Project Description

Overview
ServiceHub is a peer-to-peer marketplace web application designed specifically for college students to exchange services within their campus community. The platform connects students who need help with various tasks to students who can provide those services, creating a trusted ecosystem for campus commerce.Problem Statement

College students frequently need services like tutoring, moving assistance, tech support, and photography, but existing platforms like Craigslist or TaskRabbit aren't tailored to campus communities. Students need:

- A trusted platform where all users are verified students
- Affordable rates from fellow students rather than professional services
- Convenience of finding help within their campus community
- Flexibility to both offer and request services based on their skills and needs

Solution
ServiceHub addresses these needs by providing a student-only marketplace where users can:

- Discover services through intuitive search and filtering by category, school, and price
- Create listings to offer their skills and earn money
- Review providers to build trust and reputation within the community
- Connect directly with service providers via email
- Browse confidently with verified student accounts and transparent ratings

Target Audience
- Primary: College students (undergraduate and graduate) aged 18-30
- Geographic Focus: Boston-area universities (Northeastern, BU, MIT, Harvard, BC, Tufts, UMass Boston, Berklee)
- Use Cases: Both service seekers and service providers

Core Features
- Service Discovery: Search and filter services by keyword, category, school location, and price range
- Service Management: Create, update, and delete service listings
- Review System: Leave ratings and written reviews for services used
- User Authentication: Secure registration and login with session management
- Profile Dashboard: View and manage your own service listings
- Responsive Design: Mobile-friendly interface for on-the-go access

User Personas

<u>Persona 1: Sarah</u>

Demographics:
- 20 years old, Junior, Business major at Northeastern University
- Lives on-campus, busy with classes and part-time co-op

Goals:
- Find a qualified statistics tutor familiar with NEU curriculum
- Pay no more than $30/hour
- Get help from someone who recently took the same course

<u>"Persona 2: Marcus</u>

Demographics<u>:</u>
- 22 years old, Senior, Computer Science major at MIT
- Lives off-campus, skilled developer looking for flexible income

<u>Goals:</u>
- Earn money doing tech support and web development
- Build reputation through student reviews
- Work flexibly around his course schedule
- Showcase skills to future employers

<u>Persona 3: David</u>

Demographics:
- 18 years old, Freshman, Engineering major at Northeastern
- First time living away from home, on-campus dorm

Goals:
- Get help with practical tasks quickly and affordably
- Find trustworthy fellow students for help
- Stay within his tight freshman budget
- Feel safe having people come to his dorm

User Stories

Story 1: Finding the Right Tutor
As Sarah, a business student struggling with statistics, I want to search for tutors who specialize in my exact course so that I can find someone who knows the material and my professor's teaching style.

Scenario:
Sarah has a statistics midterm in two weeks. She searches "statistics tutoring" on ServiceHub, filters by Northeastern and $30/hour max. She finds a tutor with 4.8 stars and reads reviews mentioning her exact course and professor. She emails the tutor and books a session for Thursday.

Acceptance Criteria:
- Search returns relevant results
- Can filter by school and price
- Reviews show on service detail page
- Provider email is clickable

Story 2: Earning Money with Tech Skills

As Marcus, a CS student, I want to create service listings for my tech skills so that I can earn extra money while building my portfolio.

Scenario:
Marcus creates a listing for "iPhone Screen Repair" at $35/hour. Three students contact him via email, he fixes their phones, and they leave 5-star reviews. By month's end, he's earned $280 with a 5.0-star rating and creates additional listings for web development and tutoring.

Acceptance Criteria:
- Must be logged in to create services
- Form includes all necessary fields
- Service appears immediately after creation
- Can manage listings in "My Listings" page

Story 3: Making an Informed Decision

As David, a freshman needing furniture assembly, I want to read reviews from other students so that I can choose a reliable provider.
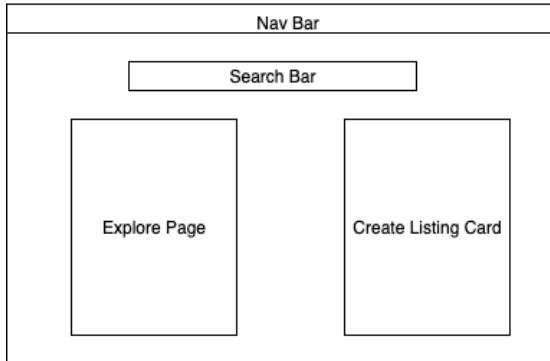
Scenario:
David searches "furniture assembly" and finds a service with 4.8 stars. He reads 11 reviews praising the provider's speed and efficiency, including one from his same dorm. Confident in the choice, he emails to book for Saturday. After the assembly, he leaves a 5-star review.
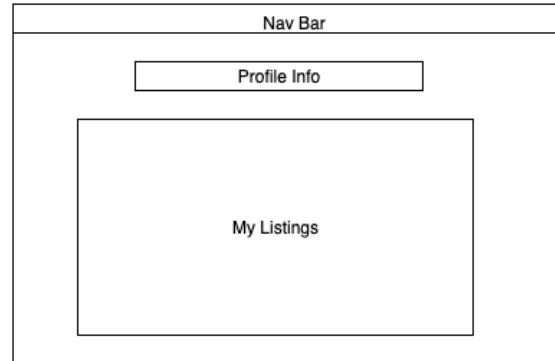
Acceptance Criteria:
- Service cards show ratings and review count
- Reviews display on detail page with dates
- Can leave review when logged in
- Rating updates immediately after review submission

Wireframes

Homepage

Nav Bar

Search Bar

Explore Page	Create Listing Card

My Listings Page

Nav Bar

Profile Info

My Listings

Service Card

Service Name	Rating

Service Information
Reviews

Leave a review