

- A. State your long term goal/ Product Vision and add link to the group doc (15 points).
- B. Include your list stakeholders of the projects (People other than direct users who you could require data or input from or who may indirectly benefit from the product) in the group doc. (5 points)
- C. Include links that talk about the problems that students may face in the group doc (5 points). Create a list of customer discovery interview questions (10 points) These links and list will supplement the Ask the Experts activity.
- D. Each member should use it to Identify the personas/imagined users for the products (Sommerville Chapter 3, slides 9-21). (20 points)
- E. Each member should generate a User Journey Map (25 points)
- F. Generate HMW notes (20 points)

Section A:

Long term goal is to provide access to tutoring help whenever the tutoring center is unavailable or not accessible. This would be a 24/7 access services for students

Section B:

Potential stakeholders would include the university, parents, TAs and potential 3rd party sites.

Section C:

https://www.reddit.com/r/UNCCCharlotte/comments/110xytt/i_cant_schedule_a_tutor_appointment_on_navigate/

Section D:

Persona:

Jimothee is a 20 year old college student coming from the Charlotte area majoring in computer science . Jimothee has always loved to learn but has struggled with fully understanding concepts in whatever he is learning. Certain concepts in class like DSA and Networking/OS tend to be complicated for him so he is looking for help in these specific subjects. Jimothee is currently working on an assignment due in a few hours. It is after our times and he tries asking for help from peers and online resources. He is unable to get a good response and turns in sloppy work.

If only there was a 24/7 tutoring service he could use.

Section E:

Discover:

- Promoted through the university
- Word of mouth

Learn:

- They will learn how to use the product and be able to access the help they need

Use:

- They will use the service and get help

People:

- Students that require help during inconvenient times

Goal:

- Be used for everyone that would need help

Section F:

HWM

How can we keep people quality service?

- We can make sure that the tutors are ranked on 5 stars

How can students access the service?

- We can make promote it through the university and word of mouth

How are we going to listen to user feedback?

- We will implement updates/features for better user experience