

Vision Document StudyBuddies

1. Introduction

The purpose of this vision document is to synthesize and define the services and functions offered through StudyBuddies online learning platform. This kind of documentation is essential to be specified in terms of our stakeholders' key needs and desired features, which are described below. The scope of our software solution is defined in this vision document, as technical boundaries and assumptions are outlined in order to better frame our problem space. Stakeholders are split into different types (Students, Tutors, Parents, etc) in order to analyze their various responsibilities and needs along with user descriptions.

Our proposed solution aims to provide tutoring help to students in a simple, effective and all-encompassing way through an online website offering multiple features ideated in this vision document. A Use Case diagram is provided, allowing to capture the behavior of the system as well as the requirements and to describe interactions between the system and its users.

2. Positioning

In this section, the problem statement as well as product position statement will be discussed.

2.1. Problem Statement

The problem of	<i>not knowing if as a tutor you are providing the right help to the student</i>
Affects	<i>tutors, students/parents</i>
The impact of which is	<ul style="list-style-type: none">• <i>student dropping the class with no explanation</i>• <i>tutor thinking they are helping when in reality they are not</i>• <i>frustration on the student/parent side for lost money</i>• <i>wasted time for all stakeholders</i>
A successful solution would be	<i>A review system for students, parents and tutors which will enable parents and students to leave feedback for tutors.</i>

The problem of	<i>not putting enough effort into a class or using wrong studying techniques. Especially important for children under 16.</i>
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Affects	<i>tutors, students/parents</i>
The impact of which is	<ul style="list-style-type: none"> • <i>wasted time for tutors</i> • <i>for under 16, not seeing any progress in your child's progression thinking it is tutors fault</i> • <i>frustration on the parent and tutor side</i>
A successful solution would be	<i>A review system which will enable tutors to leave feedback for students which will also be available to parents.</i>

The problem of	<i>tutors not feeling motivated or appreciated to teach on a regular basis.</i>
Affects	<i>tutors, students</i>
The impact of which is	<ul style="list-style-type: none"> • <i>significant shortage of available tutors throughout the platform</i> • <i>students not getting the necessary help due to staff shortage</i> • <i>platform shutdown or very slow development</i>
A successful solution would be	<i>Tutor of the month appreciation reward. Tutor who gets the highest number of positive feedback in one month will receive a bonus and will be featured at the front page of the website.</i>

The problem of	<i>not being able to review what was covered with the tutor during the one-on-one.</i>
Affects	<i>students/parent</i>
The impact of which is	<ul style="list-style-type: none"> • <i>missing important details during the tutoring session</i> • <i>not being able to work at your own pace as a student</i> • <i>paying for another session just to remember what was said previously</i> • <i>frustration and dissatisfaction of the parents/students</i>
A successful solution would be	<i>Recorded one-on-one - to allow students and parents to review what was discussed with a tutor; this will allow students to study at their own pace and go back to the meeting if they forgot or missed something</i>

2.2. Product Position Statement

Student Point of View:

For	<i>students</i>
Who	<i>want to improve their knowledge on a specific subject.</i>
The StudyBuddies	<i>is an eLearning platform</i>
That	<i>offers learning opportunities with one-on-one or group tutoring that allows recording of the sessions on any number of the available subjects.</i>
Unlike	<i>PowerKid Tutoring Academy,</i>
Our product	<i>gives an insight into the content available on the platform without having to register or to fill out contact forms.</i>

Tutor Point of View:

For	<i>tutors</i>
Who	<i>want to share their knowledge on a specific subject with those interested in it.</i>
The StudyBuddies	<i>is an eLearning platform</i>
That	<i>allows tutors to create classrooms, share relevant content and offer live classes.</i>
Unlike	<i>PowerKid Tutoring Academy,</i>
Our product	<i>gives the possibility to the tutor to record their live classes to later share them with their students who this way have an additional tool to understand the subject.</i>

3. Stakeholder Descriptions

In this section, stakeholder summary, user summary and environment as well as key stakeholder or user needs will be discussed.

