Tutor Dash
Find a tutor. Be a tutor.

Old Dominion University
CS410 - Team Gold
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Availability of University Tutoring Programs

- University students study at no specific time of the day.
- Studies even suggest that more students study at night (as opposed to daytime).

The Private Tutoring Market

- Private tutoring is a growing industry.
- However, there is no centralized network for tutors.
- Most tutor-hosting services only tend to focus in the online tutoring market.

Source: technavio.com
University Students as Tutors

- Student-to-student interactions are effective; tutees learn more cognitively through bonds with their peers.
- PAL is a peer mediated instructional program where students tutor their peers.
- Peer Assisted Learning Programs (PAL) proves that students tutoring other students is effective.
- University students are willing to tutor people what they know in their free time if it is easy to find people to tutor.
Problem Statement

1. Tutoring services available to university students are limited in scope, do not provide flexibility, and lack a centralized platform for promotion.

2. Students willing to provide tutoring services lack a tool to promote those services.
Problem Characteristics

- **Limited Scope**: not all courses offer tutoring
- **Tutoring services do not encompass all study times.**
- **Information inconsistency**: university tutoring information is spread out
- **Private tutors are complete unknowns. University students have difficulty estimating a tutor’s helpfulness before a meeting.**
- **Students do not have an adequate platform to advertise their tutoring services.**
Proposed Solution - **Tutor Dash**

- Tutor Dash is a mobile application-based service that unifies university students who are interested in tutoring with university students who desire course-specific tutoring in real-time.

- Tutor Dash provides an extension of any university’s current tutoring services so that students can receive help for all courses 24/7.
Characteristics of Tutor Dash

- User-base constrained to university students
- Every tutor verified based on their previously taken classes
- Rating system for both tutors and tutees
- Qualified tutors can tutor in any class available at their respective university
- Tutors and tutees can be available at any time
- Notifications sent to connect participating tutors and tutees
- Allows for in-person and online meetings
- Mechanism for payment within application
How Tutor Dash Affects the Current Processes

- Creates a more obvious connection between tutors and tutees at universities
- Niche tool for participating tutors and tutees
- More centralization → Less options → More opportunity
What Tutor Dash Won’t Do

- Not an “official” university tutoring resource, rather a tool for presenting information on a unique platform
- Will not make any money off of existing university tutoring resources
- Will not interfere with current university tutoring resources; only improve advertisement to extend reach
- Will not violate the Family Education Rights and Privacy Act (FERPA)
- Cannot guarantee there is a tutor for everyone online 24/7
- Cannot prevent students from voluntarily violating the honor code
- Will not be a hosting platform for established tutoring businesses
Customers

- University students seeking tutoring services (academic help)
- University students interested in tutoring (providing academic help)
End Users

University student bodies:

- University students looking for tutors
  - Seeking immediate help
  - Seeking future help

- University students looking for tutees
  - Seeking network growth
  - Seeking extra money
User Roles

**Tuttee**
- University student
- Seeks academic assistance

**Private Tutor**
- University student
- Qualified to tutor previously taken courses
- Offers tutoring services
- Works independently

*See Appendix A for user stories*
## Competition

<table>
<thead>
<tr>
<th>Features</th>
<th>Tutor Dash</th>
<th>Tutor.com</th>
<th>Tutor Matching Service</th>
<th>Skooli</th>
<th>Wyzant</th>
<th>HeyTutor</th>
<th>Care.com</th>
<th>Public Facebook Group</th>
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</thead>
<tbody>
<tr>
<td>Offers various university course-specific tutoring</td>
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<td>✓</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
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<tr>
<td>Allows qualified undergraduate students to be tutors</td>
<td>✓</td>
<td>☑</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Sends notifications about local tutors/tutees</td>
<td>✓</td>
<td>☑</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Qualified tutors are constrained to university communities</td>
<td>✓</td>
<td>☑</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Provides real-time scheduling capabilities</td>
<td>✓</td>
<td>✓</td>
<td>☑</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
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<tr>
<td>Available as mobile application</td>
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<tr>
<td>Includes online tutoring options</td>
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<tr>
<td>Includes in-person tutoring options</td>
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<td>✓</td>
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<td>✗</td>
<td>✓</td>
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</tr>
<tr>
<td>Provides tutor ratings</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
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<tr>
<td>Establishes hourly rate ceilings</td>
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<td>✗</td>
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</tr>
<tr>
<td>Requires tutor verification/validation</td>
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<td>✗</td>
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<td>✓</td>
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<tr>
<td>Does not require subscription commitment</td>
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<td>✓</td>
<td>✗</td>
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<td>✓</td>
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<tr>
<td>Provides 24/7 scheduling</td>
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## Development Tools

