

# TutorEase

Mobile-first platform to discover, book, and attend verified online tutoring sessions aligned to Canadian curricula.

## **Team Members:**

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**Course:** CSIS 3375 — Section 004

**Group:** 03

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## Requirements Gathering

### Purpose / Objectives for User Study

- Understand how Canadian students and parents discover and choose tutors (channels, frequency, device preferences).
- Identify key takeaways in onboarding, booking, payment, and calendar synchronization that cause drop-offs.
- Determine trust requirements (tutor verification, reviews, credentials) and information needed for confident booking.
- Measure pricing sensitivity and preferred payment models (per-session, packages, subscriptions, credits).
- Assess demand for live vs. recorded sessions and integrations (Zoom, calendar reminders).

### Choice of User Study & Target Sample

Selected approach: mixed-methods.

- Quantitative: Online survey targeted at Canadian high-school and college students and parents (Target: 80–120 responses).
- Qualitative: Semi-structured interviews with tutors and parents (6–10 participants) for deeper context and requirements.

Dual-perspective: students/parents (users) and tutors (providers) to capture supply and demand requirements.

### Draft Survey (Questions)

- 1) What is your role? (Student / Parent / Tutor)
- 2) What grade or level are you interested in? (K-12 / College / Post-secondary / Adult)
- 3) How do you currently find tutors? (Search / School / Social / Recommendation)
- 4) Which devices do you use to attend sessions? (Smartphone / Tablet / Laptop / Desktop) — choose all that apply
- 5) How important is calendar sync for bookings? (1-5 Likert)
- 6) Preferred payment model? (Per session / Subscription / Package / Free / Credits)
- 7) Preferred payment methods? (Credit/Debit, Apple Pay, Google Pay, PayPal, E-transfer)
- 8) How important is tutor verification and transparent reviews? (1-5 Likert)
- 9) How likely are you to use guest checkout vs full registration? (1-5 Likert)
- 10) Open: Biggest inconvenience when booking tutoring sessions? (free text)

11) Open: Features you'd like in a tutoring app? (free text)

#### **Interview Script (short)**

- Intro & consent: Purpose, duration, recording permission.
- Warm-up: Background, subject focus, and device usage.
- Task: 'Find and book a tutor for subject X at time Y' (think-aloud).
- Probe: Payment preferences, cancellation/rescheduling policy expectations, filtering criteria.
- Closing: Retrieve the user's overall shortcomings and desired features for a good booking system (personal views).

#### **Data Visualization & Analysis (plan)**

Analysis plan: Use descriptive statistics (mean, median) for Likert and numeric responses. Visualize categorical responses with bar charts and time/device distributions with histograms, pie chart to indicate the proportion of users. Perform thematic coding on open-ended responses to extract recurring problems and feature requests. Report sample size and response rates; compute tendency and basic dispersion measures where applicable.

#### **Insights (expected / to be updated after data collection)**

- Quick onboarding (guest + social login) will likely increase conversion.
- Calendar sync and automated reminders will reduce no-shows.
- Transparent tutor profiles and verified credentials increase trust and willingness to pay.
- Mobile-optimized checkout reduces abandonment on smartphones.

### **Requirements Generation**

#### **Personas & Scenarios**

##### **Alex — High-school Student**

Bio: 17-year-old student using smartphone for revision

Goals: Find an affordable verified tutor quickly

Problems: Complex sign-ups and missed reminders

Scenario: Searches for a math tutor, books trial via guest checkout, syncs session to calendar.

### **Joshua – College Student**

Bio: 23-year-old (third year) student using both pc and mobile to access course materials.

Goals: Seeks for a tutor that could help him with his course materials with flexible schedule.

Problem: Struggles to remember his appointments and tasks because of the heavy course loads.

Scenario: Booking sections (in advance), filtering sessions.

### **Priya — Parent**

Bio: Parent of middle-school student

Goals: Book reliable tutors and obtain receipts for reimbursement

Problems: Unclear tutor qualifications and refund policy

Scenario: Reviews tutor profiles, purchases a package, receives invoice.

