

# tutti - Assignment 5

on-demand peer-to-peer  
tutoring

Jennifer Lew, Jonah Blaydes Greenberg, Alex Yansouni,  
Meghana Paturu



# Meet the Team!



**Jennifer Lew ('26)**

Computer Science (AI)  
Palos Verdes, CA



**Alex Yansouni ('26)**

Computer Science (HCI)  
Los Altos, CA



**Meghana Paturu ('26)**

Computer Science (HCI) &  
Economics  
Belle Mead, NJ



**Jonah Blaydes-Greenberg ('26)**

Computer Science (HCI) &  
Music  
Los Altos, CA

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# Value Proposition:

## On-Demand Tutoring You Can Trust

tutti provides reliable and convenient on-demand tutoring, connecting college students with knowledgeable peers who can offer convenient academic support.



# Identifying the Problem and Solution

## The Problem:

Students struggle to find reliable peer tutors, leading to inconsistent and inefficient academic support experiences.



## Our Solution:

tutti offers a seamless platform connecting students for on-demand tutoring, using ai features to enhance learning





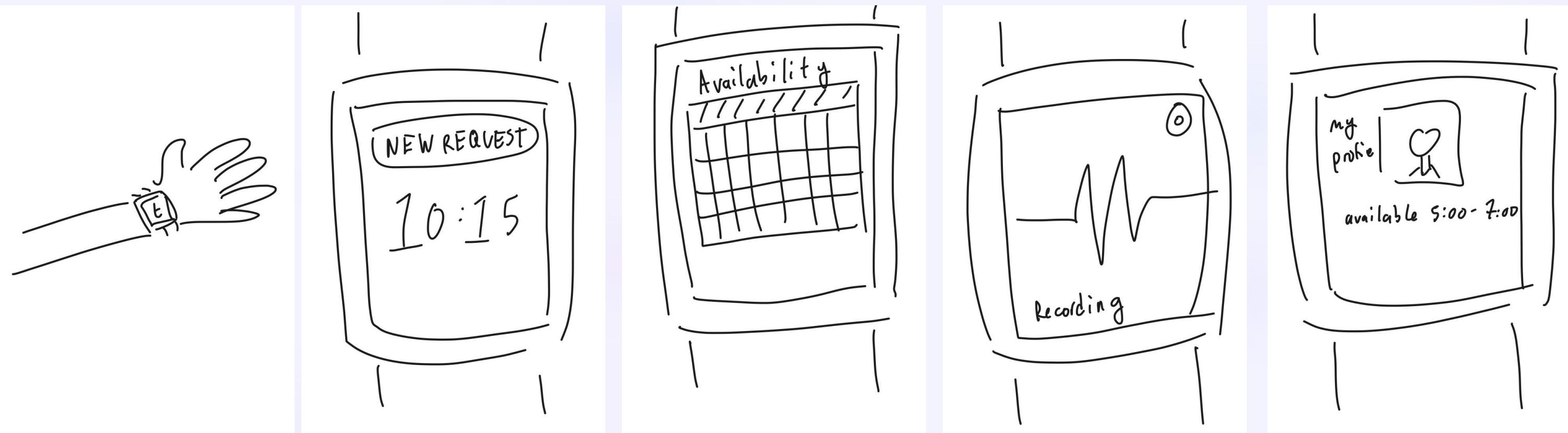
# Sketching Exploration

Initial brainstorming involved exploring diverse interface possibilities, analyzing pros and cons of each to determine the most effective solution for tutti.

# Concept 1: Web Application



# Concept 2: Wearable Application



# Concept 3: Mobile Application

Log In

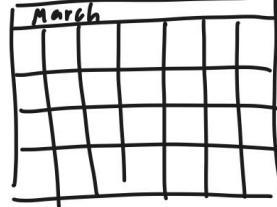
student email

password

[forgot password](#)

[create an account](#)

Request A Session

Availability 

Duration  30 min

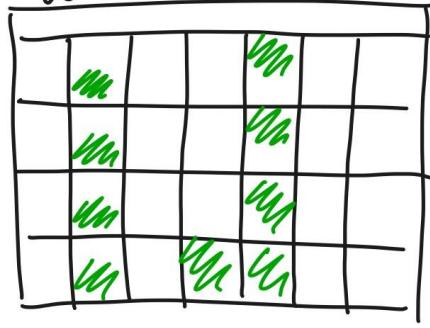
Class  CS107

Desc. of help needed  Midterm / Review ...

Location  Green Library

**Submit Request**

← Fill Out Your Availability

oct 

Mondays 4:00pm - 7:00pm  
Wednesdays 12:00pm - 2:30 pm

My Profile

Accepting Tutor Requests

John Doe  
Stanford '26  
CS Major

Can Tutor:

CS106A, CS106B, CS107,  
CS109, CS103, CS111, Math51

Available:

Monday: 4:00 pm - 7:00 pm  
Thursday: 12:30 pm - 1:00 pm

Price: \$25 / hr

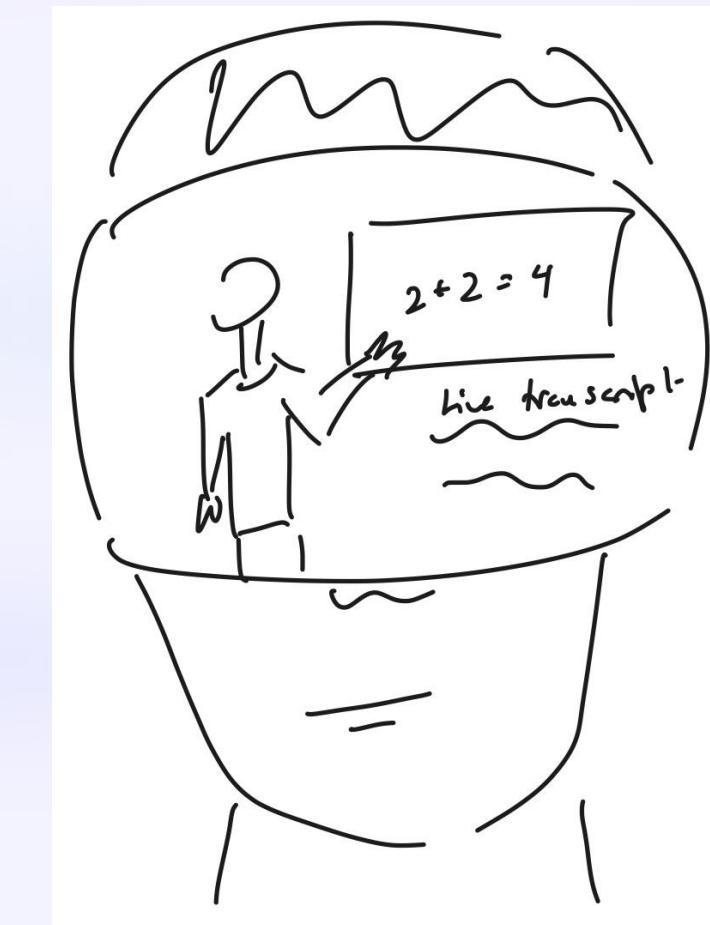
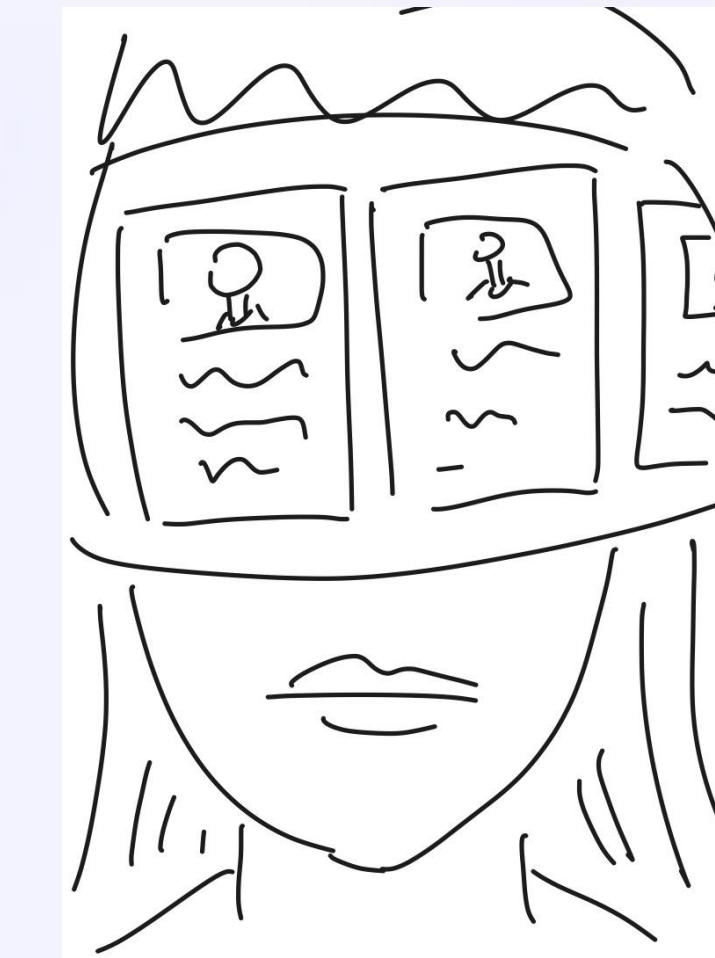
Rate Your Session

★ ★ ★ ★ ★

(optional)  
review:

Would you like to schedule a follow up?