3.1. Stakeholder Summary

Name	Description	Responsibilities
Project managers	A person in charge of overall planning and execution of the project	The project manager must ensure the project stays organized and maintain the project within time and budget limits. This stakeholder is in charge of the

		communication between teams and keeping all teams on track of the project.
Software Engineers and Developers	People in charge of designing and coding the project	Developers, both front-end and back-end are will be coding the actual software/product. They work closely with Software Engineers who are responsible for research, design, implementation, testing and modifications of the project software product.
Human Resources Department	The team in charge of finding workforce by screening and recruiting.	The Human Resources Department is in charge of finding, screening, recruiting and training new hires as well as resolving administrative issues within the company. They must ensure proper quality developers, resolve internal changes and maintain a flow of the overall workspace by resolving internal conflicts.
Sales Team	The stakeholder is in charge of meeting sales goals and generating profit by enrolling new customers	This stakeholder is in charge of meeting sales goals for our product. They are responsible for analyzing trends, calculating our quarterly sales goals and recruiting new customers attracted by the marketing team. They must ensure the project stays on track within the sales budget and earnings. They are responsible for preparing sales planes, prospecting, researching competition, handling sales issues, and building customer relations.
Marketing Team/Social Media Managers	The stakeholder in charge of attracting and engaging new users.	This stakeholder is in charge of advertising over social media, television, radio, etc. They are responsible for pulling new people towards the service and encouraging subscriptions. They are in charge of creating promotions and other marketing tactics. Along with the sales team, they are essential in the

		overall growth of our product. They are responsible to answer questions, post news related material, distribute offered promotions and maintain company information through social media. They are in charge of building and maintaining customer/user relations.
Customer Service Department	This stakeholder is in charge of answering concerns or conflict with primary users.	This stakeholder is in charge of maintaining and addressing primary user concerns or questions about the product. They are responsible for solving a multitude of issues including but not limited to payment, user conflicts, account concerns, general product questions, etc. This department is vital in ensuring a high quality product as they are the direct link to primary users.
Shareholders	This stakeholder is in charge of providing funds to build the product	This stakeholder is responsible for generating funding towards building and maintaining our product during the development phase. Shareholders are entitled to sales earnings reports and minority shareholders are responsible for providing feedback and overall thoughts or concerns of the product.
Legal Department	This stakeholder is a legal association with a legal firm or association.	This stakeholder is responsible for ensuring legal assistance/coverage for the product and staff in case of a legal issue. They must ensure legal liability and ensure the product and staff are legally supported. They are also responsible in developing legal contracts for staff and users.

3.2. User Summary

Name	Description	Responsibilities	Stakeholder
Students	<ul style="list-style-type: none"> • Store personal information and contact info about them • Will be able to register starting from the age of 16 by themselves without parent supervision • Scheduling of the tutors (16 and up) • Ages 16 and over may deliver feedback to tutors on meetings and progress. • May retrieve notes from the tutorials • Use of the virtual one-on-one classrooms (16+) • Live Q&A with a tutor 	<ul style="list-style-type: none"> • User credentials and login storage • Age verification • Notification system about upcoming sessions • Payment scheduling and management (16+) • Video conferencing • Classroom virtual environment 	<ul style="list-style-type: none"> • Customer Service • Social Media/Advertising Managers
Parents	<ul style="list-style-type: none"> • Monitor/supervise kids under 16 • Scheduling tutors and classes under 16 • Payment management • Receiving feedback about progress of the kid • Deliver feedback to tutors for students under age of 16. 	<ul style="list-style-type: none"> • Monitors progress reports • Bi-monthly feedback • Extension of subscriptions • Under 16 pupils <ul style="list-style-type: none"> ◦ All functions of the students 	<ul style="list-style-type: none"> • Customer Service • Social Media / Advertising Managers
Tutors	<ul style="list-style-type: none"> • Giving tutorials • Managing their schedule of availability • Provide virtual services <ul style="list-style-type: none"> ◦ Classroom ◦ Quizzes ◦ Q&A 	<ul style="list-style-type: none"> • Detailed reports in progress • Captures & provides notes • Updates scheduling • Accounting • Payouts for the hours worked 	<ul style="list-style-type: none"> • Project manager • Developer • Customer service • Sales team

	<ul style="list-style-type: none"> • Provide notes from the past tutorials 	<ul style="list-style-type: none"> • Provide ability to do virtual services 	
Administrators and Managers	<ul style="list-style-type: none"> • Resolving issues between tutors/students/parents • Control over accounts of all tutors students and parents associated in website • Providing basic support for the platform • Receiving feedback about features from the users for improvements 	<ul style="list-style-type: none"> • Show and notify about any account issues (expirations/disagreement) • Allow control of the account statuses • Ability 	<ul style="list-style-type: none"> • Customer service (because administrator and managers are a customer service in our case directly interfacing with the users) • Sales • Marketing

3.3. User Environment

At StudyBuddies, we try to offer the most flexibility to our users for a better tutoring experience, hence why the number of people involved in completing the work, the task cycle and the amount of time spent in each activity are variable.