### **Jordan — Tutor**

Bio: Certified tutor offering online lessons

Goals: Manage availability and payments, deliver live sessions

Problems: Manual admin for scheduling and attendance

Scenario: Publishes availability, integrates Zoom for live sessions, views registrations and earnings.

### **Requirements Generated (from personas & scenarios)**

- Must: Guest access + social login (Google, Apple).
- Must: Mobile-optimized booking and checkout with receipts/invoices.
- Must: Calendar integration with reminders, filters and timezone handling.
- Must: Tutor verification, detailed profiles, and reviews.
- Should: Zoom integration for live sessions and recording access.
- Should: In-app chatbot or support channel for booking/payment issues.
- Could: Recommendation/matching engine for tutors and students.
- Could: Tutor dashboard with attendee export and analytics.

## **Synthesis of Requirements Gathering and Generation**

Prioritized Requirements (Must → Should → Could), with third-party integration solutions proposed from the employer's meetings:

### **Must-haves:**

- Simple onboarding (guest + third party quick login).
- Robust mobile booking + payment (receipts & invoices) (Considering to use Shopify).
- Calendar sync and reminder system (Amelia plugin will handle basic calendar functions).
- Booking filtering system (Amelia Plugin).
- Tutor verification and informative profiles.
- Reliable live-session integration (Zoom) (Amelia plugin calendars combined with Zoom Webinars – Could be implemented in the “Events” section of the app).

### **Should-haves:**

- In-app chatbot/support.
- Tutor dashboard and reporting tools (Amelia plugin is capable of providing graphs and diagrams based on the performance statistics).
- Push notifications for session reminders and changes (Backend Team).

### **Could-haves:**

- Personalized recommendations and matching algorithms (Backend Team).
- Subscription/package models and promo codes (Backend Team).
- Analytics dashboard for tutors (Amelia plugin graphing functions).

### **Other Conclusions**

Design trade-offs: prioritize conversion by minimizing onboarding friction and streamlining payment flows. Privacy considerations: obtain explicit consent for calendar and social integrations and store only required data. Testing plan: run A/B tests for guest vs registered onboarding and perform cross-device payment checkout tests.

## AI Use Section

Table of AI Tools and Specific Use:

AI Tool Name (Version, Account Type)	Specific Use	Value Added / Notes
ChatGPT (GPT-5 Thinking mini, free)	Drafting requirements, editing, summarization	Accelerated drafting and consistent structure; outputs reviewed by team.
Figma AI Plugin (v1.2, trial)	Refined user flow layout and accessibility suggestions	Improved early UX wireframes and flow clarity.
Grok (v4, free)	Competitive research and UX suggestions	Provided benchmarking and feature ideas.

Value Addition: AI tools were used to speed up drafting, generate structure, and assist in UX suggestions. The team reviewed and adjusted all AI outputs.

Appendix: Full prompt history and AI-assisted drafts are stored in the project repository and will be included in the appendix folder for submission.

## Work Date / Hours Logs (Each Student)

**Mikhail Senatorov**

Date	Number of Hours	Description of work done
2025-10-10	2.5	Initial project setup and scope definition; drafted project outline.
2025-10-17	3.0	Drafted survey and interview script; competitive scan.
2025-10-21	2.0	Created personas and synthesized requirements.
2025-10-24	1.5	Validated third-party integration options (Shopify/Amelia/Zoom).
2025-10-26	2.0	Compiled requirements document draft and internal review.

## Quang Thanh Nguyen

Date	Number of Hours	Description of work done
2025-10-17	2.0	Worked on the project research and research about Amelia plugin
2025-10-21	2.0	Collaborated to determine the best personas (the best 4 has been chosen)
2025-10-24	0.5	Attended the meeting with the Employer, confirmed the key functions of Amelia that could be implemented in the project.
2025-10-24	3.5	Finishing up researches about Amelia and other plugin, provided a draft of the third party integration options.
2025-10-28	1.5	Final touches to the documents, and merge our parts.

## Closing & References

Henry, M., & Writer, C. X. (2024, March 4). *Likert Scale Best Practices & Use Cases* | InMoment. Inmoment.com. <https://inmoment.com/blog/likert-scale/>

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