<table>
<thead>
<tr>
<th>Component</th>
<th>Android</th>
<th>iOS</th>
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<tbody>
<tr>
<td><strong>Language</strong></td>
<td>Java</td>
<td>Swift</td>
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<tr>
<td><strong>IDE</strong></td>
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<td>Xcode</td>
</tr>
<tr>
<td><strong>UI/UX</strong></td>
<td>Android Studio</td>
<td>Xcode</td>
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<tr>
<td><strong>Database</strong></td>
<td>Firebase</td>
<td>Firebase</td>
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<tr>
<td><strong>Payment Mechanism</strong></td>
<td>Braintree</td>
<td>Braintree</td>
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<tr>
<td><strong>Build Manager</strong></td>
<td>Gradle</td>
<td>Swift Package Manager</td>
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<td><strong>Version Control</strong></td>
<td>GitLab</td>
<td>GitLab</td>
</tr>
<tr>
<td><strong>Continuous Integration/Deployment</strong></td>
<td>GitLab</td>
<td>GitLab</td>
</tr>
<tr>
<td><strong>Issue Tracker</strong></td>
<td>Trello</td>
<td>Trello</td>
</tr>
<tr>
<td><strong>Testing Framework</strong></td>
<td>JUnit/Firebase</td>
<td>XCTest/Firebase</td>
</tr>
</tbody>
</table>

* Due to Team Gold’s knowledge of Android development, this will be our focus when developing the prototype.*
Development Model - Agile

- Work completed in brief time iterations
- Testing implemented throughout development
- Focus on observable behavior

Source: Intelegrain Technologies
Work Breakdown Structure

1. Development Requirements
2. Design
3. Implementation
4. Testing

*Testing and Implementation will be done in parallel.
Core Components

UI/UX

Database

Algorithms
User Interface & User Experience Design
UI/UX Breakdown

Tutor Dash’s UI/UX design is broken down into 4 phases and 2 views:

**Phases**
1. Login/Sign up
2. Tutor/Tutee Discovery
3. Session Selection
4. Active Session

**Views**
1. Settings
2. Profile Edit
Phase 1: Login/Sign Up

The Login/Sign-Up Phase allows the user to do the following:

- Sign up and register as a user (either tutee or tutee and tutor)
- Login to registered account
- Upload transcript for tutor authentication
- Initialize personal list of tutored classes from list of all permitted classes

* See Appendix B for UI/UX context
Phase 2: Tutor/Tutee Discovery

The Discovery Phase allows users to do the following:

- Search for tutors or tutees based on mode through map or text
- Change view modes from map/text
- Change or sort content of map or text view through search criteria
- Search for a specific tutor in search view
- Change status to or from active

* See Appendix B for UI/UX context
Phase 3: Session Selection

The Session Selection Phase gives the user the ability to do the following:

- View user information:
  - Username
  - Ratings
  - Bio
  - Classes available for tutoring
- Send messages to other users
- Schedule sessions from a tutor’s available times
- Schedule sessions ASAP (in real-time)

* See Appendix B for UI/UX context
Phase 4: Active Session - A

- The Active Session Phase is accessible from any screen where the “Active Session” beacon is presented.
- The beacon’s availability is dependent on the user’s scheduled sessions.
- Users may toggle in and out of their active sessions to and from the phase/screen they entered from.
Phase 4: Active Session - B

The Active Session Phase gives the user the ability to do as follows:

- Begin scheduled tutoring session.
- Communicate through in-app messaging system to coordinate session details with tutor.
- Dictate end of tutoring session upon completion.
- Rate tutor out of 5 stars and review them for the recently-finished session.
- Report issue with current session and/or tutor.

