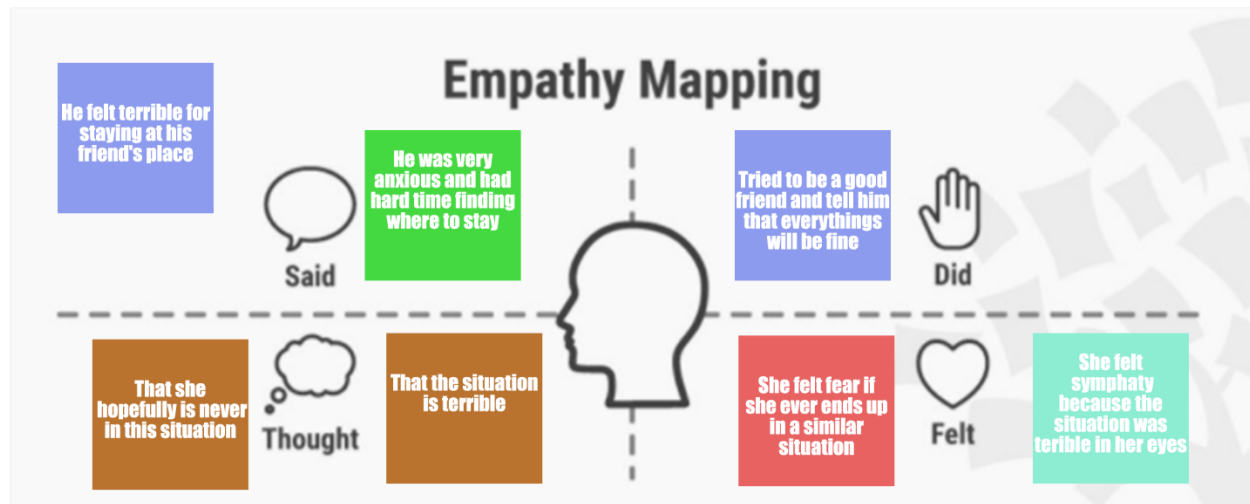


Empathy map



Interview

Question: What do you think about student housing?

The situation here in The Netherlands is very hard when it comes down to housing

Question: Why do think so?

Because if you cant find a place to live it is could be very hard for you.

Question: How could you live here if you don't have a place to stay?

I have a friend that came here to The Netherlands without having a place to stay

Question: How did it go for him?

At the start he stayed at a friend's place for a month and was very hard on him psychologically because he felt like he was burdening his friend and because he was scared that he wont find a place to live. He got to the point where he was ready to pay any amount.

Question: In what way was he burdening his friend?

Well, he was staying there he was not paying rent so that made him feel guilty

Question: Why did he come here without having a place to live?

He thought that everything was going to be fine and didn't care very much about that. Only to find out that this would be the scariest period of his life.

Question: Why the scariest?

He is not from Europe so that made things very hard for him.

Question: In what way?

Mostly because he didn't know many people and because he was generally a shy person and had a hard time adapting to the new culture.

Question: What did you do in this situation?

I tried to comfort him and tell him that he is going to find a place to stay in the end. I felt very sad for him because this whole situation was terrible and scary

Question: What do you think he should have done?

Obviously, he should have searched for a place to stay before coming here

Question: What do you think stopped him?

What he told me was that he didn't care and thought that everything was going to be fine

Question: Was it fine in the end?

For some time, he searched for a place to stay but had no luck. He was getting very depressed at this point. But what happened was that his friend that he was staying at needed to go home and would not come back. What they did was talk to the agency and made it so he started living there instead of his friend. So he was able to find a place to stay in the end.

Question: Do you feel he was right to think that everything was going to be fine since it was in the end?

No, not at all he went through so much stress and he found a place by extreme luck.

Question: What do you think is the takeaway from the story?

To research and prepare before doing something.

Takeaway from empathy map interview

I believe that the main problem we found out by the interview is that for students the housing situation in The Netherlands is very bad. For some of them if they don't take the appropriate measures beforehand there could be serious problems.