Number of people involved: Variable. It can go from a one-on-one tutoring session involving the student and tutor to online live group lectures based on student needs. Parents can also be involved in the Q&A sessions with tutors for questions and feedback.

Task cycle and amount of time spent in each activity: Variable. Depending on the tutor's course curriculum and preferences, the tutoring programs can go from crash courses (a few days) to a semester-long program or a year-long program for younger students. Again, the time spent on each tutoring session depends on the tutors ranging from a few minutes (Q&A) to a few hours (lectures and exercises). Based on students and parents' needs, these timeframes can be openly discussed with the tutor thanks to our feedback system.

Environmental constraints: To enjoy all the features available in the platform, it is highly recommended to use a laptop or computer with a webcam (for live sessions), with a reliable internet connection. A calm environment is also necessary, especially during live sessions to respect the tutors or the students. Therefore, the platform can be used outdoors with a laptop having an internet connection assuming that it does not bother anyone. In a mobile device, the features would be limited, but access to past lectures or notes would be possible. In-flight, not much would be possible, as the internet is necessary to access the platform.

System platforms in use today: Khan Academy, Smart Online Tutoring, Chegg, PowerKid Tutoring Academy and other tutoring platforms. StudyBuddies is different in a few key aspects.

Other applications in use: Social media platforms to share questions or solutions directly from the platform as a user, recruitment platforms such as Indeed, and popular payment methods such as PayPal and Shopify for safe transactions. These third-party applications will be integrated in our website.

3.4 Key Stakeholder or User Needs

Key problems with existing solutions as perceived by the stakeholders or users are:

1. As a user an existing issue is no recordings of the one-on-one tutoring sessions.

Solution: The StudyBuddies platform records each tutoring session.

Reason for the problem: The student and parent cannot go back and look over what the tutor said during their session. This is a challenge especially if it takes the student time to understand the material they cannot review what they did with the tutor.

How it will be solved now: It will now be solved by student and parent accounts having access to the videos with a password.

The solution the user wants: The student and parent would like to be able to rewatch the tutoring sessions, to review what they did with the tutor and that parents can follow along to help their child.

2. An existing issue for students, parents and tutors is not being able to rate tutors and tutors being unable to rate their sessions with the student to provide constructive feedback

Solution: A feature that allows students to rate the tutor and for the tutor to rate the student. This way parents can see if their student is paying attention during sessions and students and parents can give feedback to the tutor to ensure the lessons meet their needs to do well in school.

Reason for the problem: Reasons for this issue is that tutors cannot improve their lessons unless they get feedback and parents cannot hold their child accountable if they do not know how they are in the sessions.

How it will be solved now: It will now be solved by students and parents being able to rate and give feedback to the tutor and tutors can rate the student as well. This way they can both make improvements and it will help the student do better in school.

The solution the user wants: The solution the users want is to be matched with the right tutor, this feedback process will help to see if students and tutors are a good match and it'll help the student and tutor to continuously help each other improve.

3. As a tutor an existing issue is staying motivated during each session and overall tutoring.

Solution: An added feature where a tutor can win tutor of the month. The tutor with the most positive feedback will receive the tutor of the month award. This will help keep

tutors motivated during each session with their student and to continue tutoring on the StuddyBussies platform.

Reason for the problem: Tutors are sometimes tired during sessions, as most tutors do not do this full time. The tutors may be teachers at schools, university students or people who have other jobs but enjoy tutoring as a side profession. In addition, without tutors StudyBuddies will not be able to help their users.

How it will be solved now: It will now be solved by having an award for the tutor of the month, this will give tutors an incentive to want to plan their lessons and stay motivated for each session. The more positive feedback they get the more likely they are to win and can get more clients.

The solution the user wants: The users want to get good grades and have a tutor that helps them get to that goal. Thus, the tutors are motivated each session in hopes of getting enough positive feedback from the students to win tutor of the month.

4. As a parent and sales team, an existing issue is not being able to pay per session rather than purchasing large packages with a number of tutoring sessions.

Solution: Parents can pay for monthly subscriptions or pay per tutoring session with the StudyBuddies platform, this way parents are not forced to pay too much in advance and can pay based on their child's academic needs.

Reason for the problem: The reason for this issue is because parents end up wasting money for tutoring sessions that their student no longer needs.

