



SAYS

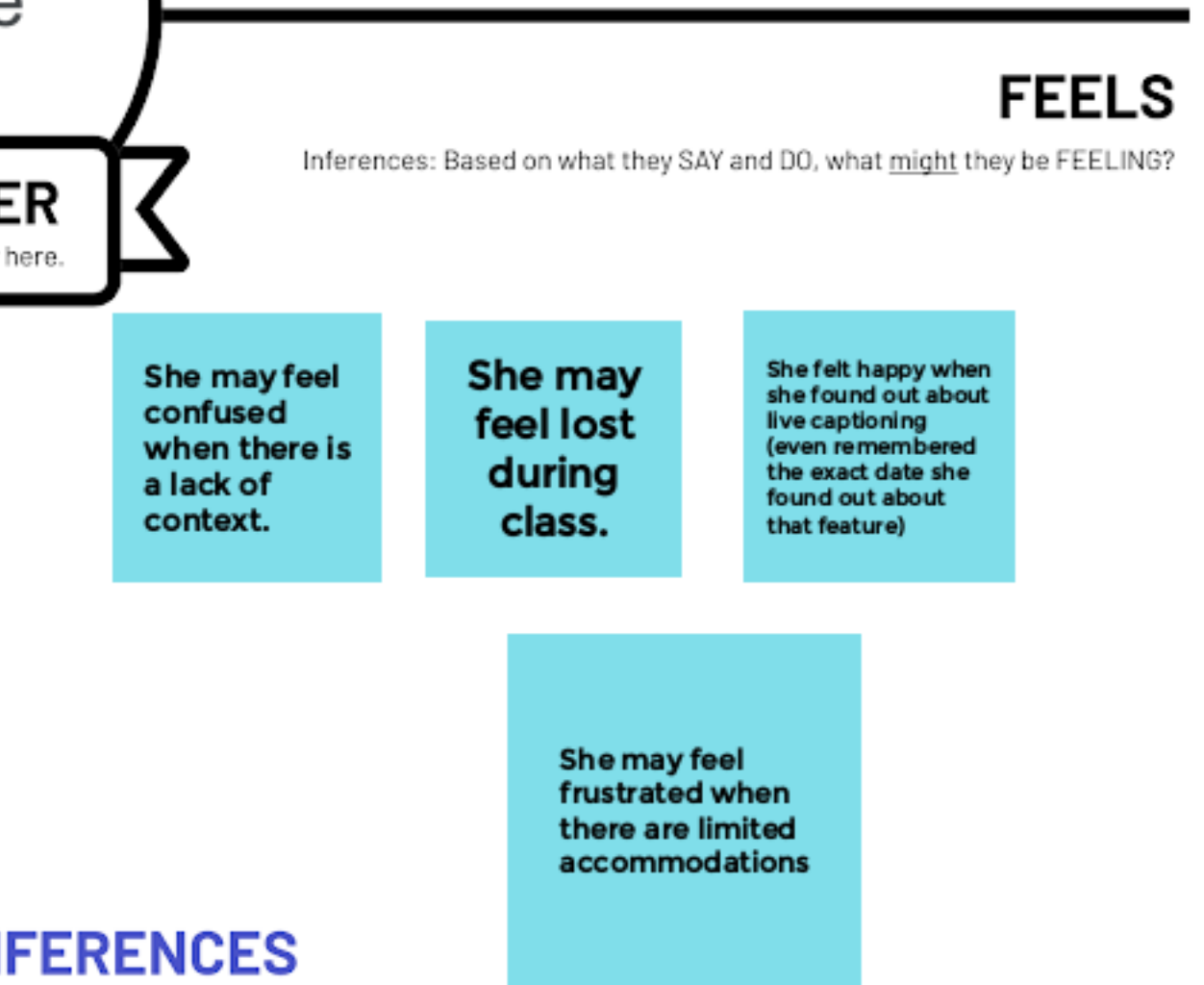
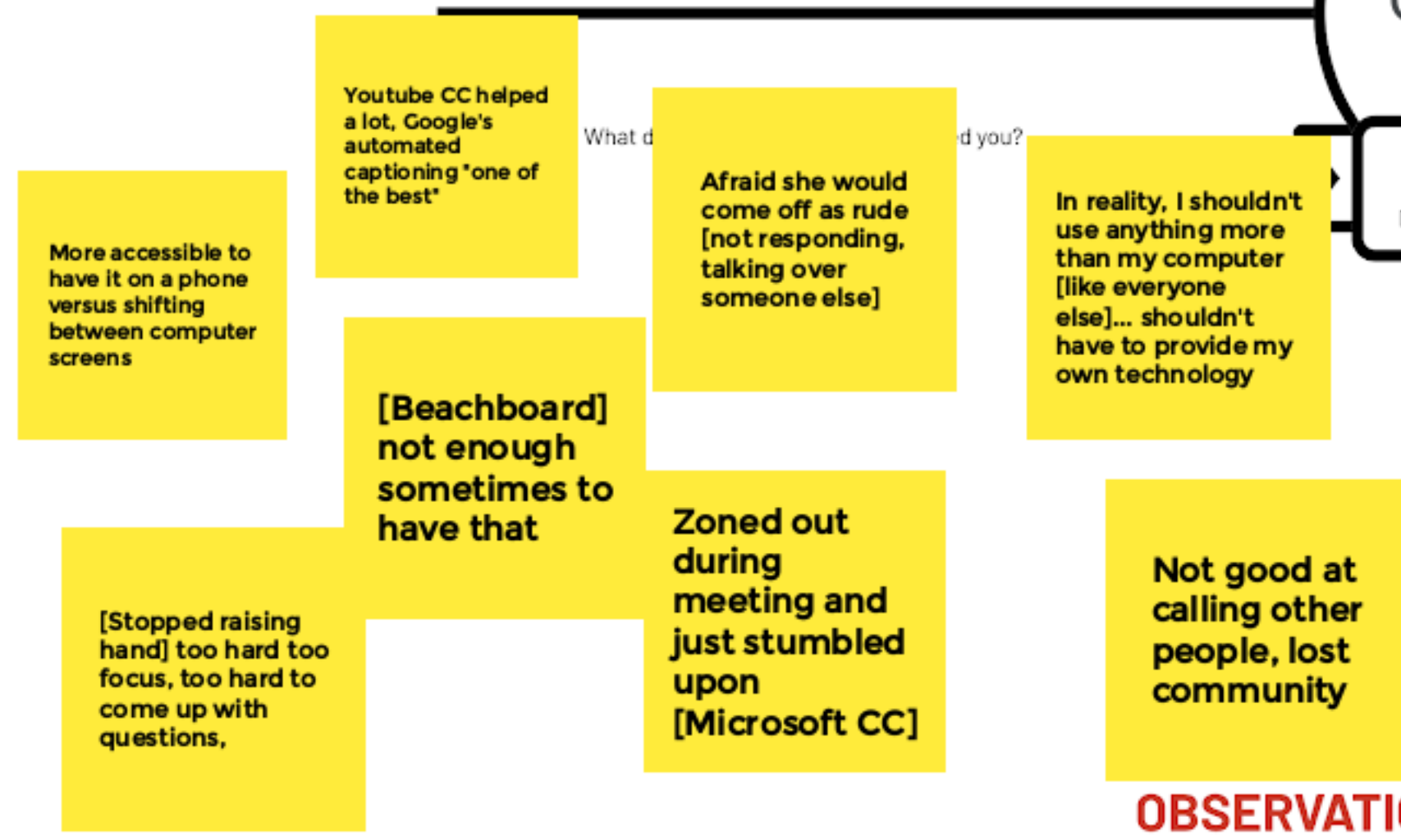
