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TutorLink Tutoring App: Consolidated Feature Specification

TutorLink is a tutoring platform connecting students and tutors directly. Tutors subscribe monthly to appear in search results and contact students. Students can browse tutors, chat, and rate lessons. Payments and lesson coordination happen outside the app

1. Overview and Platform

TutorLink is a direct-to-tutor platform where tutors pay for a subscription to showcase their services and connect with students, and students browse, chat, and rate lessons.

- **Platform:** Flutter (Android + iOS).
 - **Interface:** Clean, responsive, and user-friendly UI.
 - **Bilingual:** Supports Arabic & English (fully RTL-compatible) with an in-app language switch option.
 - **Monetization:** Subscription for tutors (1 month, 3 months, and 12 months).
 - **Lesson Coordination:** The app does not manage payments or lessons; coordination happens directly between the student and tutor outside the app.
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2. User Roles and Accounts

The app supports three main user roles: **Student**, **Tutor**, and **Admin**.

Student Account Features

- **Registration/Login:** Sign up using a **Google account** or via **phone number/email** and basic details. Students accept terms and privacy policy upon registration.
- **Profile:** Simple profile including Full Name, Grade, Area, email, and phone number.
- **Interaction:** View tutor profiles, search for tutors using filters, and chat directly with tutors through the in-app messaging system.
- **Management:** Save tutors to a **favorites list**.
- **Safety:** Can **block/report** users directly, with optional reasons, and file **complaints** directly to admin through a complaint form with optional attachments.

Tutor Account Features

- **Registration/Login:** Sign up using a **Google account** or via **phone number/email**. Tutors accept terms and privacy policy upon registration.

- **Verification:** Must **upload a valid ID** (National ID, Passport, or Driver's License) for verification. Account requires **admin approval** before becoming active. Admins can approve, reject, or request additional proof. Verified tutors display a badge on their profile.
- **Subscription:** Must pay for **subscription** to appear in search results and interact with students.
- **Dashboard:** Tutors have a dashboard showing Profile views count, Subscription status, Admin notifications, and Session History.
- **Safety:** Can **block** a student from chatting with them and submit **complaints** against students/inappropriate student behavior.

Tutor Public Profile Details

Tutors create a detailed profile. Changes await admin review before publication.

Field	Visibility	Description
Full Name + Gender	Public	Displayed to students.
Profile Picture	Public	Displayed to students.
Introductory Video	Optional/Public	Must be MP4 format, up to 50 MB, and 1 minute long (Premium feature).
Bio / About Me	Optional/Public	Optional self-introduction text/section.
Subjects & Grades	Public	Subjects and grade levels taught.
Teaching Type	Public	In-person or Online.
Area (City / Region)	Public	Location/Area of teaching.
Hourly Rate	Public	"Starting from..." rate to account for grade differences.

Field	Visibility	Description
Years of Experience	Public	Years of experience.
Average Rating	Public	Average rating from stars only (1-5 stars).
ID, Phone, Email, Address	Admin Only	Encrypted data for admin and verification purposes.

3. Subscriptions and Pricing

Pricing

Tutors are required to have a subscription to be visible and interactive. **Prices are determined by the admin.**

Plan	Duration	Suggested Price
Monthly	1 month	\$10
Quarterly	3 months	\$27 (10% off)
Yearly	12 months	\$96 (20% off)

Payment Methods

The admin can enable or disable these methods.

- **Credit Card Payments**

- Auto-renew by default
- Email + in-app reminders before renewal (7, 3, 1 days)
- Auto-cancel if payment fails 3 times
- Invoice stored in tutor account

- **Wish Money Payments**

- Wish Money API:** Payments can be made via integrated gateway Whish Money

- B. **Manual 'Wish Money' Agent** : Payments can be made manually via Wish Money agents but the Tutor must specify full name and phone number to be mentioned in the note area at the agent then:
1. Admin dashboard shows “Pending Wish Payment” queue
 2. Admin approves/rejects
 3. Subscription activates immediately when approved
- **Refunds:** Refunds and disputes are handled through admin within 3 days of request.
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4. Search and Discovery

Students can find tutors using a search bar and a detailed set of filters.

- **Search Filters:** Subject, Grade level, Area/location, Teaching type (In-person/Online), Gender, Price/Hourly rate (Min – Max).
 - **Ranking:** Considers **relevance, rating, and proximity**. A **rotation system** ensures fairness and visibility for all tutors.
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5. Interaction and Communication

In-App Chat

- **Basic Tutor:** Can **only respond** to messages initiated by a student.
- **Monitoring:** All messages are monitored for spam or abuse using automated filters.

Tutor Proactive Chat

Tutors have access to a section called “**Interested Students**”.

