# ARPO

# User Manual

**Version 1.1**

## Prepared By

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**Course:** **CS253**

**Mentor TA:** **Shatroopa Saxena**

**Date:** **5th April 2022**

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# Revisions

| Version | Primary Author(s) | Description of Version | Date Completed |
|---|---|---|---|
| 1.0 | Akansh Agrawal<br>Jahnavi Kairamkonda<br>Shubhan R<br>Akshan Agrawal<br>Pranav Singh<br>Manoj Kumar<br>Atharv Tyagi<br>Keshav Kumar<br>Piyush Senwar<br>Lakshay Rastogi | First Version of User Manual for ARPO | 03/04/2022 |
| 1.1 | Akansh Agrawal<br>Jahnavi Kairamkonda<br>Shubhan R<br>Akshan Agrawal<br>Pranav Singh<br>Manoj Kumar<br>Atharv Tyagi<br>Keshav Kumar<br>Piyush Senwar<br>Lakshay Rastogi | Edited Images | 05/04/2022 |

# 1 Introduction

## 1.1 Product Scope

Most of the communication related to academic related issues like course content queries, regrading requests, academic issues and so on, occurs in the form of electronic mail. It is a common observation that due to the ineffective management of emails, a lot of these queries of students get disregarded. Furthermore, the instructor too has to handle a lot of queries at the same time with no effective way to manage them. Our Academic Issues Redressal Portal aims to make handling such queries more efficient. Through our portal the students will be able to post their queries, either privately or start a discussion forum, with whomever they concern, and will also be able to check the status of the action taken on that query in real time. The instructors along with other academic staff will be able to effectively manage these queries, preventing them from missing out on anyone. Our portal hence, is trying to make the handling of academic related queries easier and effortless, along with providing additional related information.

## 1.2 Definitions, Acronyms and Abbreviations

### Definitions

- **Academic Admins**: The apex body that makes academic related decisions in the institute, and overall persons of authority in each department.
- **Mentor**: Instructors, teaching assistant and tutor.
- **Mookit**: Current academic portal of IIT Kanpur for lectures and general forums.
- **Parties**: refers to everyone who can access the software.

### Acronyms and abbreviations

- **API** : Application Programming Interface
- **ARPO** : Academic Issues Redressal Portal
- **CC** : Computer Centre, IIT Kanpur.
- **CSS** : Cascading Style Sheets
- **DOAA** : Dean of Academic Affairs, Indian Institute of Technology, Kanpur.
- **DPA** : Data Protection Authority Act, India (2019).
- **DPGC** : Department Postgraduate Convenor.
- **DUGC** : Department Undergraduate Convenor.
- **HDD** : Hard Disk Drive
- **HTML** : HyperText Markup Language
- **IT Act** : Information Technology Act, India (2000).
- **MySQL** : My Structured Query Language
- **TA** : Teaching Assistant.
- **TSM** : Technical Staff Member.

## 1.3 Document Conventions

This document uses Arial font size 11 throughout the document for text. Heading of various sections uses Arial font size 14 and size 18 in bold and heading of various subsections uses Arial font size 12 in bold. Commenting is done in italics. The document is single spaced and maintains 1” margins. Words are bolded or capitalized or quoted for emphasis accordingly.

# 2 Overall Description

## 2.1 Product Overview

This product is a new and self contained system. Information including course information of students, CC-ID of all registered students and mentors, roll numbers and employee identification numbers will be needed to authenticate the accounts. We intend to gather this information from the users themselves or allow the information to be fed by the technical staff into the software as and when needed. It is a replacement for the use of mails and Mookit to address academic queries. It helps to make the process of redressing academic queries more convenient for the mentors and students. One of the main aims is to reduce the load on the instructors of answering the queries posted by the students, mostly just after an exam and at the same maintain the privacy of the student while sending a query.
Students can post queries on the portal through their accounts, which will be resolved by mentors. The status of the query also will be shown. The software can also maintain the privacy of student queries. For common doubts, a common forum will be there where all students and mentors can discuss a particular topic. Even on common forums, the students can post/answer anonymously if they choose to. The Academic Admins and Technical Support Staff can also be contacted through the same portal for queries.

## 2.2 User Requirements

- **Hardware Requirements**:
    - RAM - 2GB
    - STORAGE - 2GB ( Minimum storage required for the browser)

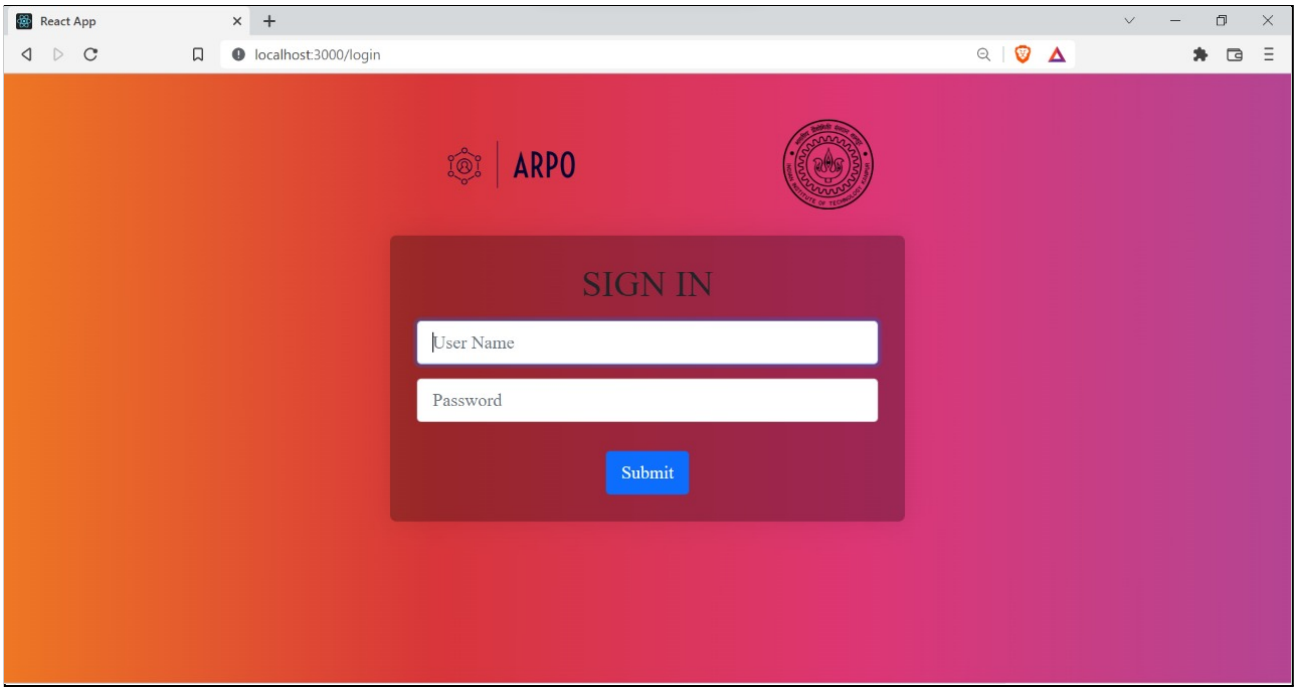
- **Software Requirements**:
    - Modern version of browser

# 3 User Instructions

## 3.1 Users Instructions

**LOGIN PAGE:**

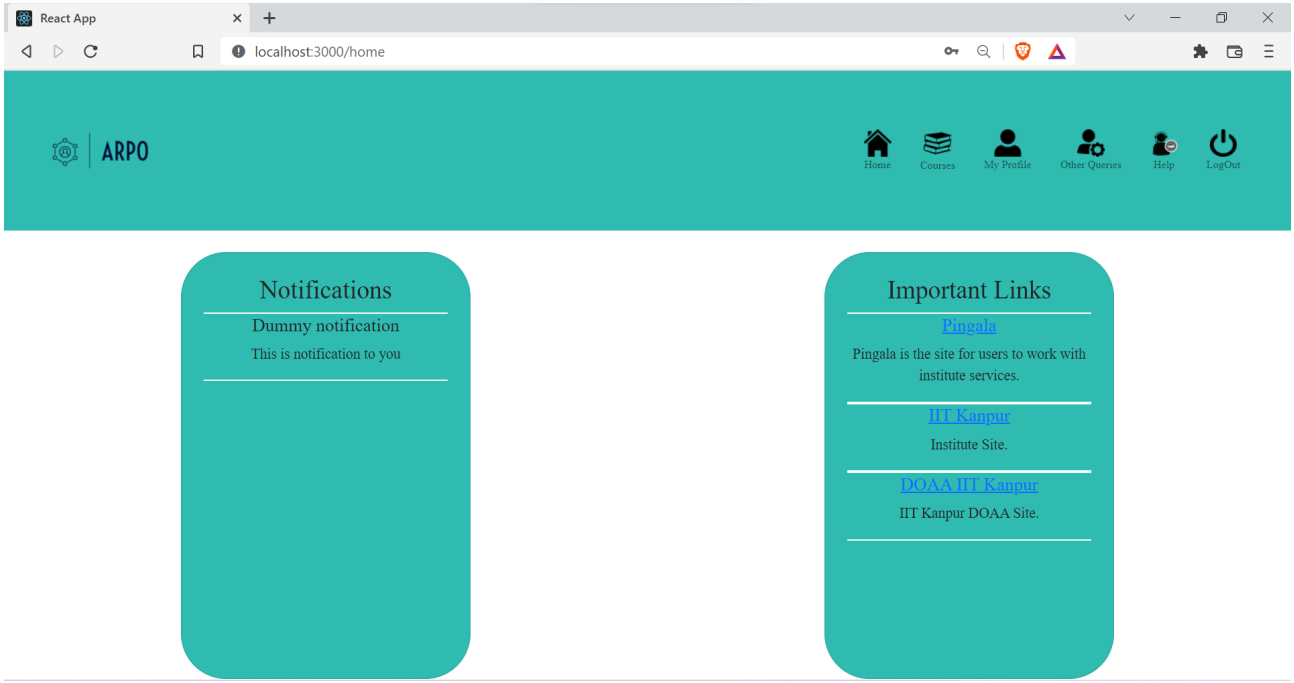
Login to the portal with your credentials.




Now, **according to your role** as Student, Instructor, Tutor/TA, Academic Admin or Technical Support Staff, please follow the following instructions.

## STUDENTS' MANUAL:

After logging in, you enter the**Home Page** or **Dashboard** as shown below:




Your home page displays some general information like **Notifications** and **Important Links** from the Institute Admin. These are not course specific, rather more institute level relevant information.

