Here is a walkthrough of Platform process:

# A)

Option 1)

Tutor Search:

1. Student goes to tutors’ page.
   1. At this stage student’s wallet amount is not Important. However, if student wants to fill or subscribe please refer to section [C](#_C)).
2. Student enters a subject/topic he wants to learn, provides a simple description and clicks search.
3. System searches for all available tutors in the system for that specific subject and show student with a list of tutors.
4. Student can view the details of any of these tutors and contact them via sending them a message.
5. Student can request a class or written lesson from that teacher after providing the description for his problem and schedule a class.
   1. At this stage, the system checks if student have enough fund to make the requested session. if user didn’t have enough fund will redirect or ask him to charge the account either with plans or as you go. Then when and during the student have the enough fund he can book a session. but fund will be taken once confirmed from the tutor.
      1. I’m going to provide screens for: Reviewing the “ORDER” which is the details of the session and the price required like the example below:
      2. A screenshot of a social media post

         Description automatically generated
6. Tutor receives the lesson/written request and review that it is the same as agreed upon via messages, then CONFIRM or REJECT. Tutor can contacts the student if needed.
   1. In case, tutor confirm the request then AMOUNT will be DEDCUTED Please refer to section [B)](#_B)) which explain how the charging process would go.
   2. In case, user paid from credit card and tutor rejected the request, then student wallet should be refunded with the respective amount that they paid. Also refer to section [B)](#_B)) which explain how refunds work to wallet.
      1. In any case students shall receive email of the status of it is class ORDER shows Confirmed or Cancelled Like the example below:
      2. A screenshot of a cell phone

         Description automatically generated
7. All classes, Live or Written are charged in per minute nature.

Option 2)

Post a problem:

1. Student post a problem regarding a specific subject.
2. All tutors RELATED to that subject.
3. Intersted tutor on helping with the problem will contact students with their BID OR OFFERS.
4. Students reviews all OFFERES, if want to pursue with one then same process of No.5 in Section [A)](#_A)) will happen.

# B)

1. Live Session ( BRAINCERT)

The system is Escrow one, so we suggest the following:

say a tutor has agreed with a student to start a Session for 60 mins.

Case1: The student finishes 60 minutes.

Case 2: Student completes only 40 minutes (as an example)

How should the website do the deducting and transferring functionality:

(note all this start after Session begin; not before)

* First student books the 60 mins session, he’s Wallet or Credit card is deducted
* money deducted is saved in ChillLearn (ESCROW account) temporarily until the Session ends.
* Session starts
* The website calculates the completed minutes of the Session.
* Session ends
* After that, transfer procedure start and money transfers accordingly to tutor or student account

-------------------//Pseudo code starts here------------------

Please change variables to the ones you are already using; these are just to make it clear.

-//to keep track of how much time is completed after the Session is over

completed\_mins;

//how many minutes have been booked (in this case 60 minutes)

booked\_mins;

//the total amount paid for 60 mins

Amount;

//number of hours completed in the session

num\_hours;

//how much each minute worth (according to package or plan of the student)

minute\_cash;

//case1

If (student completes booked hours) // if (completed\_mins == booked\_mins)

tutor\_amount = 80 *num\_hours ;(flat rate for tutors*number of session completed hrs))

amount = amount - tutor\_amount;

transfer(tutor\_amount, tutor\_account);

tranfer(amount, ChillLearn\_account);

//case2

Else if (completed\_mins < booked\_mins)

new\_amount = completed\_mins \* minute\_cash;

amount = amount - new\_amount; //refund to student Wallet

tutor\_amount = 80 *num\_hours (flat rate for tutors*number of session completed hrs))

new\_amount = new\_amount - tutor\_amount; //to ChillLearn

transfer(tutor\_amount, tutor\_account);

transfer(new\_amount, ChillLearn\_account);

transfer(amount, student\_account);

I think this should eliminate the new button which you created to request a refund. Kindly provide your inputs for each. And any suggestions for code improvements.

