Empathy Map

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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** | * As a learner, I like to listen and ask questions during the Zoom lectures; * Some of the videos provided does not have enough details and are hard to understand |
| Eye  **See** | * I noticed that some individual lab exercises do not contribute directly to our assignments – it seems like a waste of time; * I can’t get immediate reply from my instructor outside the Zoom meeting hours |
| Thought bubble  **Think** | * I think that having the textbook readings and end of chapter exercises and hands-on programming assignments are good learning opportunities, but I miss the in-person interaction and informal discussion while in-class; * I think I should do less work and still get good marks |
| Checklist  **Do** | * I join Zoom meetings when I get a good internet connection; * I read announcements on eConestoga; * I read the topics and watch short videos (as required) |
| Heart  **Feel** | * I feel connected to my classmates when I hear them during the online meetings (even if we are physically distant); * I don’t feel comfortable showing my video camera and sharing my audio while in a Zoom or MS Teams meeting (boundaries for learning issue); * I feel isolated and can’t seem to do my assignments alone (missing the opportunities to build relationships with other students and faculty); * I feel that instructors should make it systematic and easy to complete our assignments * I feel that exams must be easy to pass during COVID since there are no opportunities to have in-person instructions |



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| **Key Strengths** |
| * **I am motivated to learn new skills to be ready for the workplace** * **I like the convenience of attending online meetings** * **I have a separate room at home and can join meetings without distraction from other room mates** |
| **Key Challenges** |
| * **I struggled to attend online meetings since I have to deal with other room mates/ family members/ pets** * **I have a weak and unreliable internet / wifi connection** * **My team mate is not available to do the group assignment at the designated time** * **I am stressed having to juggle multiple responsibilities while at home (no clear start/end to my class hours)** * **I cannot attend all my classes due to my part-time work hours outside the college** |