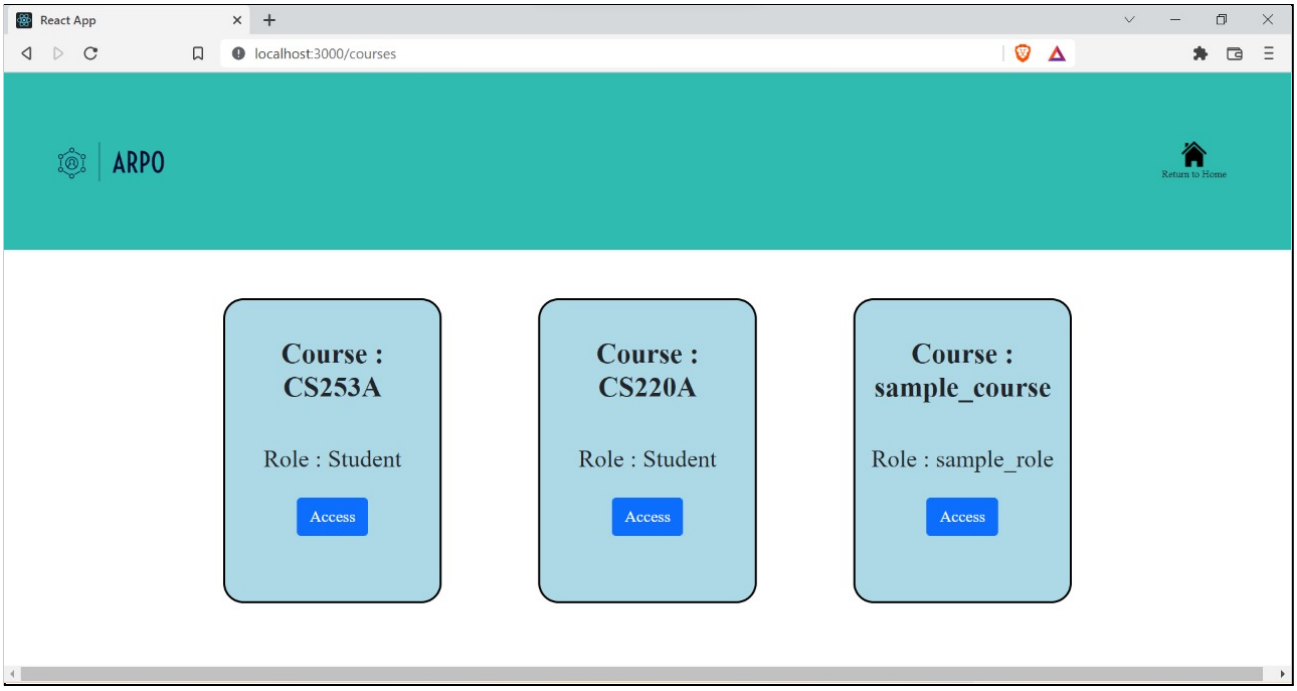
From options given in top right, you can access:

- The courses he/she is enrolled in on clicking the **Courses** button.
- The personal student profile on clicking the **My Profile** button.
- The support from **admin** and **technical staff** by clicking **Help** button.
- The list of posted technical/admin queries on clicking the **Other Queries** button.

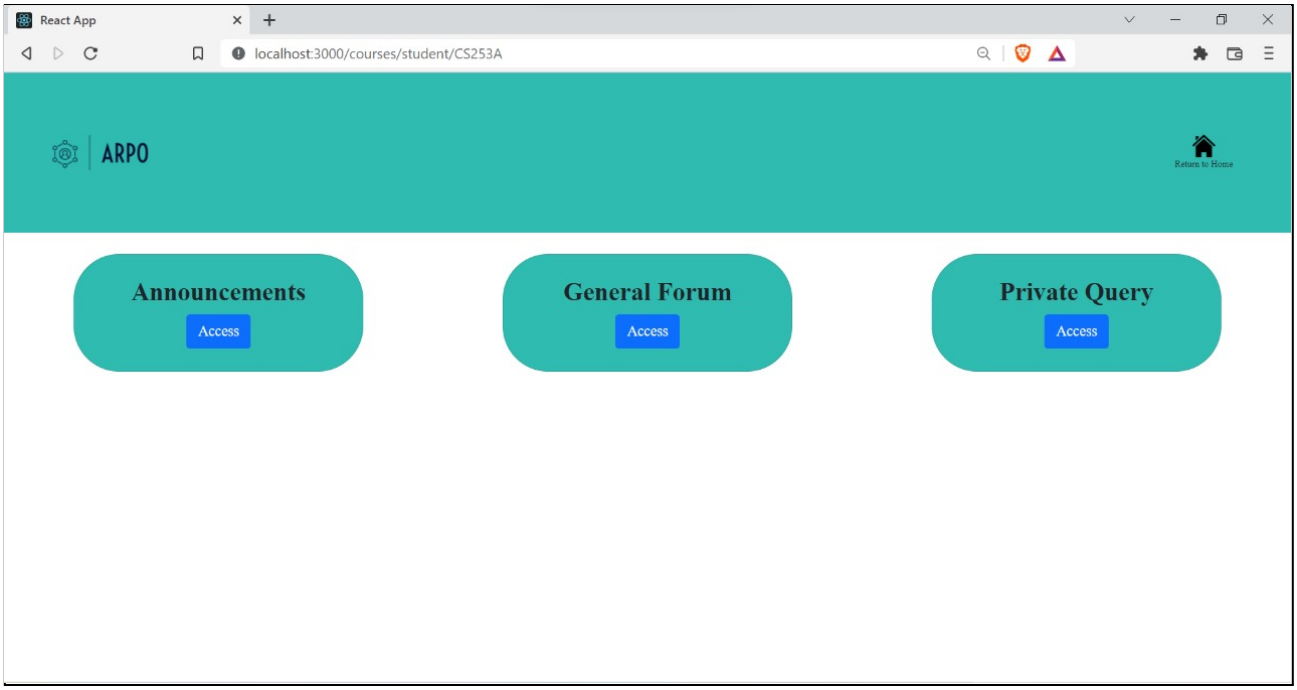
Finally, the **Log Out** option is available to exit the portal.

**Courses Tab:**

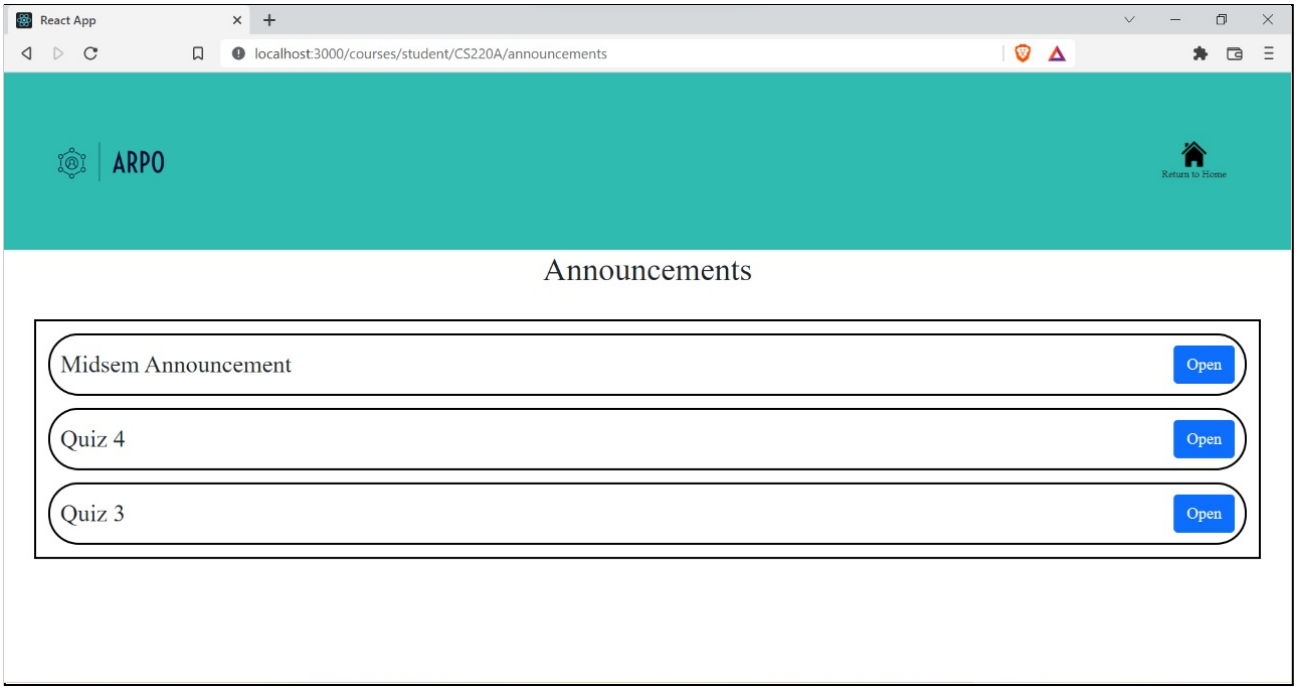
On clicking the Courses button, you get the following page. You can see all the courses you are enrolled in.



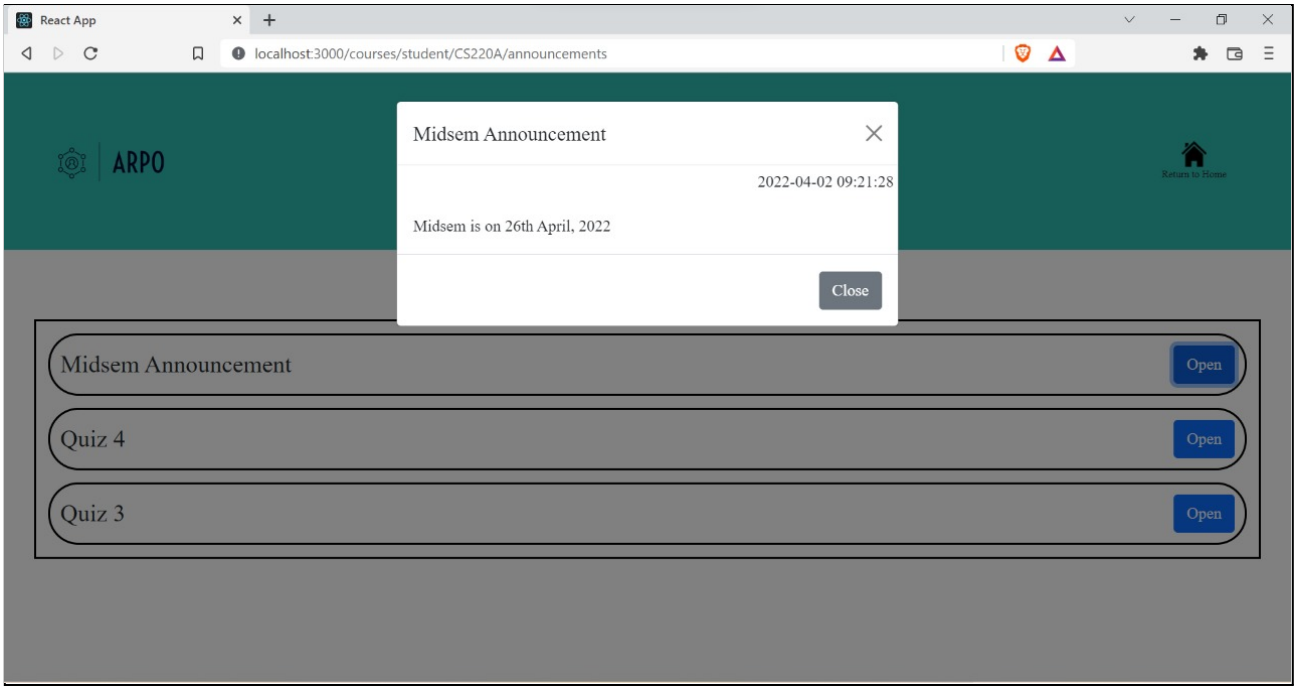
**Course Home Page:**
After entering in a course, you can access the course's **Announcements**, **General Forum** and **Private Query,** as shown below:




**Announcements Tab:**
On accessing the **Announcements** button on Student's Course Home Page, you can see course announcements.