# Concept 4: Augmented Reality



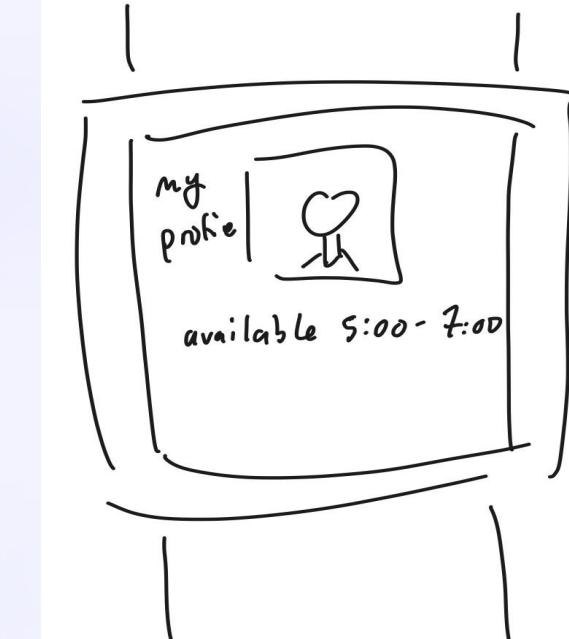
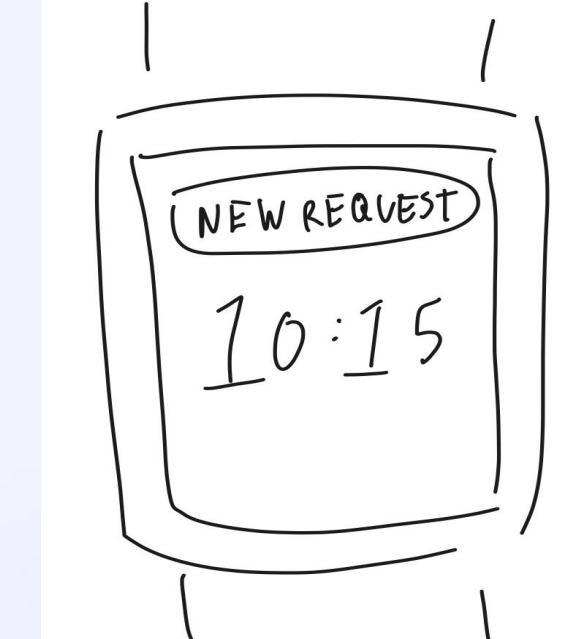
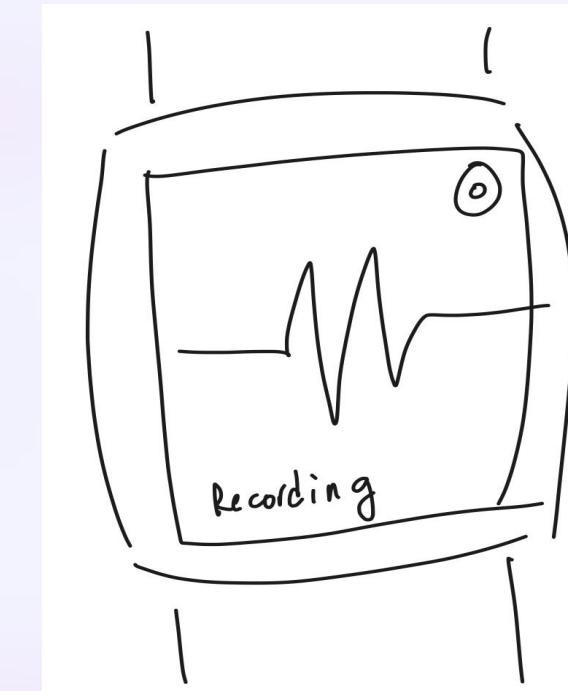
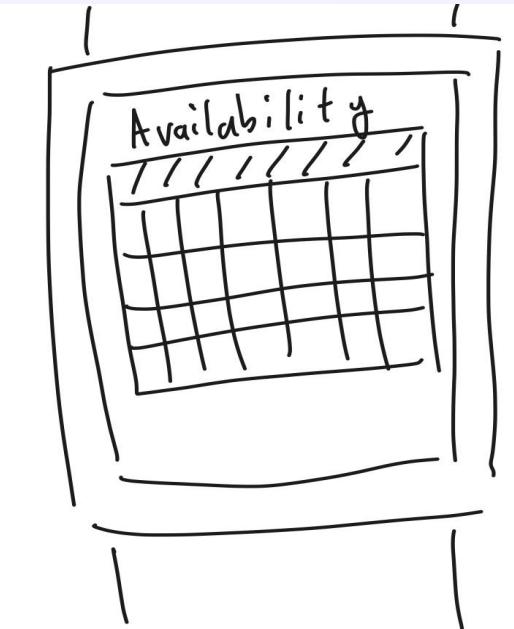
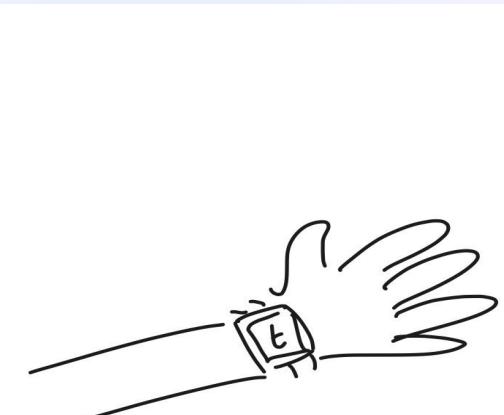
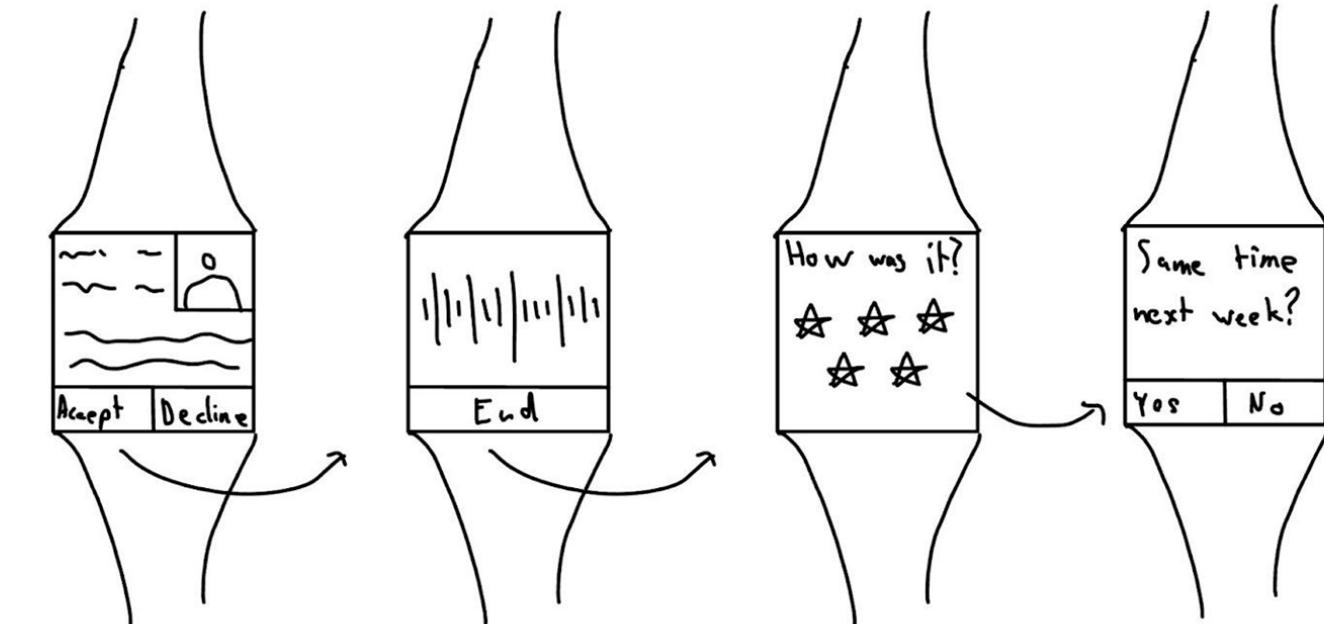


## Top 2 Diverse Realizations



Our sketching exploration led us to focus on two primary interface options: a wearable application designed for smartwatches and a mobile application for smartphones.

# Wearable Application



## Pros

- **Convenient:** Immediate access, especially for notifications.
- **Intuitive and Quick:** Very easy for receiving requests.
- **Easy Notifications:** Simple alerts that users won't miss.

## Cons

- **Expensive & Low Adoption:** Fewer users own smartwatches compared to mobile phones.
- **Limited Display:** Not enough room for detailed information

# Mobile Application

**Request A Session**

Availability [March]

Duration [30 min]

Class [CS 107]

Desc. of help needed [Midterm / Review...]

Location [Green Library]

Submit Request

**Fill Out Your Availability**

Oct

Mondays 4:00pm - 7:00pm  
Wednesdays 12:00pm - 2:30pm

**My Profile**

★★★★★ Accepting Tutor Requests

John Doe  
Stanford '26  
CS Major

Can Tutor:

CS 106A, CS 106B, CS 107,  
CS 109, CS 103, CS 211, Math 51

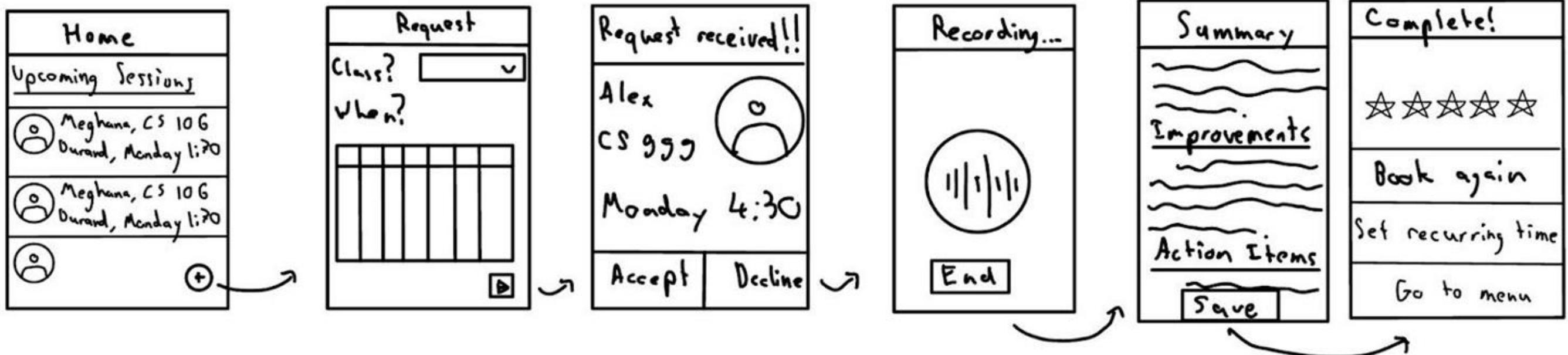
Available:

Monday: 4:00 pm - 7:00 pm  
Thursday: 12:30 pm - 1:00 pm  
Price: \$25 / hr

Rate Your Session  
★ ★ ★ ★ ★

(optional)  
review: [ ]

Would you like to schedule a follow up?



# Pros

- **Convenient & Accessible:** Always available in your pocket.
- **Internet Connectivity:** Easy to connect anywhere.
- **Frequent Usage:** Users check their phones frequently, which ensures responsiveness.

# Cons

- **Limited Detail:** Screen size limits the information displayed.
- **File Upload Complexity:** More challenging to upload large files compared to desktop.
- **Lower Battery Life:** Frequent app usage can affect battery life.
- **Multiple Operating Systems:** Requires design considerations for iOS and Android.

# Selected Interface: Mobile Application



# Mobile Application

## Convenient & Accessible:

Support available anywhere, anytime.

## Frequent Usage:

More likely to see and use tutoring notifications.

## Broad Adoption:

The most accessible option.



# Wearable Application

## Low Adoption:

Few students own smartwatches

## Limited Screen Size:

Small screens are not ideal for detailed tutoring content.

## High Cost:

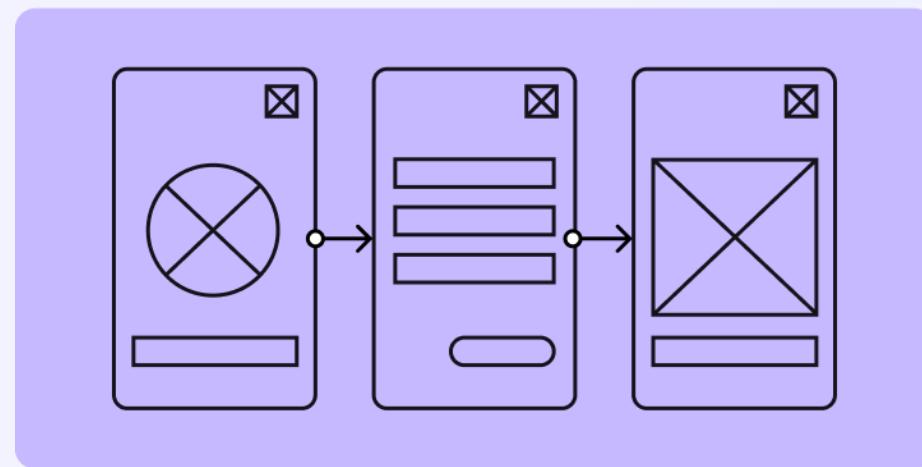
Wearables are expensive, which limits accessibility.

## Limited Functionality:

Not suitable for complex interactions



# Low-Fidelity Prototype



# Log in and Create a Profile

## Login

Please sign in to continue

Student email  
 user246@stanford.edu

PASSWORD

[Forgot password](#)

**LOGIN →**

Don't have an account? **SIGN UP** 

## Create Account

FULL NAME  
JO

STUDENT EMAIL  

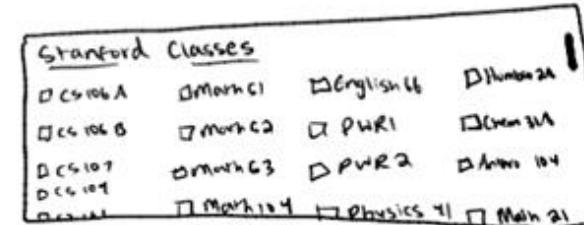

PASSWORD

CONFIRM PASSWORD

**Create Account →** 

## tutti user type

How do you want to use the app?

tutor [what classes would you like to]  
TUTOR FOR?  


