Make a convenient and quick 24/7 tutoring service that exists within the university and covers most if not all courses.

Stakeholders: UNCC tutoring services, professors, the tutors themselves, parents(somehow?).

Features: instant tutor match up via course type, and availability in both text and video chat.

List of customer discovery questions:

1. Good evening, I would like to ask you about your study habits for a survey we are doing
2. What do you do when nothing seems to be working?
3. When studying or doing homework, how often do you seek advice from a tutor
4. Why do you/do you not seek help from a tutor
5. How often do you panic over last minute assignments

User Story

-students that need reliable tutoring fast

-student looking for emergency study help last minute

Persona/user scenarios:

Study McPanicMan: Study McPanicman is once again having trouble with last minute studies and still needs help understanding certain subjects for his certain class the night before the test. Unsure of what to do, he does countless searches online for study help, goes to AI for auto generated questions, but nothing works. He wonder’s to himself “if i only had a person to talk to right now at 10:59 pm that knows the subject matter” he then would find a link on the tutoring services site sending him to our 24/7 in house tutoring service that accounts for most UNCC courses, breathing a sigh of relief, Study McPanicMan would fill out the form, and finally get someone to help him with is studies.

Potential hmw notes:

Similar to other on demand tutoring services, the user would be matched up with the next currently available tutor within their topic/course, this would be done by the student entering their topic/course [ex intro to operating systems] and then give a brief text description on what they need help with, the system would then take their entered topic/course and then search a list of available tutors of the that signed up to help in this situation.