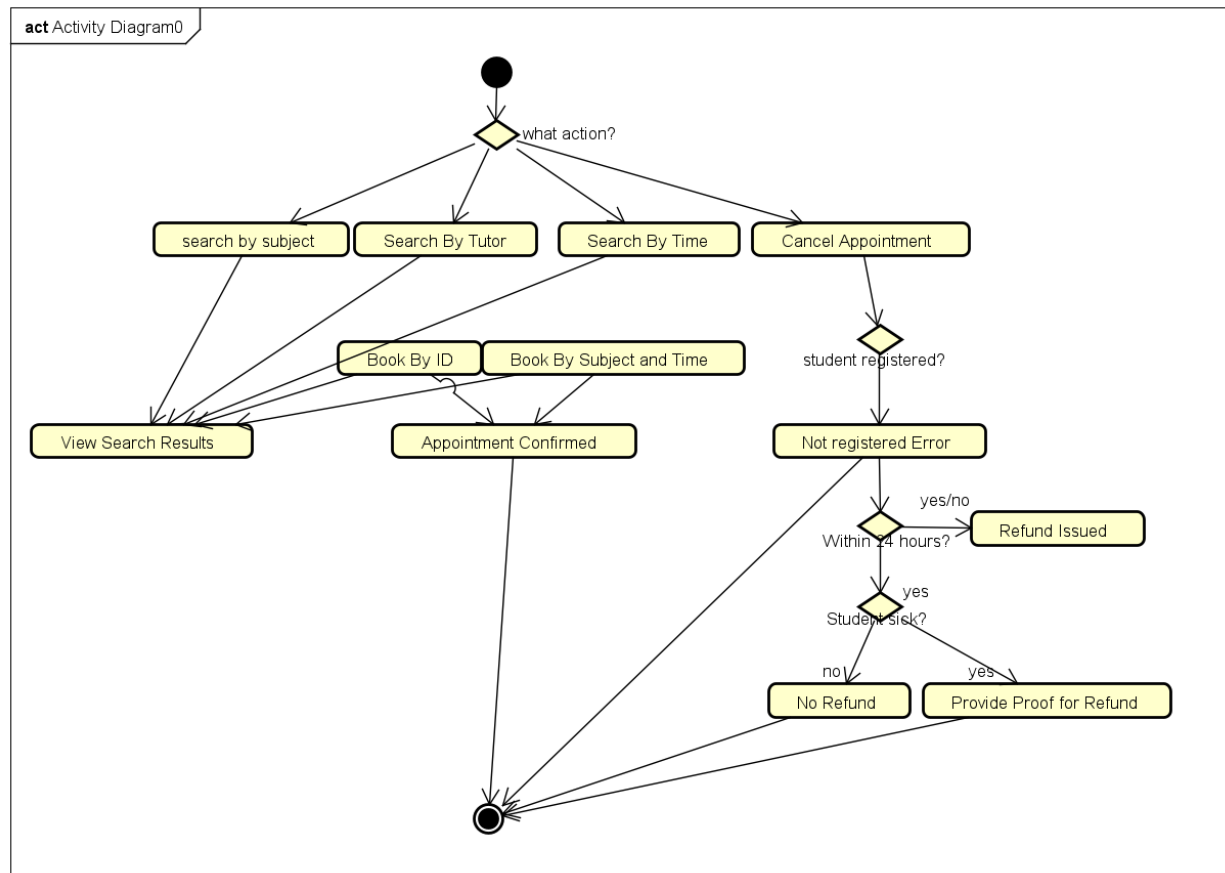


Activity Diagram



Student Pesrona

Alex Chen

Computer Science Student

"I need to balance my coursework with my extracurricular activities."

Age: 21

Year: Junior

Major: Computer Science

Goals

- Improve grades in difficult classes
- Find tutors who match learning style
- Schedule sessions around work hours
- Get more practice with coding projects

Frustrations

- Last-minute cancellations
- Difficulty finding available tutors

Technology Usage

Devices: Smartphone, Laptop

Tech Comfort:

Apps Used Daily:

- Instagram
- WhatsApp
- University Portal
- Email
- Google Calendar

Tutor Persona

David Garcia

Graduate Teaching Assistant

"I love helping students grasp complex concepts."

Age: 26

Role: MS Student and TA

Expertise: Data Structures, Algorithms

Goals

- Build teaching experience
- Supplement graduate stipend
- Maintain flexible schedule
- Focus on quality over quantity

Frustrations

- No-shows without notice
- Students who have not prepared

Availability and Skills

Peak Hours: Evenings and Weekends

Teaching Experience:

Subjects:

- SER315 - Software Design
- SER316 - Software Enterprise
- SER222 - Data Structures


Prefers: Both online and in-person

Tech Comfort: High

Manager Persona

Dr. Amanda Mehlhase

Tutoring Center Director



"I want our tutoring center to be efficient and effective."

