Bob’s Empathy Map

Gather information about your learners. Consider what they think, feel, say, do, see and hear in the classroom. What do they have difficulty understanding or doing in your class? What are their collective strengths and pain points?

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| Voice  **Hear** | Students understand the need to be online during the pandemic. Some do not have appropriate devices or internet access to properly engage in Zoom meetings and course work. |
| Eye  **See** | Through monitoring online activity, there appears to be a breadth of student-behaviours, from fully engaged and participative to zero activity. Students tend to minimize their efforts by doing what gets marked and not much more. |
| Thought bubble  **Think** | Lack of time management skills is hurting many students  Last minute assignment submissions  Many students prefer group work and are stuggling with individual-based assignments |
| Checklist  **Do** | Do not follow the chronology of content  Do not read  Do not engage with the textbook  Do enjoy Zoom meetings  Do assignments at the last minute  Do expect and appreciate regular feedback |
| Heart  **Feel** | Feel isolated and alone  Feel the need to connect  Appreciate personal feedback and connection with instructors and fellow students. |



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| **Key Strengths** |
| Students enjoy feedback  Students appreciate personal connections |
| **Key Challenges**  Getting students to read  Time management skills |
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