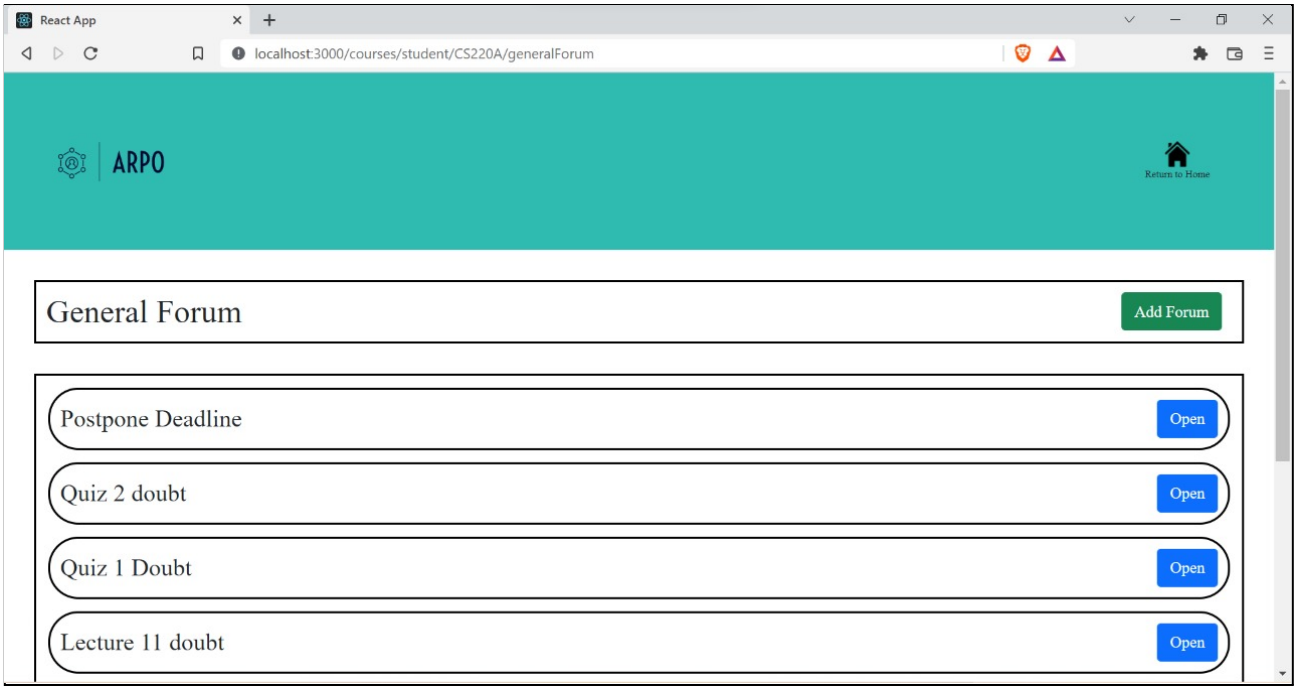


On clicking the **Open** button as shown above against each announcement made, the corresponding announcement gets displayed:

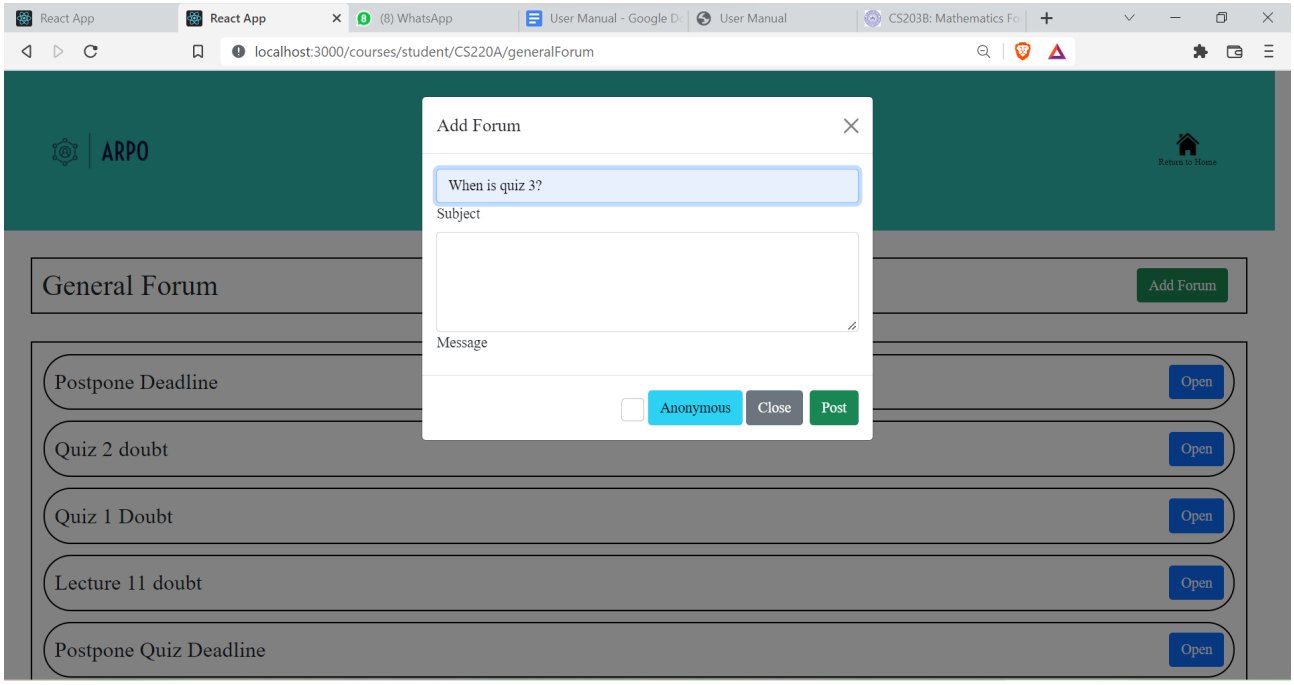



**General Forum Tab:**

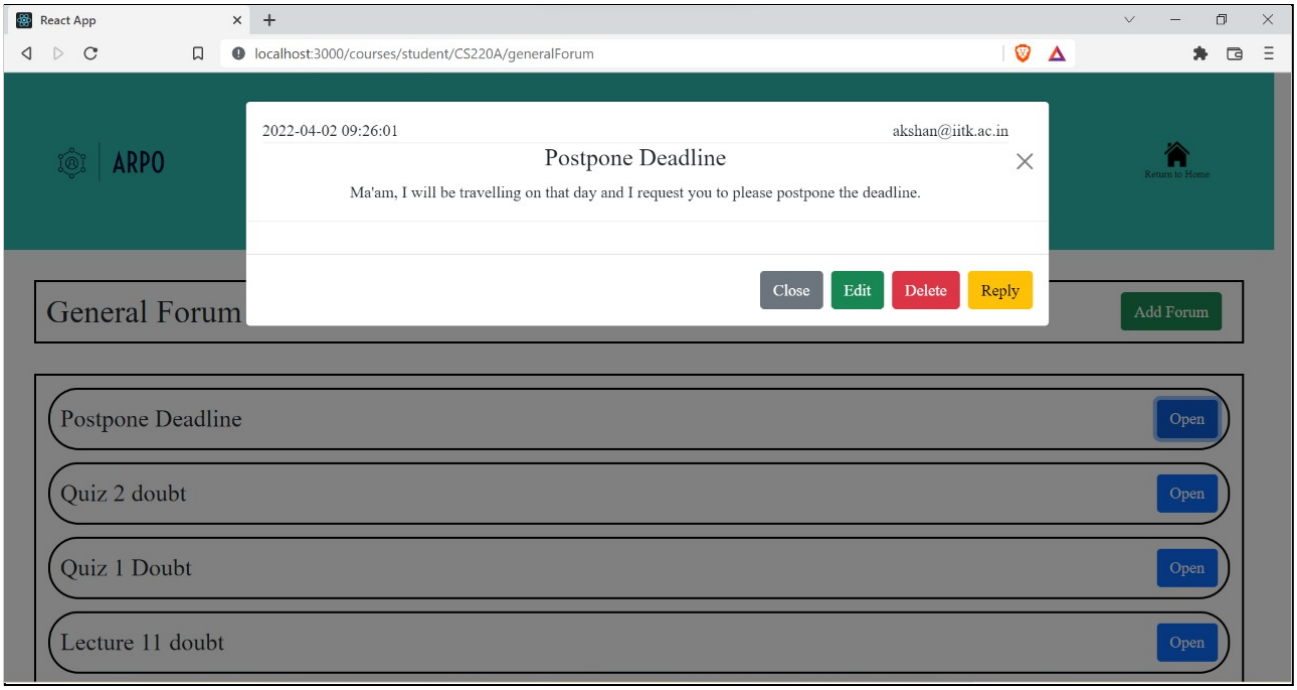
On clicking the **General Forum** Tab on Student's Course Home Page, the following page gets displayed:



Here, the **Add Forum** button is used to add a new forum, and **Open** button is used to open a posted forum. You can add forums **anonymously** also by clicking the **Anonymous Button**. It means no one else can see that you have posted it.



