



Team Name: A++ Tutors

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Product Idea

The Altshuler Learning Enhancement Center (A-LEC) at Southern Methodist University is an extraordinarily useful service where students of the university can go on a drop-in basis to seek tutoring for any subject. Unfortunately, the service is not user-friendly; students have to physically go to the A-LEC to see if a tutor is available for a subject. If there are no available tutors, the students have to wait at the center potentially for hours. Even if a student knows a particular tutor's schedule, there is no guarantee that the tutor will be present or available when the student arrives. Additionally, students, tutors, and parents have no easy way to view a record of a student's meetings with a tutor.

Our product, Mustang Tutors, addresses all of these issues and allows the A-LEC to more adequately utilize its potential. Each tutor will have a profile with all of his/her relevant information. Tutors will be able to check-in, providing an accurate account of their availability. Students will be able to search for available tutors who can tutor them for a class, and students can rate and review tutors who have helped them, providing the A-LEC with a form of quality control. Mustang Tutors will revolutionize the way that SMU students get help in their classes from the A-LEC.

Market Analysis

Tutortrac by *Redrock Software*

Mustang Tutors' primary competition is Tutortrac, a web based management system used in many universities nationwide that enhances a campus' tutoring facilities by drawing information from multiple sources such as the IT department and university registrar in order to incorporate information such as the classes that a student has registered in and his/her progress in those classes. This product is also capable of creating schedules and exporting them to Microsoft Outlook through iCalendar attachments, as well as managing payrolls for tutors, advisors, and writing consultants. Tutortrac has no Android app, but it provides a check in system for students using magnetic strip and barcode readers. Mustang Tutors will provide a similar system for tutors that uses the website or Android app instead of additional hardware installations.

Pricing: Initial cost to the organization of \$2500 with an estimated \$700 additional charge for each extra campus, in addition to a \$700 annual maintenance fee.

EZTutor by *GTSoft Inc.*

EZTutor is another web based tutor management system which places emphasis on executing lesson plans rather than extensively micro managing the schedules of tutors. This is seen in the various assessment tools and data it hosts. This emphasis allows EZTutor to be used for corporate training in addition to academic purposes. It is intended to be supervised by upper level institutions such as school districts and business administration as opposed to individual schools, but the intended users include students, tutors, parents, regional

management, and even attendance entry clerks. Mustang Tutors is more concerned with addressing issues with connecting college students and tutors than overseeing what is taught during tutoring sessions.

Pricing: Unlisted

TutorPanel by *TutorPanel*

TutorPanel is a third tutor management system that is intended to be used by small tutoring companies as opposed to schools or large corporations. TutorPanel's main draw is its simple scheduling and billing interfaces. It also sends out automatic lesson reminders and reports to parents but provides little to alert parents about complications on the tutor's end, as the businesses it targets are expected to be able to handle that on their own.

Pricing: [$\$20 + \$0.50 \times (\text{Average number of active students})$]/ month.

Summary

Our competitors display a common trend of promoting customizable schedules and handling the payrolls of tutors. As our target audience is college students and college tutors who work at college tutoring centers, we believe providing students with prompt notification of changes in the availability of tutors is of much higher importance than trying to improve existing management. This allows Mustang Tutors to provide a much more concise solution to this issue at a much lower price, compared to \$3000+ installations like TutorTrac.

Product Features

The General Features of our website are the things that any visitor can do when accessing our website. Once a user has created an account, he/she will begin with a Student account, which will have the functionality indicated below. A Student account can be upgraded to a Tutor account, and either a Student or Tutor account can be upgraded to an Admin account. A Tutor account is still able to function as a Student account, but it is also able to utilize the Tutor Features. Similarly, an Admin account can also function as either a Student account or a Tutor account, but it is also able to utilize the Admin Features.

General Features

- **Search for tutor:** Anyone will be able to search all the tutors registered on the website based on either the course number of the class they wish to be tutored in, the course name of the class they wish to be tutored in, or the name of a specific tutor they wish to work with. Any of these three searches will provide the student with a list of all tutors adhering to the search criteria. This feature will also be available on the Android app.
- **Create an account:** A visitor will be able to create a generic account which will have

the Student Features. That account can later be upgraded to an admin account in the database or upgraded to a tutor account with an admin's permission.

Student Features

- **View tutoring history:** Students will be able to view a tutoring history featuring all sessions they have attended with any of the tutors from the website. This history will include the name of the tutor the student worked with, the length of the session, and the course to which the session pertained.
- **Rate a tutor:** Students will be able to rate a tutor or leave a comment on the tutor's page after working with him/her. This will allow the tutors to gauge how effective they are with their students.
- **Apply to become a tutor:** Students will be able to apply to become a tutor for the A-LEC or just on this website. The student will fill out which courses he/she is equipped to tutor and what times he/she is able to work. If the student elects to apply to the A-LEC, this information will be emailed to Adreana Julander. This information will then be saved in the database, and it will be up to an administrator to approve or deny their admission to the website's tutors.

Tutor Features

- **Profile:** Every tutor will have a profile that any user of Mustang Tutors can view. The profile will include information such as the tutor's name, picture, regular work hours, classes taught, tutoring location, and current availability. It will also have the average rating given to him/her by the students this tutor has taught.
- **Check-in/out:** Tutors will be able to check-in to the system when they arrive at the A-LEC to work, so students will be able to know which tutors are there. Additionally, tutors can toggle their availability to indicate to students whether they are currently busy tutoring another student. When they leave the A-LEC, a tutor can check-out. This feature will also be available on the Android app.
- **Record meetings:** Tutors will be able to make record details of meetings (start and end time, class) that they have with students. This feature will be available on the Android app.

Admin Features

- **Upgrade student account to tutor account:** When a student applies to become a tutor, his/her information will be saved in the database. If an admin approves a tutor, then that admin can upgrade the user's account from a student account to a tutor account.
- **Edit tutor profiles:** When an admin approves a tutor, he/she also creates a profile page for that tutor on the website using the information the tutor applied with. An admin will be able to edit at any time the details on any tutor's profile. Details that can be modified include the profile picture, classes taught, regular hours, and tutoring location.
- **Enable/disable existing tutors:** An admin will be able to toggle whether an existing

tutor is currently working at the A-LEC. If a tutor were to quit, the admin would disable the tutor, and if the tutor decides to come back at a later date, the admin can just re-enable them without having to remake their profile.

Parent Features

- **View student's history:** A parent (or other authorized user) can view a student's history of tutoring sessions by providing a code he/she will receive if that student granted them access.

Android App Features

- **Search for tutor:** Anyone will be able to search all the tutors registered on the website based on either the course number of the class they wish to be tutored in, the course name of the class they wish to be tutored in, or the name of a specific tutor they wish to work with. Any of these three searches will provide the student with a list of all tutors adhere to the search criteria.
- **Check-in/out:** Tutors will be able to check-in to the system when they arrive at the A-LEC to work, so students will be able to know which tutors are there. Additionally, tutors can toggle their availability to indicate to students whether they are currently busy tutoring another student. When they leave the A-LEC, a tutor can check-out.
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Intended Users

- **Students**
 - Students who wish to find suitable academic assistance from tutors in any field of study
 - Students who wish to know when certain tutors are available for help, allowing optimal time to plan for meetings
- **Tutors**
 - Tutors who wish to broadcast their availability to potential clients
 - Tutors who wish to easily keep track of their list of clients and their meeting schedule
- **Admins**
 - Administrators who wish to manage users of the software and designate who has tutor privileges and who has only student privileges
- **Parents**
 - Parents who wish to keep track of their student's progress, making sure that tutor is attending meetings