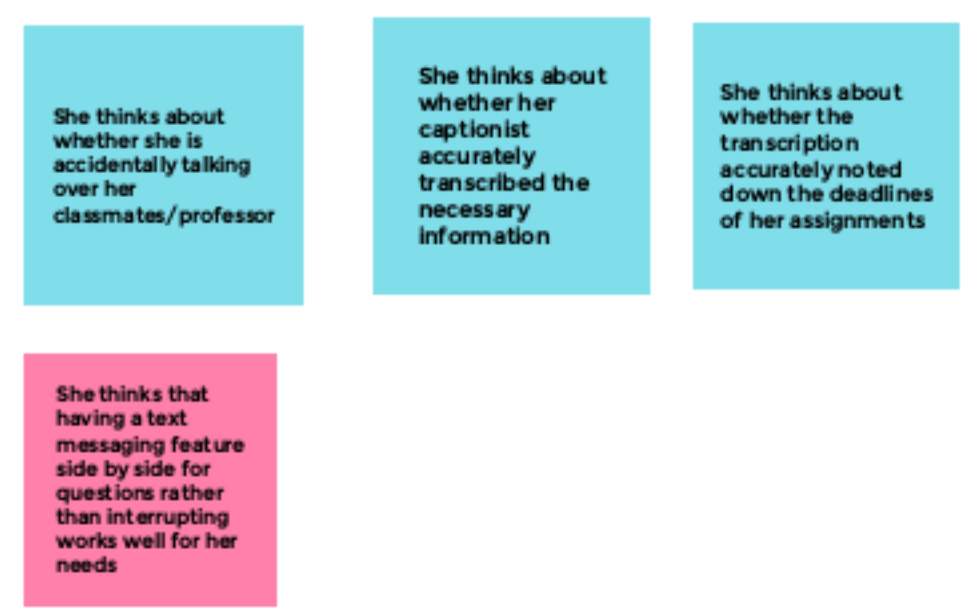
Observations: What did this person SAY that surprised you?

