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 studentsLast minute assignment submissionsMany students prefer group work and are stuggling with individual-based assignments |
| Checklist**Do** | Do not follow the chronology of contentDo not readDo not engage with the textbookDo enjoy Zoom meetingsDo assignments at the last minuteDo expect and appreciate regular feedback  |
| Heart**Feel** | Feel isolated and aloneFeel the need to connectAppreciate 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 readTime management skills |
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