Age: 45
Role: Faculty and Administrator
Experience: 15+ years in education

Goals

- Improve student retention rates
- Optimize tutoring resources
- Maintain quality of tutoring
- Track effectiveness of program

Frustrations

- High no-show rates
- Limited room availability

Administrative Needs

System Usage Daily monitoring

Technical Comfort: ☐

Key Reports Needed:

- Tutor utilization
- Subject popularity
- Student satisfaction
- Cancellation rates
- Room capacity usage

Student UI – Draft

Tutoring Center

Appointments

Find Tutors

My Credits

Profile

My Appointments

SER316 - Software Enterprise

Tutor: David Garcia

April 10, 2025 • 14:00-15:00 • ONLINE

Cancel

SER222 - Data Structures

Tutor: Kelly Smith

April 20, 2025 • 10:00-11:00 • ONLINE

Cancel

Find Appointments

Search By Subject

Time

Select Subject:

SER315

Search

Available Appointments

SER315 - Software Design

Tutor: David Garcia

April 15, 2025 • 13:00-14:00 • ONLINE

Book

SER315 - Software Design

Tutor: Kelly Smith

April 16, 2025 • 15:00-16:00 • CAMPUS

Book

Cancel Appointment?

Are you sure you want to cancel your appointment for
SER316 with David Garcia on April 10?

☐

I am sick (may be eligible for refund)

Go Back

Confirm Cancel

Comments:

UI Design Feedback

After obtaining feedback from a fellow student, here are the key points they mentioned about the Student UI prototype:

1. The cancellation popup should be more explicit about the refund policy
2. There's no clear way to see past appointments or appointment history
3. The search functionality seems limited to only one parameter at a time
4. The interface lacks a help section for students who are confused about the process
5. The checkbox for "I am sick" needs a more detailed explanation

Based on this feedback, I'll revise the UI design:

Student UI – Final

Tutoring Center

Appointments

Find Tutors

My Credits

Profile

Upcoming

Past

Cancelled

My Upcoming Appointments

SER316 - Software Enterprise

Tutor: David Garcia

April 10, 2025 • 14:00-15:00 • ONLINE

Cancel

SER222 - Data

Tutor: Kelly Smith

April 20, 2025 • 10:00-11:00 • ONLINE

Cancel

Cancellation Policy

If sick, provide documentation

Find Appointments

Subject: SER

24, 2025

Tutor: Any

Online

Campus

Either

Search

Available Appointments

SER315 - Software Design

Tutor: David Garcia

April 15, 2025 • 13:00-14:00 • ONLINE

Book

SER315 - Software Design

Tutor: Kelly Smith

April 16, 2025 • 15:00-16:00 • CAMPUS

Book

Cancel Appointment?

Are you sure you want to cancel your appointment for
SER316 with David Garcia on April 10?

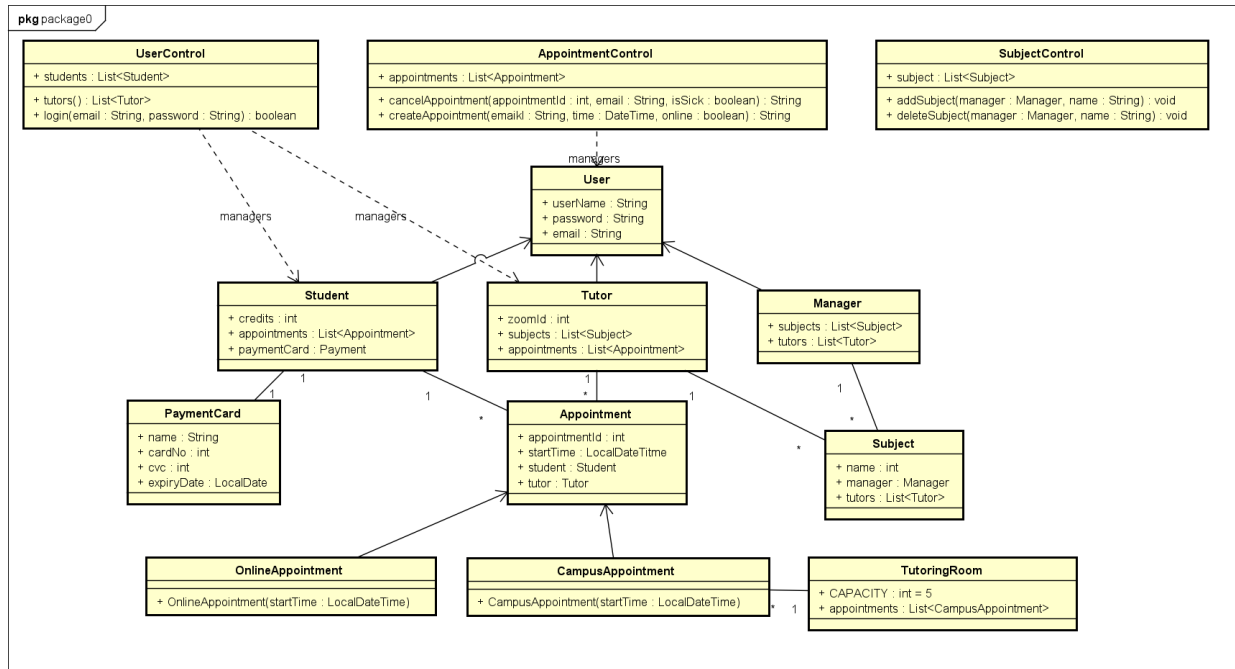
Refund Policy: This appointment is within 24 hours.
You will NOT receive a refund unless you are sick with documentation.

☐ I am sick and will provide medical documentation to the manager

Go Back

Confirm Cancel

Tutoring System - System Class Diagram



Object View – Tutoring System

