**Hammad Tufail (SP20-BCS-028)**

**Kulsoom Khurshid (SP20-BCS-044)**

**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 16-24 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+3:**

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

**[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.

**[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?

**Person1:** Well, I think online platforms have more options than academy or home tuition. Anyone around the world could benefit from it. Since anyone can use the platform over internet, such sites are designed in a way that it caters diverse people belonging to different academic backgrounds. Many platforms offers additional courses as well apart from a school/ college syllabus.

**Person2:** Online platforms are designed for different people, so it must offer as many courses as possible then only we could say that yes this system is for everyone.

**Person3:** An online tuition platform can only be effective if it is meant for all types of people and not developed for a particular group of people. It must have an options for additional courses along with teaching school/college syllabus. Tutors do perform a vital role in it as well so the platform needs to be sure before registering any tutor. Student’s feedback must have special attention to make a system successful.

**[Warm up Questions]**

* What factors are most important to you when selecting an online learning platform?

**Person1:** A reliable system that is willing to provide quality services. It should be cost-effective.

**Person2:** A backup for the sessions so in case of any issue, the students could listen to the recorded lectures. Second a professional tutor.

**Person3:** A freedom to select any time slot that is convenient to both student and tutor. Second thing would be effective communication between student and tutor.

* How do you prefer to communicate and receive feedback from your tutor or instructor?

**Person1:** Live lectures would be ideal. Apart from that, the tutors could return the assignment or quiz along with marks and detailed feedback.

**Person2:** I would prefer live session, where I can have a one-to-one communication with my tutor.

**Person3:** Anytime live session.

**[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?

**Ans:**

**Person1:** It was a decent experience but the live classes were scheduled once every month which is not ideal for someone who really focuses on live classes.

**Person2:** It was a bad experience. There were connectivity issues and it was hard to focus because no fear of teacher watching us.

**Person3:** It was an average experience. I could record my lectures and listen to them later as well but the main issue was Focus.

* What features did you find most helpful on that platform?

**Ans**:

**Person1:** Able to create customized timetable.

**Person2:** Rescheduling of classes**.**

**Person3:** Recorded lectures.

* Were there any limitations or drawbacks to using that platform?

**Ans:**

**Person1:** Less live classes**.**

**Person2:** Choppy connection problems**.** And I prefer individual session over combine lectures with different students.

**Person3:** Could not take class in case of power-outage**.**

* How did you communicate with your tutor on that platform?

**Ans:**

**Person1:** WhatsApp and email.

**Person2:** WhatsApp.

**Person3:** WhatsApp.

* Did you feel like you were able to make progress in your academic goals while using that platform?

**Ans:**

**Person1:** A little

**Person2:** Not much

**Person3:** Average

**[Core Questions]**

* What are your expectations and goals when it comes to receiving additional academic support?

**Ans:**

**Person1:** To help me understand the concept and enhance my knowledge on the subject and make me practice questions.

**Person2:** To help me understand the concepts so that I can do well.

**Person3:** To receive proper notes and questions that will help me to do good in academic life.

* What challenges have you faced when trying to find a qualified tutor or academic resource?

**Ans:**

**Person1:** In Pakistan there are very few qualities institute that are worth your time and money.

**Person2:** Everyone is claiming they are best so takes too much time and effort to find the correct one.

**Person3:** Too much fake publicity of being best and wasting the time of students.

* 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?

**Ans:**

**Person1:** Just people on YouTube referring the best suitable academic institute.

**Person2:** Personal referrals.

**Person3:** Online ads and referrals.

* 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?

**Ans:**

**Person1:** Personalized guidance is more suitable for someone like me who needs teacher support at all times.

**Person2:** I would prefer a platform which is supported by my seniors so that I can save my time for finding one.

**Person3:** I would prefer to find by myself which one suits me more and is according to my needs.

* 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?

**Ans:**

**Person1:** Being cost-effective is most important.

**Person2:** Cost efficient.

**Person3:** Budget friendly.

* 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?

**Ans:**

**Person1:** No.

**Person2:** No.

**Person3:** No.

* How do you prefer to learn and receive instruction (e.g. one-on-one sessions, group sessions, online learning, etc.)?

**Ans:**

**Person1:** One on one sessions**.**

**Person2:** Group

**Person3:** Group

* 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?

**Ans:**

**Person1:** Yes I have it was good but in person is so much more effective.

**Person2:** Yes, it was average.

**Person3:** No.

* Are you open to trying new learning and instruction methods, or do you prefer to stick with what you know works best for you?

**Ans:**

**Person1:** Open.

**Person2:** What works best for me.

**Person3:** Anything that is best for me.

* 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?

**Ans:**

**Person1:** Variety of learning

**Person2:** Specialize in a particular method that I prefer.

**Person3:** Variety.

* What subjects or topics are you interested in learning more about?

**Ans:**

**Person1:** Marketing and finance.

**Person2:** Design and fine arts

**Person3:** Software engineering.

* 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?