How it will be solved now: This will be solved by parents or students paying per month or per tutoring session this way they are not locked in to a certain amount if they do not need the tutoring service anymore.

The solution the user wants: The solution the user wants is to pay as they go that way they do not purchase the packages and then do not end up using all the sessions. With the pay monthly or per session they will be able to pay as they go so their money is not wasted.

5. As a tutor an existing issue is not uploading relevant documents to help students or create a page about the subject they specialize in.

Solution: Tutors will be able to have their own page with the StudyBuddies platform and they can upload documents for all their students to see.

Reason for the problem: The reason for this issue is because the students do not have access to the tutors resources after their session or before. This way students and parents, can have access to the notes the tutor provide as well as review the tutors relevant documents to best help the student.

How it will be solved now: It will be solved now by the tutors being able to upload their documents and make their own page so parents and students can understand what they are teaching them.

The solution the user wants: The parents want their child to do well in school and get better grades, by the tutor uploading more resources and having a page the student can follow. This can allow students to get a head start on their tutor session or get more practice on the subject they are struggling with.

Need	Priority of what we are addressing first (1 to 5) 1 = high priority, 5 = low priority	Concerns	Current Solution	Proposed Solutions
Recorded tutoring sessions	1	<ul style="list-style-type: none"> - May be sent to people that do not pay for the e-learning platform 	Recordings are not personalized for students just found on Khan Academy or Youtube	Record the student sessions with tutors, parents and students must be logged in to have access to it and a password will be provided for the student and parent to view it
Student to tutor feedback and tutor to student feedback	2	<ul style="list-style-type: none"> - The feedback may not be constructive - The feedback may not be viewed 	Telling the tutor or student feedback during their session	Feedback can be tracked within the platform this way students can track their performance. Tutors can improve their sessions to help students. In addition, tutors can help parents see how their child is doing during sessions.
Students want to view the tutors resources	3	<ul style="list-style-type: none"> - Students may share the resources with students not paying for the service - Students may not need the actual tutoring 	Tutors could email students resources, students can watch non-personalized videos online about the subject they are struggling in and do practice problems on different websites	Tutors can upload relevant documents based on the session with the student and post additional questions for students to practice which the tutor has solutions to.

		session after reviewing the tutors resources		This solution is more personalized for the students and tutors, to ensure the tutors students do well
Allow parents to pay per session as needed	4	<ul style="list-style-type: none"> - Parents are purchasing packages for students and then not using them - The student no longer needed tutoring but parents have to pay 	Not known	Parents can pay monthly with a subscription to the platform or pay per hour of tutoring session. This allows the sales team to still keep track of profits.
Encourage tutors to help students improve their grades	5	<ul style="list-style-type: none"> - People may not give enough feedback - Tutors may become competitive with each other - Tutors may quit without additional motivation 	Tutors do not have an additional incentive	This feature will help tutors be well prepared for each session with the potential of a reward of being tutor of the month and to stay motivated to be a tutor. This will allow students to always have a tutor that is involved and engaged during sessions. This helps to ensure the tutoring will work for the student since the tutors will want to win this award.

4. Product Overview

In this section, product overview and perspective, as well as assumptions and dependencies will be discussed.

4.1. Product Perspective

StudyBuddies is an independent product however it is not entirely self-contained. StudyBuddies will be partnering with a variety of existing services and softwares to elevate the product to competition standards. On a user side, StudyBuddies will be using third party Etextbook affiliations in order to hold a grand library of the most popular textbooks in every field. As it is not feasible for StudyBuddies to purchase the licenses for all textbooks, a partnership is required. As a user, when an electronic textbook or extra course related material is not directly given by teachers but requested, then that material will be opened through third party interfaces accessing the partner's e-textbook database.

As a user, video recording and video sharing platforms both live and recorded will be third party software. This software will be embedded within StudyBuddies to not redirect the user off the website.

For recruitment of staff including teachers, tutors and others, StudyBuddies will have its own forms, however it will also be partnering with popular recruitment platforms such as Indeed. Additionally the marketing team will be using popular social media platforms to connect with new users and news updates. Users will also be able to share questions or solutions to their social media directly from our platform.

All sales and payment will be using popular payment softwares such Paypal and Shopify for safety and accessibility. StudyBuddies will have a shared interface with these third party softwares as to avoid redirection off the platform for our users.

For legal advice and consultation as well as employment and user contracts, StudBuddies will have a third party legal representative.