* See Appendix B for UI/UX context
View 1: Options and Settings

Users can:

- Modify Notifications
- Toggle Night Mode
- View Calendar for future sessions
- View their profile
- View the ‘Terms of Use’ policies
- View user’s manual
- Become a tutor
- Send out local notifications

* See Appendix B for UI/UX context
The Profile Edit View gives the user the ability to do as follows:

- View their account information:
  - Username
  - Email
  - Rating
  - Bio
  - Tutored classes
  - Scheduled session(s)
  - Session request(s)
  - Previous session(s)
  - Availability

- Modify any of the aforementioned elements other than personal rating

* See Appendix B for UI/UX context
Database
Firebase

- Firebase is a mobile and web application development platform.
- Tightly integrated with Google Cloud Platform
- Tutor Dash will use the following Firebase products to handle backend services:
  - Cloud Firestore - Database
  - Firebase Auth - User Authentication
  - Cloud Storage - File Storage

Used By:

![Lyft](#)
![Venmo](#)
![Gojek](#)
![Duolingo](#)
![Trivago](#)
Cloud Firestore

- NoSQL document-oriented database
- Keeps data synced across all client devices in real time
- Designed for automatic scalability
- Database will store user information, school information, schedules, messaging, and reviews.
## Database Schema

<table>
<thead>
<tr>
<th>User</th>
<th>School</th>
<th>Reviews</th>
<th>Payments</th>
<th>Chat</th>
<th>Schedule</th>
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</thead>
<tbody>
<tr>
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<td>schoolID</td>
<td>UID</td>
<td>UID</td>
<td>UID1_UID2</td>
<td>schoolID_UID</td>
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<tr>
<td>uName</td>
<td>schoolName</td>
<td>reviewerUID</td>
<td>receiverUID</td>
<td>senderName</td>
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<tr>
<td>fName</td>
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<td>rating</td>
<td>meanPayRate</td>
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<td>courses</td>
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<td>stdDev</td>
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<tr>
<td>isTutor</td>
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<tr>
<td>isAvail</td>
<td>coursesEligible</td>
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<tr>
<td>coursesPayRate</td>
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<td>tuteeRating</td>
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<tr>
<td>inPerson</td>
<td>location</td>
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</tr>
<tr>
<td>webConf</td>
<td>bio</td>
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<tr>
<td>location</td>
<td>timesSinceRequest</td>
<td></td>
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<tr>
<td>bio</td>
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<td>timesSinceRequest</td>
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<tr>
<td>courseID</td>
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</tr>
</tbody>
</table>
User Authentication & Cloud Storage

● User Authentication
  ○ Authentication allows users to create an account using email and password.
  ○ Capable of sending email confirmation to activate account.
  ○ Integrates with Cloud Firestore for secure DB access.

● Cloud Storage
  ○ Capable of storing user generated content such as photos and videos.
  ○ High scalability. Same infrastructure that powers Spotify and Google Photos.
Braintree - Payments

- Collection of cross-platform tool sets that allow developers to include multiple payment options safely within their applications
- Include drop-in UIs
- Managed by PayPal
- Used by several well-known companies such as Uber and Poshmark
- **Required toolsets**
  - Braintree Java SDK
  - Braintree Android v3 SDK

* See Appendix B for UI/UX context
Algorithms
PDF Transcript Parser

● **Purpose**
  ○ Determine which classes a user is qualified to tutor
  ○ Add new courses being tutored to the database

● **Tools**
  ○ PDFBox Java Library

● **Parameters**
  ○ University name
  ○ Transcript (PDF)
  ○ Minimum qualifying grade

* See Appendix B for UI/UX context
Pay-Rate Calculator

- **Purpose**
  - Keep pay-rates competitive by providing an upper bound based on various factors
  - Alleviate the possibility of tutors not getting hired often enough

