

Empathy Map

Say

- Condensing notes to study
- **Whispering professors**
- **Inside class is a bigger problem**
- Searching the web was a pain
- Private schools have bad accessibility
- **Can't hear people laughing**
- Note taking
- **Social struggle**
- **I had to teach the teachers teach me**

Do

- **Made unsure gestures/ annoyed looking faces**
- Fluent
- Hunching
- Pausing constantly to think
- **Hesitation**
- **Checking phone**

Think

- Note taking is cumbersome
- Too much effort to get available resources
- **Teachers has an important role**
- **Technology indeed has a potential**
- **Needing a hacky way to do things normally**

Feel

- Felt annoyed
- **Awkward**
- Interested
- **Uncomfortable**
- Disadvantaged
- **Adapted**
- **Embarrassed**