THINKS

Inferences: Based on what they SAY and DO, what might they be THINKING?

FEELS

Inferences: Based on what they SAY and DO, what might they be FEELING?



OBSERVATIONS | **INFERENCES**



So in some ways, I felt like I got more done when I was remote.

[The teacher] would put the kids in breakout rooms, but they didn't talk to each other.

Almost all the kids were had their cameras off, you know, weren't paying attention.

One daughter would actually take advantage of the fact that I was in class at the same time to skip her classes, like she was able to, to avoid it.

Her children lacked incentive and accountability to attend all classes

She thinks about how to get her children engaged in class while she is away.

And so he actually didn't want to use his accommodation sometimes, because he was like, if I turned it in late, you know, the teacher won't ever grade it, and they'll never update my score. And that would be very frustrating

I think like for even younger children, it would have been really, really hard on the parents, you know, to keep track of, of where to log in for things and you know when to be online, and how to do the assignments

[My kids] do not want to go back to remote schooling if they can ever avoid it.

"So she, she really basically didn't didn't do a whole lot in fifth grade because of because of zoom."

She thinks about ways to accommodate her son's learning needs.

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Tonya

OUR USER
Describe your user here.

DOES

Observations: What did this person DO that surprised you?

FEELS

Inferences: Based on what they SAY and DO, what might they be FEELING?

Found Google Classroom late feature demotivating for her son, causing him stress

Icebreakers facilitated discussion and conversation

We actually had to withdraw [my son] from the class because he was failing.

Her children's educations are hampered

She feels worried about her children's quality of learning

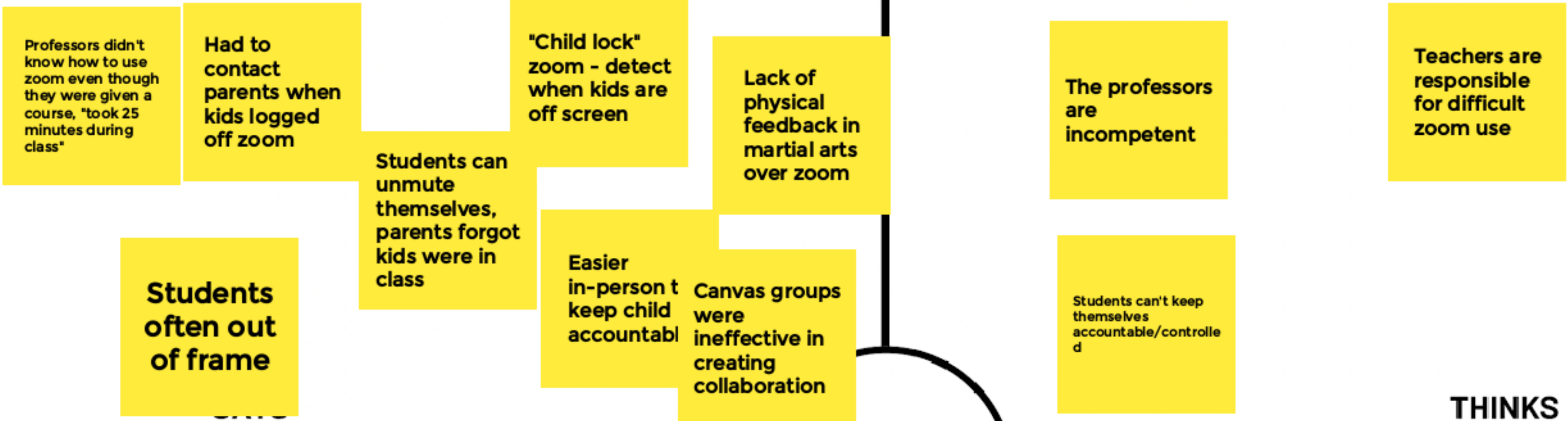
Slides on one monitor and professor on another