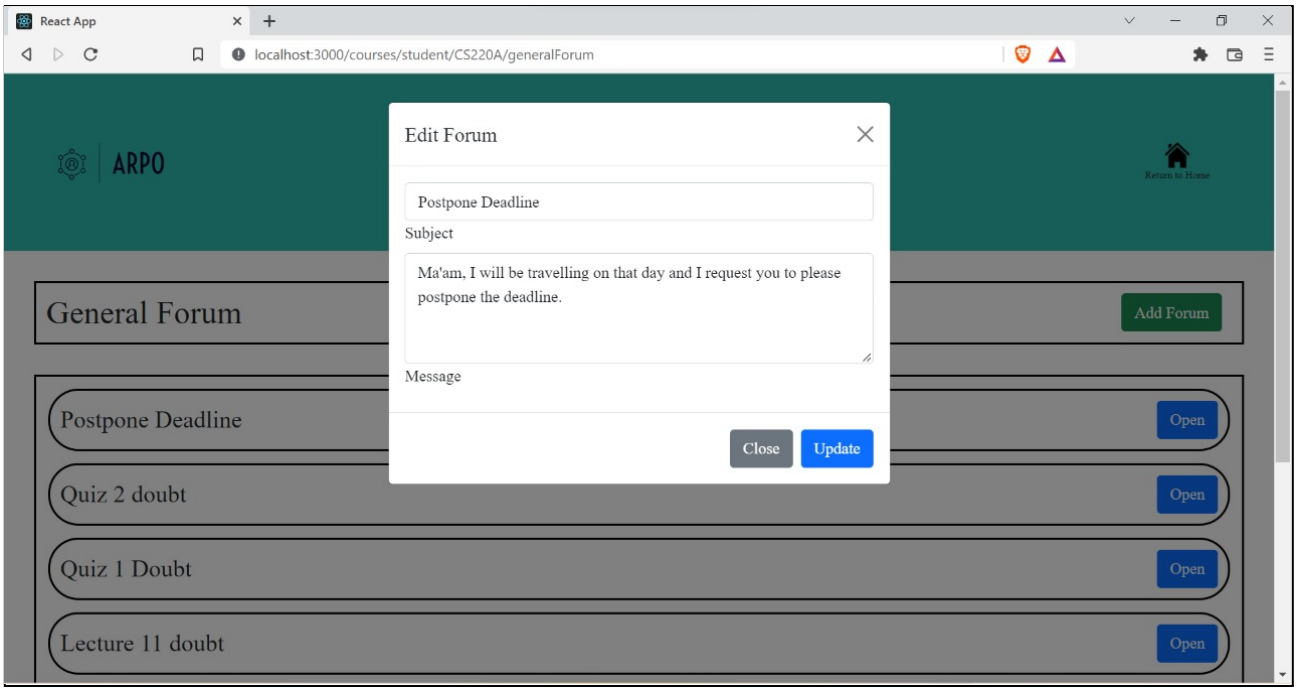

After the forum is posted, the forum then can later be viewed, edited and deleted by after clicking **Open** button:



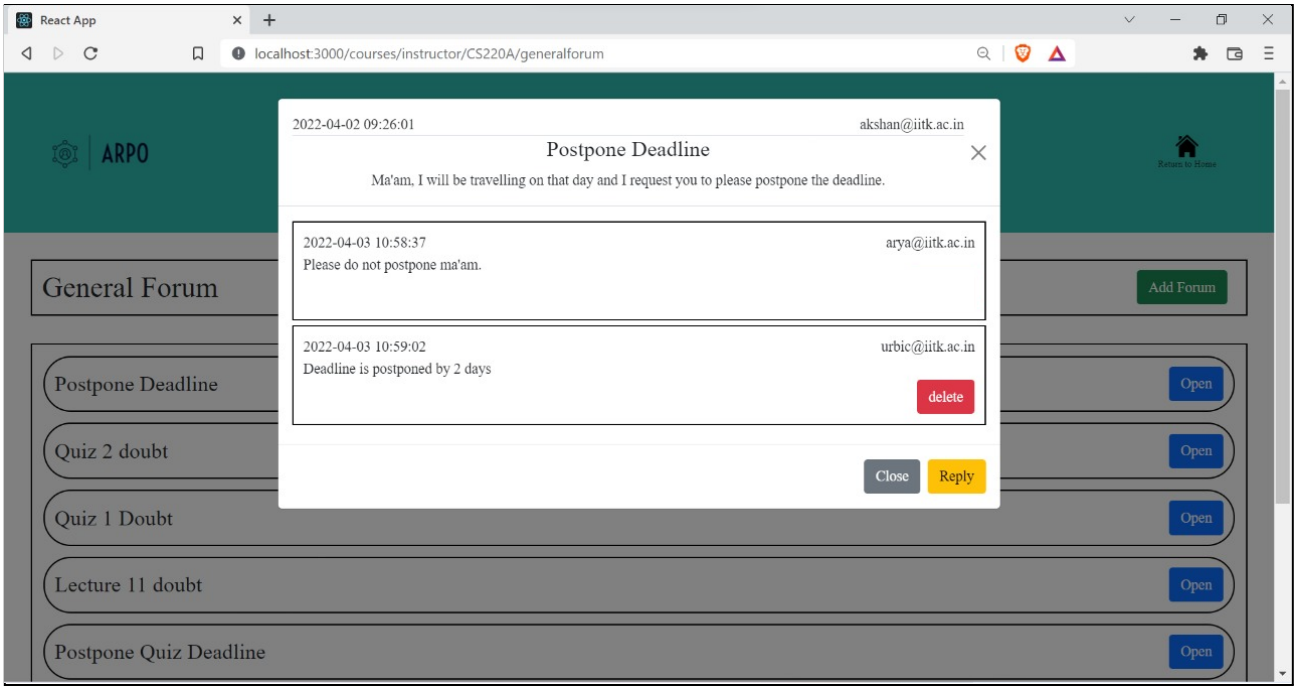
There are four buttons: **Close**, **Edit**, **Delete** and **Reply**.

1. The **Close** button is used to close the current forum.
2. **Edit** button is used to edit the content of the forum.
3. **Delete** button is used to delete the forum created.
4. **Reply** button is used to reply to the query asked in the forum.

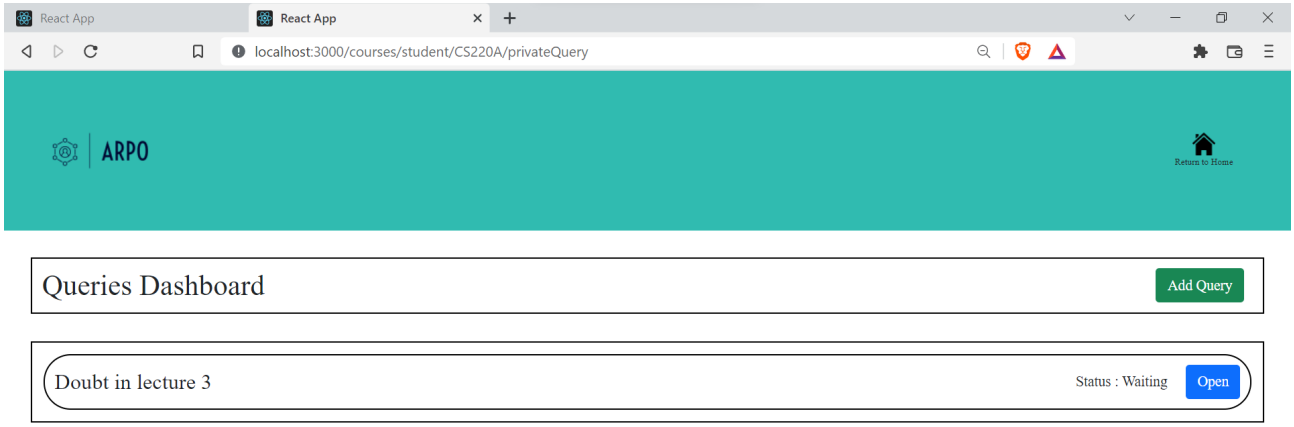
The view on clicking the **Edit button** looks like following:



The **Update** button should be clicked to reflect any changes made to the contents of the forum. The replies to a forum made look like the following.



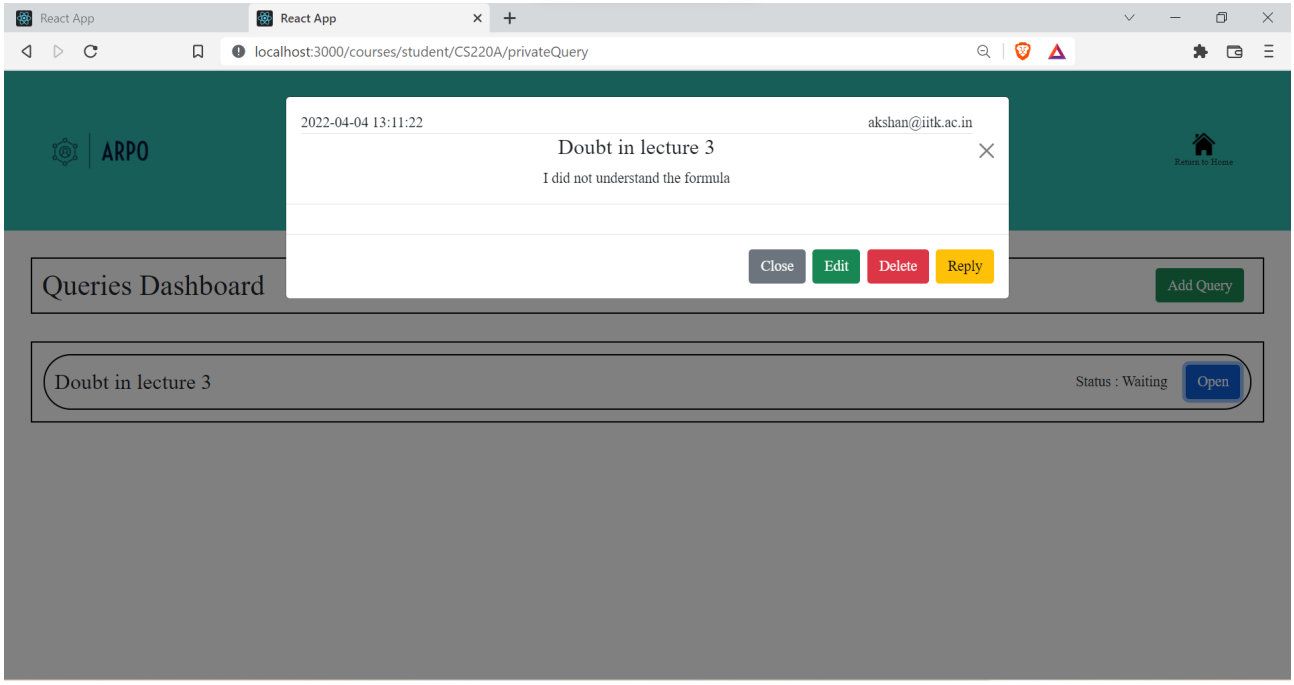
**Private Query Tab:**
On clicking the **Private Query** Tab on Student's Course Home Page, the following page gets displayed:




The **Add Query** button is used to add a private query and the **Open** button is used to view the query. The query asked under the Private Query tab is visible to only the student concerned, Instructor(s) and TA(s) of the course. The **status** of the query is also shown. The status here is **waiting.**

**Features of Private Query:**

After a private query is raised, the Private Query can be viewed as:

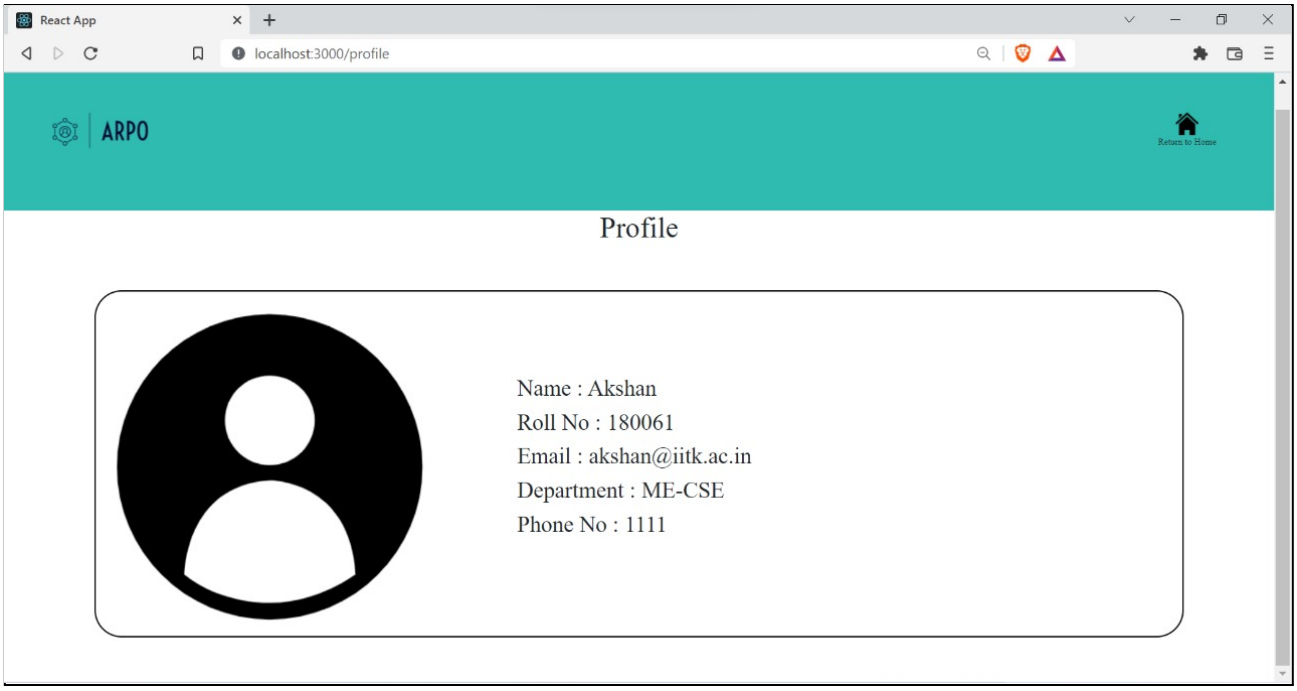



Just like General Forums, there are also four buttons available here:

1. The **Close** button is used to close the current forum.
2. **Edit** button is used to edit the content of the forum.
3. **Delete** button is used to delete the forum created.
4. **Reply** button is used to reply to the query asked in the forum.

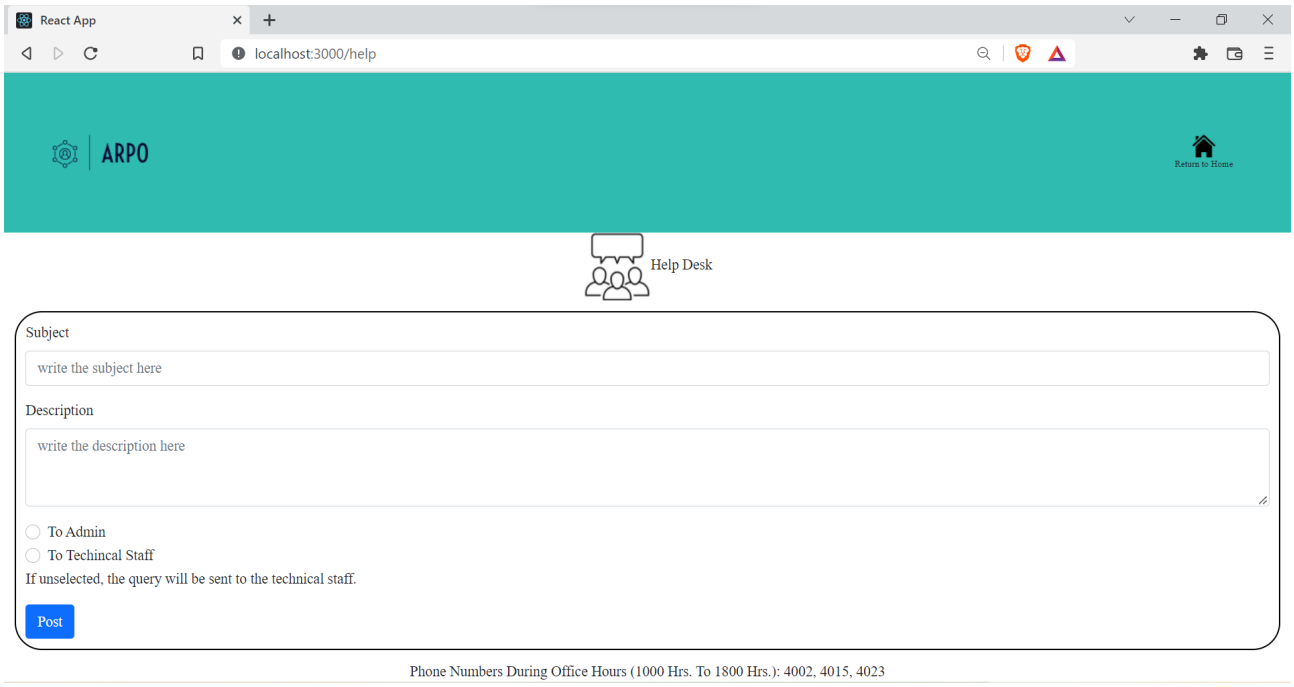
**Student's Profile:**

On clicking the **My Profile** button on Student's Home Page, the following page is displayed:



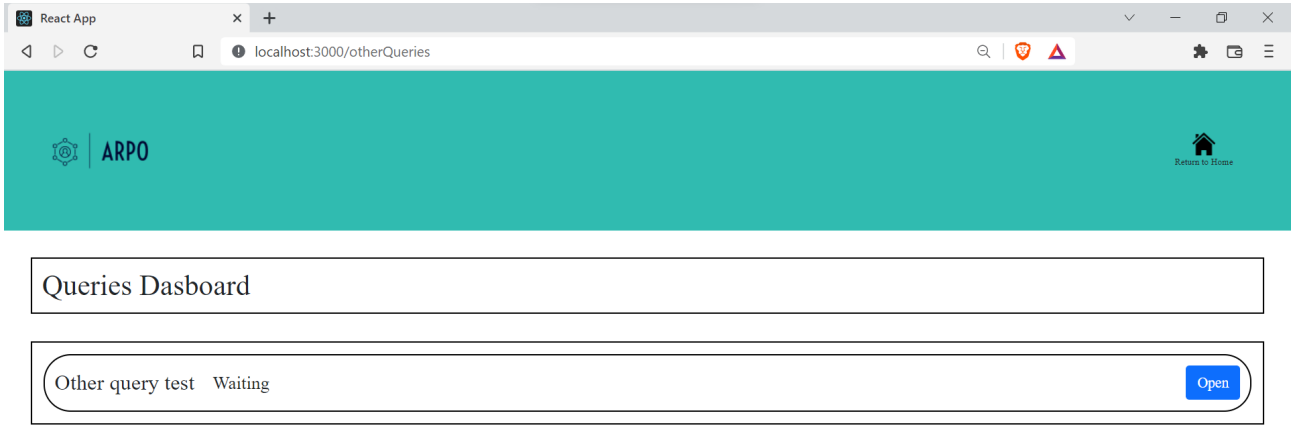

**Admin/Technical Support Query:**

From the **Help** button on the dashboard, students can also ask queries or can raise technical issues to the **admin** or technical **staff team.**



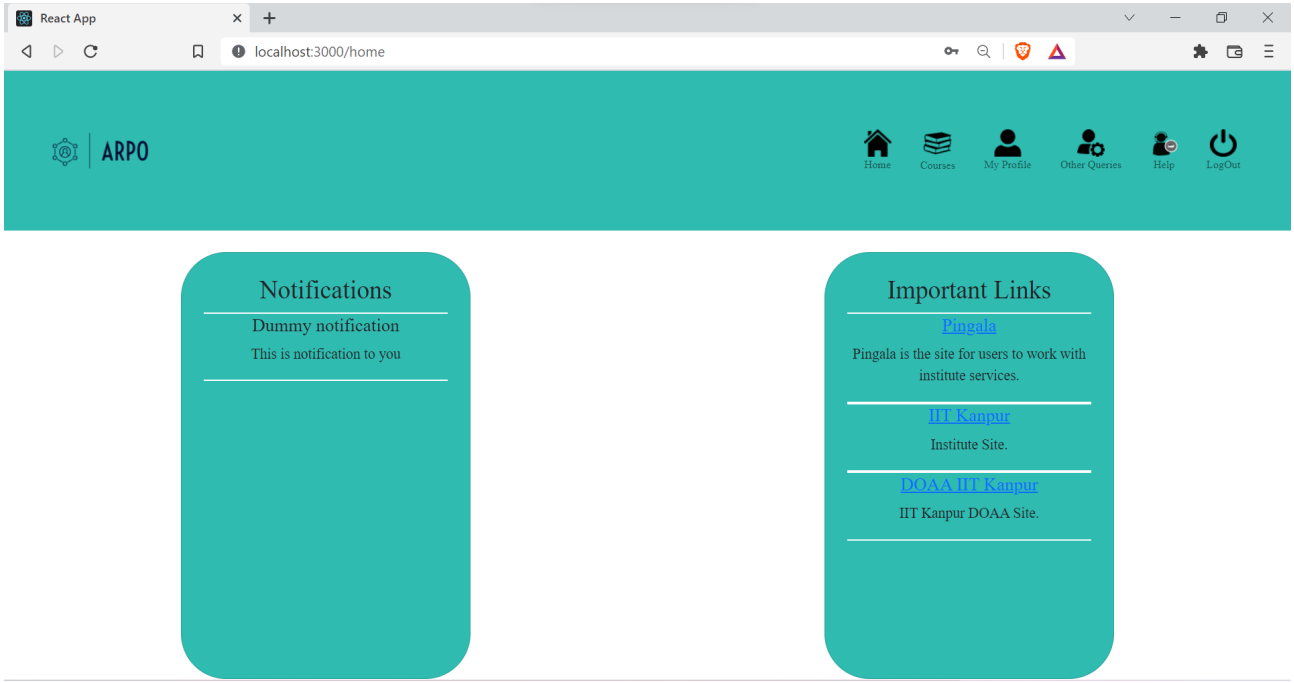
**Other Queries:**

The **Other Queries** tab on the dashboard is used to access **academic/technical queries** posted through help tab.



**INSTRUCTORS' MANUAL:**

After logging in, you enter the **Home Page** or **Dashboard** as shown below:




Your home page displays some general information like **Notifications** and **Important Links** from the Institute Admin. These are not course specific, rather more institute level relevant information.

