Problem Statement

(Zeke)

Zeke is a hardworking university student who needs a personalized AI-powered tutor that would give him detailed feedback, courses and lessons suggestions, interview preparation tools and finally support subtitles in multiple bilingual languages. Because he finds traditional online classes too slow and too standardized, it failed to meet his expectations and requirements, thus limiting his growth and failing to prepare him for the real-world.

(Johnny)

Johnny is a highschool student who needs to have an AI-powered tutor that would give him lesson suggestions and create a personalized pathway for him to improve on his education. Because he finds traditional online classes too vast and broad, he feels lost and overwhelmed, and scared to choose a random online course and waste his time.

(Krishia)

Krishia is a graduated student who needs to have an AI-powered tutor that would fill the gaps of her knowledge and prepare her for the working world. Because she keeps making mistakes in her online courses and she keeps failing her interviews.

User Story

(Zeke)

As a university student who's under pressure to excel academically and prepare for the job market.

I want to use an AI-powered tutoring system to receive personalized learning paths, multilingual support, and interview preparation.

So that I can improve and develop my knowledge and skills effectively, and be confident in achieving my desired career.

(Johnny)

As a highschool student studying hard traditionally and searching for online courses.

I want to use an AI-powered tutor to generate and suggest a customized educational route.

So that I can focus on education without feeling overwhelmed or scared of wasting my time on poor quality courses.

(Krishia)

As a graduate student who's trying to reduce her mistakes and searching for a job.

I want to use an AI-powered tutor to point out and recommend ways to reduce my mistakes, and provide me tools for interview preparation.

So that I can overcome my errors and feel confident while taking an interview.

Team members

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EMPATHY MAP FOR USERS OF AI-POWERED TUTOR

Target Audience : Students and learners that learn Online(Inculding students starting from elementary to working professionals)

1 What do they Think and feel ▶ **GOAL** ◀ **2 What do they hear?**

- "I need help to stay motivated and focused."
- "I want personalized guidance to improve my skills."
- "It would be great if the system helped me prepare for real-world challenges."

- "Online learning is convenient but lacks proper feedback."
- "AI tools are helpful, but they don't truly understand individual struggles."
- "You need to focus on your weak areas."

6 Pains

- Struggles with understanding concepts due to a lack of clear feedback.
- Overwhelmed by generic course suggestions that don't align with their goals.
- Language barriers when accessing non-native content.

7 Gains

- Achieves a clear understanding of concepts through detailed feedback.
- Feels prepared for job interviews and real-world scenarios with targeted practice.
- Gains access to multilingual support and a collaborative workspace for holistic learning.

3 What do they see?

- A wide variety of online learning platforms with general, non-specific content.
- Competing students or professionals excelling with advanced tools.

4 What do they say?

- "I need clear feedback to know where I'm going wrong."
- "This platform is great for preparation but could improve in personalization."

5 What do they do?

- Seeks supplementary materials when the platform's offerings aren't enough
- Takes notes, reviews summaries, and answers practice questions.