- **Parameters**
  - Tutor rating (course-specific)
  - Tutor rating (overall)
  - Course demand/popularity
  - Tutor’s Experience
  - Time of day
  - Mean & standard deviation of rates for courses
  - Time since tutor’s last request in that course

*See Appendix B for UI/UX context*
Pay-Rate Calculator - Logic Flow

Database
- Time of day
- Overall rating
- Course rating
- Course popularity
- Time since last request

User Account
- Rerun x times per week

Find mean & standard deviation of pay rates for each course in DB

Rate Calculation
- Is the course popular at this time of day?
  - No: Decrease base pay
  - Yes: Increase base pay

- Is the course in high demand?
  - No: Decrease base pay
  - Yes: Increase base pay

- Are other tutors charging more?
  - No: Decrease base pay
  - Yes: Increase base pay

- Has it been a while since last request?
  - Yes: Decrease base pay
  - No: Increase base pay

Establish base pay based on ratings, experience, and competition average

A tutor selects courses to offer

Tutor receives a new rating for a particular course

Algorithm triggered based on pre-determined times of day

Information is queried from DB

Update base pay for course

Legend
- Prerequisite
- Algorithm
- Entity
Relative Distance Estimator Algorithm

- **Purpose**
  - Display how far a set of users B is from user A based on user A’s search results.
  - Keep the distance information updated as often as possible.

- **Parameters**
  - Time
  - Time interval for updates
  - Android device’s GPS coordinates
    - User A’s longitude/latitude
    - Every user in B’s longitude/latitude

*See Appendix B for UI/UX context*
Relative Distance Estimator - Logic Flow

Database

Every x amount of minutes, update the coordinates for every user online

Query DB according to search

Perform distance formula

Use the user's coordinates with all other results that appear in the query result

Distance Calculation

Display results

User Account

Legend

Prerequisite
Algorithm
Entity

Android Device

Android device stores GPS coordinates

User searches for other users

Store coordinates in DB
Web-Conference Appointment Creator

- **Purpose**
  - Create a google hangouts meeting for two user’s if the tutoring session in question is via web-conferencing

- **Tools**
  - Selenium Webdriver (Java)

- **Parameters**
  - Start time of session
  - End time of session
  - User email addresses
    - Tutor
    - Tuttee
Web-Conference Appt. Creator - Logic Flow

Legend:
- Prerequisite
- Algorithm
- Entity
Hardware System Requirements

- Android API 16 (JELLY_BEAN) is required for both Firebase and Braintree
- Devices must have GPS capabilities
## Risk Matrix

- "C" → Customer Risks
- "T" → Technical Risks
- "L" → Legal Risks

- **Very Low**
  - T3, T4, L1
- **Low**
  - T6, L2
- **Moderate**
  - T8
- **High**
  - C1, C8, T7
- **Very High**
  - C3, C4

*See Appendix C for all risks*
# Customer Risks - C1

**Risk**: Student finds tutors to be unhelpful

**Mitigation**
- Rating system
- Payment refunds

<table>
<thead>
<tr>
<th>Probability</th>
<th>Very Low</th>
<th>Low</th>
<th>Moderate</th>
<th>High</th>
<th>Very High</th>
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<tbody>
<tr>
<td>Very High</td>
<td>T3, T4, L1</td>
<td>T6, L2</td>
<td>C3, C4</td>
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<tr>
<td>High</td>
<td>T1, C7</td>
<td>C6</td>
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<tr>
<td>Moderate</td>
<td>C5</td>
<td>T8</td>
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<tr>
<td>Low</td>
<td>C2, T5</td>
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<tr>
<td>Very Low</td>
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<td>C9</td>
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</table>
### Customer Risks - C2

#### Risk: Prospective tutors faking their qualifications

<table>
<thead>
<tr>
<th>Impact</th>
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<tbody>
<tr>
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<td>C3, C4</td>
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<td>T8</td>
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<tr>
<td>Very Low</td>
<td>C9</td>
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</tbody>
</table>

#### Mitigation

- Require official transcript (PDF) from university registrar
- Make tutors only eligible to tutor classes he/she has received a B or higher in
Customer Risks - C3

