

We have conducted a survey that was sent out to the entire campus. Our responses were majorly UG-2 students with a small percentage comprising of UG-3 students.

The survey we conducted had the following *important* questions:

- 1) How often do you tutor other?
- 2) How often are you tutored by a peer?
- 3) How often are you tutored by a **senior**?
- 4) How often do you approach the FLAME Q Centre or the FLAME Writing Centre for support?
- 5) Would you use a centralised system of peer tutoring, like the existing Centres?
- 6) Would you want a single platform for peer tutoring for all subjects?
- 7) How likely are you to be a tutor if a platform were to open up?
- 8) Would you mind receiving notifications for tutoring help on your email?
- 9) Any additional inputs?

Every single question, except the 9th one was responded on the ordinal scale. The options provided were between 1 and 5 (integers and inclusive). They were labelled in terms of frequency or likelihood of performing an action. We will be attaching the form that the respondents received below and the responses.

We received 50 responses to the above survey. We had a slightly positive reception to questions **5, 6, 7**; with their averages being **3.06, 3.56, 3.48**, respectively. This shows a want for a service that centralises and/or eases the ways to find a peer tutor.

The pre-existing solutions for the above problem, namely, Writing Centre and Q Centre have left the students at FLAME University dissatisfied with the average response to question **4** being **1.2**. This could be because of two reasons:

- An aversion to formality and bureaucracy that comes with them being inherently institutional
- Students do not want to make use of an external peer tutor system

We are going to move forward under the assumption that it is the previous assumption and continue developing our app.

The learnings we have garnered from the above survey is that students at FLAME rarely approach seniors for academic help; the average response to question 3 being **1.42**; our app aims to break down the artificial and natural barriers that exist which cause this behavioural pattern.

We had operated under the assumption that email push notifications would not be well-received, however question 7 had an average response of **3.6**, which leads us to believe that email notifications are favoured by our respondents on average.

We conducted a group interview with three students from the batch of UG-2. These interviews were conducted to expand the survey responses upon question 9 and gain a more nuanced understanding of what the users prefer and would not like to see in our applications.

The interviews expanded upon their experiences of peer tutoring and asked them what they meant; there seems to be a misunderstanding between what we intend by the term 'peer tutoring' and what our respondents thought of. They seemed to think of peer tutoring as a solely formal affair, which is not how we want to position our app. Moreover, we also asked them about incentives to tutor; this was brought up as there were multiple instances in the survey that referenced this as an answer to question 9. The interviewees were enthusiastic about the incentives being food provided during the session by the peer, this would work as an ice-breaker and would be affordable (and who doesn't like a simple vada pav).

One interesting feature that came up in the interview was the integration of an existing chat app (like Whatsapp) to send notifications instead of e-mails in the long-run.

The interviewees were very receptive about Google Calendar integration with the app, the idea being that a user's free times would auto-populate after pulling their free hours from the calendar from a set time. There doesn't seem to be any concerns about

privacy even after I explicitly asked. However, one of the respondents did not want their contact details to be publicly shared.

Another comparison that got brought up and met with unanimous approval was a cosmetic feature that mimicked current dating apps, where one 'matches' with their peers, this would help with the positioning of peer tutoring being informal.

User Stories

As a user,

I want integration with Google Calendar,

so that I don't have to manually fill all the times I am free.

.....
As a user,

I don't want my contact details to be public,

so that I don't get spammed by malicious users.

.....
As a college student,

I would like incentives for tutoring,

so that I can save some money while tutoring.

.....
As a student,

I want the 'matching' animation,

so that the tutoring sessions don't come off as too formal.

.....
As a user,

I would like a rating system,

so that it is easier to 'match' with the correct tutor.