**Project Plan**

**Helping Hands**

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IS 436 - Structured Systems Analysis and Design

**Project Title: Helping Hands**

**Project Manager:** Timnit Tesfatsion, tt5@umbc.edu

**Project Start Date:** February 13th

**Project Description:** Currently, UMBC uses a tutoring app called StudyTree which is a privately owned application that deals with around 30 other Universities in the US. Unfortunately, since the app is owned by a third party who is not part of this university, every time a change needs to be made or support is needed to solve a problem, a supervisor is responsible for contacting them. Right now, there are two types of tutoring sessions at UMBC Low-demand and High-demand. High-demand includes chemistry, biology, physics, economics, information systems, computer science, Spanish, and French courses, while Low-demand is any other classes. Even though, students with the high-demand can use the app to schedule a session their schedules have to be correct and up-to-date. This is usually not the case because StudyTree updates their system once every semester, so if you withdraw from a course or get into a waitlisted one the changes will not show up in your schedule. For low-demand, students have to contact the supervisor of the Learning Resource Center through email to be able to see if there are any tutors for the course they need help with. If yes, the supervisor will give them the email of the tutor and ask them to talk with them directly. This makes it very difficult for tutors to manage constant emails from students and keep track of sessions. Our mission is to create an app that includes updated features. It will have all the courses listed in the app eliminating constant emailing between students and tutors. Also, the app will include a simple messaging system for tutors and students to chat. Additionally, Supervisors can give permission to newly hired tutors to become a “tutor” in the app without contacting any support. Furthermore, students can add personal details in their profile, like “student with a disability”, or “retaking this course”, or “Need to practice speaking only (for language tutoring)”. This will help tutors prepare for their sessions beforehand and be more efficient. The short-term goal for this app will help UMBC save money by making its own app. The long-term goal is, after debug and implementation, UMBC could sell this product to other universities. The ultimate goal is that this app would make any University’s tutoring service to be independent. The supervisor would have full control of the app (but not the code).

**Key Schedule Milestones:**

* System Request and Feasibility Analysis (10%) 1 month
* Planning: Requirements Definition Document and Use Cases (15%) 1 month
* Analysis: Process Modeling (25%) 1 month
* Design (25%) 6 months
* Implementation (25%) 3 months

**Main Project Goals:**

**Task 1:** Give to students and tutors the ability to change their schedules.

**Task 2:** All courses have to be listed on the app in a simple way.

**Task 3:** The app needs to have a simple messaging system for tutors and students to chat. No emails between students and tutors.

**Task 4:** Supervisors can give permission to newly hired tutors without asking support.

**Task 5:** Students can add personal details in their profile, like “student with a disability”, or “retaking this course”, or “Need to practice speaking only (for language tutoring)”.

**Task 6:** Students can put themselves on waitlists when their favorite times are already taken.

**Project Objectives/Business Need:**

* This app will help UMBC save money by making its own app.
  + Long-term, after debug and implementation, UMBC could sell this product to other universities.
  + The ultimate goal is that this app would make any university’s tutoring service to be independent. The supervisor would have full control of the app (but not the code).

**Approach/Requirements:**

Use Android studio to develop the app.

Use a SQL database with java to store information and display reports to supervisors.

**Budget Information/Value:**

We expect Helping Hands to:

* increase profit and increase consumer productivity by providing college students the necessary tools and resources, specifically tutors, that will enable them to be successful in their classes.
* elevate the number of subjects our tutors are able to offer in order to expand our clientele.
* provide better ways of communication from student to scheduled tutors by providing a stream of notifications and using internal app’s chat system as a conduit for communication.

Company estimated value include the following:

* $8,000 in sales per semester per university.

**Project Sponsor and approved by:** Ira Fabri, Supervisor of the Tutoring Program at UMBC

**Date of Authorization:** February 14th by Professor Sharma