D CS106A	D MATH111	D English 66	D Math 21
D CS106B	D MATH121	D PHYS1	D Chem 3A
D CS107	D MATH163	D PHYS2	D Math 114
D CS109	D MATH104	H Physics 11	D Math 21
D MATH101			

tutee

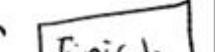
**Next →** 

## Fill out Availability

October 2024


**Day of Week:** Mondays **Time:** 4:00pm - 7:00pm

**Day of Week:** Wednesdays **Time:** 12:00pm - 2:30pm

**Finish** 

# Request a Tutoring Session

The diagram illustrates a user flow for requesting a tutoring session:

- User Profile (Left):** Shows a logo of an apple wearing glasses and the text "tutti on demand tutoring you can trust.". It includes sections for "Upcoming Sessions" (with details for John Doe) and "Past Sessions" (with details for Clifford Carl). A "MESSAGES" section shows an icon with a plus sign. A red arrow points from this section to a "create new request" button.
- Request a Session (Middle Left):** A form titled "Request a Session" with fields:
  - Availability: A grid with "Monday" at the top.
  - Time: 4:00pm-7:00pm, Duration: 1 hour
  - Class: CS107
  - Description of help needed: Midterm Review
  - Location: Green LibraryA red arrow points from the "SUBMIT REQUEST" button to the "Tutors for CS107" screen.
- Tutors for CS107 (Middle Right):** A list of tutors with profiles:
  - John Doe: Stanford '25, CS major, \$26/hr. Available Monday: 4:00pm+
  - Jane Doe: Stanford '24, Spanish major, \$30/hr. Available Monday: 4:00pm+
  - Mark Doe: Stanford '26, CS major, \$16/hr. Available Monday: 4:00pm+
  - Jennifer Doe: Stanford '25, View profile (highlighted by a red arrow)
- Tutor Profile (Right):** Jennifer Doe's profile page with a "PROFILE" tab:
  - Rating (4.6) - ★★★★☆
  - Graduating Year: 2025
  - Major: CS (HCI track)
  - Reviews: 12 reviews
  - Available: Monday: 4:00pm-7:00pm, Tuesday: 12:30pm-1:30pm
  - Price: \$26/hr
  - SEND REQUEST

# Request a Tutoring Session

## Incoming Request!

Name: Johnny  
Class: CS107  
Location: Green Library  
Date: Monday (10/12)  
Time: 4:00 - 6:00pm

**ACCEPT** REDACTED

**DECLINE**

## Accepted Request!

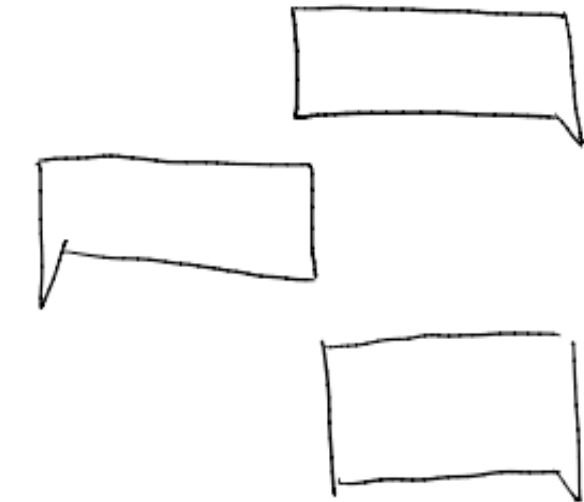
Tutor: Jennifer Doe!



Location: Green Library  
Day: Monday  
Time: \$25/hr

**PAY NOW** REDACTED

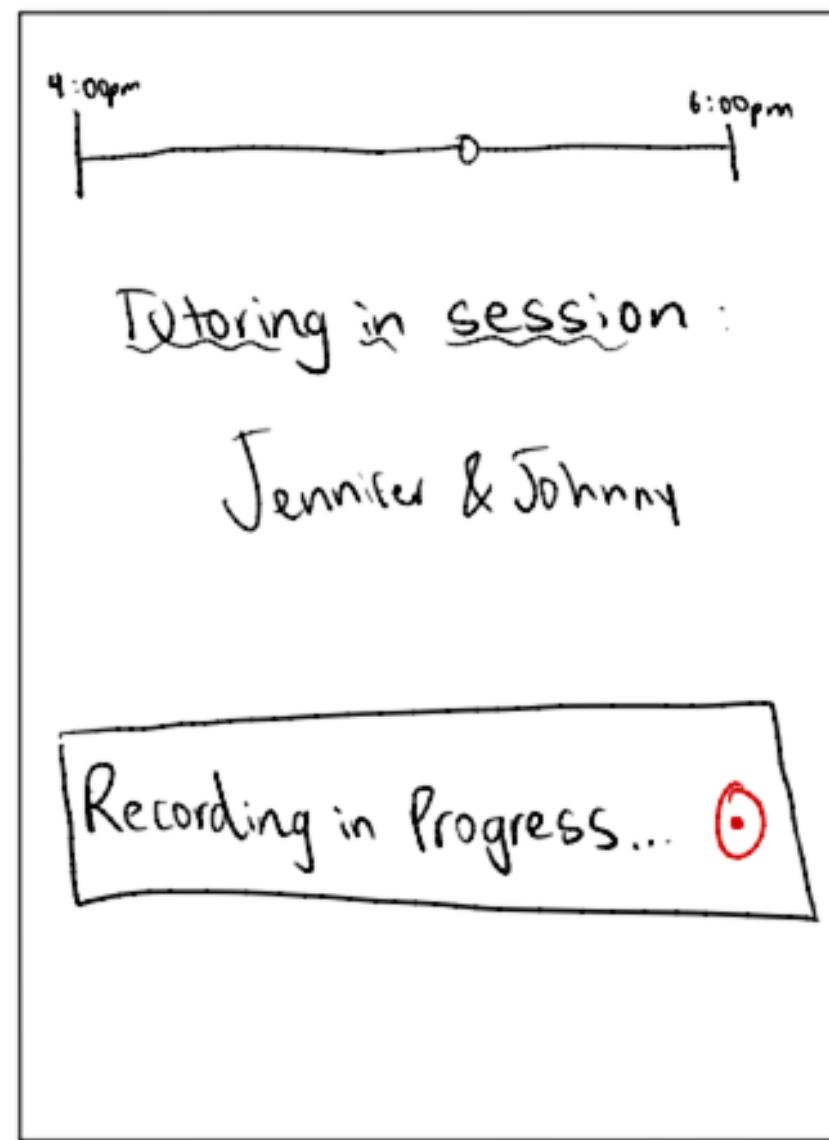
Jennifer (TUTOR)



... ...



# During the Session



## AI-Generated Report [STUDENT]

**I) Areas of Improvement**  
- Understanding pointers - memory allocation  
- Bitwise operations

**II) Review Questions**  
- What is difference between stack and heap memory?  
- How does malloc() function operate and free() function?

**III) Additional Resources**  
- Textbook Reference: [www](#)  
- YouTube URL: [www](#)  
- Visualization Tool: [www](#)

**DOWNLOAD** **NEXT**

A red arrow points from the "NEXT" button to the "Rate your Session" section.

## Rate your Session

Tutor Rating:  
★ ★ ★ ★ ★

Satisfaction:  
:( :-( :-| :-):- :-)

Comments:  
(optional)

**Home Page** **Schedule follow-up session?**

# Schedule a Recurring Session

**Rate your Session**

Tutor Rating: ★ ★ ★ ★ ★

Satisfaction:

Comments (optional):

Home Page Schedule follow-up session?

**Recurring Session Scheduling**

Where? \_\_\_\_\_

Every  weeks,  days

Time: \_\_\_\_\_ Date: \_\_\_\_\_ Duration: \_\_\_\_\_

--	--	--	--	--	--	--	--

**Jennifer (TUTOR)**

Back

Johnny wants a recurring time

DECLINED!

I can only do after 4pm today

OK, I will Change request

Johnny wants a recurring time

ACCEPTED!

**tutti**  
on demand tutoring you can trust.

**Upcoming Sessions**

① Tutoring with: Jennifer Doe \*\*(RECURRING)  
• Time: 6:30pm - 7:00pm [WEDNESDAY] - 10/25/2017  
• Location: Green Library  
• Class: Number 24  
• Score: Moderate 2 review

② Tutoring with: Jennifer Doe \*\*(Recurring)

**Past Sessions**

① W  
② V

Create New Request

# Tutor POV: Receiving Requests

**Incoming Request!**

Name: Johnny  
Class: CS107  
Location: Green Library  
Date: Monday (10/21)  
Time: 4:00 - 6:00pm

**ACCEPT** **DECLINE**

Johnny (TUTEE)

4:00pm 6:00pm

Tutoring in session:  
Jennifer & Johnny

Recording in Progress... **0**

**Start Session** **End Session**

**AI-Generated Report [TEACHER]**

I) Pacing and Delivery of Information

- Explain concepts too quickly (only 3 questions in first 10 minutes)
- Inferred basic explanation needs no further push, repetitive times.