**Ans:**

**Person1:** I have a year of experience.

**Person2:** I would prefer from basics, as the platform should be for everyone and it is not necessary that everyone has a background knowledge for a subject.

**Person3:** One month experience. But still I need a platform that can revise my concept and this could be helpful for other students that are taking same course with no prior knowledge.

* 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?

**Ans:**

**Person1:** In dept details

**Person2:** Not till now.

**Person3:** Core concepts.

* 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?

**Ans:**

**Person1:** Business relation

**Person2:** Not sure.

**Person3:** No. maybe later I need one.

* How much time do you have available for additional academic support and what scheduling options would work best for you?

**Ans:**

**Person1:** I have 6 hours and like going to academic support every week thrice.

**Person2**: I have 4 hours and I can go on weekdays**.**

**Person3:** I have 5 hours and I prefer if I can go on alternative days**.**

* How many hours per week do you currently spend on academic work, including studying and completing assignments?

**Ans:**

**Person1:** 27 hours

**Person2:** 18 hours

**Person3:** 20 hours

* Do you prefer to have a regular schedule for academic support sessions, or do you prefer to schedule them on an as-needed basis?

**Ans:**

**Person1:** Regular

**Person2:** Regular

**Person3:** As-needed.

* 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?

**Ans:**

**Person1:** Reminders and practicing sessions.

**Person2:** A website must allow the students to request a session for a scheduled lecture to a tutor if the tutor is available he can accept the request. Else the student can request another time slot or take from another tutor.

**Person3:** Reminders.

* What academic subjects or topics do you most frequently seek extra support or tutoring for?

**Ans:**

**Person1:** Management

**Person2:** None yet.

**Person3:** Coding

* How important is it for you to have access to tutors with expertise in these subjects?

**Ans:**

**Person1:** Regularly

**Person2:** Sometimes

**Person3:** Regular

* 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?

**Ans:**

**Person1:** Someone who knows his subject.

**Person2:** Complete grip

**Person3:** Experienced in that subject.

* How do you typically search for academic support resources?

**Ans:**

**Person1:** Frequently

**Person2:** Everyday

**Person3:** All the time

* Are there any particular websites, search engines, or social media platforms that you use to find academic support resources?

**Ans:**

**Person1:** Notion and Wikipedia.

**Person2:** YouTube

**Person3:** Google and YouTube

* 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?

**Ans:**

**Person1:** Quality education and cost effective.

**Person2:** Experience Level

**Person3:** Fee and experience level

* How important is flexibility in scheduling when it comes to receiving academic support?

**Ans:**

**Person1:** A lot.

**Person2:** Quite important

**Person3:** Very important

* How important is the ability to reschedule or cancel sessions if something comes up or if you need to adjust your schedule?

**Ans:**

**Person1:** A lot.

**Person2:** Quite important

**Person3:** Very important

* 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?

**Ans:**

**Person1:** A lot.

**Person2:** Quite important

**Person3:** Very important.

* Are there any other factors besides scheduling flexibility that are important to you when selecting a tutoring or academic support platform?

**Ans:**

**Person1:** No.

**Person2:** Budget friendly or not

**Person3:** Staff experience and economical or not

* How do you envision using an academic support platform to improve your academic performance and achieve your learning goals?

**Ans:**

**Person1:** Helping me to ace my exams by practicing more of the key topics.

**Person2:** To help me improve and get good grades.

**Person3:** To help me overcome my shortcomings and get good grades.

* How do you think an academic support platform could help you better understand and retain the material you're learning?

**Ans:**

**Person1:** It enhances and refreshes my learning.

**Person2:** By clearing my concepts and providing with useful practices.

**Person3:** By providing step by step guide and making a good foundation.

* How would you like to be able to track your progress and monitor your academic performance through an academic support platform?

**Ans:**

**Person1:** By a review assessment.

**Person2:** Through task

**Person3:** By Tests

* Do you think that an academic support platform could help you stay motivated and engaged in your learning? If so, how?

**Ans:**

**Person1:** Yes it does, you have a fixed time to study and work on enhancing your knowledge of the subject.

**Person2:** Yes, we must complete its task and it keeps us engaged.

**Person3:** Yes, by keeping regular checks and by providing tasks.

**[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? No.

**Part 2**

**Task 1:**

**Write a conclusion about what you learned from the Need Finding.**

We have conducted interviews with three students from different schools, colleges and universities in order to understand the important requirements that students look for in a tuition website. Since these interviews were confidential hence we cannot reveal the personal identity of these students. Based on the responses we got from the interview session where we asked few core questions along with the few follow up questions to get in depth understanding. We did ask them to share their personal experience as well to know the difficulties they faced along with perks they had while using an online platform for academic support.

The important factors that students consider while selecting any platform for online learning platform is the reliability, since it is an online platform there can be a power cut or internet failure so the website must allow the users to record the session. Apart from recording, the scheduling of lectures must be made easier for students and give on time reminders to students for the upcoming lectures. Second important factor to be noted is that the system should be cost-effective along with professional tutors. The tutors must be interviewed before actually registering them to the platform. The students also look for an effective communication with their tutors. The students must also be allowed to take free trial lecture before actually enrolling.

