

# tutorNOW



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# Overview

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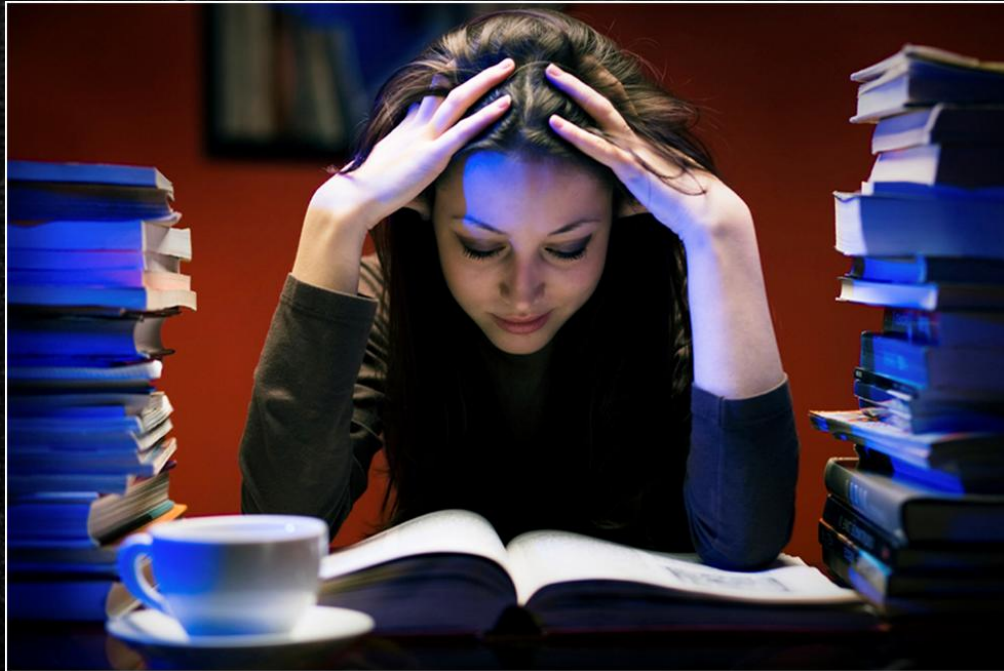
1. Overall Problem and Solution
2. Contextual Inquiry Interviews
3. Task Analysis Results
4. Representative Tasks
5. Application Ideas
6. Early Design Sketches
7. Summary





# #TheStrugglesIsReal

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- Students need homework help
- Crowded Office Hours
- Difficult to get timely, helpful, personalized homework help on college campuses



# On-Demand Peer to Peer Campus Tutoring

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- Instantaneous Help
- Peer-to-Peer Tutoring
- Reviews and Ratings
- Collaborative Learning



# Contextual Inquiry

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How do students find help when they need it?

What is left to be desired?

Goal: Connect students with help more efficiently and effectively



# Participant #1: Sophomore

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- Sophomore CS student
- Tutor and Tutee
- Friend of Ryan
- Interviewed at Ricker Dining
- Piazza





# Participants #2 and #3: Athletes

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- Varsity Swimmers/Juniors
- Friends of Asli
- Interviewed at Suites
- Athletic Tutoring Opportunities



# Participant #4: Freshman

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- Undeclared Freshman
- Collaborates often with dormmates
- Asli's friend is RA
- Interviewed at Wilbur Dining





# Participant #5: A Mother!

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- Mother of High School Student
- Finds tutors for children
- Family friend of Josephine
- Interview this evening!!!



# Contextual Inquiry Results I



Office Hours - Crowded + Sometimes Unhelpful



Individual + Small Group Tutoring  
Most Effective

plazza

Piazza - Good Collaborative Environment



# Contextual Inquiry Results II

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- ✓ Hard to find available tutors/tutees
- ✓ Students desire on-demand tutoring



# Task Analysis - PEOPLE

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College students  
living on campus



