

A. State your long-term goal/ Product Vision and add a link to the group doc (15 points).

- 24/7 Tutoring assists college students in getting ahead in their courses by helping them with all areas of study that an institution may offer.

B. Include your list of 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)

- The University of North Carolina at Charlotte
- Student's parents
- The Tutor themselves

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.

- https://www.reddit.com/r/UNCCCharlotte/comments/110xytt/i_cant_schedule_a_tutor_appointment_on_navigate/
- <https://www.the74million.org/article/new-research-done-right-virtual-tutoring-nearly-rivals-in-person-version/>
- List of Customer Discover questions
 - i. “How do you feel about the UNCC tutoring program?”
 - ii. “What do you think UNCC can do to better students?”
 - iii. “What is your ideal way of getting tutoring?”

D. Each member should use it to Identify the personas/imagined users for the products (Sommerville Chapter 3, slides 9-21). (20 points)

- Alan is a UNCC student who puts his heart and soul into his work. He is currently attending classes in the Spring Semester and working part-time at Toyota. Balancing studying is a challenge for him, and the tutoring program offered by UNCC does not suit his availability. His primary aim for this semester is to secure A's in all his classes while overcoming his obstacles.

E. Each member should generate a User Journey Map (25 points)

- **Discover:** Professors/TA's
- **Verification:** User information and log-in
- **User-Interface:** Tutor finder, course
- **Goal:** Provide the user a tutor session on hand at anytime

F. Generate HMW notes (20 points) (In the video “How Might We”)

- To do a “How Might We” technique, we identify the bad or negative points that we as a team need to solve. We turn a challenge scenario into a solvable problem. For example, “Customer does not like how our contact tab looks boring” we use HMW method to transform the problem into “How Might We not keep the templates on our homepage to our contact page?” This is more of a mindset and I hope the use of this method can guide me throughout this project.