CPSC 471 - Proposal for StudyHub

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The transition into a post-pandemic society has revealed shortcomings that exist within our academic system. A formal standardized education process is not a one-size-fits-all solution. Oftentimes, students may require external help throughout their coursework to stay on par with their peers. As of now, there is a distinct lack of a standardized space for this solution. Freelance Tutors are scattered through websites such as Fiverr, Kijiji, and Marketplaces. Local and online companies that offer these services do exist, however many of them are often disorganized in the way they undertake their business and have not taken these courses themselves. Many tutors are students themselves and are experienced in the relevant course material. With the rise of platforms such as Uber, Doordash & Airbnb it has come to our attention that a platform that eases the shortcomings of the tutoring space could be very lucrative and helpful. A dedicated web space for tutors to list their accolades and services locally would allow individuals to filter and find a tutor that best matches their situations. A tutor-centric platform would streamline the process for both the client and business allowing for an overall better experience and efficiently addressing the aforementioned academic shortcomings. With the start of the pandemic, students have begun to struggle even more with understanding course content and finding help. Thus, we want to make it easier for students to find the tutors they need while also helping tutors find more clients. The proposal for StudyHub will outline the problem definition, proposed solution, motivation, conclusion, and references.

Traditionally, tutoring services are typically spread through word of mouth or on media platforms like newspapers and radio. Since the advent of the internet and the forthcoming of platforms such as Kijiji, there has been a transition to a more online architecture. Some companies have since popped up and focus on providing tutoring services, however, there fails to be a competent solution. The tutoring market is often overlooked but can be especially critical to the development of students and their success throughout their academic careers. Whenever tutors are contacted for their services, there is no distinct form of management of credibility that exists. Nothing to protect the consumer or verify the legitimacy of the service. Oftentimes, an individual will go through multiple tutors before finding one that is appropriate to their particular learning style with the knowledge and experience to back it up. If they contact tutoring companies, the same problem persists. Competition drives innovation. Going through a tutoring company can be plagued with inefficient servicing and high market rates. Tutors found through online advertisements are often cheaper however may not have the expertise to market themselves or have the necessary credentials. This is a partial solution to the market. A business model dedicated to aligning local tutors to local students can favor both parties, creating a streamlined business process that is scalable.

There do exist solutions out there today similar to the one proposed in this document. Fiverr is a platform where freelance services are offered. They connect users to freelancers without the usage of a middleman and provide structure to the process in the form of holding payment and scheduling in addition to verifying credibility through a review section and biography. However, the issue with this platform is that it's not tailored to the tutoring industry and that it's oftentimes not local. Current solutions are for a broad width of fields or services and are not meant only for tutoring. They generally don't deal with recurring

options also, so that is an area to improve. They can also be improved by adding more features specific to tutoring and allowing more information to be given on both the tutor and student sides.

We aim to create a centralized system for students to be able to find the best tutor for them. Simultaneously, this will help tutors be able to pick up clients on a singular website without having to go through current methods like signing with tutoring companies, word of mouth, and other ad hoc methods. The project will produce a website for students that are looking for tutors and specifically into their field of expertise, credentials, past reviews from other students, and hourly wages. Users will have the ability to filter through region, ratings, reviews, timetable, and accreditation to be able to find their perfect solution. There will be a pseudo login page where users will be able to create tutoring profiles and input their information such as biography, accreditation, and available time slots. Once you've filtered and found a potential tutor, you can book them for a slot on their available timetable where an email will be forwarded to you with the necessary contact information and the slot will then be considered filled. After an experience, users will be able to leave a rating to discuss their experience.

This solution is necessary for those struggling to develop a clientele of students especially during times of the pandemic. Typically most tutors use individual websites, posters, signs, and recommendations to build a portfolio of students. This solution aims to allow tutors to be able to reach a large audience of students using just a single platform. Not only does it allow tutors to reach their ideal market but also provides students with a centralized platform to search and compare potential tutors. Currently, we were unable to find a similar product in the market as tutoring websites are hosted by standalone companies which don't allow you to choose the tutor you want online. Additionally, most of them require you to contact the company for more information or sign up and wait for their response. For independent tutors, there is no specialized website or platform available for them to post their services. Furthermore, there is no way to see a tutor's credentials and past reviews. Our project contributes to both tutors and students by providing a specific platform just for tutoring. This allows independently-run tutors to be able to post their rates, credentials and reach a larger audience. Our project aims to move the market of tutoring away from corporations with monopolies to freelancers similar to other platforms such as Uber, Doordash, and Airbnb.

To conclude, academic shortcomings created by a one-size-fits-all education system leave students void of getting the necessary help they need to achieve their full potential. Tutors are a solid solution to address this issue, however, there is a distinct lack of an organized and standardized reputable structure to easily find the right tutor for your purpose. StudyHub is a web application similar to that of Uber/Doordash and Fiverr but tailored towards the tutoring services industry. It will create a streamlined solution for both tutors and tutees to find their ideal candidates based on reputation, reviews, time-slots, and academic merit while stirring competition to create competitive prices with a host of options. We aim to start our first deliverable of an extended/expanded ERD alongside all assumptions made as soon as our project proposal is approved and have it finished by October 20th. Next, we will shoot to have the initial (logical) relational model mostly done by November 2nd, afterward can be dedicated to reviewing and refinement of the model before the November 5th due date. Following this, the initial draft design of the functional portion of the project, alongside web design will be the next task, which should be done by November 23rd. Near the last week of classes, we work towards having an essentially complete project, which we will then complete a final review of before our demonstration which will be towards the last

day of class. Lastly, alongside our demonstration, the final report will begin to be worked on and developed over the last week of classes when we have nearly finished or finished the project and submitted it before the last day of classes.