II) Engagement and Interactivity

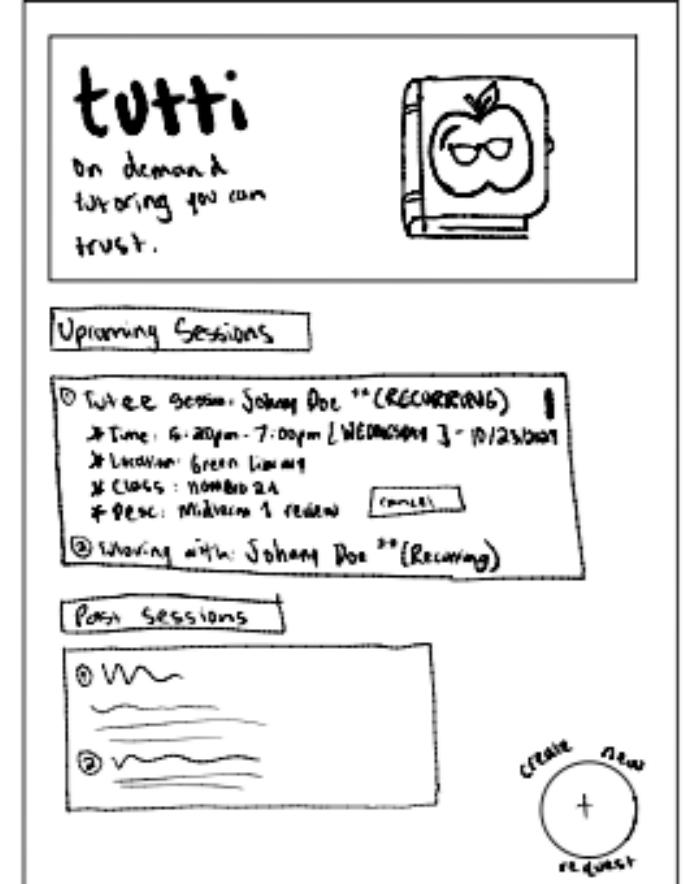
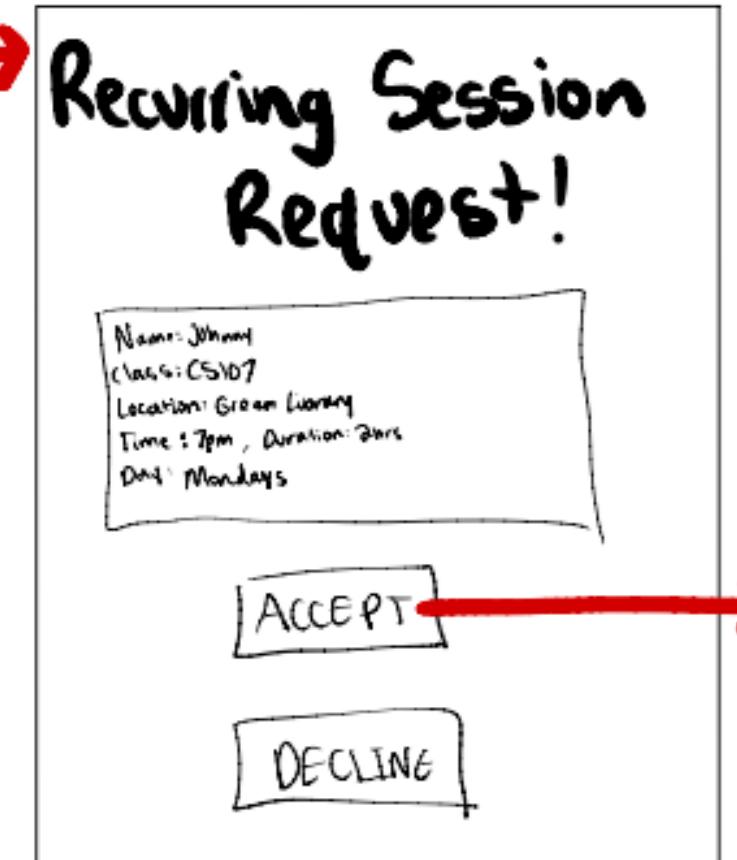
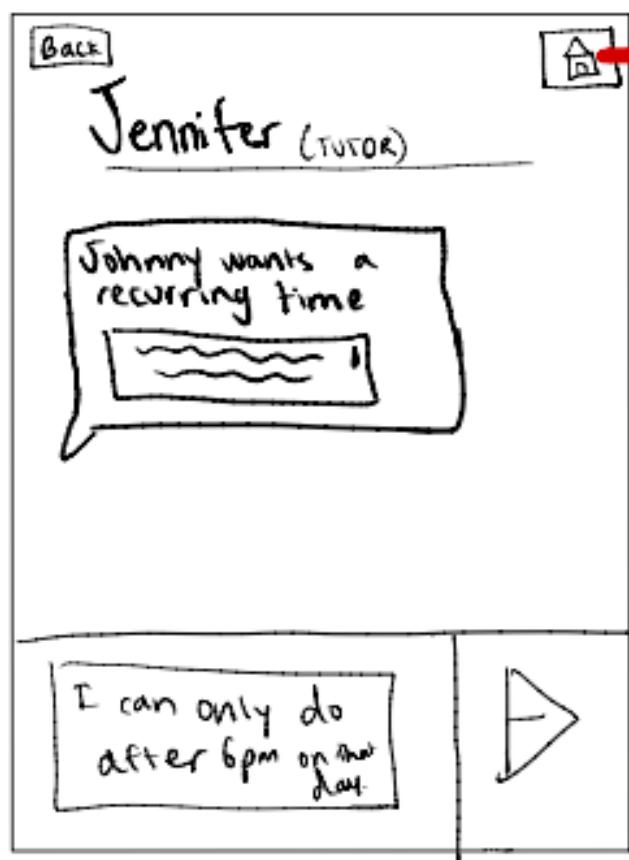
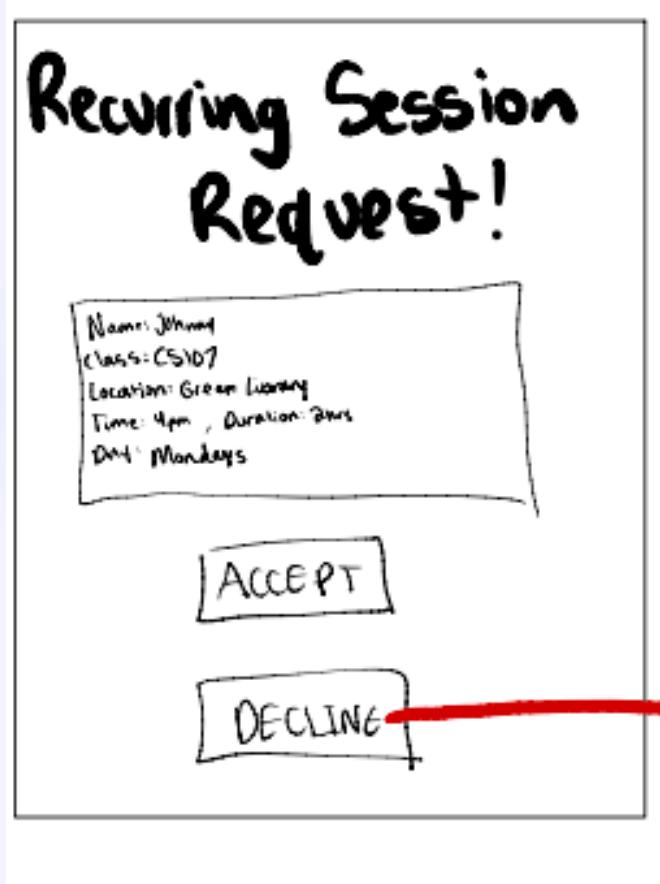
- Student was passive for long stretches → minimal active participation.
- Step-by-step > lecture reorganization

III) Next Steps

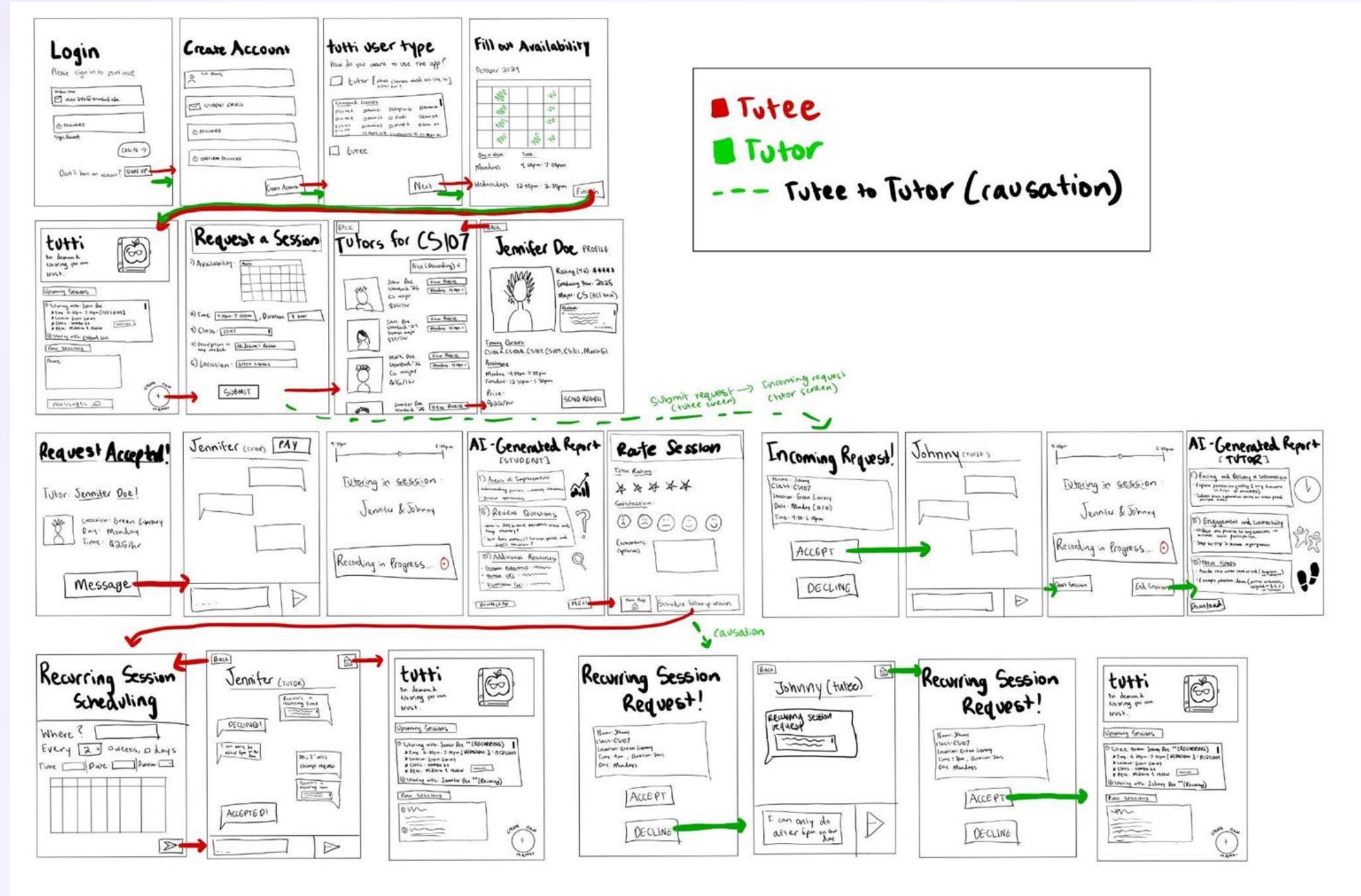
- Provide clear active learning tasks (engagement) in discussion
- Example problem ideas (primer arithmetic, algebra → 3, 6, 7) in discussion