# Task Analysis – TASKS/TOOLS

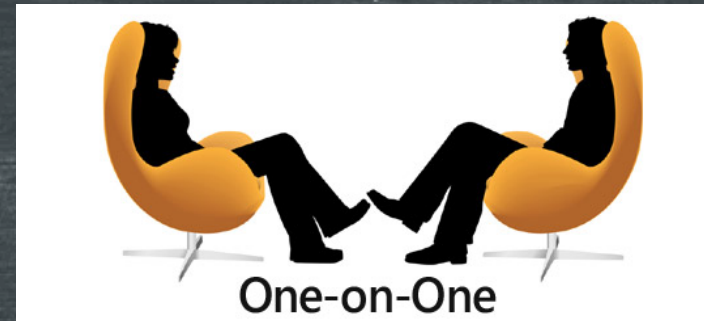
NOW

 Office hours



DESIRED

 ONDEMAND





# Task Analysis - **WHERE**



Dormitories, libraries, online platforms,  
tutor/ tutee's houses



# Task Analysis - LEARNING

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## NOW

Tutors: Application  
Process

Tutees:

Difficult to navigate

Wide variety of tools,  
apps, websites

## DESIRED

Convenient

Fast

Intuitive

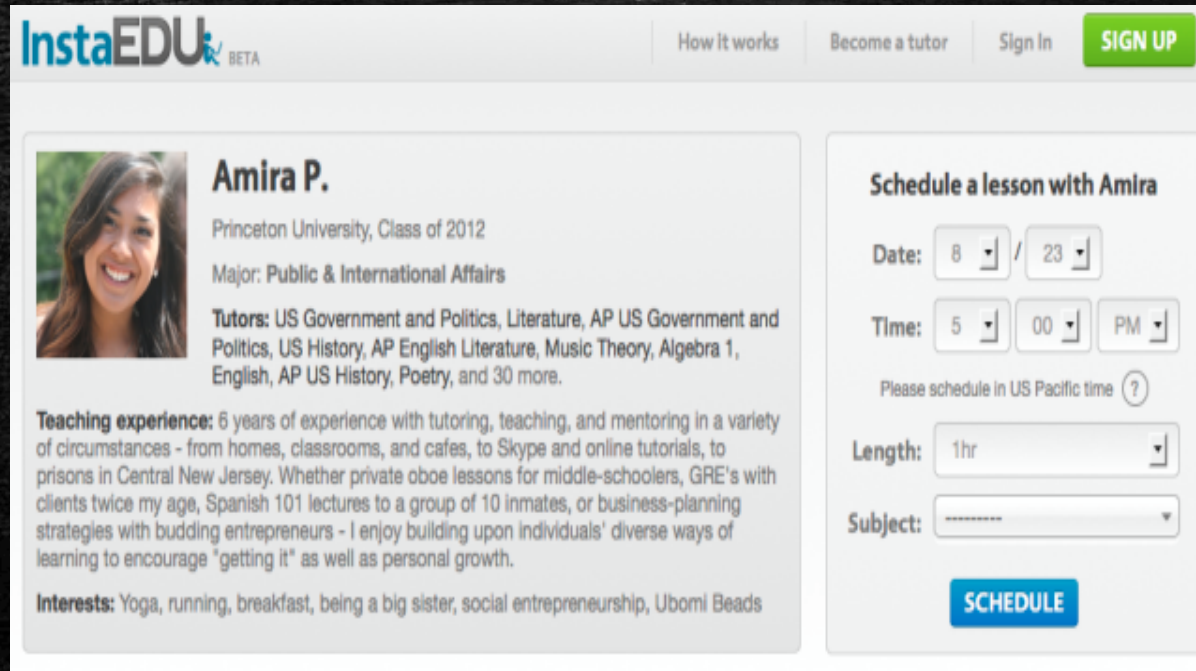
Simple

User-friendly



# Representative Task #1: Simple

## Setup Profiles



The screenshot shows the InstaEDU website interface. At the top, there is a navigation bar with the InstaEDU logo (marked as BETA), and links for "How it works", "Become a tutor", "Sign In", and a green "SIGN UP" button. The main content area is divided into two columns. The left column features a profile for Amira P., a Princeton University Class of 2012 student majoring in Public & International Affairs. Her profile includes a photo, a list of subjects she tutors (US Government and Politics, Literature, AP US Government and Politics, US History, AP English Literature, Music Theory, Algebra 1, English, AP US History, Poetry, and 30 more), a detailed teaching experience paragraph, and her interests (Yoga, running, breakfast, being a big sister, social entrepreneurship, Ubomi Beads). The right column is a scheduling form titled "Schedule a lesson with Amira". It includes dropdown menus for Date (8 / 23), Time (5:00 PM), Length (1hr), and Subject. A note indicates the schedule should be in US Pacific time. A blue "SCHEDULE" button is at the bottom of the form.

