**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.

* **Admin**

**Header**

Name: Junaid

Summary Quote: “I want to manage the content displayed on the website in a very simple manner”

**Demographic Information**

**Personal Background**

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

**Professional Background**

**Job:** Full-time job in the admin office at Fulda University of Applied Science

**User Environment**

* **Most of the time:** in the office
* **Devices:** Laptops

**Psychographics**

* Junaid is very good at filtering content on websites, as he has been in this job for 5 years
* He is currently working in the admin office and currently also responsible for the content approval of the Hochschule Website

**End Goal(s)**

|  |  |
| --- | --- |
| **Goals** | **Motivators** |
| **To earn extra money** | He wants to earn some extra money by providing his duties of administrator of the website |

**Scenario**

Junaid is already working in the admin department of the university, and he is an expert in checking and approving the content which has been displayed on the Hochschule website as well as notice boards, he makes sure that something which is not acceptable for Hochschule is not displayed on notice boards or the main website. He has some free time during his job and wanted to earn some money while providing administration to such a website which also needs to double-check the content that is going to upload on the website.

**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.

* **Monitoring & Approval**

Admin will monitor the changes in the profile of tutor done by him/her after the profile is approved. For example, If the tutor wanted to update his resume or cv which is to be displayed on his/her profile then first it will be approved by the admin and after that, it will be available for the public to see it. This use case is very important to maintain and allow only study-related content on the website.

**Functional Requirements**

Browse Tutors (Use Case 1)

1. Students should be able to click on categories from the navigation bar
2. Click on any specific category (subjects)
3. Students should be redirected to a selected category of the Tutors page
4. Students can check tutors on that page and can contact the Tutor who is already logged in

Tutor Search

1. Students can put the search keywords in the search box
2. Click on Search
3. Students should be redirected to the search result page with correct search results
4. Students can change the search criteria from nav and search again

Search Tutors based on Earnings and Hourly Rate (Use Case 2 & 3)

1. Users should be able to select the search category (Earnings & Hourly Rate)
2. Users can select one option from the search options
3. Users will be redirected to the filtered results
4. Users can check tutors on that page and can contact the Tutor is already logged in

Sign up/ Registration (Use Case 7 & 8)

1. Users can click on the Sign up / Register button and it will be redirected to a page containing instructions/guidelines of the Sign In process
2. A user should sign up in the system using “Fulda” or “SFSU” email address and a password
3. A new user will be asked if he/she wants to register as a student or tutor
4. If an existing user tries to sign up again, an error message “User already exists” should be shown
5. If the user's password strength does not match the system. A detailed password guide should be shown to the customer
6. Users must agree with data privacy while signing up

Sign In (Use Case 6)

1. A user should be able to sign in successfully in the system if the provided user email & password is correct
2. If the user’s details are wrong, the system should render “Email or Password is not valid”

Posting Request (Use Case 5)

1. Student can post a request if he/she is logged in to the account
2. Students can see the already submitted requests from their account

Support Functionality (Use Case 12)

1. Students can click on the support button which is appearing on their dashboard if they subscribed to some tutor and taking classes from him/her
2. Students can ask any query from the support team member regarding subscribed course
3. A support team member will help the student when the tutor is offline

Feedback for Tutors (Use Case 11)

1. Students can give feedback ranging from 1 to 5 stars to tutor.
2. Feedback option will be available when the order is completed with a tutor
3. Tutors will be ranked according to ranking when students search for tutors

Dispute with Tutor (Use Case 19)

1. Students can file a dispute if they are not satisfied with the services offered by the tutor
2. A button will appear on the student dashboard on which they can click and file for dispute
3. Students will explain the matter in the form and then click submit button to submit the data.
4. The administrator will overlook the dispute and give a decision

A timetable of Tutor (Use Case 18)

1. Students can click on the button named **“Timetable”** which will be available on the tutor’s profile.
2. Students then see the timings in which the tutor is available for live chat.

Create & Delete Profile (Use Case 13 & 14)

1. An administrator can create or delete a profile of a student or tutor

Monitoring & Approval (Use Case 15)

1. Whenever tutor registers on the website, the profile will be checked by the administrator, and then he/she will decide to approve or reject the profile
2. If the tutor edits his profile after approval, then it will be again submitted for a review, and the admin will approve or disapprove new changes

Chat Feature (Use Case 16)

1. Students and Teachers can chat with each other when a student hired a teacher for his/her services

|  |  |  |  |
| --- | --- | --- | --- |
| # | User Type | Feature | Priority |
| 1 | Student | Browse Tutors | **1** |
| 2 | Search for Tutor based on Hourly Rate | **1** |
| 3 | Search from Key Word | **1** |
| 4 | Search for Tutor based on Earnings | **1** |
| 5 | Student + Teacher | Sign Up /Registration | **1** |
| 6 | Login | **1** |
| 7 | Student | Posting Request | **1** |
| 8 | Feedback of Tutor | **1** |
| 9 | Student + Admin | Dispute with Tutor | **2** |
| 10 | Admin | Student profile creation | **1** |
| 11 | Tutor profile creation | **1** |
| 12 | Tutor profile approval | **1** |
| 13 | Student + Tutor | Chat Feature | **2** |
| 14 | Video Call Feature | **3** |
| 15 | Student | Timetable of tutor | **2** |
| 16 | Support Functionality | **1** |
| 16 | Student + Tutor | 1-1 Session with Student and Tutor | **2** |
| 17 | Display Guidelines for Sign Up Process | **1** |
| 18 | Promotional Emails and Newsletter | **1** |
| 19 | Admin | Can delete student/teacher account | **1** |
| 20 | Student | Posting requirements by a student in search for an expert Tutor | **1** |
| 21 | Student + Tutor | Bug or Error reporting | **3** |