Download

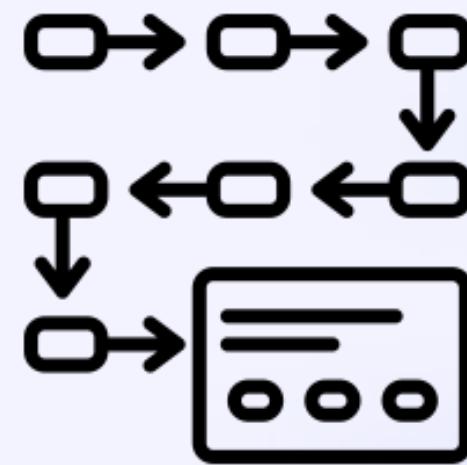
# Tutor POV: Receiving Requests



# Birds-eye view image of the entire system

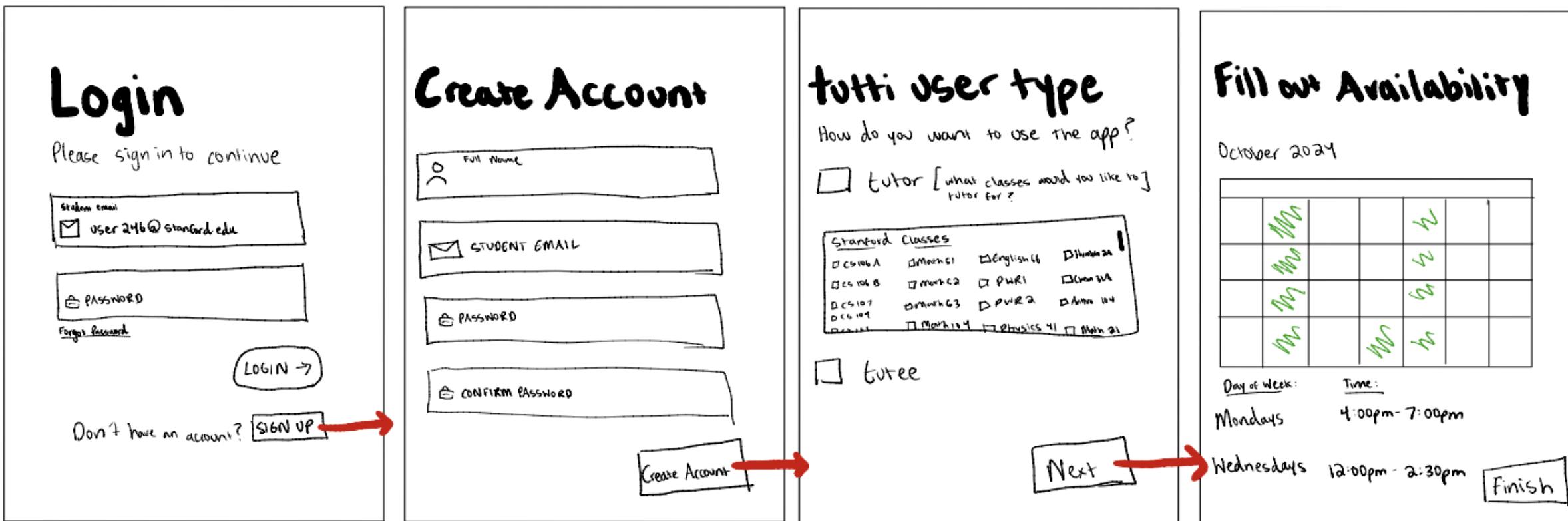


# Task Flows



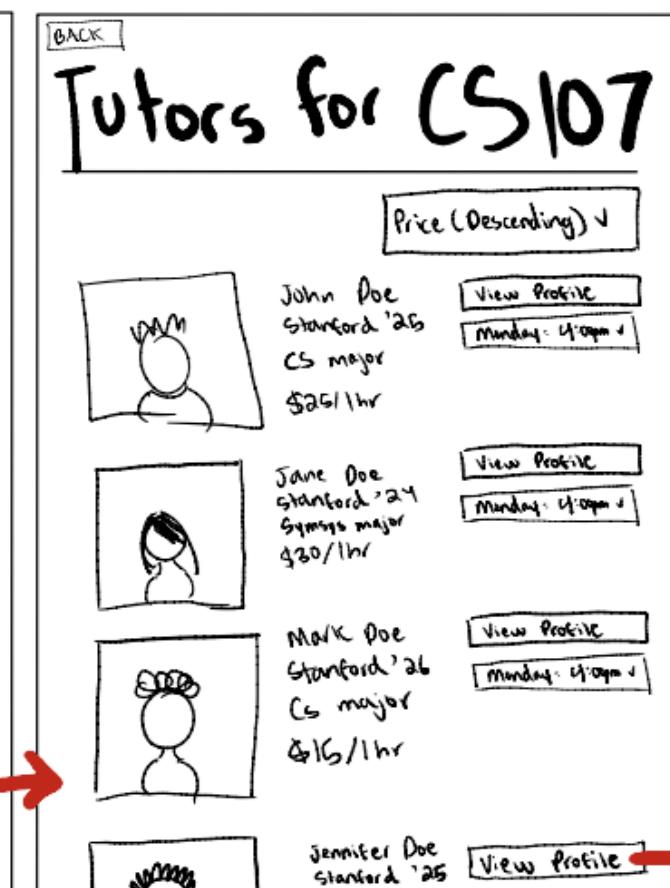
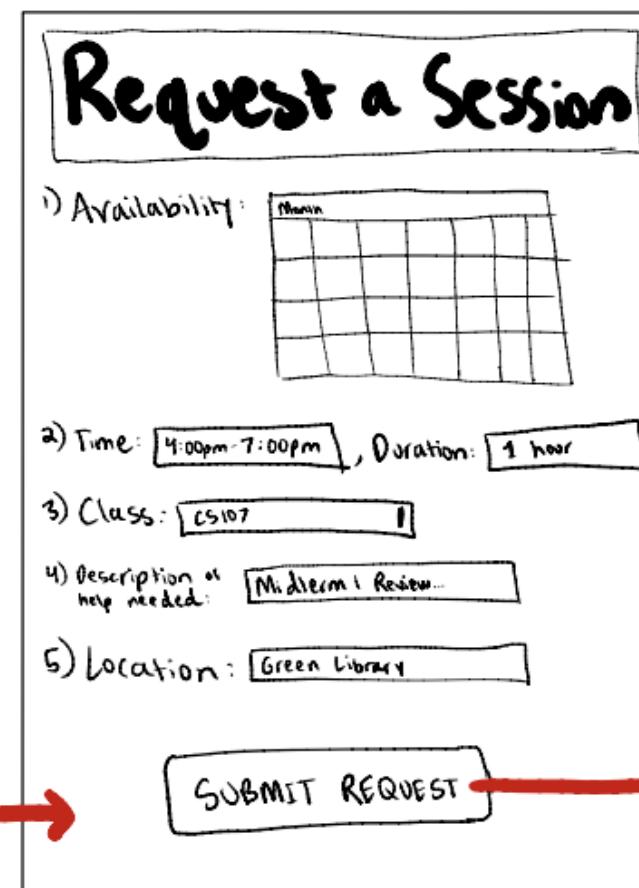
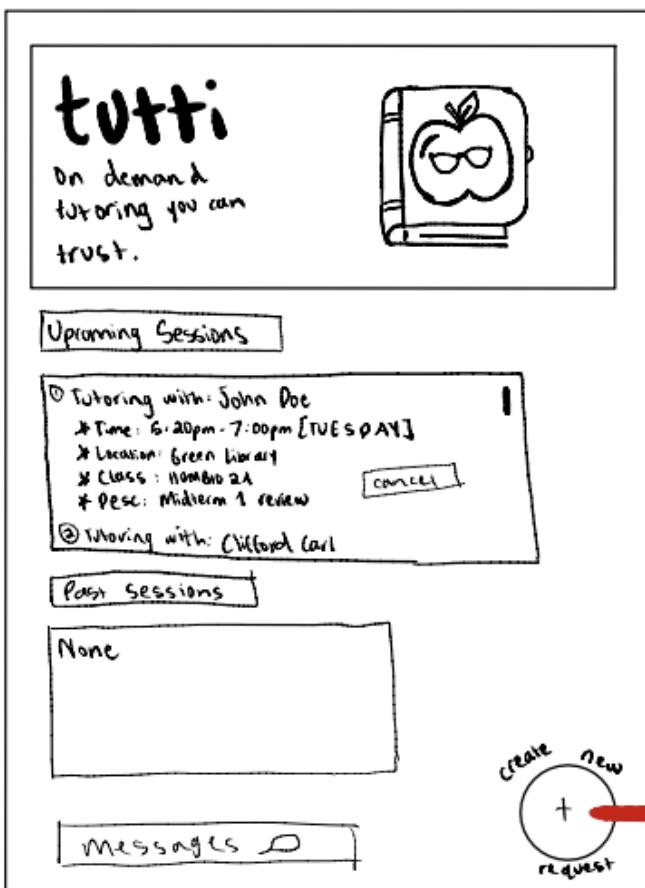
# Simple Task: Creating and Setting up Profile

ALL USER SCREENS:



# Moderate Task: Request Tutoring Session

## TUTEE SCREENS:



# Moderate Task: Complete Tutoring Session and Receive AI-Generated Reports

**TUTEE SCREENS:**

**Accepted Request!**

Tutor: Jennifer Doe!

Location: Green Library  
Day: Monday  
Time: \$25/hr

**Message** →

Jennifer (TUTOR) PAY

4:00pm 6:00pm

Tutoring in session:  
Jennifer & Johnny

Recording in Progress... 0

AI-Generated Report [STUDENT]

I) Areas of Improvement

- Understanding pointers - memory allocation
- Binary operations

II) Review Questions

- What is difference between stack and heap memory?
- How does malloc() function operate and free() function?

III) Additional Resources

- Lesson Reference: [www](#)
- Source URL: [www](#)
- Visualization Tool: [www](#)

DOWNLOAD NEXT → Home Page Schedule follow-up session?

Rate Session

Tutor Rating: ★ ★ ★ ★ ★

Satisfaction:

Comments: (optional)

**TUTOR SCREENS:**

**Incoming Request!**

Name: Johnny  
Class: CS107  
Location: Green Library  
Date: Monday (10/12)  
Time: 4:00-6:00pm

ACCEPT → DECLINE

Johnny (TUTEE)

4:00pm 6:00pm

Tutoring in session:  
Jennifer & Johnny

Recording in Progress... 0

Start Session End Session →

AI-Generated Report [TEACHER]

I) Pacing and Delivery of Information

- Explains points too quickly (only 3 minutes in first 10 minutes)
- Includes blank explanation sections in student-paced multiple times

II) Engagement and Interactivity

- Student was passive for long stretches → minimal active participation.
- Step-by-step > lecture reorganization

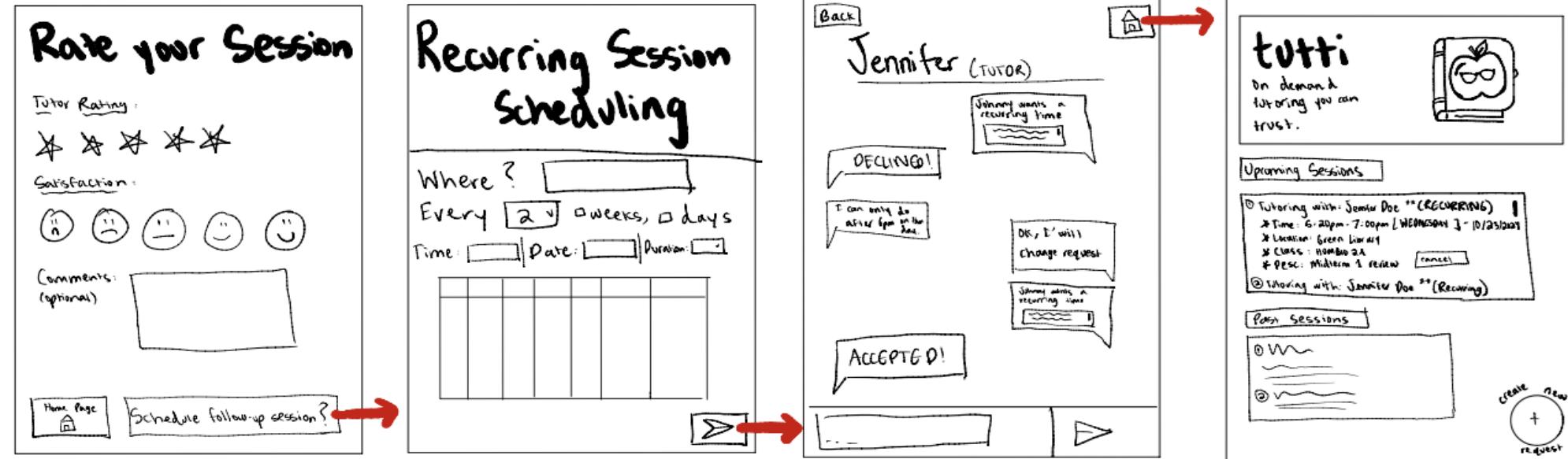
III) Next Steps

- Provide clear action items at end (e.g., review in discussion)
- Example problem items (prior assignments, relevant → 3, 6, 7) in discussion

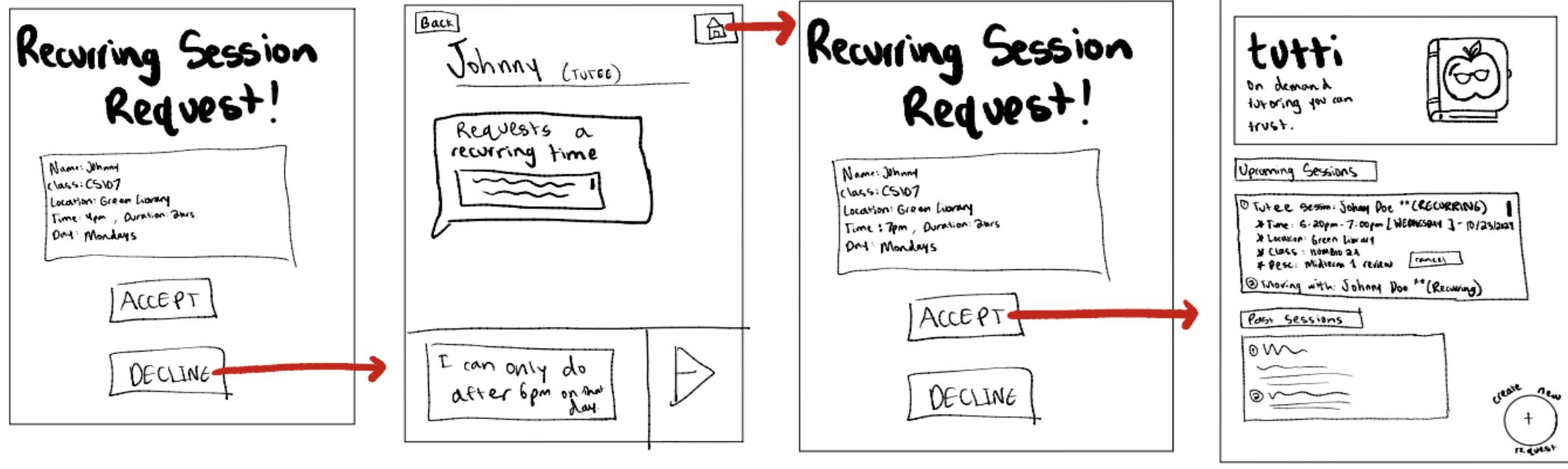
Download

# Complex Task: Process Recurring Session Request

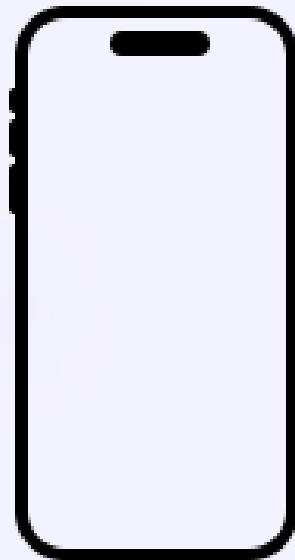
## TUTEE SCREENS:



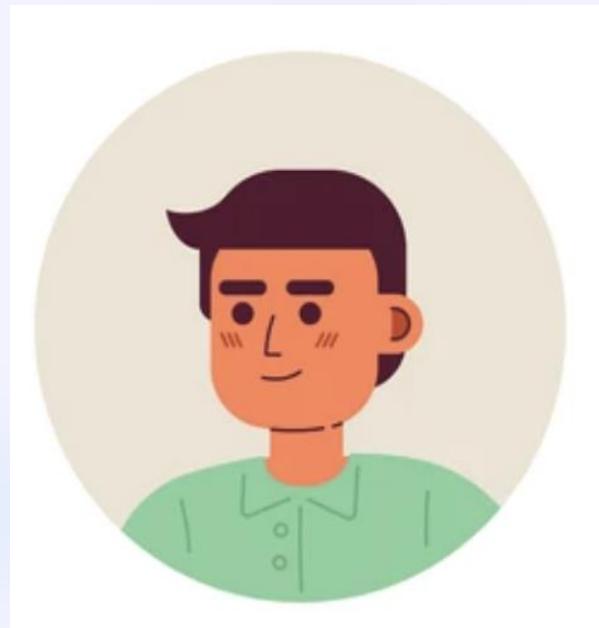
## TUTOR SCREENS:



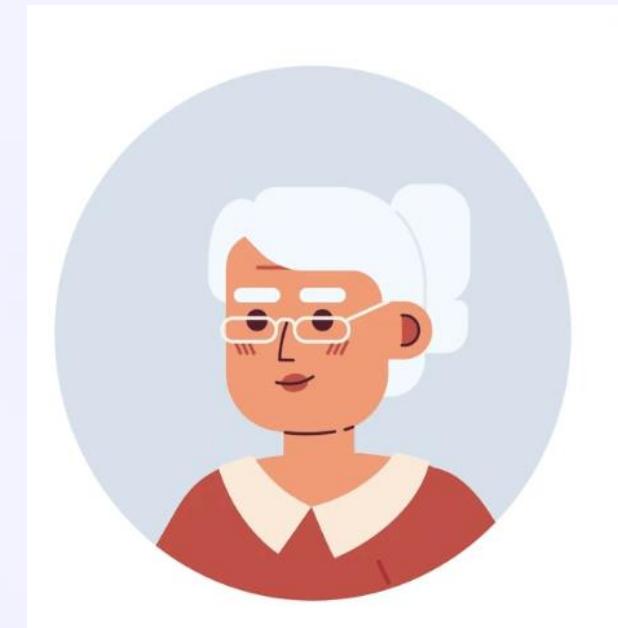
# Testing Methodology



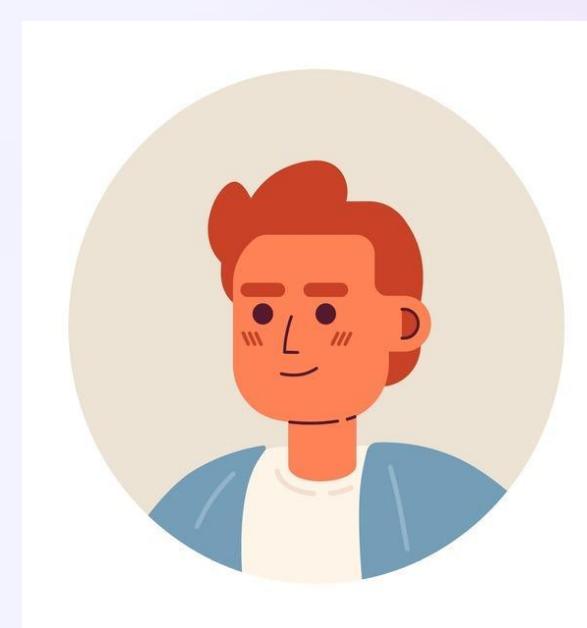
# Test Participants



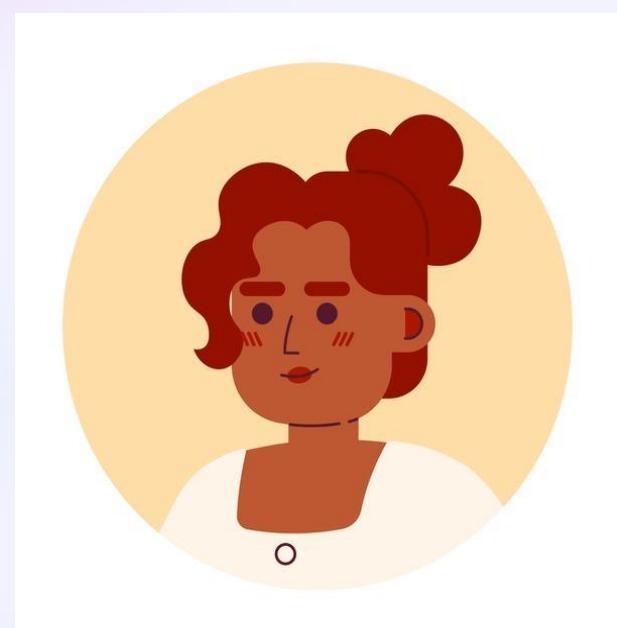
John Yi  
Stanford '27  
Major: IR  
Physics Classmate  
Compensation: N/A



Nara Smith  
High School Teacher  
Cold Email  
Compensation: N/A

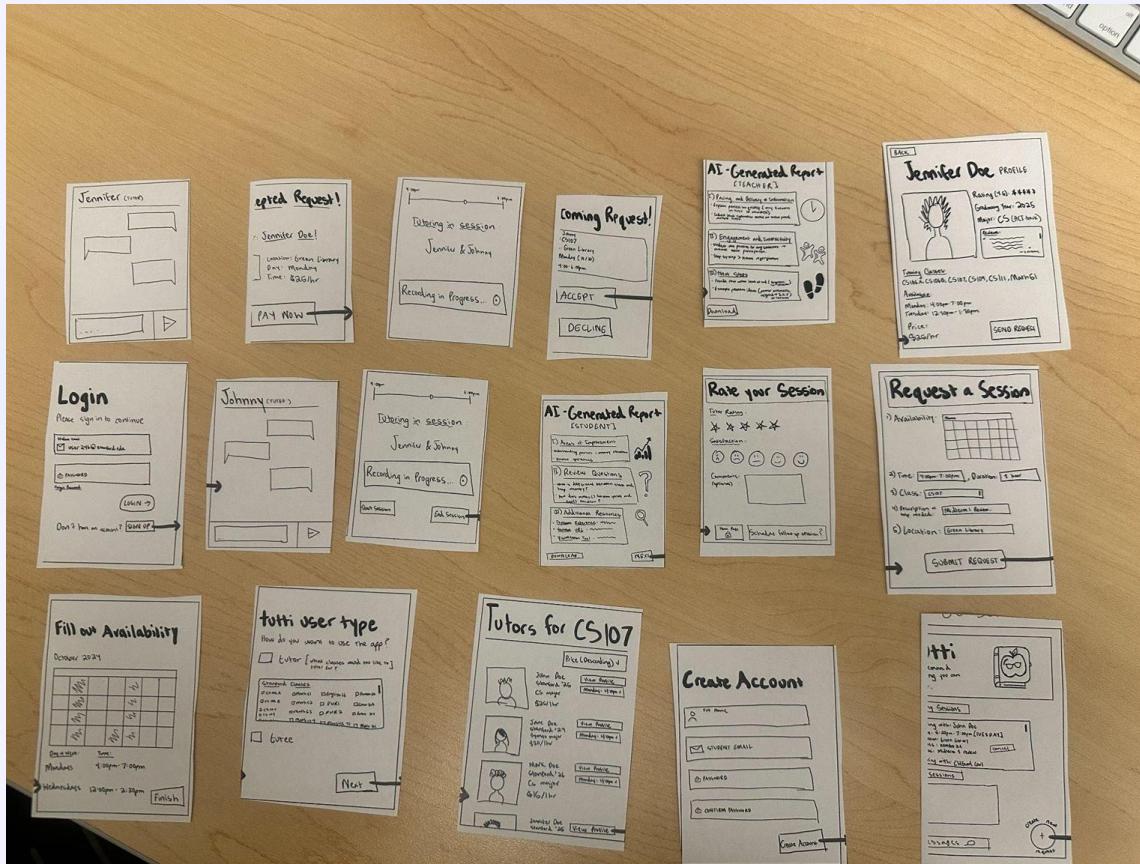


Lucky Blue  
Master Student  
UCLA (Remote)  
Met on Nextdoor  
Compensation: N/A



Samantha Jones  
Stanford '28  
Met through Club  
Compensation: Coupa!

# Environment and Apparatus



1

## Paper Prototype

We used a paper prototype to simulate the app interface.

2

## Participant Interaction

Participants interacted with paper screens laid out in front of them.

3

## Manual System Response

Team members acted as the system to manually respond to user actions, mimicking the interactions.



# Team Member Roles



Facilitator (Alex)

Conducted the session and provided prompts.



Note-takers (Jenn, Jonah)

Two team members observed and noted the participant's actions, behaviors, and comments.



Tutti (Meghana)

Another member acted as the system, changing paper screens according to user interactions.

# Description of Procedure

Introduced participants to *tutti* and the paper prototype.

Provided a **hypothetical scenario**: Participants want to find tutoring support quickly and have downloaded the *tutti* app.

**Simple Task:** Create a profile.

**Moderate Task:** Request a tutoring session.

**Complex Task:** Set up a recurring tutoring session.

**Play Tutor:** Receive a tutoring request.

- Participants shared their thoughts on what was intuitive or confusing.
- After all tasks, participants provided general feedback and suggestions.
- Participants were encouraged to think aloud to gauge understanding and intentions.

