

**MILESTONE-1**

**Course Title:**Human Computer Interaction

**Course Code:** CSE 4451

**Submitted to**

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**Problem Statement:**

Student's parents must deal with the problem of not being able to find a tutor for their child and tutors also face problems finding students. Our solution allows them to connect with the best tutor for their child via an online platform. Guardians can post tutor requirements and their location in our system.

**Our Target User Group:** Parents/Students, and & Tutors.

**Problems that the user group might face:**

According to the National Center for Education Statistics [1]. the demand for tutor ing services has been steadily increasing in recent years, with a strong emphasis on K-12 education [1]. As academic expectations rise, parents frequently seek addi tional educational support for their children, making tutoring services a valuable resource. Parents may struggle to find qualified and trustworthy tutors for their children in their local area. For parents who are often juggling multiple responsibil ities, manually searching for suitable tutors can be time-consuming and over whelming [2]. Parents may face difficulties evaluating potential tutors' qualifica tions and credentials, leading to uncertainty about the quality of instruction their child will receive [3]. Similarly, tutors may have expertise and a desire to help stu dents, but they may struggle to find students who require their services.Tutors may face fluctuations in demand, making it difficult to maintain a stable in come[3].Many tutors rely on traditional, inefficient methods of advertising their services, such as flyers and local listings, which can limit their reach.[3]

**Reference Paper:**

1. Meho LI. The gender gap in highly prestigious international research awards, 2001–2020. Quanti tative Science Studies. 2021 Nov 5;2(3):976-89.

2. Anfara Jr VA, Mertens SB. Varieties of parent involvement in schooling. Middle school journal. 2008 Jan 1;39(3):58-64.

3. Deming DJ, Goldin C, Katz LF, Yuchtman N. Can online learning bend the higher education cost curve. American Economic Review. 2015 May 1;105(5):496-501.

**Research Method:**

We are using “Interview” research method for our data collection because Inter views allow us to delve deeply into the experiences, perspectives, and challenges of both parents and tutors. It is an effective way to gather in-depth and qualitative information about the challenges faced by both students' parents and tutors in the process of finding each other, as well as their experiences with the solution we are proposing.

**Reaching out to target user group:**

To reach our target user groups, we collaborated with schools, colleges, and educa tional institutions, as well as utilized social media platforms.

**Demographics of Participants:**

| **Participant-1(Parent)** | **Age:** 40  **Gender**: Female  **Occupation:** Nurse  **Hobby**: Gardening |
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| **Participant-2(Parent)** | **Age:** 38  **Gender:** Male  **Occupation:** Businessman  **Hobby:** Watching TV |
| **Participant-3(Parent)** | **Age: 4**5  **Gender:** Female  **Occupation:** House-wife  **Hobby:** Travelling |
| **Participant-4(Tutor)** | **Age:**35  **Gender:** Male  **Occupation:** Accountant  **Hobby:** Cooking |

| **Participant-5(Tutor)** | **Age:** 23  **Gender:** Female  **Occupation:** Undergrade CSE Student **Hobby:** Painting |
| --- | --- |
| **Participant-6(Tutor)** | **Age:** 22  **Gender:** Male  **Occupation:** Undergrade BBA Student **Hobby:** Singing |
| **Participant-7(Tutor)** | **Age:** 20  **Gender:** Female  **Occupation:** Undergrade EEE Student **Hobby:** Writing |
| **Participant-8(Tutor)** | **Age:** 24  **Gender:** Male  **Occupation:** Undergrade Math Student **Hobby:** Gaming |

**Type of Data:**

We collected qualitative data. We can ask open-ended questions to collect rich and detailed information that might not be obtainable through quantitative methods. We gathered qualitative data to understand the challenges faced by parents and tu tors, as well as their experiences and needs in finding suitable tutoring services.

**Recording of collected data:**

As we interviewed of our users, we collected our data through audio recording of the interview session on our phone. Besides, we took hand notes of our interviews with parents and tutors.

**Challenges we faced during data collection:**

We collected our data through interview method. Though it is an effective method, we faced some problems while collecting data. Most of the participants were not willing to give interview as it is a time-consuming process. We have to convinced them. Participants were uncomfortable to share certain experiences which could help us to find the problem more effectively.

**Mention the final insights that you gained from the affinity diagram.**

✓ Search Method for Guardian

✓ Advertisement Method for Getting Tuition (As a Tutor)

✓ Benefits of their current approach (as a Parent/student and as a Tutor) ✓ Facing all Obstacles of their current approach (as a Parent/student and as a Tutor)

✓ Need for a collaborative platform (for Parent/student and tutor)

**What did you find out that you didn't already know?**

**Parents/Students:** We discovered that many parents depend heavily on referrals from other parents, friends, and family. Furthermore, they frequently face the un predictability of tutor quality and scheduling issues.

**Tutors:** Tutors frequently face competition on online platforms, and the preva lence of fake posts or fraudulent advertisements is a major impediment. They ex press their desire to communicate more effectively with parents/students and man age their schedules.

**What did you confirm that you suspected**?

**Parents/Students:** The interviews confirmed the assumption that parents value recommendations from reliable sources and want a more streamlined process for finding qualified tutors. It was also confirmed that a centralized platform was re quired to address tutor quality and scheduling concerns.

**Tutors:** The interviews confirmed the suspicion that tutors face difficulties effec tively advertising and marketing their services. The desire to connect with par ents/students based on their specific subjects and skills was also expressed.

**You have already created an affinity diagram on Miro, please share the link again with this report.**

▪ **Link:** https://miro.com/app/board/uXjVNfrrTzk=/

**Presona-1:**

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**Presona-2:**

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**Scenario (Based on our problem statement):**

Amy has been advertising her tutoring services through various channels due to her passion for teaching. But market competition and the difficulty in connecting with the right students, she is looking for a more effective solution. Amy established an online presence through a personal website, showcasing her qualifications, and sharing engaging posts on social media platforms. She also collaborates with local schools and relies on word-of-mouth recommendations to promote her tutoring ser vices. Connecting with students who truly require her expertise becomes a difficult task, leading to frustration. Amy expresses her desire for a more efficient solution in this frame. She envisions a platform that will enable her to reach a larger audi ence of students and parents who are actively looking for tutors. She imagines that the ideal platform would allow her to successfully showcase her qualifications and teaching style. Amy uses proposes a platform that connects students and tutors based on their needs. She envisions a tool that not only saves her time by handling scheduling and availability efficiently but also sends notifications to potential stu dents who are actively looking for tutoring services.

**Storyboard (Based on our problem statement):**

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