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**HUMAN COMPUTER INTERACTION**

**LAB MID Pt:1**

**Tuition Platform**

**Lab Task 1:**

**Plan Need Finding for Tuition Platform:**

This website is built for students to help them in their school/college work. Currently, students usually have home tutor, or they had to regularly attend the tuition classes somewhat like the normal routine school/college lectures. A lot of students struggle to find the best tutors around them leading to wastage of time. Even if they find one, the hustle to be on time and the travelling cost cannot be neglected. Normal home tuition is sometimes less beneficial and more hectic, leading to student’s wastage of energy, money, and most importantly time. When looking for a tuition service, the students prefer qualified tutors that suit their timings. Especially after COVID-19, many students prefer online home tuition over physical tuition. Sometimes students are not satisfied with their tutor, but they don’t have any other tutor available to them. They have two options, continue with the same tutor, or quit the home tuition. But both options are not very helpful for the students.

So, for a tuition platform, the end users i.e., students expect to have a couple of tutor options for a particular course that suit their time. The students prefer to have one- or two-day trial classes before enrolling. If they are satisfied, then they can enroll with them or else they can try with another tutor. But there is a misconception amongst the people that online tuition is not effective, and students might not be able to concentrate on their work. But it is not true. As for in person lectures, the students do not have a recording, or they cannot ask the tutor to repeat after a certain point. Whereas, for online tuition they can ask the tutor to record the session and replay it anytime needed. Parents/guardian can check their students academic progress online on the portal, if needed they can communicate online with the tutor.

**Criteria and plans for recruiting:**

Expertise:

Based on expertise, the participants for the interview must be current students using a similar platform or the students who have recently searched for an online tuition service. Such participants would have knowledge about the different features that the tuition service provider offers, or the current student expects to have.

Characteristics:

The participants must be between the age of 14-20 years old both male and female and belongs to different academic backgrounds. They should be familiar with the English language and must be willingly participate in an interview.

Behavior:

The participants must be familiar with the technology and must have experience of using such online platforms. They should also be actively seeking tuition services or have recently done so.

Attitude:

The participants must openly share their experience and opinion about the service. They must give detailed feedback and suggestions for improvement.

**Recruiting Plan:**

The interview can be conducted using online platforms, such as social media, online forums, or local schools and colleges. A survey can be conducted to identify potential participants who meet the criteria, and then reach out to them for an interview.

For the interactions, we can conduct a semi-structured interview of at least 30 minutes, either in person or through a video call. We can ask open-ended questions to explore their experiences, opinions, and preferences related to tuition services. We can also conduct observations of their behavior and interactions with tuition websites or platforms, to gain a deeper understanding of their needs and pain points.

Overall, the goal of the interactions is to gather rich qualitative data that can inform the design and development of a user-centered tuition website.

**Lab Task 2:**

**Design an interview Protocol for Tuition Website:**

**[Overarching Question]**

How can a tuition website fulfill the diverse and evolving needs of a student along with providing a user-friendly and effective platform that delivers high-quality academic support?

**[Introduction]**

Hello, my name is Kulsoom Khurshid. I’m here to understand **the features that students expect from the tuition website and their requirements**. This interview will take about **30-40 minutes**, during which time we will go through some questions. I want you to respond me as if you’re describing it to someone who is not at all familiar with tuition websites. I’m here to learn from you. Before we begin, I want to assure you that your information will be kept **confidential.** We will aggregate all the comments that we will gather from all the interviews that we are conducting so your comments could not be easily traced to you. Apart from this, if there is anything that you really don’t want on the record, even if it is anonymized do let us know. If we find that we need to quote you in our final report, we will do it without mentioning your identity. This interview is entirely **voluntary**, means for any reason you can quit, but kindly let me know. The interview will be stopped at that moment without any repercussions of any kind.

Do you have any query, do let me know?

All, right, then, let’s proceed.

**[Warm up Questions]**

* What factors are most important to you when selecting an online learning platform?
* How do you prefer to communicate and receive feedback from your tutor or instructor?

**[Recent experience]**

I’d like you to share about your recent experience with the other tuition platform if you have used? Can you tell me a bit about it?

