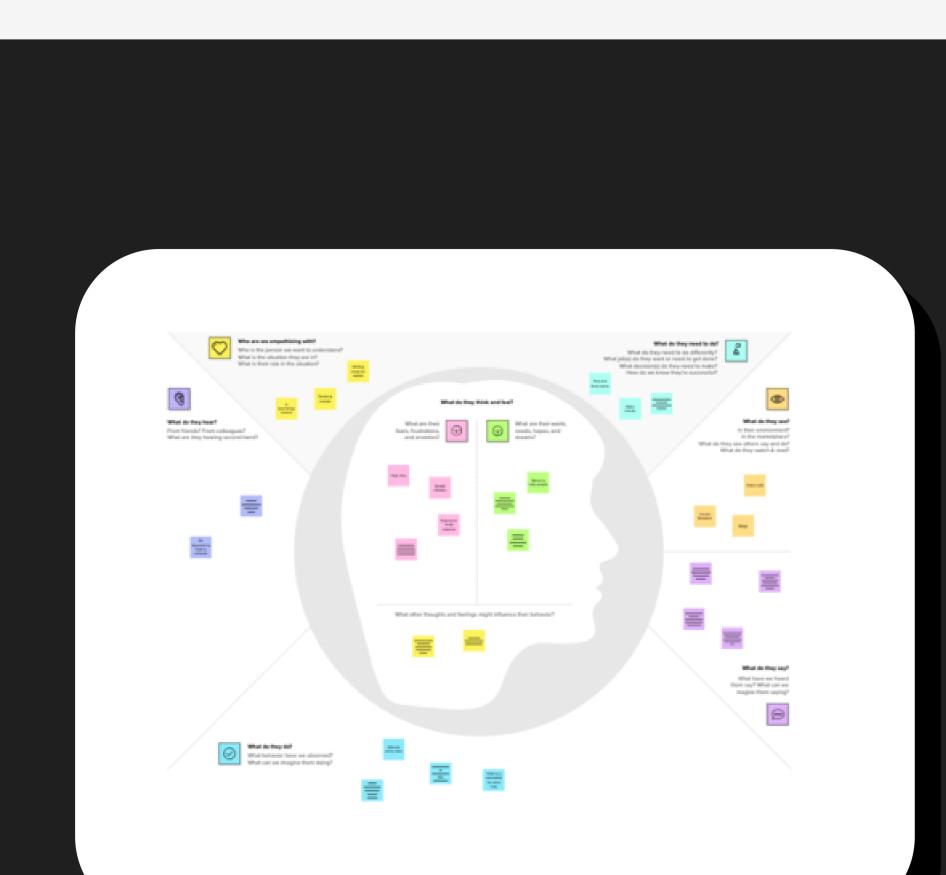
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Empathy map

Use this framework to empathize with a customer, user, or any person who is affected by a team's work. Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.







Need some inspiration? See a finished version of this template to kickstart your work.

ASL- Alphabet Image Recognition

The American Sign Language (ASL) is the primary language used by deaf individuals in North America. It is a visual language that uses a combination of hand gestures, facial expressions, and body movemnets to convey meaning. In the recent years, there has been an increasing interest in developing technologies to help bridge the deaf and hearing communities.

One such technology is ASL Alphabet Image Recognition, which is an image classification task that aims to recognise the ASL alphabets from images of hand signs. This project involves training a machine learning model to classify images of hand signs corresponding to the 26 letters of the English alphabet, as well as three additional classes for the signs for "space", "delete" and "nothing". The trained model can be used to improve communication between the deaf and hearing communities



What do they HEAR?

Discussions about

technology bridging

the communication

gap between deaf

and hearing

communities using

image recognition.

Technical input

and suggestions

to develop the

image

recognition

system.

They hear

discussions,

support, input,

and news related

to ASL

technology.

What are they hearing others say?

What are they hearing from friends?

What are they hearing from colleagues?

Support and

interest in the

project for

improving the deaf

community's

communication.

News about

advancements in

ASL interpretation

communication

technology.

What are they hearing second-hand?

WHO are we empathizing with?

Who is the person we want to understand? What is the situation they are in? What is their role in the situation?

