**Personae and main Use Cases**

The following summarizes the two main types of personae and describes the main use cases of Fuldemy application

* **Student (Learner)**

**Header**

Name: Peter John

Summary quote: “Wanted to take tuition in those subjects in which he

feels that he is not able to catch up”

**General Characteristics**

**Personal Background**

* Age: 25
* Gender: Male
* Marital Status: Married
* University: Hochschule Fulda
* Course: GDSD
* Education: Master

**User Environment**

* **Most of the time:** Busy with job and family
* **Devices:** Laptop

**Psychographics**

* Peter wanted to invest less time in revising concepts related to one course
* He wanted to get an expert opinion on perplexing topics in a course
* He wanted to get hands-on experience along with learning the concepts

**Pain Points**

* It is difficult to grasp the concepts taught in class and cover it all by himself after school hours
* It is cumbersome to find the right resources for a stubborn topic on the internet when preparing for exams
* A lack of guidance throughout the course is like finding his path through darkness

**End Goal(s)**

|  |  |
| --- | --- |
| **Goals** | **Motivators** |
| **To clear the concepts** | To learn from an expert which solves queries regarding a particular topic in a course |
| **To invest the least time on learning a new concept** | To spend the least time possible in learning a new concept |
| **To solve practice questions** | To solve exercises in preparation for exams and discuss the solutions with an expert |

**Scenario**

I am married and am parallelly working and studying. At times, it is difficult to make time for studies let alone search for the appropriate resources over the internet for perplexing topics. Even if I do find them, I still have never-ending queries in my mind. Hence, an affordably one-to-one tutoring service that would save me time would be indispensable. Having an expert opinion on certain ambiguous topics would be paramount in my learning.

* **Tutor (Expert in a specific field)**

**Header**

Name: Alexander Mark

Summary quote: “I would love to offer private tutoring sessions to struggling students while earning some bucks”

**Demographic Information**

**Personal Background**

* Age: 27
* Gender: Male
* Marital Status: Single
* University: Hochschule Fulda
* Education: Masters in computer science

**Professional Background**

**Job:** Full-time job as a Machine Learning researcher in Hochschule Fulda

**User Environment**

* **Most of the time:** At work
* **Devices:** Laptops

**Psychographics**

* Alexander wanted to earn some extra money while providing online tutoring
* He has extra time in the office in which he wanted to do something productive

**Pain Point**

* Alexander is unable to find a suitable website which provides tutoring services on school or regional level
* In in available tutoring services, the competition is very high and it is fruitless to attract students or customers
* Alexander needs a platform at the university level

**End Goal(s)**

|  |  |
| --- | --- |
| **Goals** | **Motivators** |
| **To earn extra money** | To give lectures to students in his free time during the office, and to earn extra money |

**Scenario**

Alexander is an expert in Machine Learning, and he knows exactly how a beginner struggles in this subject. Since he knows the basics very well and he has enough time in his office hours, he wants to extend his love of teaching and earn some extra money as a bonus. He is interested in giving personal sessions to students of Hochschule Fulda who are struggling in this course.

**Use Cases**

Diagram

Description automatically generated

Use Case Diagram

**List of use cases**

* Login
* Sign Up
* Searching Tutors
* Search based on Views
* Search based on Earnings
* Search based on the hourly rate
* Posting a request by a student
* Display guidelines for Sign Up Process
* Request tutoring Services
* One-to-one Session between Student and Tutor
* Give Feedback
* Support feature for student
* Create profile
* Delete profile
* Monitoring
* Messaging between Student and Tutor

**Main Use Cases**

* **Support Feature**

Students can benefit from the Support Feature which will be available from 8 am to 8 pm. If the students’ desired teacher is not available at any particular moment, they can send the request to support staff which will answer the query at the earliest. In this way, the students need not wait for their tutor to log in and answer the query, especially when time is a concern

* **Give Feedback**

Students can give feedback to their respective teacher/tutor from whom they avail assistance. This feedback helps other students to pick tutors. This is the main tool for maintaining the quality of tutoring services offered on the website

* **Post a request for tutoring**

They can choose a specific subject in which they need help and post a request on the platform. This request will be live once the admin approves it. This is necessary to ensure that students do not post inappropriate or duplicate content.

* **Messaging**

The in-site messaging tool facilitates the interaction between students and tutors without the need for third party tools. The conversation will be saved and visible at anytime.