- **Students Displayed:** This section displays students who interacted with the tutor's profile in one of the following ways: **visited the tutor’s profile**, **searched** for a subject/grade that the tutor teaches, or **marked the tutor as "interested"**.
 - **Student Info Tutors See:** Student first name, grade level, and city or area.
 - **Privacy Rules:** Tutors **cannot see student phone numbers**.
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6. Lesson Management and Rating

Lesson Completion & Rating

- **Connection Started:** A connection is considered started when a student sends the first in-app message to the tutor.
- **Completion:** Tutor can mark a lesson as **‘Completed’** once finished. The ‘Mark Lesson as Completed’ button appears on the tutor’s side of the chat screen. Tutors should be informed that marking lessons helps improve lesson analytics, boosts their visibility in search results, and supports a more accurate rating process.
- **Tutor Summary:** The tutor can add a short lesson summary or write a brief description/title of the lesson taken after completion.
- **Rating Prompt:** Once marked completed, student is prompted to rate the tutor (it is required).
- **Rating System:** Students rate tutors from **1 to 5 stars**. Ratings are linked to verified lessons only. Ratings are star-based only (no public comments). Ratings include no public written comments visible to students; text feedback is admin-only.
- **History:** The lesson summary and rating are saved to the session history, viewable by the tutor.

Complaints System

- **Internal System:** Students and tutors can file complaints against the other party using a simple internal form (type + description). Students can include optional attachments.
 - **Review:** Admins review complaints within 3 days and can warn, suspend, or remove tutors based on evidence.
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7. Admin Panel (Web)

The Admin Panel is a web-based system for managing the application.

- **Dashboard includes:** Tutor verification queue, Payment confirmation queue, Complaint management queue, and Analytics/user statistics (active tutors, payments, churn, and engagement).
- **User Management:** Admins can edit or remove any user profile, manage student and tutor accounts (deactivate, renew, upgrade), and block accounts.
- **Verification & Approval:** Manage the Tutor verification queue and manually approve accounts. The admin has an option to make account approval automatic.
- **Payment & Subscription:** Enable/disable Payment methods, manage the Payment confirmation queue, track subscriptions, and set the pricing.
- **Complaint Management:** Review and resolve the Complaint management queue.
- **Analytics & Reporting:** System tracks: active users, conversion rates, average session ratings, churn rate, and complaint categories. Reports are generated weekly for admin

insight and continuous improvement. Ability to export/download advanced statistics for the whole app, revenue reports, monthly user growth, active tutors, student accounts, top tutors, and show users of a specific area.

- **Communication:** Send notifications (messages, subscription alerts) to all subscriptions or to specific ones.
 - **Accountability:** All actions are logged for accountability.
 - **Manage the short news updates:**
 - **Add, Edit, and Delete** short news items.
 - **Field Inputs:**
 - **Text:** Maximum 250 characters.
 - **Breaking News Toggle:** Option to mark the item as 'Breaking News' for immediate push notification.
 - **Timestamp:** Auto-generated upon creation.
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8. Security and Accessibility

- **Data Security:** All communication uses **HTTPS/TLS encryption**. Sensitive data (phone, ID, email) is **encrypted at rest**. All personal data is securely stored.
 - **Abuse Prevention:** All messages are monitored for spam or abuse using automated filters. Rate limiting is enforced on login and messaging to prevent spam.
 - **Accessibility & Localization:** Supports both English and Arabic with proper text alignment and layout mirroring.
 - **Logs and Backups:** Activity logs are maintained for disputes. Daily backups and uptime target: 99%. Full privacy and retention policy applies to all stored data.
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9. News Section (Short Updates) Specification

Overview and UI

- A dedicated **News tab** will be added to the mobile application.
- The UI is a simple list view for quick reading.
- **No images, no long text, and no article pages.**
- A small badge should appear on the News tab when new items are available.

News Feed Display

The news feed will display short, education-related updates in **reverse chronological order**.

- **Each item must contain:**
 - Short text (max 250 characters).
 - Timestamp.

- Optional: Small icon or tag (e.g., “Education”, “Update”, “Alert”).

User Actions

- **Copy:** Copies the news text to the clipboard.
- **Share:** Opens the native share sheet to share the news text via third-party applications.

Notifications (Breaking News)

- The Admin Panel must have an option to mark any news item as **Breaking News**.
- When marked as breaking, an **immediate push notification** must be sent to all users.
- Tapping the push notification will open the **News tab** directly.

Admin Panel Feature

Admins must have the ability to manage the short news updates:

- **Add, Edit, and Delete** short news items.
- **Field Inputs:**
 - **Text:** Maximum 250 characters.
 - **Breaking News Toggle:** Option to mark the item as 'Breaking News'.
 - **Timestamp:** Auto-generated upon creation.