# Usability Goals and Key Measurements

Intuitive Navigation

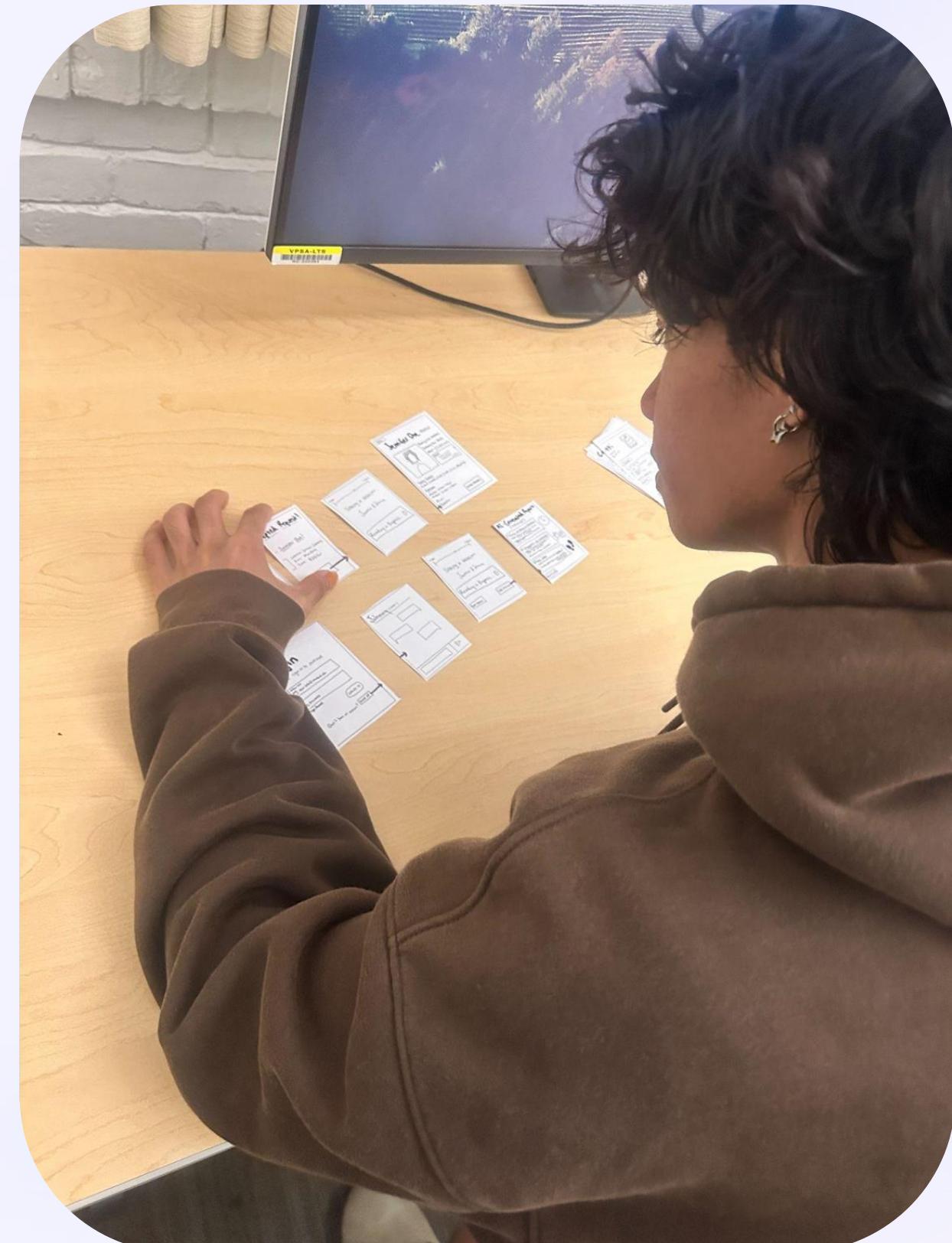
Number of "mis-clicks" made while interacting with the paper prototype.

User Engagement

Participants were asked to rate their likelihood of using different features

Ease of Task Completion

Observed the number of actions and questions participants took to complete each task.



# Testing Results: Process Data



## General Navigation

Users found the app  
“generally intuitive” - John

**“Recurring Session”** setup  
caused confusion



## Profile Creation

Users could easily **create profiles without guidance**

Forgot password was  
“similar to other apps” - Nara



## Session Request

Confusion about **tutor ratings**, leading to mis-clicks

“Does the tutor rate us?”  
was a frequent question

# Usability Goals Achieved: Bottom Line



## Intuitive Navigation

Average of **2 mis-clicks per user**, primarily during session requests



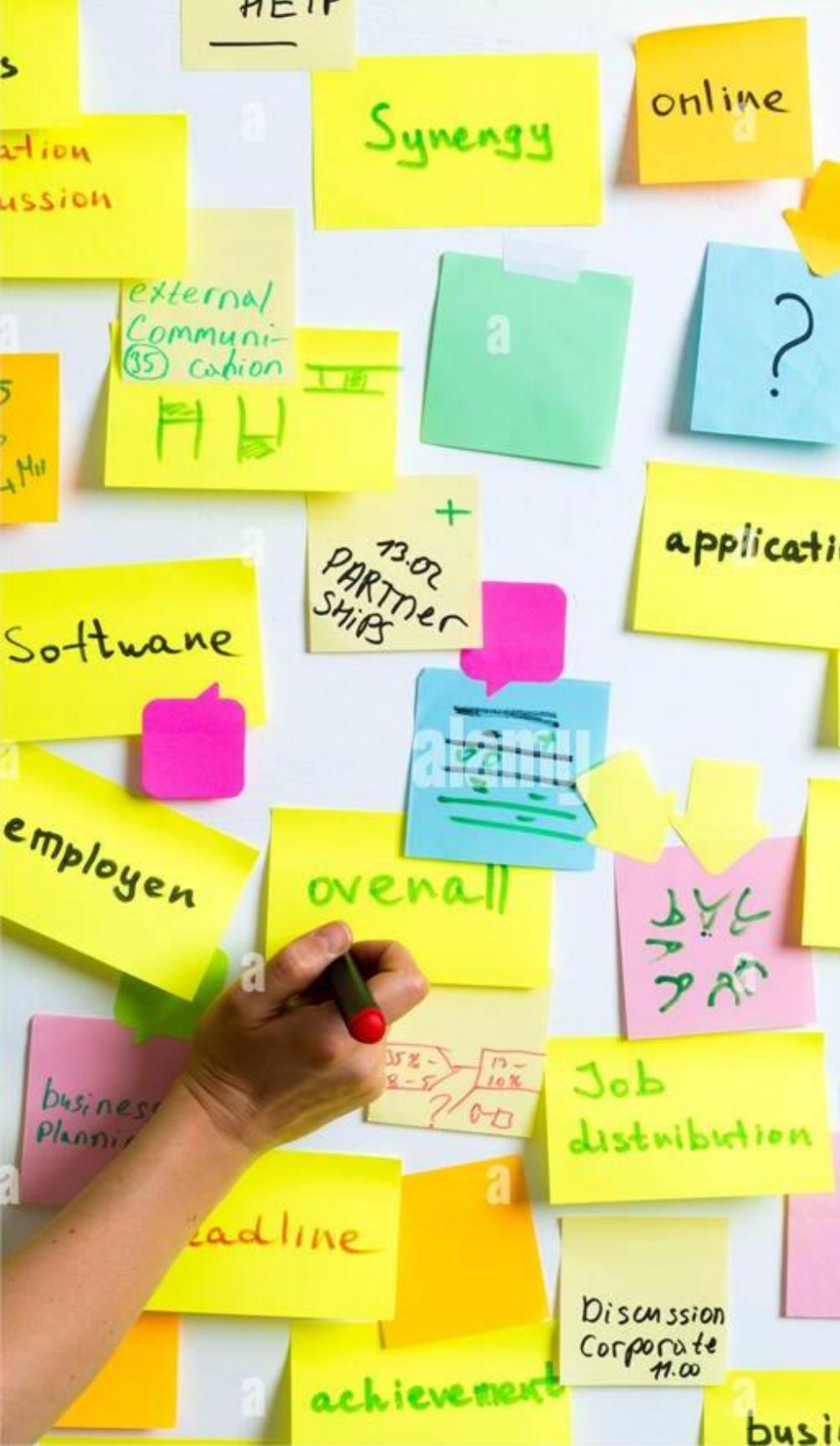
## User Engagement

Users rated the likelihood of app usage at **7.5/10**



## Ease of Task Completion

Session booking took an average of **3 questions, and 6 actions**



# Misc. Observations

## Recurring Session Complexity

Users found it difficult to locate the **recurring session option**, suggesting a more prominent position

## Calendar Integration Request

Integrating a calendar feature on the **home page** for session tracking was a frequent suggestion.

## Customization Features

While users appreciated profile customization, they desired more tutor **filtering options**.

# How well did we achieve our goals?



## Intuitive Navigation

Navigation received positive feedback, with minor concerns regarding **button labeling**.



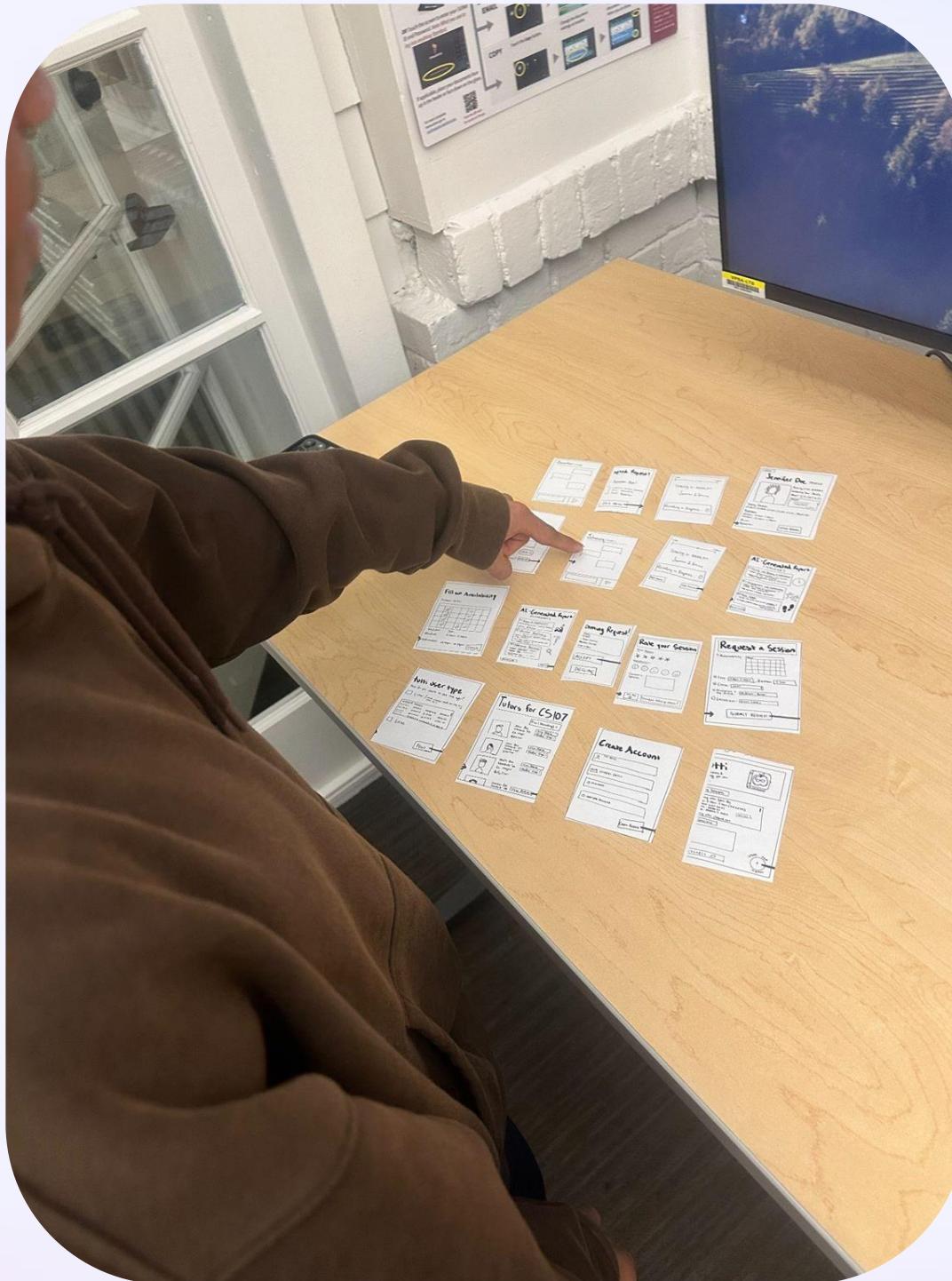
## User Engagement

Participants showed a **strong interest** in using the app, particularly for its **convenience** and **ai features**



## Ease of Task Completion

The **average of 3 questions** on average to book a session, we need a more intuitive flow



# Implications of Findings

- 1 Improving Navigation**  
Clearer button labels, especially for **complex tasks** like recurring sessions
- 2 Feature Visibility**  
Prioritizing and increasing the visibility of **key features**, such as recurring sessions
- 3 User Interest in Customization**  
Enhanced customization options, including **calendar integration** and **tutor filtering**, can significantly improve user satisfaction.