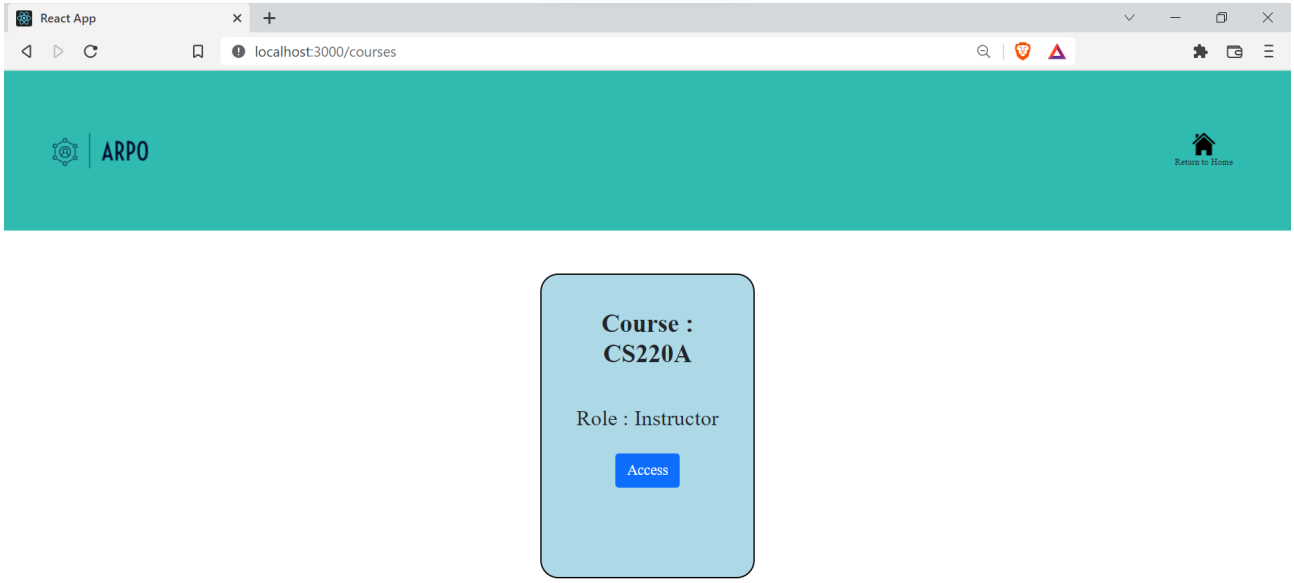
From options given in top right, you can access:

- The courses he/she is enrolled in on clicking the **Courses** button.
- The personal student profile on clicking the **My Profile** button.
- The support from **admin** and **technical staff** by clicking **Help** button.
- The list of posted technical/admin queries on clicking the **Other Queries** button.

Finally, the **Log Out** option is available to exit the portal.

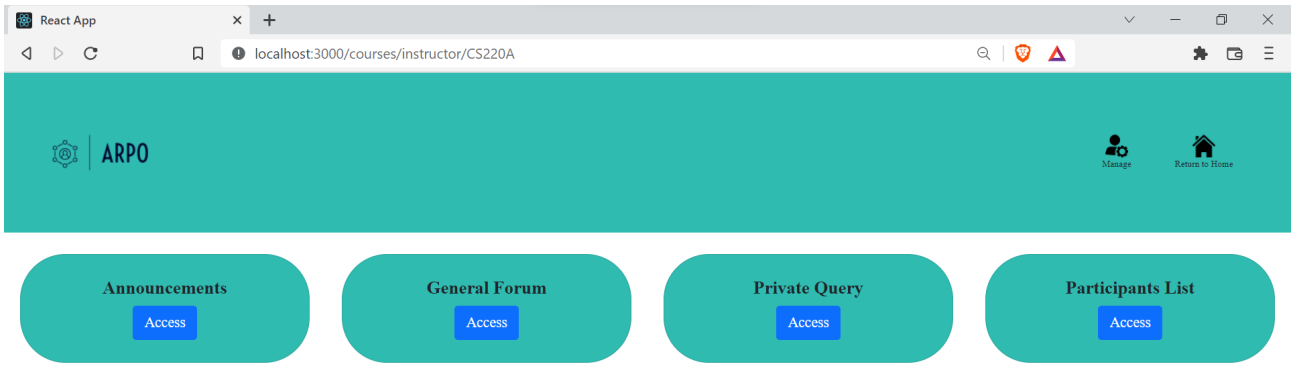
**Courses Page:**

Courses section contains a list of various courses taught by the instructor. Select a particular course to view its details.




**Course Home Page:**

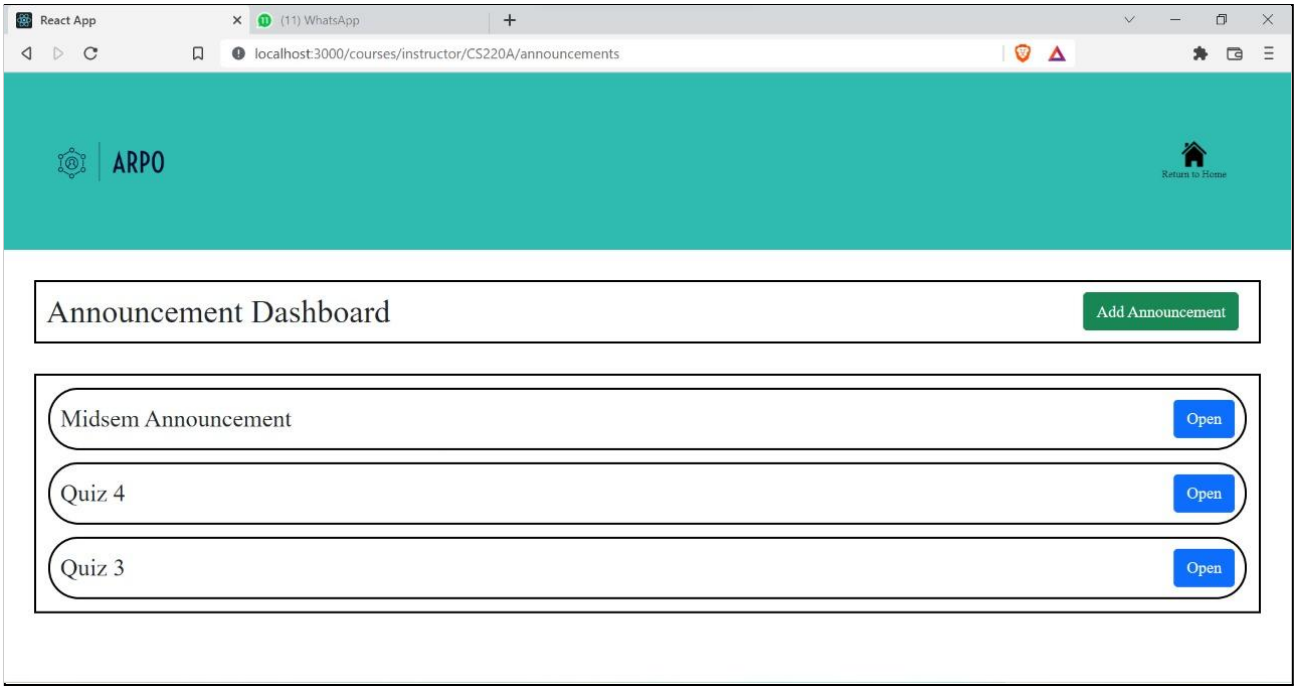
After entering in a course, you can access the course's **Announcements**, **General Forum** and **Private Query, Participants List** and **Manage Option** as shown below:



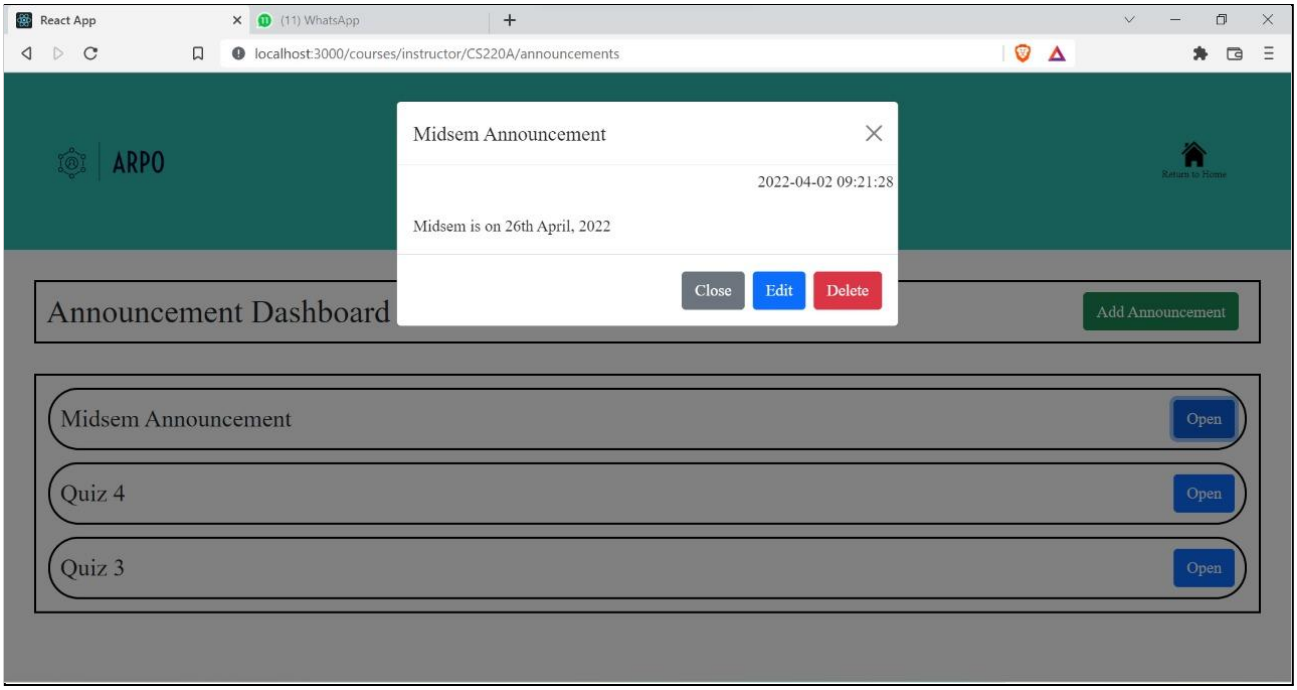

Through **Manage** option, you can assign roles like **student, TA/ Tutor** to users in your course.

**Announcements:**

To access various announcements, click the **Announcement** button on the course home page. To add a new announcement regarding the course, use the **Add Announcement** button which displays a dialog box where the text can be added.