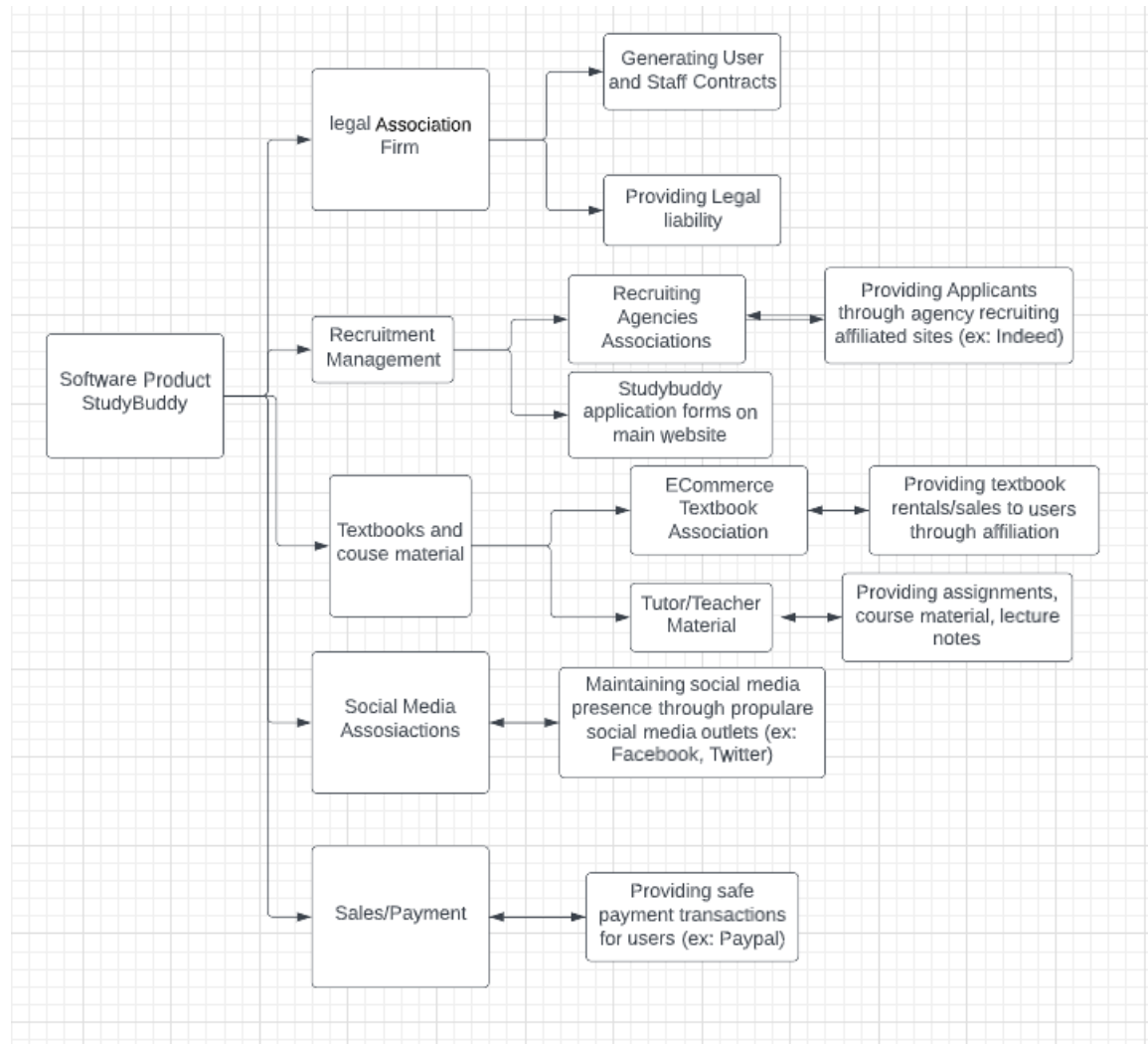


Figure 1: StudyBuddies Product Perspective Block Diagram

4.2. Assumptions and Dependencies

Assumptions	Dependencies
We assume that the hardware needed for recording the lectures is available to tutors.	Camera and microphone setup is needed prior to lectures being given to allow for recording and storing of lectures.
We assume the students, parents, and all other kinds of users have access to a laptop or home desktop, as our platform is offered as a website.	Laptop or home desktop that is functional and supports newer web frameworks.