- **Risk**: Shortage of tutors

- **Mitigation**
  - Give small bonuses to tutors for a limited time
  - Similar to Uber’s business model
Customer Risks - C4

- **Risk**: Shortage of tutees

<table>
<thead>
<tr>
<th>Probability</th>
<th>Very Low</th>
<th>Low</th>
<th>Moderate</th>
<th>High</th>
<th>Very High</th>
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<tbody>
<tr>
<td>Very High</td>
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<td>T6, L2</td>
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<td>T8</td>
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<td>Very Low</td>
<td></td>
<td>C9</td>
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</tbody>
</table>

- **Mitigation**
  - Give free sessions to new users
  - Give loyalty-free sessions for a certain number of usages
### Customer Risks - C5

**Risk:** Tutee/tutor leaves a false negative review

### Mitigation

- Users can challenge reviews (Requires manual investigation)
- Withhold all ratings/reviews until users agree

<table>
<thead>
<tr>
<th>Probability</th>
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<th>Low</th>
<th>Moderate</th>
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Customer Risks - C6

- **Risk**: Users abuse application; use application maliciously

### Probability

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</table>

### Mitigation

- Require users to agree to a terms of use agreement
- Blacklist users who misuse application
**Customer Risks - C7**

- **Risk**: Identity theft; non-users impersonate users and/or users impersonate other users

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</table>

- **Mitigation**
  - Re-authentication when navigating to app from outside window
  - “Handshake” agreement between users when sessions begin
### Customer Risks - C8

#### Risk:
Participating tutor/tutees don’t show up to their scheduled meetings

#### Mitigation
- Preallocate payments
- Require deposits
- Threat of poor ratings

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Customer Risks - C9

- **Risk**: Users try to book overlapping sessions

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<td>C9</td>
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</table>

- **Mitigation**
  - Only allow users to make appointments for times they don’t currently have a scheduled session
  - Applies to both tutors and tutees
Customer Risks - C10

- **Risk:** Tutors are not adequately prepared to engage with tutees via web conferencing

- **Mitigation**
  - Alert users of the minimum requirements for web conference meetings upon selecting ‘web conferencing’ as a tutoring preference.

<table>
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<tr>
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Technical Risks - T1

- **Risk:** Payment is not received

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</table>

- **Mitigation**
  - Integrate usage of a 3rd party API designed to handle e-transactions
  - Braintree
**Technical Risks - T2**

- **Risk:** Difficulty automating the process of reading a submitted transcript

- **Mitigation**
  - Define reusable code for general case
  - Optimize as more information is discovered

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</table>
Technical Risks - T3

- **Risk**: Database server failure

- **Mitigation**
  - Use reliable servers maintained by large corporations
  - Firebase

### Probability

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<th>Moderate</th>
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</table>
Technical Risks - T4

- **Risk**: Security breach

- **Mitigation**
  - Use 3rd party APIs which are already secure
Technical Risks - T5

- **Risk:** Application is not compatible on all android devices

**Mitigation**
- Define minimum SDK for weaker hardware phones
- Define normal SDK for normal hardware phones

<table>
<thead>
<tr>
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</table>
Technical Risks - T6

- **Risk**: Network server failure

- **Mitigation**:
  - Server redundancy

### Probability

<table>
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</tbody>
</table>
Technical Risks - T7

- **Risk**: Pay-rate algorithm doesn’t calculate competitive rates

- **Mitigation**
  - Determine a base pay that will increase/decrease due to various factors
  - Compare pay-rates of similarly rated tutors who tutor the same courses
Technical Risks - T8

- **Risk:** Web-conferencing session is not set up properly

- **Mitigation**
  - Use Google Hangouts
  - Use one or more G Suite hosts operated by Tutor Dash
Legal Risks - L1

- **Risk**: Violating The Family Education Rights and Privacy Act (FERPA)

- **Mitigation**
  - No portal access
  - Transcripts are analyzed then deleted
  - Users agree to grade disclosure in terms of use agreement
Legal Risks - L2