- Tutors > Tutees
- Subjects
  - Education
  - Experience
  - Interests
  - Location
- Subjects
  - Age
  - Interests
  - Location



# Representative Task #2- Medium

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## Find High Quality Tutors



Ratings System

Reviews

Profile Endorsements

Higher cost for more  
experienced tutors



# Representative Task #3- Complex

## Instantaneous Help through Voice Recognition

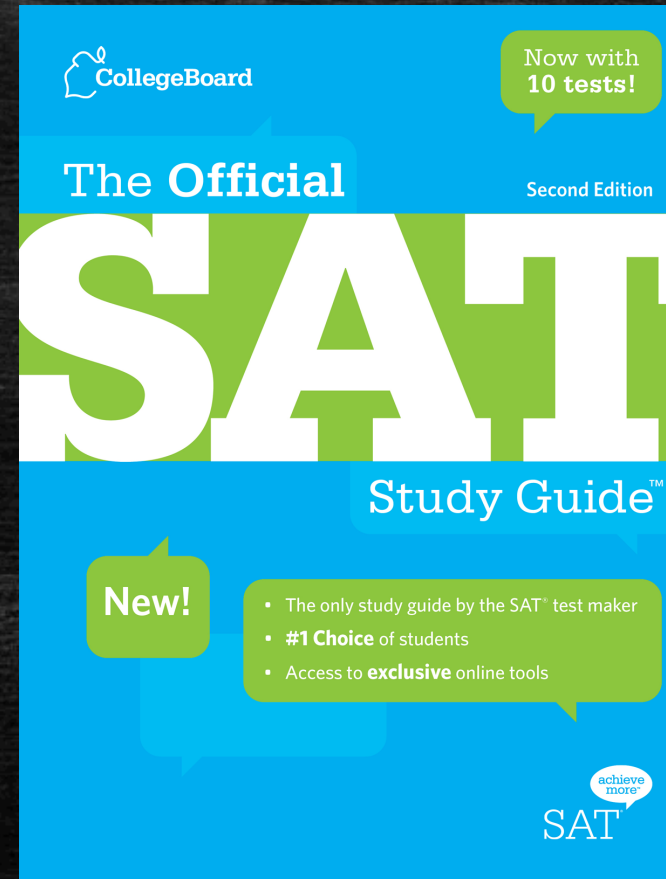


Instantaneous Help  
Location-Based Connections  
Tutors accept/deny requests immediately



# Idea #1: Connect high school students with college tutors

- Many similar applications
- Harder to facilitate instantaneous tutoring connections
- Parents less familiar with technology





# Idea #2: Study Group Formation

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- Available through Piazza, Lectures, Labs
- Long term collaboration





# Idea #3: Peer to Peer Campus Tutoring

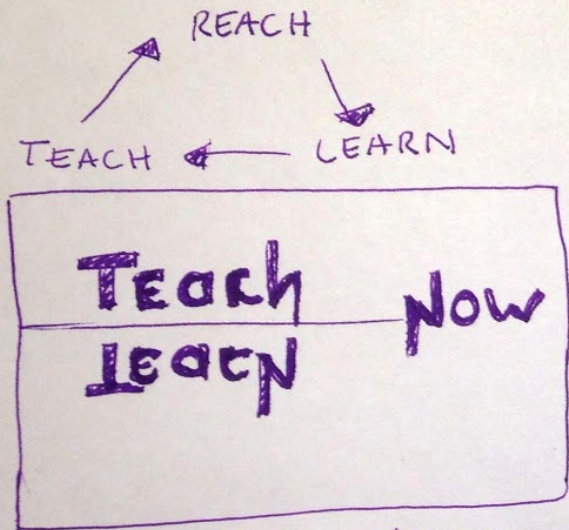
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- Good target audience
- Best customers for GPS matching
- Encourages collaboration among students
- Build a sense of community





# Design Sketches #1



Initial display where you can choose to TEACH or LEARN now.

tutorNow

Your Profile: Joe Smart 

Experienced in:

- Math 51 • CHEM 33
- CS106A/B • CS107
- ECON 102A

★★★★★

Reviews ▶

tutorNow


Your Profile: Asli Kimya 

Seeks help in:

- CS107

★★★★★

tutorNow

Joe Smart ★★★★★

Reviews

Wicksaid ★★★★★

Elani said ★

Bill said ★★★★★



# Design Sketches #2

## College Student as Tutee

\* First time sign up requires selection of school's confirmation w/ .edu email.

