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 |
| **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 |
| **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 |
| **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 |
| **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 |
| **Key Strengths** | | |
| They can learn at their own pace  Unlimited support from instructor – all questions responded within 24 hours | | |
| **Key Challenges** | | |