

## Scenario

George Jones is a college student enrolling at UNCC. He is in his junior year and is currently struggling with his class' content. He wants to keep his name on the Dean's list in order to pursue his dream and grant him a seat in the development world, and so he is seeking help with his work. In order to stay on the right track, he looks online for tutoring services, but is upset at the subscriptions and payments required before learning the topic and information. However, he sees through the UNCC portal that they offer a free service called Seeker, that is free for all university students with verification. He proceeds with the instructions on the website to get started and gets immediate help with his work. He gets contacted by an on-call tutor who helps him solve the problem, and is given an extra set of questions similar to the needed question, with an answer sheet to check. George is feeling much more confident in his ability to pursue his goal and is less stressed.

## User Story

I tend to learn a bit slower than others, and because of this it is very easy for me to fall behind. I look online for extra help but most times it is locked behind a paywall or is sketchy at best. I want to learn how to do the question, not simply see the answer. Because of this frustration, I had wished that there was a better and more non-committal way to get help from a tutor to help facilitate my learning of the topic rather than signing up for a weekly tutor session given by UCAE.

## Potential Features

- Search for topic or question needed
- Allows user to pick from multiple tutors for a quick learning session
- Give more questions and provide answers to check
- Ratings for tutors
- Possible pay subscription?
- Allows for the option to mentor with certification and earn income?
- Filter mentors by College?