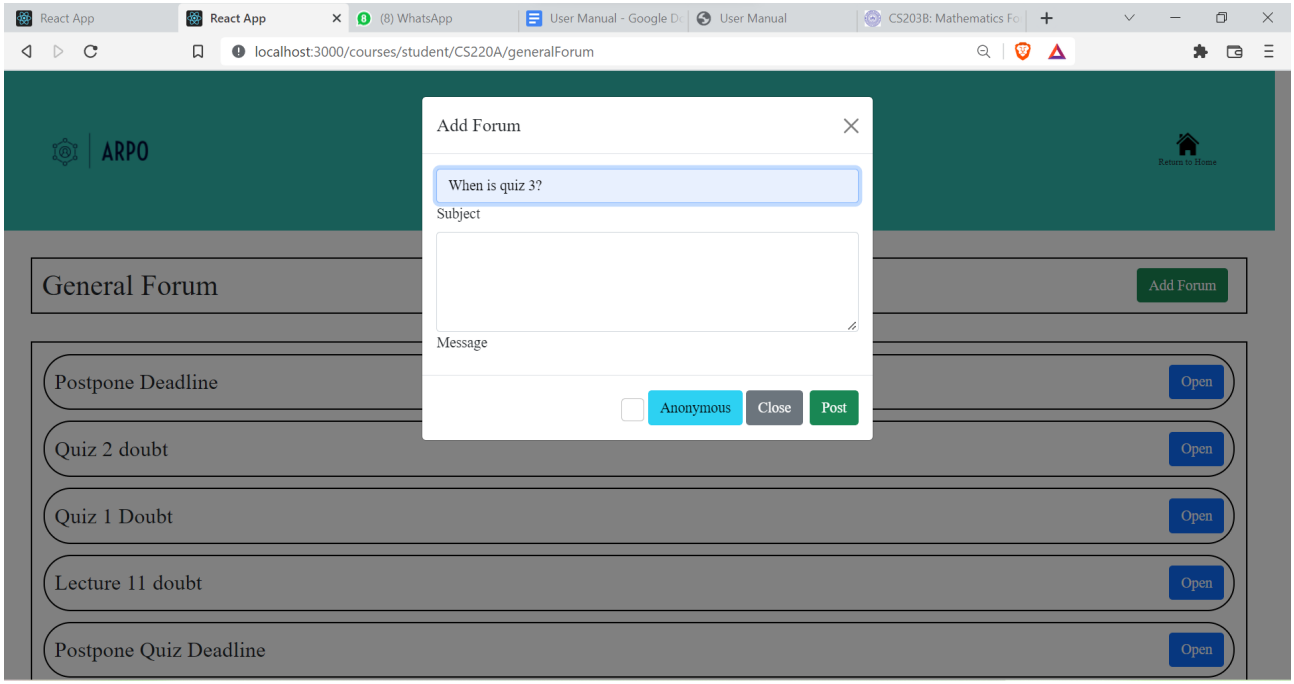

To view a particular announcement, click on the **Open** button next to it. It will display the content of the announcement in a new dialog box.



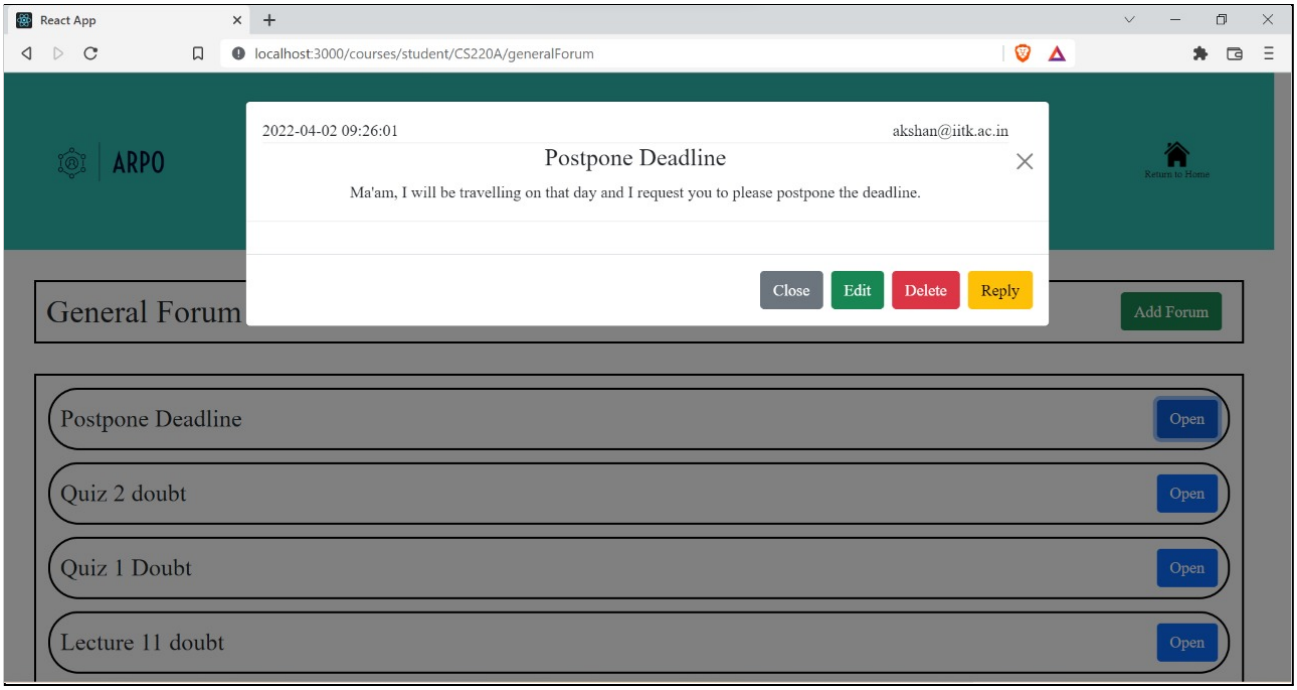

To edit/delete the announcement, **Edit** and **Delete** buttons can be used appropriately.

**General Forums:**

Here, the **Add Forum** button is used to add a new forum, and **Open** button is used to open a posted forum. You can add forums **anonymously** also by clicking the **Anonymous Button**. It means no one else can see that you have posted it.



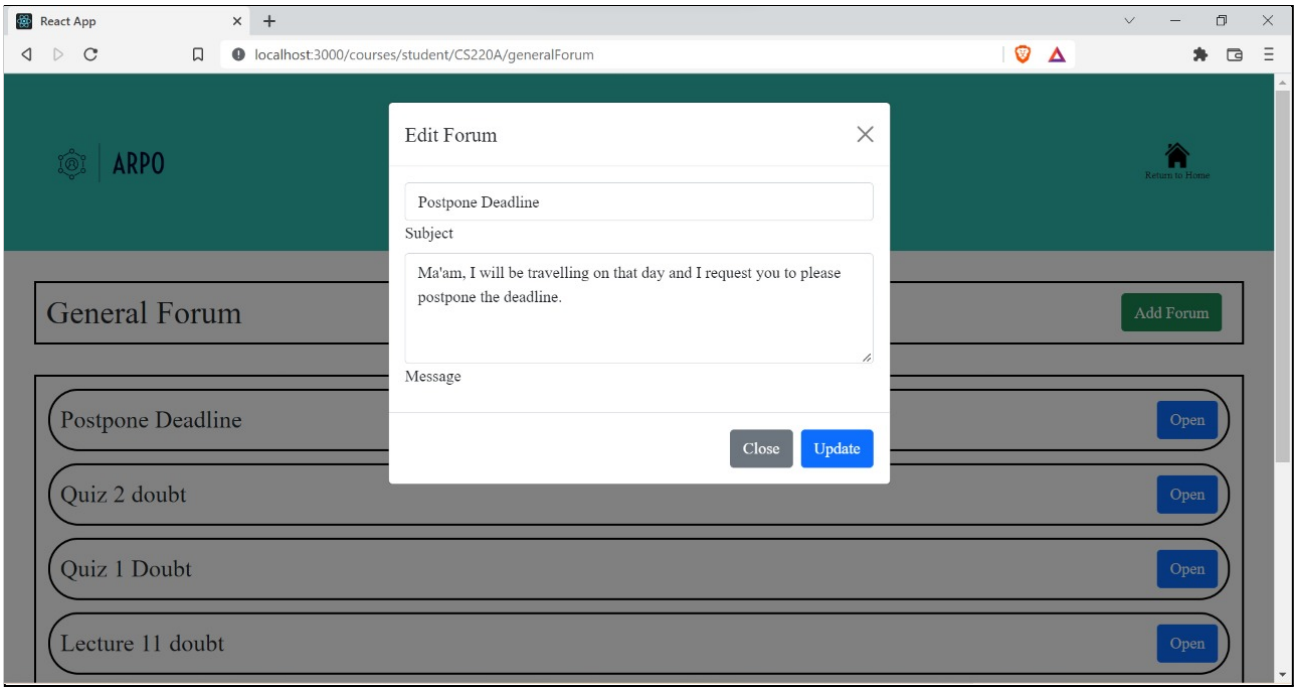

After the forum is posted, the forum then can later be viewed, edited and deleted by after clicking **Open** button:



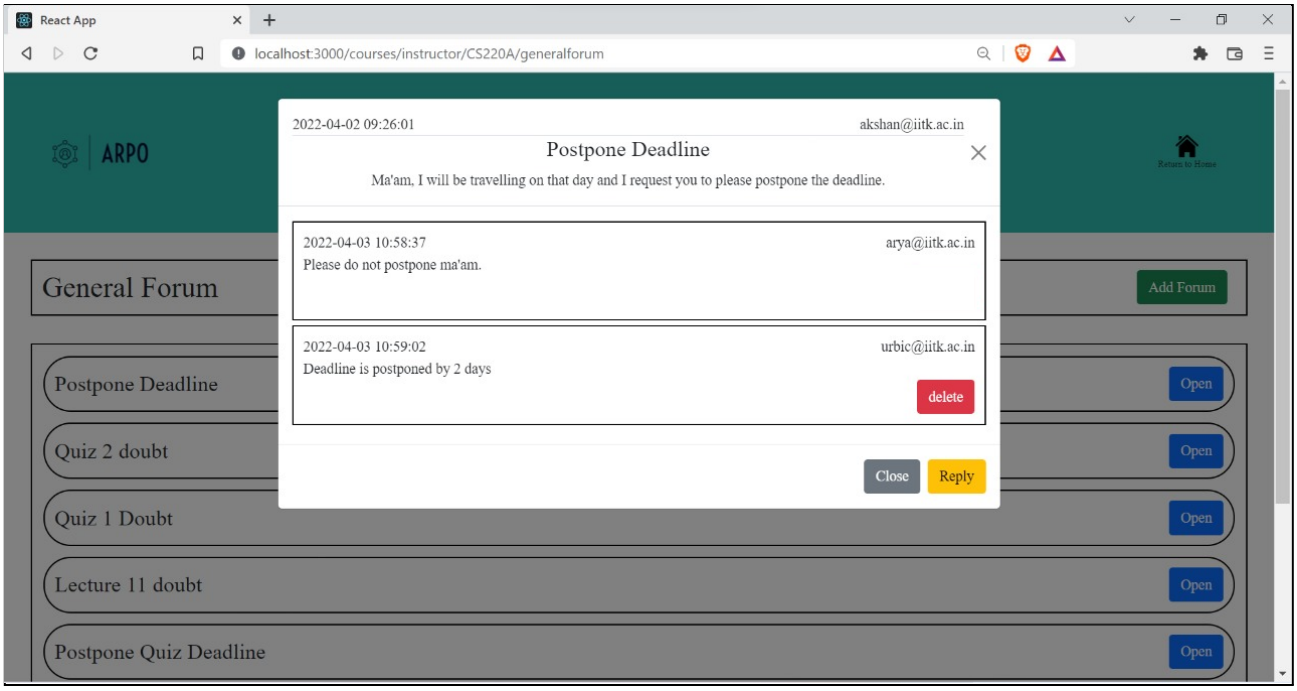
There are four buttons: **Close**, **Edit**, **Delete** and **Reply**.