We assume that the Electronic Book Catalog (a feature) is an external system that exists and is implemented in our platform. We also assume having purchased the copyrights to material.	Electronic Book Catalog is an already existing platform that is up and running.
A stable and fast wifi connection is assumed for all kinds of users (download and upload speed).	Either a wired network connection or a very fast (>100 Mbps) wifi access to allow for seamless streaming.
Parents and students who are over the legal age to own a credit card have a valid credit card as a method of payment.	A valid bank account with a credit card allowing for online payment directly to our platform.
There will be a critical mass of users made up of students and parents that will be large enough to keep the platform up and running.	A large enough number of users may pay a monthly subscription fee so that the platform can be maintained.

5. Product Features

In this section, core, additional and other features offered by StudyBuddies, as well as will be discussed.

5.1. Core Features

StudyBuddies will have a variety of features which will be useful to all users, based on their roles and needs. In addition to core features which are a must for an e-learning platform, some additional features only found on StudyBuddies will be implemented. Below are the lists of these two categories of features.

- For all users
 - **Account creation for each type of user** - this feature will enable users to pick up where they left instead of starting from scratch every time
 - **Search bar** - type in what you are looking for on the website and get a list of the most relevant finds
 - **View the list of available topics and overview of the subject** - a list of available topics will be available by category; once a subject is selected, a brief overview of what will be covered in the tutorials for that topic will be displayed
 - **Background and specialization of every tutor** - every tutor will have a description of their field of expertise on their profile page

- **Electronic books catalog** - access to a variety of textbooks online (free and paid)
- For students/parents
 - **Free trial** - to allow students and parents to figure out if online tutoring is for them and what are their specific needs
 - **Manage account** - to allow editing of the personal and billing information as well as to change subscription type
 - **Paid monthly subscription or hourly rate with tutors** - monthly subscription gives access to all resources on the website including 3 one-on-one meetings with a tutor and unlimited group lectures; hourly rate with tutors only gives access to individual sessions and is paid by hour
 - **Pick a random or specific tutor** - see the list of tutors available for a subject and pick one yourself or first available one
 - **Online live/pre-recorded, group/individual lectures based on student need**
 - **Q&A sessions with tutors** - available for both students and parents
 - **Solo registration only after the age of 16** - to prevent payment incidents
 - **Access to particular tutor's notes** - tutors will save their notes and will share them with current and future students
 - **Parent has the access to the same features as student** - students before the age of 16 must use parent's account, therefore, both accounts should have access to the same features
 - **Request a one-on-one with a tutor** - request a meeting at a specific day and time with a specific or any tutor for the subject
 - **Upload and download documents** - to or from the tutor or classroom in case of group classes
- For tutors
 - **Create a page for your topic** - create a virtual classroom and add any relevant information regarding the topic that you tutor to it; it will be available to all students that join your class
 - **Make your own schedule** - tutors can see if a request for a one-on-one has been placed by a parent or a student and either accept it or propose an alternative time

- **Student appreciation reward** - accumulate positive feedback from students and get a bonus with your next pay
- **Paid per content** - in addition to hourly one-on-one, tutors will be paid for the content that they post such as quizzes, notes, practice exams, etc.
- For admins
 - **Delete/add any public information on the website** - any information which does not meet the guidelines can be removed by the administrator if flagged
 - **Delete/deactivate any user's account** - in case a user does not comply with website guidelines, admin has the ability to temporarily deactivate or permanently delete user's account
 - **Feedback review** - in case a parent, student or tutor encounter an issue with another user and feedback can be presented as a proof
 - **Select Tutor of the month** - based on student or parent feedback, pick the tutor of the month with top score
 - **Manage users' accounts** - admin can manage user's account if there is an issue with account information, payment, upload/download of documents or leaving a review

Additional features

To adopt additional features, mainly two elicitation techniques such as data collection from online sources and knowledge reuse were applied. After brainstorming and sharing personal and general experience of team members with similar platforms, some core and additional features were implemented. As described in section 2.1, these additional features are very important for the success of the platform and can fix issues and improve services offered by other similar platforms.