- **Risk:** Users use application for illegal activities

- **Mitigation**
  - Terms of use agreement
  - Reporting features

<table>
<thead>
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</table>
Benefits to Customer/User-base

● Expands the scope of any university’s course-specific tutoring program(s).
● Decreases availability conflicts.
● Tutors aren’t waiting around for responses.
● Reduces frequency of cancellations by providing real-time scheduling.
● As tutoring increases, DFWI (Drop/Fail/Withdraw) rates decrease. Students save GPA and money.
● Students won’t have to go out of their way in search of tutoring services since they are contained conveniently in one place.
● Alleviates frustration in regards to contradictory information. Improves information consistency.
Future Goals

● Various university support
● Active community 24/7
● Every class offered at every university in the system has at least one eligible tutor
● Repeat/long-term customers
Conclusion

- Our solution aims to engage university students and help them find what they need in an easier and more convenient format than what currently exists.

- Some students need tutors

- Some students want to tutor

- Tutor Dash makes the connection obvious
Questions?
References - University Tutoring Resources


2. "Campus Tutoring." *Old Dominion University*, 19 Jan. 2019. URL: [www.odu.edu/success/academic/tutoring#tab125=0](http://www.odu.edu/success/academic/tutoring#tab125=0).


4. "Courses of Instruction." *Old Dominion University*, Feb. 2019. URL: [catalog.odu.edu/courses](http://catalog.odu.edu/courses/)

References - Student Behaviors


References - Competition


15. "Find a Local In-Home Tutor Today." HeyTutor, HeyTutor LLC. URL: heytutor.com/.


Appendix A1 - User Stories (Tutees)

- As a **tutee**, I would like...
  
  a. The ability to receive tutoring in any class which I am enrolled in.
  b. The ability to receive/request tutoring at any time of the day.
  c. The ability to message tutors in real-time before hiring them.
  d. *(Optional)* The ability to receive tutoring in groups which I create.
  e. *(Optional)* The ability to form groups and divide the tutor's payment amongst members.
  f. To search for tutors who attend my university within a certain radius.
  g. To search for classes I need help in and receive a list of tutors.
  h. Registered tutors to be qualified and authorized to tutor me.
  i. The ability to leave ratings and reviews based on my experiences with tutors.
  j. The ability to report malicious activity regarding authorized tutors' activities.
  k. Tutors to be notified when I am looking for them.
  l. The ability to confirm that a session did, in fact, occur.
  m. The ability to receive tutoring in both online and in-person meetings.
  n. The ability to search for tutors tutoring any course at my university.
  o. The ability to reconnect with a tutor I liked so I can rehire them in the future.
  p. Tutor profiles to be public when I search for them.
  q. Sensitive account information to be private and secure.
  r. My payment methods to be remembered.
  s. Reassurance that the person I am meeting is the person they say they are.
Appendix A2 - User Stories (Tutors)

- As a **private tutor**, I would like...
  a. Potential tutees to have access to my user profile.
  b. Potential tutees to message me before scheduling a session.
  c. Payment to be handled within my hosting service.
  d. My charging pay-rate to be based on my experience.
  e. Competitive pricing to be recommended.
  f. Qualifications to be based on my previous coursework.
  g. My ratings to be given only by tutees which I have tutored.
  h. The ability to challenge poor/negative ratings and/or reviews.
  i. The ability to rate tutees based on my experiences with them.
  j. Notifications when potential tutees may be looking for my services.
  k. Notifications when potential tutees message/hire me.
  l. A mechanism for confirming a session did, in fact, occur.
  m. Sensitive account information to be private and secure.
  n. The ability to refuse service.
  o. A means of toggling my availability in real-time.
  p. A weekly schedule to be present on my profile for tutees to view.
  q. Web-conferencing and in-person tutoring options.
## Appendix C1 - Risk Matrix