> They are in a situation where they need to Their role is to use communicate ASL to convey with the hearing messages community. effectively to bridge the communication gap.

We want the deaf individual using American Sign Language (ASL) to be understood.

Fear of

communication

barriers

persisting.

Anxiety about

ASL

recognition

tech adoption

and its impact.

A strong

determination

to overcome

barriers.

communication

PAINS

Frustration with

current

communication

limitations.

What are their fears,

frustrations, and anxieties?

GOAL

What do they THINK and FEEL?

GAINS

Access to

real-time

ASL

recognition.

What are their wants,

needs, hopes, and dreams?

Seamless,

effective ASL

communication.

Access to

real-time

ASL

recognition.

They aim for seamless integration, bridging communication

gaps effectively.

efficient communication.

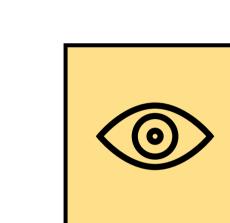
What do they need to DO?

What do they need to do differently? What job(s) do they want or need to get done? What decision(s) do they need to make? How will we know they were successful?

> Deaf individuals use traditional ASL signs but need real-time ASL recognition for

Discussing improvements, watching videos, reading about ASL tech.

recognition technologies emerging.



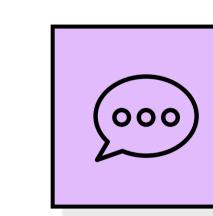
Need for better

communication

tools.

What do they SEE?

What do they see in the marketplace? What do they see in their immediate environment? What do they see others saying and doing? What are they watching and reading?



What do they SAY?

What have we heard them say? What can we magine them saying?

They seek improved communication tools.

Challenges in communication and ASL's importance.

Gratitude for

advancements

and enthusiasm

for easier

communication.

With the project's success, they could use real-time ASL recognition in video communication for more accessible and efficient interactions.

We see them using hand signs for communication and potentially using written or typed text.

What do they DO?

What do they do today? What behavior have we observed? What can we imagine them doing?

Deaf individuals use ASL to communicate, and they engage with technology for various tasks.

They communicate using traditional ASL signs, but may not have access to realtime ASL recognition

What other thoughts and feelings might influence their behavior?

A deep-seated desire

for equal opportunities

in education and work,

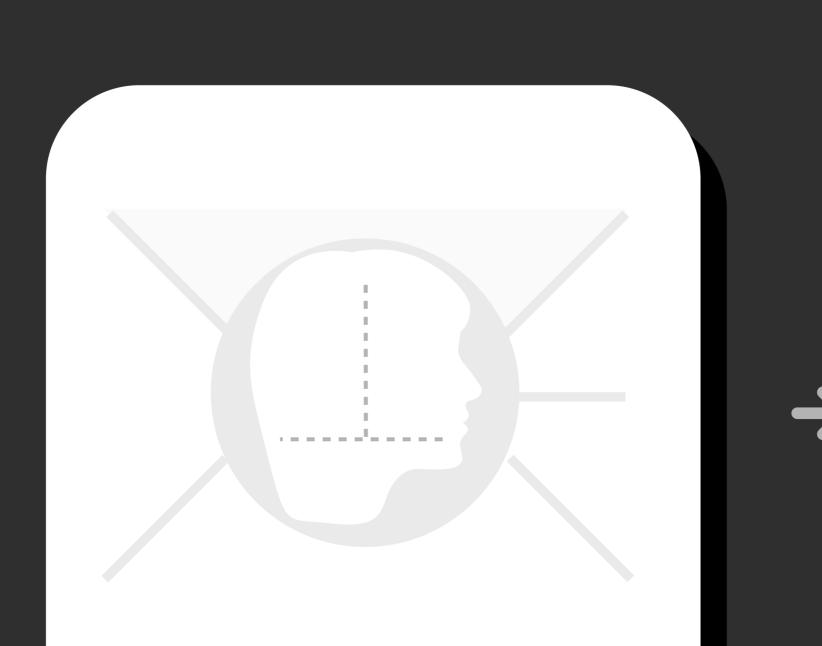
coupled with the hope

for more inclusive

interactions through

technology.

tools.





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