- **Review system for students, parents and tutors** - this feature will enable parents and students to leave feedback for tutors; similarly, tutors will be able to leave feedback for students which will also be available to parents.
- **Tutor of the month** - tutor who gets the highest number of positive feedback in one month will receive a bonus and will be featured at the front page of the website
- **Recorded one-on-one** - to allow students and parents to review what was discussed with a tutor; this will allow students to study at their own pace and go back to the meeting if they forgot or missed something

5.2. Other Product Requirements

Applicable standards

The list of applicable standards will include, but will not be limited to, the following standards:

- Legal and regulatory standards (CCPSA, CLC)
- Communications standards (TCP/IP, ISDN)
- Platform compliance standards (Windows, UNIX, and so on)
- Quality and safety standards (UL, ISO, CMM)

Hardware requirements

Storage capacity will present two options either server side or private storage. Server-side systems recommending usage of Cloud Storage to avoid the high cost of owning and maintaining private servers and server rooms. Either cloud or private servers should be of at minimum 10 terabyte size initially with the prospect of requiring more as server space is used to save recordings of lectures.

Performance Requirements:

Users must only experience a 0.1 second to 5 second time for the responsiveness of the application otherwise the user will experience a disconnect when utilizing the application.

Environmental requirements:

Environmental requirements include mainframe and memory storage rooms for applications to be thoroughly maintained and cleaned along with proper cooling to ensure optimal temperatures at all times. Also general awareness of shocks, humidity and radiation that could affect any hardware systems.

Quality Ranges

- **Performance:** Online interactions with the application should only take from 0.1 to 5 seconds of time for optimal experience.
- **Robustness/Fault Tolerance:** Data should be stored in both a Cloud Server with a secondary server being used as a backup in case of any faults with the Cloud server. The backup which will be updated daily to ensure no loss of important information.
- **Usability:** The UI must be designed so that both children and those that are elderly or less tech literate may easily navigate the site, as both parents and their children will be having constant access.

Documentation

Upon creation of an account or accessing services for the first time, a demo video will be available on how to use the application and all the different services available. A secondary email will also be sent to the account with a link to the same demo video. Along with both of these each step will be meticulously outlined on our resources page with information and clearly defined terms of every facet of the site. Along with that we will have an online help service where users can send an email regarding any questions or troubleshooting to assist them.

Priority

1. **Performance** of the site will be paramount with tutors and respective students needing the functionality of being able to keep in contact with one another through tutorials at comfortable settings.
2. **Robustness/Fault Tolerance** will be key in making sure that no user information nor saved data is corrupted or unusable ensuring application can run with bare minimum issue with a backup on the ready in case of need.
3. **Hardware Requirements** will be a major as a part of the application will be able to view and that can only occur with sufficient storage size otherwise.
4. **Applicable Standards** since having to do with matters both legal and may have relation to government agencies will be next in priority to watch for.
5. **Environment requirements** to ensure the safety of backup and date as well as maintain devices keeping applications running safely.
6. **Usability:** UI of the site being at an important feature so that the site can be used and viewed by all
7. **Documentation** will need to be done in order to assist and guide users in their experience.

6. Risk and Feasibility

1. Technical
 - a. Confidential User information leak
 - i. Feasibility:
 - ii. Organizational feasibility
 1. Project manager
 2. Developers
 3. Customer service
 - iii. Financial feasibility
 1. Extremely high - especially if we take into account credit card information or any other sensitive information
 - iv. Mitigation
 1. One way encryption of the sensitive data
 - b. Software malfunction
 - c. Team experience limitation
2. Organizational
 - a. Erroneous planning therefore missed deadlines
 - b. Lack of talent in the market

- c. Bad selection of tutors
 - i. Mitigation:
 - 1. frequent background check every 6 month
- 3. Financial
 - a. Not enough investments to finish the project
 - i. Organizational feasibility
 - 1. Project manager
 - 2. Shareholders
 - ii. Financial feasibility
 - 1. High - Spread word to investors constantly
 - iii. Mitigation
 - 1. Prototypes of website during process to attract attention
 - b. Subscription price is too high for the end users
 - i. Mitigation
 - 1. Project the cost of the final product with all necessary spendings
 - c. Too high operational costs
 - i. Mitigation
 - 1. Project the estimated costs of running the final product

7. Use Case Diagram

In this section, the Use Case diagram is presented. Full diagram shown in Figure 1 with all details can be found here:

<https://online.visual-paradigm.com/share.jsp?id=313730303235302d32>

The diagram is a UML Use Case Diagram for the "eLearning Platform StudyBuddies". It features five actors: User, Guest, Administrator, Tutor, and Student/Parent, each represented by a stick figure. The use cases are represented by ovals and are organized into five swimlanes corresponding to the actors. The diagram includes various relationships such as include, extend, and generalization.

```

    usecaseDiagram
        actor User
        actor Guest
        actor Administrator
        actor Tutor
        actor StudentParent as Student/Parent

        User --> UC1[Search Material]
        User --> UC2[Consult List of Topics]
        User --> UC3[Explore Tutors]
        User --> UC4[Download Electronic Textbook]
        User --> UC5[Log In]
        User --> UC6[Register]
        User --> UC7[Register as Student]
        User --> UC8[Register as Tutor]
        User --> UC9[Get Feedback]
        User --> UC10[Leave Feedback]
        User --> UC11[Post Content]
        User --> UC12[Post Notes]
        User --> UC13[Post Quiz]
        User --> UC14[Post Practice Exam]
        User --> UC15[Give Live Lecture]
        User --> UC16[Record the lecture]
        User --> UC17[Enroll Into Classroom]
        User --> UC18[Assist Lecture]

        Guest --> UC6
        Guest --> UC7
        Guest --> UC8

        Administrator --> UC19[Manage Public Info]
        Administrator --> UC20[Manage User's Account]
        Administrator --> UC21[Deactivate Account]
        Administrator --> UC22[Review Feedback]
        Administrator --> UC23[Review Student/Parent Feedback]
        Administrator --> UC24[Review Tutor's Feedback]
        Administrator --> UC25[Select Tutor of the month]

        Tutor --> UC26[Create Classroom]
        Tutor --> UC27[Add Classroom Topic Description]
        Tutor --> UC28[Edit Classroom]
        Tutor --> UC29[Answer to One-on-One Request]
        Tutor --> UC30[Accept]
        Tutor --> UC31[Decline]
        Tutor --> UC32[Record the one-on-one]
        Tutor --> UC33[Specify Alternative Time]
        Tutor --> UC34[Cash Out Accumulated Salary]
        Tutor --> UC35[Answer Student's/Parent's Question]
        Tutor --> UC36[Get Feedback]
        Tutor --> UC37[Leave Feedback]
        Tutor --> UC38[Post Content]
        Tutor --> UC39[Post Notes]
        Tutor --> UC40[Post Quiz]
        Tutor --> UC41[Post Practice Exam]
        Tutor --> UC42[Give Live Lecture]
        Tutor --> UC43[Record the lecture]
        Tutor --> UC44[Enroll Into Classroom]
        Tutor --> UC45[Assist Lecture]

        StudentParent --> UC46[Request One-on-One]
        StudentParent --> UC47[Watch recorded one-on-one]
        StudentParent --> UC48[Pick Tutor]
        StudentParent --> UC49[Pick Specific Tutor]
        StudentParent --> UC50[Get Assigned Random Tutor]
        StudentParent --> UC51[Ask Tutor a Question]
        StudentParent --> UC52[Upload Homework]
        StudentParent --> UC53[Download Tutor's Content]
        StudentParent --> UC54[Enroll Into Classroom]
        StudentParent --> UC55[Assist Lecture]

        UC2 --> UC1 : <<include>>
        UC2 --> UC3 : <<include>>
        UC4 --> UC5 : <<include>>
        UC7 --> UC6 : <<extend>>
        UC8 --> UC6 : <<extend>>
        UC19 --> UC20 : <<extend>>
        UC20 --> UC21 : <<extend>>
        UC21 --> UC20 : <<extend>>
        UC22 --> UC23 : <<include>>
        UC23 --> UC24 : <<extend>>
        UC24 --> UC22 : <<include>>
        UC25 --> UC24 : <<include>>
        UC26 --> UC27 : <<include>>
        UC27 --> UC28 : <<include>>
        UC29 --> UC30 : <<extend>>
        UC30 --> UC31 : <<extend>>
        UC32 --> UC33 : <<include>>
        UC33 --> UC34 : <<extend>>
        UC34 --> UC35 : <<extend>>
        UC36 --> UC37 : <<extend>>
        UC38 --> UC39 : <<extend>>
        UC39 --> UC40 : <<extend>>
        UC40 --> UC41 : <<extend>>
        UC42 --> UC43 : <<include>>
        UC44 --> UC45 : <<include>>
        UC46 --> UC47 : <<include>>
        UC47 --> UC48 : <<include>>
        UC48 --> UC49 : <<include>>
        UC49 --> UC50 : <<include>>
        UC51 --> UC52 : <<include>>
        UC52 --> UC53 : <<include>>
        UC53 --> UC54 : <<include>>
        UC54 --> UC55 : <<include>>
    
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20/20