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### Probability

- **High**: 82
# Appendix C2 - Customer Risks

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<td>• Rating system</td>
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<tr>
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<td></td>
<td>• Payment refunds</td>
</tr>
<tr>
<td>C2</td>
<td>Prospective tutors faking their qualifications</td>
<td>• Require official transcript from university registrar</td>
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<td></td>
<td></td>
<td>• Make tutors only eligible to tutor classes he/she has received a B or higher in</td>
</tr>
<tr>
<td>C3</td>
<td>Shortage of tutors</td>
<td>• Give small bonuses to tutors for a limited time (similar to Uber’s business model)</td>
</tr>
<tr>
<td>C4</td>
<td>Shortage of tutees</td>
<td>• Give free sessions to new users</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Give loyalty-free sessions for a certain number of usages</td>
</tr>
<tr>
<td>C5</td>
<td>Tutor/tutee leaves a false negative review</td>
<td>• Allow users to challenge reviews (requires manual investigation)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Withhold ratings/reviews until both users agree on justification</td>
</tr>
<tr>
<td>C6</td>
<td>Users abuse application; use app maliciously</td>
<td>• Require users to agree to the terms of use agreement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Blacklist (ban) users who violate terms of use agreement</td>
</tr>
<tr>
<td>C7</td>
<td>Identity theft; non-users impersonate users and/or users impersonate other users</td>
<td>• Re-authentication when navigating to app from outside window</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Handshake&quot; agreement between users when sessions begin</td>
</tr>
<tr>
<td>C8</td>
<td>Participating tutor/tutees don’t show up to their scheduled meetings</td>
<td>• Preallocate payments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Require deposits</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Threat of poor ratings</td>
</tr>
<tr>
<td>C9</td>
<td>Users try to book overlapping sessions</td>
<td>• Only allow users to make appointments for times they don’t currently have a scheduled session</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Applies to both tutors and tutees</td>
</tr>
<tr>
<td>C10</td>
<td>Tutors are not adequately prepared to engage with tutees via web conferencing</td>
<td>• Alert users of the minimum requirements for web conference meetings upon selecting ‘web conferencing’ as a tutoring preference.</td>
</tr>
</tbody>
</table>
# Appendix C3 - Technical Risks

<table>
<thead>
<tr>
<th>ID</th>
<th>Risk</th>
<th>Mitigation(s)</th>
</tr>
</thead>
</table>
| T1 | Payment is not received                                                                | ● Integrate usage of a 3rd party API designed to handle e-transactions  
|    |                                                                                        | ● Braintree                                                                                       |
| T2 | Difficulty automating the process of reading a submitted transcript                    | ● Define reusable code for general case  
|    |                                                                                        | ● Optimize as more information is discovered                                                      |
| T3 | Database server failure                                                                 | ● Use reliable servers maintained by large corporations  
|    |                                                                                        | ● Firebase                                                                                       |
| T4 | Security breach                                                                        | ● Use 3rd party APIs which are already secure                                                     |
| T5 | Application is not compatible on all android devices                                   | ● Define minimum SDK for weaker hardware phones  
|    |                                                                                        | ● Define normal SDK for normal hardware phones                                                     |
| T6 | Network server failure                                                                 | ● Server redundancy                                                                               |
| T7 | Pay-rate algorithm doesn't calculate competitive rates                                  | ● Determine a base pay that will increase/decrease due to various factors  
|    |                                                                                        | ● Compare pay-rates of similarly rated tutors who tutor the same courses                          |
| T8 | Web-conferencing session is not set up properly                                         | ● Use Google Hangouts  
|    |                                                                                        | ● Use one or more G Suite hosts operated by Tutor Dash                                            |
### Appendix C4 - Legal Risks

<table>
<thead>
<tr>
<th>ID</th>
<th>Risk</th>
<th>Mitigation(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1</td>
<td>Violating The Family Education Rights and Privacy Act (FERPA)</td>
<td>● No portal access&lt;br&gt;● Transcripts are analyzed then thrown out&lt;br&gt;● Users agree to grade disclosure in terms of use agreement</td>
</tr>
<tr>
<td>L2</td>
<td>Users use application for illegal activities</td>
<td>● Terms of use agreement&lt;br&gt;● Reporting features</td>
</tr>
</tbody>
</table>