What subject do you need help w/?

Biology

Chemistry

chem 31A/B/X

chem 33

chem 35

chem 36

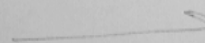
chem 130

chem 131

...

Computer Science

Math



I need help right now

Select your tutor:

Name:  
Year:  
Major:  
Perm:  
Subj tutored:  
Rate: \$X/hr

gives you nearest tutor available now for your class (or related class, i.e. CS109 may see stats116 tutors as well if no CS109 tutors are available)

## Tutor End

I am available now

Upcoming Appnts:

Date: \_\_\_\_\_

Tutor a prof.  
Subj:  
Time:

Date: \_\_\_\_\_

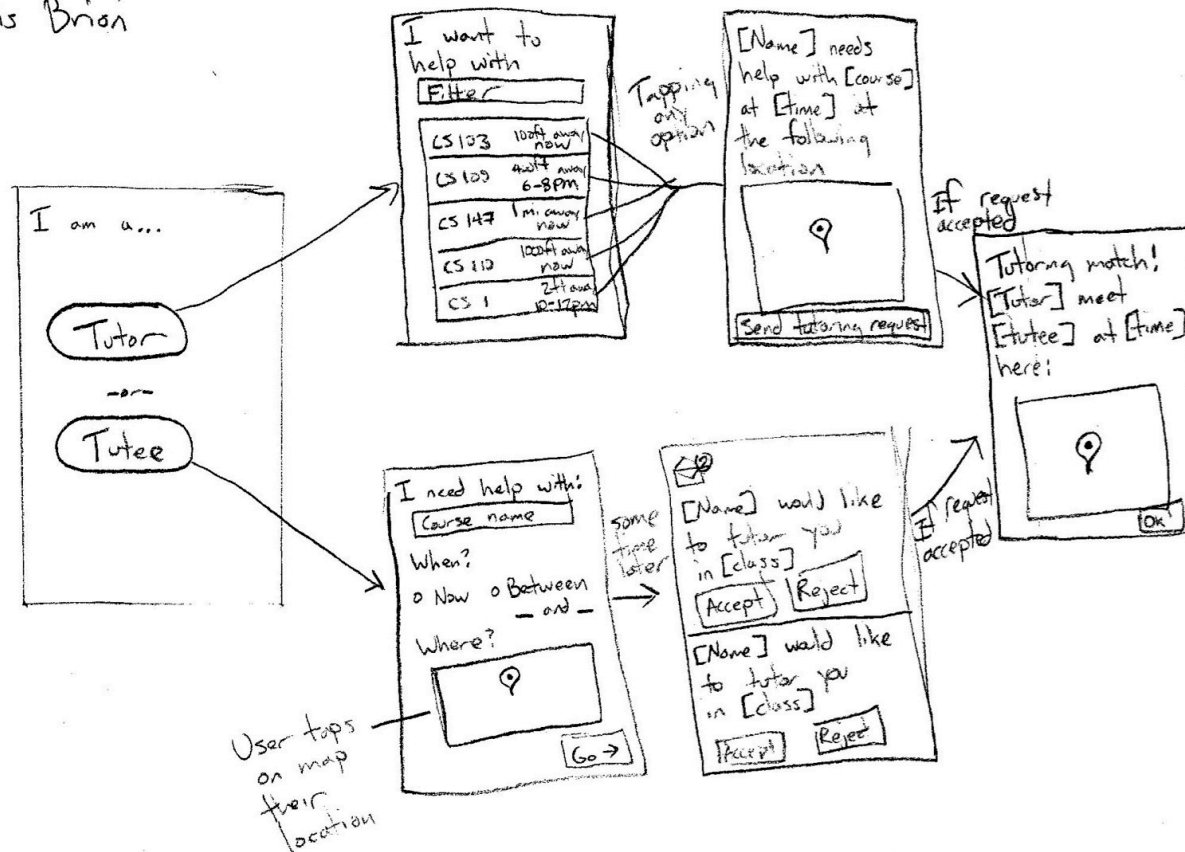
Tutor a prof.  
Subj:  
Time:

edit profile, settings, etc



# Design Sketches #3

Match Making Process Sketch  
- Luis Brian





# SUMMARY

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On demand student-to-student tutoring  
on a college campus

**Teach  
Learn**

Empower Students  
Increase Collaboration  
Build Community





tutor**NOW**

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any questions?