[what was bad] "not the platform, but how the teachers used it"

Son had best grades in a flipped classroom

She is happy with the quality of remote learning with her graduate courses.



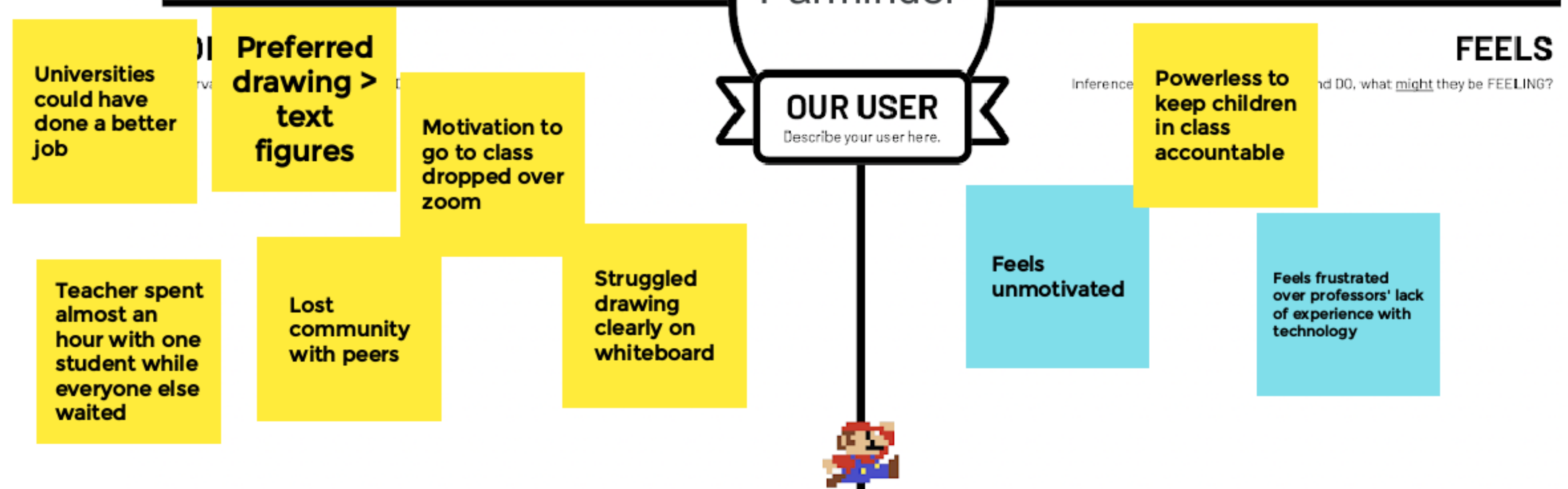


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Parminder

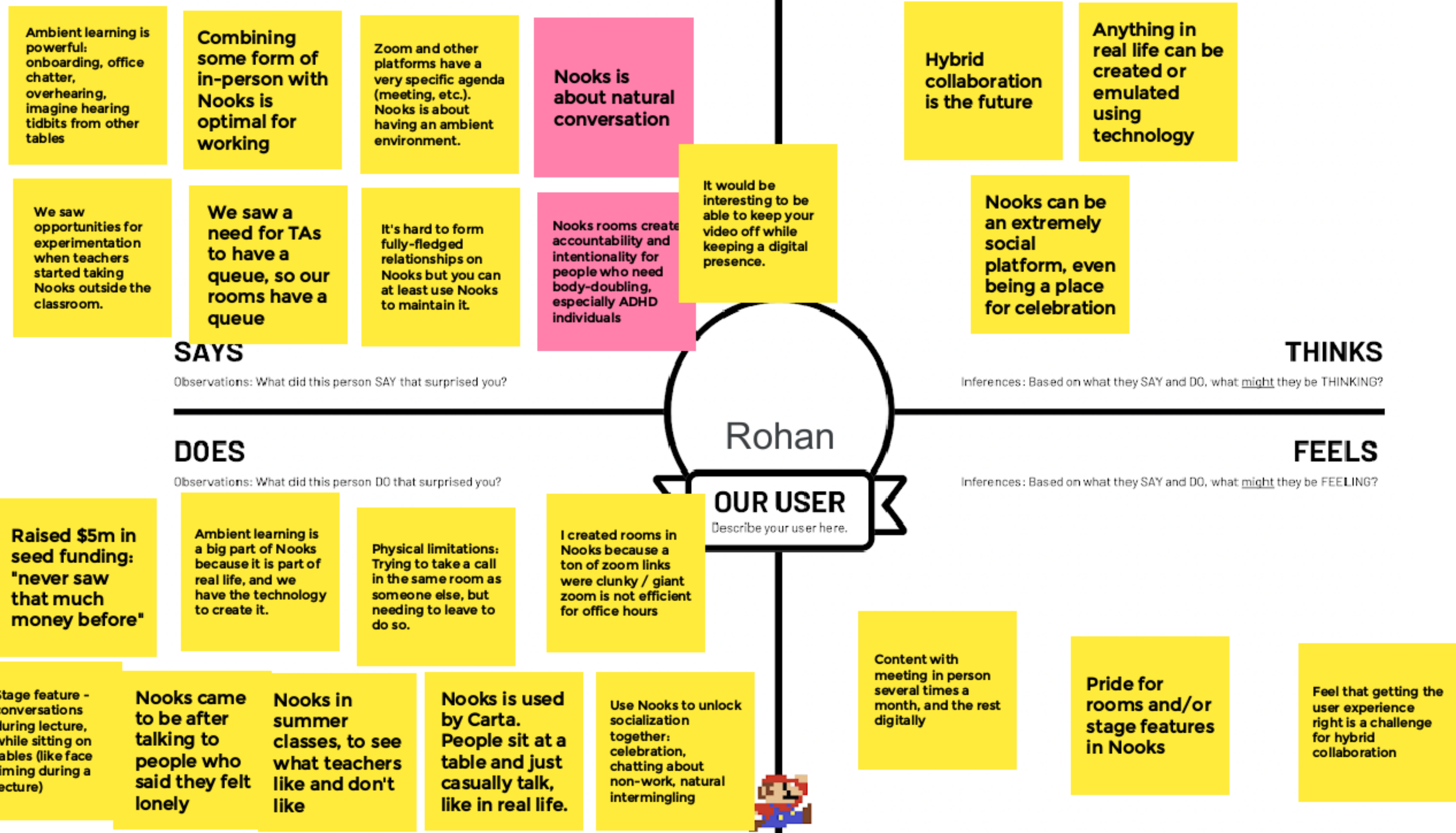
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Inference: Based on what they SAY and DO, what might they be FEELING?



OBSERVATIONS | **INFERENCES**



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Tension

Google classroom late feature stressed and demotivated

Zoom was not accomodating

Parm and Tonya didn't blame the platform but the people using the platform

Teacher's can't use zoom well

Contradiction

Parminder struggled using Zoom whiteboard, but he still preferred it over buttons

Gisselle learned her best when she was using her phone, but she didn't want to rely on it

Tonya 's breakout rooms had great discussions but her kids' and Parminder's didn't

Surprise

Gisselle just stumbled upon Microsoft team auto-captions

Google classroom demotivating

Flipped classroom was super effective