Vasu Padmanabhan –QUAL1090 Student’s empathy map

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|  **Hear**  | * They find it difficult to relate course outcome to their learning goals
* They talk to students who have taken the course previously
* They interact with fellow students on social media
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|  **See**  | * A lot of learning material
* They are not able to link learning to learning outcome
* They are also not able understand the assessment process
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|  **Think**  | * Due to work and family pressure they feel they cannot meet deadlines
* They fear failure
* They think they can manage submission in the last minute
* The want to get good grades
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|  **Do**  | * Do not read all the materials – especially additional support resources posted at LMS (eConestoga D2L)
* Do not participate in discussion
* Some do not even read instructors post which have solved examples and or detailed explanations
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|  **Feel**  | * They are not able to plan and prioritize lessons
* They do not feel the teachers support at the point of learning as all teaching is Asynchronous
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|  **Key Strengths**  |
|  They can learn at their own paceUnlimited support from instructor – all questions responded within 24 hours |
| **Key Challenges**  |