The students want a medium where they could give their feedback and expect special attention to their feedback in order to improve the performance of the system. For the feedback related to student’s performance they want to have a one-to-one communication with their tutor during the live session for any query. According to the interview, students past experience with the online platform was average due to internet connection failure with no backup and lack of focus. While talking about the helpful features they want a feature where they can schedule classes according to the preferences convenient to both student and tutor and having and access to the recording of the live session for later use. Personalized recommendations and guidance can be helpful, but some prefer to have more control over the search process.

In terms of learning preferences, students prefer live lectures or one-to-one communication with tutors are most preferred, but recorded lectures can also be helpful for reviewing concepts. Students faced many challenges while finding the qualified and professional tutors and to find the best academic resources which includes the lack of quality institutions offering different courses, too many options available that claim themselves to be the best, and too much fake publicity. There have been no reports of scams or fraudulent activities while using these online academic platform. The students expect academic support from such platforms to help them understand the concepts, enhance their knowledge, and improve their academic performance.

**Task 2:**

**Create at least two different Personas for your Project. It should include elements from Part 2**

**Persona 1:** Sara, the busy college student

**Name:** Sara

**Age:** 22

**Occupation:** College Student

**Background:** Sara is an only daughter of her parents. She lives in an apartment building with her parents. Her education fee is paid by her parents.

**Psychographic Information:**

**Attitude:**

* Sara values her time and wants an online platform that is reliable, easy to use, and cost-effective.

**Interest:**

* Recently decided to pursue her passion for photography.

**Motivations:**

* She is looking for a reliable online tuition website where she can enroll in a photography course and improve her skills.

**Pain Points:**

* Sara has a busy schedule, and she needs a flexible platform that can accommodate her work hours.
* She wants personalized attention from a tutor who can guide her through the process and provide feedback on her work.
* Sara had an average experiences with online learning platforms in past due to internet connection failure with no backup.

**End-Points:**

If a remote tuition platform can provide personalized attention from tutor who can guide her through the process and provide feedback on her work. Sara would be able to easily access and learn though the online photography class to improve skills.



**Persona 2:** Hammad, the high school student

**Name:** Hammad

**Age:** 20

**Occupation:** High school student

**Background:** Hammad has 4 siblings, 2 sisters and 2 brothers. He lives in a single level house. He lives with his parents. His father pays for his education.

**Psychographic Information:**

**Attitude:**

* Hammad is a hard-working student and wants to enroll in an online platform that provides professional tutors and academic support.

**Interest:**

* He is interested in pursuing a career in engineering.

**Motivations:**

* Hammad wants to have access to academic resources that offer quality courses related to engineering and wants it to be cost-effective

**Pain Points:**

* He prefers live lectures or one-to-one communication with tutors but also needs recording for the session due to weak internet connection in her area.
* Hammad has a busy schedule, and needs a reminder for his scheduled lectures.
* Hammad wants personalized attention from a tutor who can guide her through the process and provide feedback on her work.
* Hammad has a limited budget, and he needs a platform that offers affordable courses without compromising on quality.

**End-Points:**

If a remote tuition platform can provide personalized attention from tutor who can guide him through the process and provide feedback on his progress. Hammad would progress and would do well in his engineering courses.

**Task 3:**

**Write a scenario of use for both of them. Underline features of your application mentioned in the scenario**.

Scenario for persona 1:

Sara is a college student, who does photography in her free time as she loves to do. She wants to pursue her career in photography so one day she decided to improve her skills for which she decided to look for online platforms that offers photography courses. She came across this online tuition platform that offers photography course. She logged in to the platform and selected her preferred course. She was able to access **free trials** and found the courses to be of high quality and aligned with her expectations. She then **selected a tutor** who was available at a time that fit her schedule. Our platform allowed Sara to select her **preferred time slot** and provided a **one-on-one online session** with her chosen tutor through Zoom. During the session, the tutor provided personalized attention and **gave feedback** on Sara's work. Our platform allowed Sara to share her work with her tutor, and the tutor was able to provide feedback and track her progress over time. Sara was very satisfied with the quality of the course, personalized attention, and flexible time slots provided by our tuition website.

Scenario for persona 2:

Hammad has been struggling with his engineering course, so he decided to enroll in a one of the course offered by our tuition website. He logged in to the platform and selected his preferred course. He was able to access **free trials** and found the courses to be affordable and of high quality. Hammad selected a tutor who was available at a time that fit his schedule. Our platform allowed Hammad to select his preferred time slot and provided an online session with his chosen tutor through Zoom. During the session, the tutor provided additional support and answered Hammad's questions. Our platform allowed Hammad to share his work with his tutor, and the tutor was able to **provide feedback and track his progress over time**. Jack was very satisfied with the quality of the course, affordable price, and personalized attention provided by our tuition website.