# Design Changes



- 1
- 2
- 3
- 4

## Enhanced Button Labels

Updating button labels will improve clarity and reduce mis-clicks.

## Prominent Feature Placement

Moving the recurring session feature to the book a session screen will improve its accessibility.

## Calendar Integration

A calendar integration on the home page will allow users to easily manage session schedules.

## More Filter Options

Adding more tutor filtering options, such as availability and specific skills, will enhance the user experience.

# Shortcomings/Limitations of Testing

Long-Term Engagement



The **short testing duration** couldn't determine long-term app usage. Longer-term studies are needed.

Group Session Dynamics



Testing focused on **individual sessions**; the effectiveness of group sessions remains unknown.

Scalability



The prototype didn't consider **high user volume**. Further testing is required to evaluate scalability.

# Appendix

The following sections contain additional information and details about our testing process, including a full list of pros and cons for our selected interface rationale, critical incidents observed during testing, and the script outline used for conducting the usability tests.

# Full list of Pros and Cons for Selected Interface Rationale

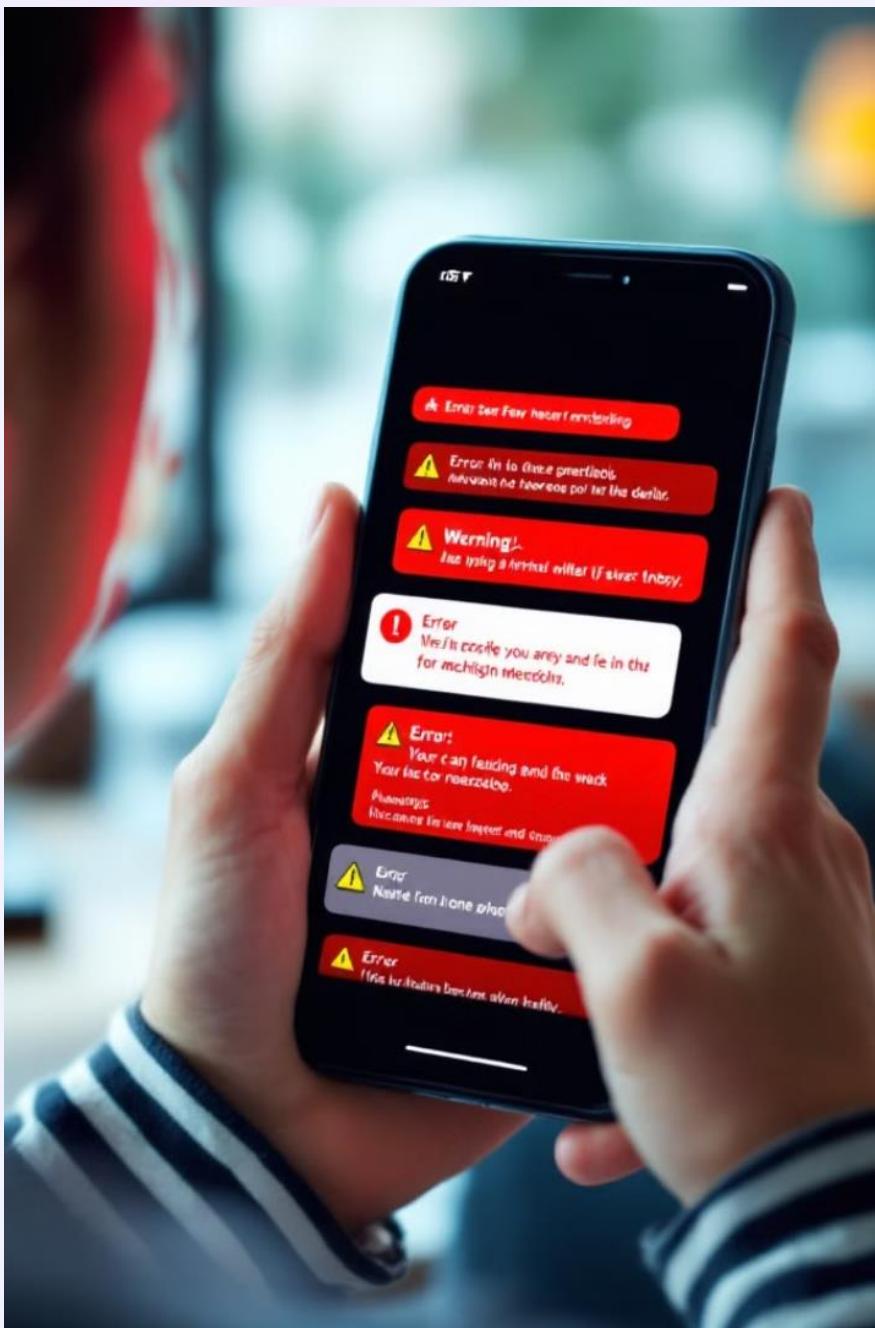
## Pros:

- Convenient & Accessible:**  
Mobile phones are something students always carry, making tutoring support accessible anytime, anywhere. This means students can easily reach out for academic help during breaks, on the go, or even in-between classes, which enhances the likelihood of frequent engagement.
- Frequent Usage:**  
Smartphones are used multiple times throughout the day, and this habitual usage increases the likelihood that students will see tutoring-related notifications. This frequent exposure encourages users to take action, such as booking sessions, and keeps the tutoring service top of mind.
- Broad Adoption:**  
Nearly all college students own a smartphone, making a mobile app the most accessible platform compared to wearables or web-only solutions. This universal accessibility ensures that *tutti* can reach its target market without requiring students to purchase new technology or adapt to unfamiliar devices.
- Internet Connectivity:**  
The mobile app can leverage mobile data and Wi-Fi, ensuring that students can connect with a tutor anywhere—whether on campus or at home. This connectivity also allows seamless updates, such as real-time notifications, ensuring users are always in the loop regarding session reminders or changes.
- User-Familiarity:**  
Most students are already comfortable navigating mobile applications, which reduces the learning curve. This familiarity means students can start using the app with little to no instruction, leading to better initial engagement and lower dropout rates during onboarding.

## Cons:

- Screen Size Limitations:**  
The smaller screen size on mobile devices limits how much information can be displayed at one time. This is particularly challenging for showing detailed tutor profiles, in-depth session notes, or analytics about a student's progress. It requires careful design to avoid overwhelming the user while still providing all necessary information.
- Battery Consumption:**  
Frequent app usage may lead to increased battery consumption, which can deter users, especially those with limited charging access throughout the day. Battery-intensive features, such as live video tutoring or location tracking, could further exacerbate this issue.
- File Upload Complexity:**  
Handling larger files, like assignments or detailed study materials, can be more challenging on mobile compared to desktop. Uploading documents might be cumbersome due to slower mobile processing speeds, network limitations, or the general inconvenience of navigating file structures on a smaller screen.
- Distractions and Competing Apps:**  
Mobile devices are filled with distractions such as social media, games, and other notifications. When students are using *tutti*, they are prone to interruptions, which could impact the effectiveness of tutoring sessions or disrupt the booking flow.
- Multiple Operating Systems:**  
Developing for both iOS and Android presents unique challenges. Each operating system has different design guidelines, functionalities, and restrictions. Ensuring a consistent user experience across these platforms requires additional resources in development and testing, and discrepancies could impact the user experience for one group of users.
- Privacy Concerns:**  
Mobile apps often request permissions (e.g., location, camera, storage) that can raise privacy concerns among users. Addressing these concerns through transparent data practices and securing sensitive information is essential to build trust with the user base.

# Critical Incidents



Incident	Severity	Details
<b>Difficulty in differentiating user type</b>	2	Participants were confused when selecting their role between 'Tutor' and 'Tutee' during account setup.
<b>Mis-clicking on tutor profiles</b>	2	Users weren't sure which button would provide more information about a tutor, leading to multiple mis-clicks.
<b>Confusion when filling out availability</b>	3	Participants thought they had saved their availability, but the data was missing when they moved forward.
<b>Unclear meaning of AI-generated report</b>	2	Several participants were unclear about what the "AI-generated report" meant and whether it was related to tutor feedback.
<b>Recurring session setup was hard to find</b>	3	The recurring session setup option was not intuitive to find, being buried under multiple menu layers.
<b>No clear confirmation after account creation</b>	1	Participants reported not receiving an explicit confirmation screen after creating their account.
<b>Confusing feedback when session request declined</b>	2	Decline messages were unclear, leading users to question whether the issue was with their schedule or the tutor's availability.
<b>Struggled to edit tutor profile after setting availability</b>	2	Difficulty was reported when attempting to edit tutor profiles after setting initial availability, requiring multiple steps.

# Critical Incidents

<b>Accidentally canceled a recurring session</b>	3 Participants who intended to cancel one session inadvertently ended all future recurring sessions. There was no clear distinction between single and all cancellations.	<b>Miss-clicked on 'Message' instead of 'Request Session'</b>	1 Some participants accidentally clicked 'Message' when they intended to <u>'Request Session'</u> .
<b>Missed notification about incoming request</b>	2 Users missed notifications about incoming tutoring requests until they reopened the app, indicating poor notification visibility.	<b>Missed seeing tutor reviews during session request</b>	1 Participants struggled to locate tutor reviews while booking sessions. They expected these to be more visible.
<b>Difficulty using 'Rate Session' option</b>	1 The 'Rate Session' option was buried at the end of the workflow, resulting in participants almost missing it for providing feedback.	<b>Unclear recurring request acceptance flow</b>	3 Participants found the recurring request acceptance confusing—uncertain if it covered all upcoming sessions or just one.
<b>Mis-click when assigning availability</b>	2 Some participants mistakenly selected the wrong day for availability, and there was no visible undo function.	<b>Missing causation link (tutee to tutor feedback loop)</b>	2 The tutee-to-tutor feedback loop wasn't clearly explained, leaving users uncertain about the purpose of immediate reviews.
<b>Difficulty understanding 'AT-generated report' feature</b>	2 The 'AT-generated report' feature was confusing, with participants unsure whether it pertained to session reports or some other form of analytics.	<b>No prompt for changing user type (tutor to tutee)</b>	2 Switching from 'Tutor' to ' <u>Tutee</u> ' after initial <u>signup</u> was not intuitive, leading to frustration.
<b>Limited guidance on 'Create Account' process</b>	1 Creating an account lacked clarity—participants didn't know which fields were mandatory.	<b>Tutor confirmation too delayed</b>	3 Participants felt the delay between submitting availability and getting tutor confirmations was too long.
<b>Confusion over 'Recurring Progress' metric</b>	3 Participants didn't understand the 'Recurring Progress' metric during recurring session setup—was it tracking overall progress or individual sessions?	<b>Cumbersome 'Fill Availability' interface</b>	2 Selecting time blocks on the availability screen was finicky, with many users experiencing issues saving selections.
<b>Tutee didn't get notified when session request was modified</b>	2 When a tutor modified session times, participants did not receive a notification, which led to confusion about changes.	<b>Incomplete recurring request information</b>	2 The recurring session setup lacked details—users couldn't tell if it was set up for weekly or bi-weekly meetings.
		<b>Confusion over tutee to tutor communication (causation)</b>	1 Users did not understand the dashed line linking 'tutee to tutor'—they were unsure if it implied feedback or another function.

# Script Outline

## 1 Introduction

"Hi, thank you for joining us today. We're going to test a low-fidelity version of our tutoring app, tutti. The goal is to see how easily you can use the app to complete common tasks, such as finding a tutor or managing a session. Feel free to ask questions as we go along."

## 2 Scenario Setup

"Imagine that you're a college student looking for some extra academic help. You've just downloaded tutti to quickly find tutors for your coursework. Let's see how you get started!"

## 3 Tasks

1. Profile Creation
2. Request a Tutoring Session
3. Recurring Session Setup

## 4 Post-Task Reflection

"Great! Now that we're done, could you tell me which features felt clear and intuitive, and which features you found confusing or hard to use? How likely are you to use this app in your daily routine?"

## 5 Closing

"Thanks again for your time and feedback today. We really appreciate your insights as they will help us make tutti better for students like you."