[Follow up questions if they does not include answer to these questions]

* What features did you find most helpful on that platform?
* Were there any limitations or drawbacks to using that platform?
* How did you communicate with your tutor on that platform?
* Did you feel like you were able to make progress in your academic goals while using that platform?

**[Core Questions]**

* What are your expectations and goals when it comes to receiving additional academic support?
* Can you give me an example of a specific academic goal you're currently working towards, and how you think additional support could help you achieve that goal?
* What are your long-term academic goals, and how do you think additional support can help you achieve those goals? Are you hoping to improve your grades, get into a particular college or program, or achieve a specific career outcome?
* What challenges have you faced when trying to find a qualified tutor or academic resource?
* What specific sources have you used in the past to try to find a tutor or academic resource? Have you relied primarily on personal referrals, online reviews, or other types of resources?
* What kind of support or guidance would you find most helpful when searching for a qualified tutor or academic resource? Would you benefit from personalized recommendations or guidance from a platform or service, or do you prefer to have more control over the search process?
* How important is price or cost when selecting a tutor or academic resource? Are you willing to pay a premium for a highly qualified tutor, or are you more focused on finding a resource that fits within your budget?
* Have you ever encountered any scams or fraudulent activity when searching for a tutor or academic resource online? If so, can you tell me more about your experience and how you were able to resolve the issue?
* How do you prefer to learn and receive instruction (e.g. one-on-one sessions, group sessions, online learning, etc.)?
* Have you ever tried online learning before, and if so, what was your experience like? Did you find it as effective as in-person learning?
* Are you open to trying new learning and instruction methods, or do you prefer to stick with what you know works best for you?
* Would you prefer a platform that offers a variety of learning and instruction methods, or one that specializes in a particular method that you prefer?
* What subjects or topics are you interested in learning more about?
* How much prior knowledge or experience do you have in these subjects or topics? Are you looking to build upon existing knowledge, or are you starting from scratch?
* Are there any specific skills or concepts within these subjects or topics that you are struggling with, or that you would like to focus on?
* Are there any other subjects or topics that you would be interested in learning about in the future, either related or unrelated to the ones you mentioned earlier?
* How much time do you have available for additional academic support and what scheduling options would work best for you?
* How many hours per week do you currently spend on academic work, including studying and completing assignments?
* Do you prefer to have a regular schedule for academic support sessions, or do you prefer to schedule them on an as-needed basis?
* Are there any specific features or tools that would make it easier for you to schedule and manage your academic support sessions, such as an online scheduling tool or reminders for upcoming sessions?
* What academic subjects or topics do you most frequently seek extra support or tutoring for?
* How important is it for you to have access to tutors with expertise in these subjects?
* Are there any particular qualifications or characteristics that you look for in a tutor or instructor for the subjects or topics you seek extra support for?
* How do you typically search for academic support resources?
* Are there any particular websites, search engines, or social media platforms that you use to find academic support resources?
* Are there any specific criteria or qualifications that you look for when searching for academic support resources, such as experience level or credentials of the instructors or tutors?
* How important is flexibility in scheduling when it comes to receiving academic support?
* How important is the ability to reschedule or cancel sessions if something comes up or if you need to adjust your schedule?
* How important is the availability of different types of tutoring or academic support options, such as one-on-one sessions, group sessions, or self-paced online courses, when it comes to scheduling flexibility?
* Are there any other factors besides scheduling flexibility that are important to you when selecting a tutoring or academic support platform?
* How do you envision using an academic support platform to improve your academic performance and achieve your learning goals?
* How do you think an academic support platform could help you better understand and retain the material you're learning?
* How would you like to be able to track your progress and monitor your academic performance through an academic support platform?
* Do you think that an academic support platform could help you stay motivated and engaged in your learning? If so, how?

**[Conclusion]**

Thank you so much for taking out time for us, those are all questions I have for you. If there is anything that you want to share don’t hesitate to let me know by email. I may be in touch with you again to ask a few follow up questions. I can also share the version of the report that we will write based on this interview. Do you have any query?