Please let me know your inputs.

1. Written Session
   1. Students share the issue via messages with the tutor.
   2. Tutor review the problem from the student attachment.
   3. Reply to student with the time needed to solve the issue AND when will be submitting it as well. for example 2 hours is needed to be charged and will submit the solution in three days.
   4. Student can request a class or written lesson from that teacher after providing the description for his problem and schedule a written session that is due in three days and pay for 2 hours that the tutor requested.
      1. At this stage, system must check if student have enough funds. If so he/she should be allowed to do this action. If not, then must fill the wallet or subscribe to one of ChillLearn Plans that provide free hours.
   5. Tutor receives the written session request and review that it is the same as agreed upon via messages, then CONFIRM or REJECT. Tutor can contact the student if needed.
      1. In case, tutor confirm the request then Please refer to section [B)](#_B)) which explain how the charging process would go.
      2. In case, tutor rejected the request, then student wallet should be refunded with the respective amount that they paid. Also refer to section [B)](#_B)) which explain how refunds work to wallet.
         1. In any case students shall receive email of the status of it is class ORDER shows Confirmed or Cancelled.

# C)

Well, basically we will have the following. PLEASE READ CAREFULLY.

Option 1:

Student subscribe to one of our plans: Initially, we are proposing three to four plans:

Plan 1 (Monthly): The student pays 1200 SAR and gets 12 hours included. Then if students want extra any extra hour will get a 37.5% discount and the hour will cost 100 SAR.

Plan 2(Monthly): The student pays 600 SAR and gets 5 hours included. Then if students want extra any extra hour will get 25% discount and the hour will cost 120 SAR

Plan 3 ( BI-Weekly): The student pays 420 SAR and gets 3 hours included. Then if students want extra any extra hour will get 12.5% discount and the hour will cost 140 SAR

Plan ( PAY AS YOU GO): One hour will cost the student 160 SAR.

NOW, if the student is desiring the buy HOURS, the price will be respectively to their plan rate. Any hour bought during the subscription period shall remain regardless of the subscription period. However, the discounted rate shall expire at the end of the plan.

OPTION 2:

Buying hours: BASED ON STUDENT PLAN, PRICES OF HOURS will be determined.

WE will make it as hours wallet if students purchase X hours it will remain in their wallet for X period that we determine later.

PLEASE NOTE: All the given numbers must be flexible and able to change from the ADMIN. Such as adding new plan, changing the discounted amount ETC, WE WANT FULL CONTROL OVER IT

Please advise if there is something is not clear.

THANKS.

Are we going to set up separate rates for each tutor and/or each subject?

Tutors' rates are going to be unified. We are not allowing tutors to set rates.

Well, the plan is to do as Chegg doing, but I'm not sure if that will feasible. So your opinion matters.

Chegg charges the same amount to all subjects. But once we are in the market we can see if this is the best approach or rates on subjects is better.

1. Wouldn't it be better if we just set rates for each subject and not tutor, in this case, we will have the same rate for all teachers teaching the same subject?

I can see the validity of this approach, but this may make us biased towards some subjects. So could you please tell me with an example of how we would make some subjects higher than others? Would it not be unfair? I do know some topics teaching efforts are greater than others but is it up to me to decide?

So what I would suggest, for now, we unify all rates, but at the same time, we consider the approach you suggested as pseudocode OR hidden. Once we are in the market and saw changes to this approach it better we can easily change to it.

I hope I'm clear, please share your inputs/ opinions.

# D)

First Phase, focus on following points:

1. Class creation
2. Student can schedule class
   1. Wait for tutor approval.
3. Edit the class
   1. Conditional upon tutor approval and vice versa.
4. Student can join the class
5. Student can request if there is any schedule change
6. And for payment you need to get the attendance report after the class to see who attended the class and for how long so you can deduct the money accordingly for pay as you go. Please refer to Section [B)](#_B))