Student Empathy Map

Here is some of the feedback I've heard from my students:

Think & Feel

Graduate and find a career in this field Not waste the time and money spent to get here

Hear

Some don't care about high grades just about passing

Which professors are easier to deal with



See

Domestic students have it easier

Can't see anyone, meet new students online

Say & Do

Low attendance in class but good grades, learning independently

Time zone difference, joining in middle of night

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Pain

Too many assignments, not enough time to complete

Kids at home, working at home

Gain

Want to be in class not online Want to put more time into classwork

Building many skills in classes