- Team: MKW
- Members: Kevin Ji, Wayne Ying, Melody Zhao
- Project: 1C.4 - Elicitation Report and Requirement Analysis
- Primary author: Melody

Topic: CS 121 Requirement Elicitation with targeted customers
Panelists: Allen Wu, Jeremy Tsai, Jessica Kwok
When: September 11, 2020 2:15PM to 2:45PM

Panelist:
- Allen
    - Math/CS major, HMC junior
    - Graded for math, student for CS department
    - Never grutored for CS but grutored for math classes
- Jeremy
    - CS major, HMC junior
    - Mostly grutor but mostly student role
    - Grutor for CS60, CS70
- Jessica
    - CS/Math major, HMC junior
    - Grutor CS 121

Problems the panelists have experienced:
- If grutors leave Slack notifications on, they get spammed by lots of random notifications, even when they're not working
    - Common for grutors to leave slack notifications so that they do not have to back and forth between turning it on or off
- Grutoring is less effective when everyone is put in the same zoom call and professors go through one question to the next (have 20 people in the same room)
    - Do not want to hear problems that you already figured out
- Harder to show your code during remote grutoring, when you can easily slide your laptop over to show the grutor during in person grutoring
    - Difficult to show your work to a particular person in the zoom call. For example, if you only want to show your work to the professor/grutor and not to other students in the same zoom call
- Grutors have a lot of difficulties illustrating their points, using Zoom white board is inconvenient
- Students don't know what grutors are up to
    - Whether grutor is currently helping other people or not
    - Students do not have a good estimate of how long they have to wait

- Asking questions on Piazza and putting names on Google Sheet does not allow for the collaboration
  - Students generally find it good to be able to collaborate with others, since sometimes they may feel stuck and want to rely on other people's questions/knowledge

Features/recommendation suggested:
- Timer system to time how long students have been waiting and how long a grutor had helping a group
  - Students get notified when they are next in line
  - This is a pretty important feature because it makes the student experience a lot better
- Show which group the grutors are currently helping
- Have a grutor mode:
  - Be able to set your work hours such that you only get notifications during your hours
  - Preferred mode of notification would be text and email, because people may turn off web notifications
  - This is also a critical feature
- Have everything implemented in one platform:
  - Implement video call service within the platform and do not rely on external platforms
    - Adopt share screen capability that can be specifically defined to share with a specific person, instead of showing the screen to everyone
  - May consider building off from pre-existing products for timing purposes
  - It would be good to have most functionality within a single platform but it's not critical for everything to be in one - for example, we could continue using Zoom
- Use web service to implement the product
  - Benefits: web is more intensive, have more existing add-on features, phone app might be laggy
  - Could potentially have add on to zoom web interface,instead of having app to queue people up
  - This affirms our previous idea to make this a web application
- Group students by questions they have
  - Students should be able to see everyone's questions and be able to tag along
  - Depending on class/scenario/preferences, can be lead by grutors or students
- Interface should be easy to use and navigate through
- Students should be able to enroll in different classes and different queues at the same time
  - If grutoring hours occur at the same time, students should be able to queue up for multiple classes, get called at their earliest available time
  - This was a new suggestion that we hadn't thought of, but it is also high priority because we could anticipate many students desiring this functionality

Features/Recommendations of highest priority:
- Consolidate the whole grutoring process into one platform
- Having an interface that is clean and easy to use for all classes of users
- Be able to figure out a more efficient collaboration process during remote grutoring
- Collaboration
- Be able to know wait time and have proper notification systems

Summary:
- Through the meeting, we were able to obtain many requirements/features from the targeted users
- We also obtained feedback from the targeted users about potential features suggested from external source
- Web service is preferable, may want to consider building on existing product
- Want to develop an intuitive web interface that allows students and grutors to focus on their tasks without worrying about other things
- Focus on reinventing the notification system, figure out the collaboration scheme and make it an easily accessible/used product
- Focus on consolidating everything into one platform