

Long Term Goal: remove the barriers that prevent students from getting tutoring when they have questions about their course work.

Stakeholders: Professors, TAs, Students, Faculty

Questions:

1. Do you not understand your course work?
2. Is tutoring or office hours inconvenient for you?
3. Do you work while in university?
4. Would 2 quick questions solve your problem?

Personas: Mandy

- 35 years old
- Working Mother who is also trying to get their bachelor's degree
- Due to having children while also having work during the day, Mandy has no time to go tutoring and if she has a question on her homework she works on homework after she puts her kids to bed so most Professors or TA's won't respond until the next day.

Persona: Michael

- 21 years old
- Lives at home and has to commute 30 minutes to campus
- Michael struggles with social skills and is uncomfortable meeting with the professor or TA's and this includes tutors as well. Michael also tends to do homework very late at night which prevents him from being able to email questions to his professors and expect a timely response.

Features:

- Login for Your School
- Way to connect to a class
- A way differentiate students from TA's or Tutors and Teachers
- Text Chat to communicate with