5. The **Close** button is used to close the current forum.
6. **Edit** button is used to edit the content of the forum.
7. **Delete** button is used to delete the forum created.
8. **Reply** button is used to reply to the query asked in the forum.

The view on clicking the **Edit button** looks like following:



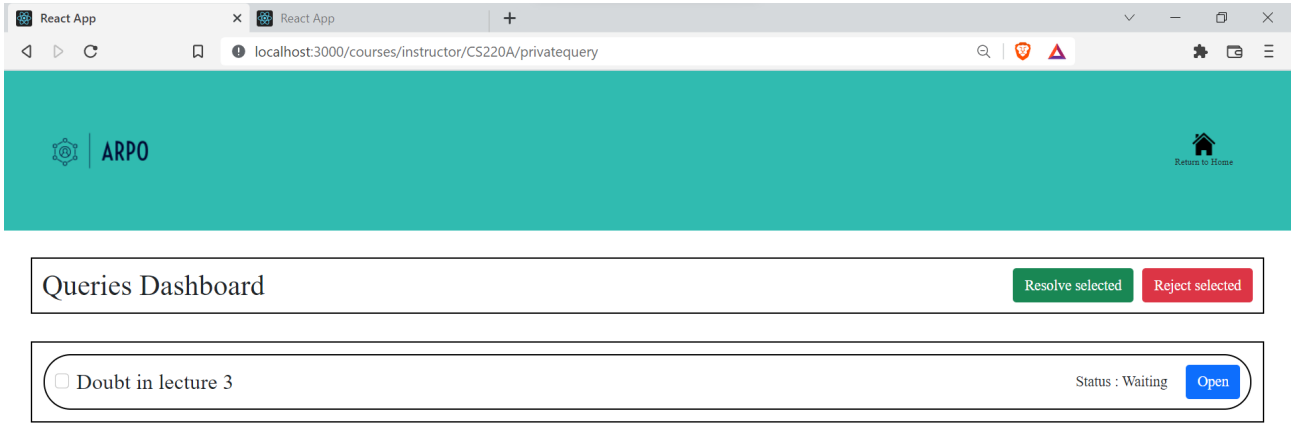
The **Update** button should be clicked to reflect any changes made to the contents of the forum. The replies to a forum made look like the following.



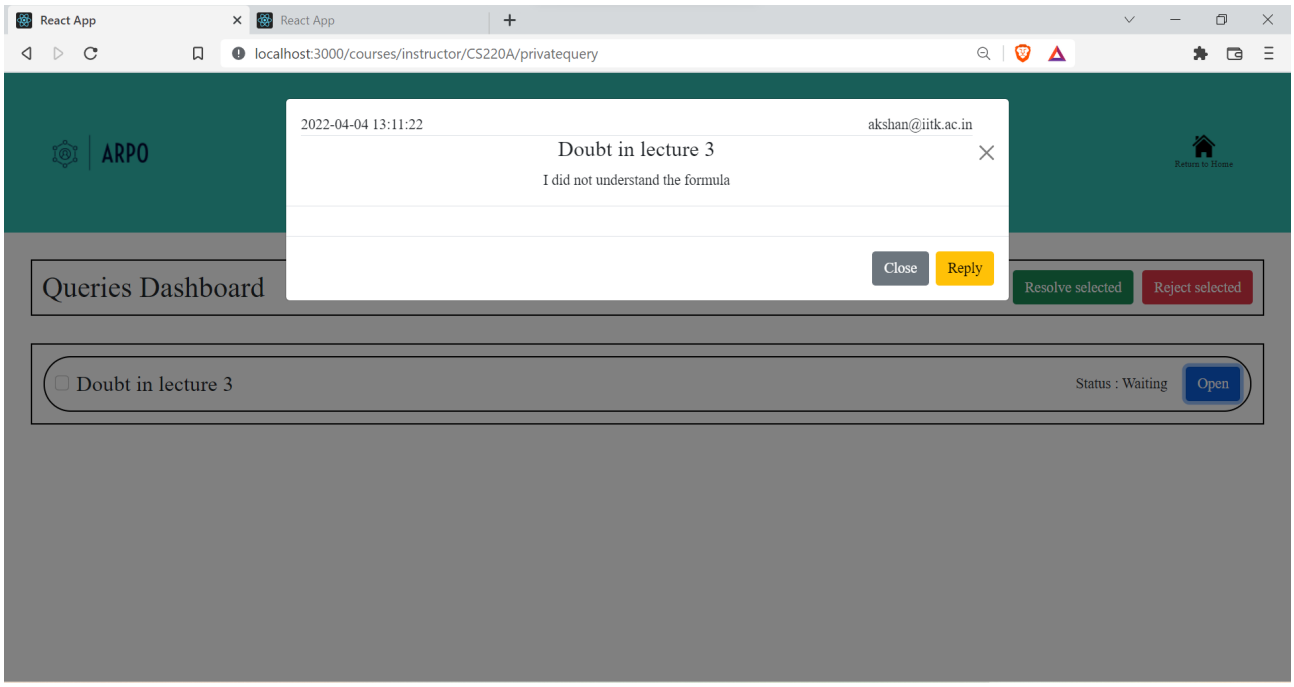

You can **reply anonymously** also to forums here using the **Anonymous button**.

**Private Query:**

The private query tab looks like this. You can **Open** the query you want to resolve and reply to it. The **status** of the query is also shown. The status here is **waiting.**



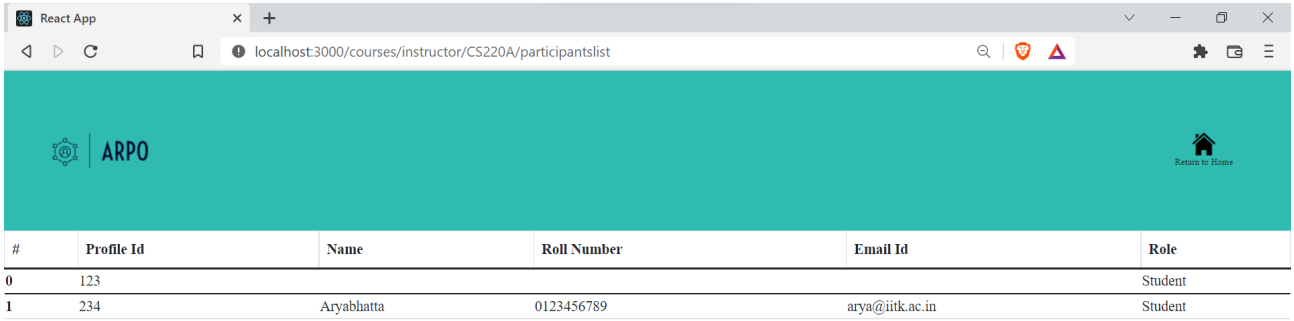

On opening a query, it looks like this:




You can also select respective queries using the **check box** and change their status as **Resolved/ Rejected** using the **Resolve selected** and **Reject selected** buttons appropriately.

**Participants List:**

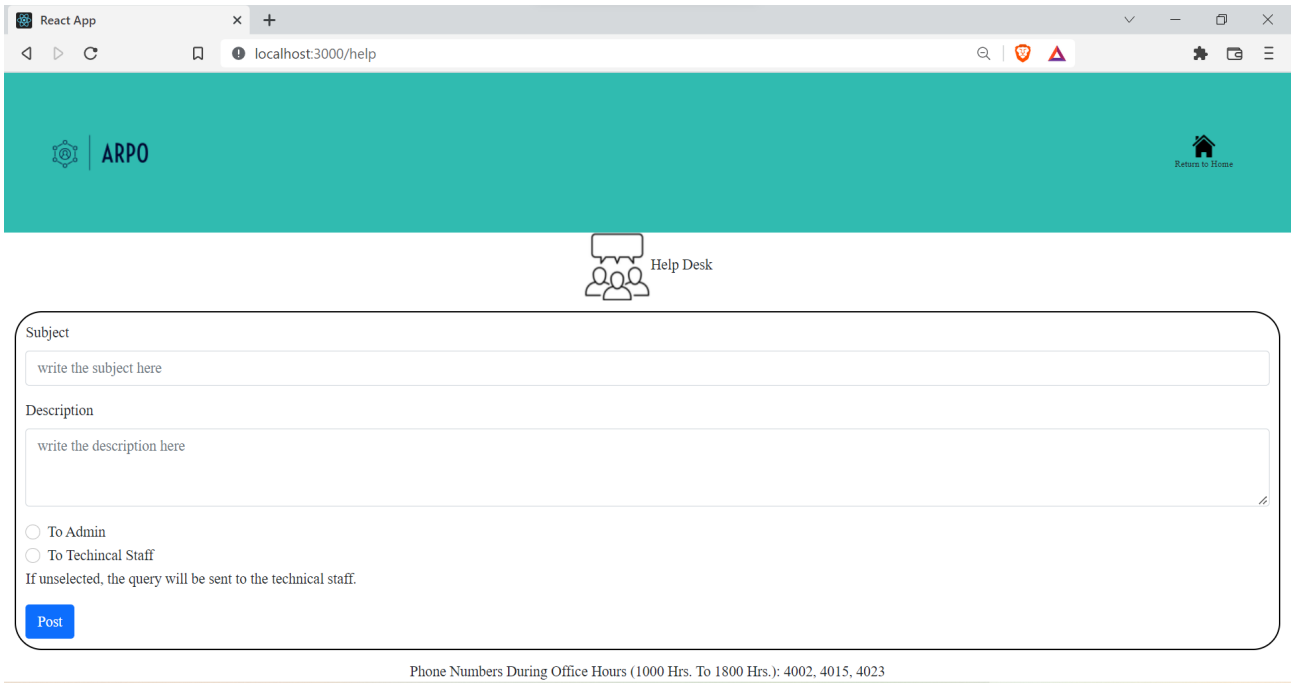
To access the participants list of the course, click on the **Participant List** button on the course home page. It displays the details of all the participants in the course along with their roles.




| # | Profile Id | Name | Roll Number | Email Id | Role |
|---|---|---|---|---|---|
| 0 | 123 | | | | Student |
| 1 | 234 | Aryabhatta | 0123456789 | arya@iitk.ac.in | Student |

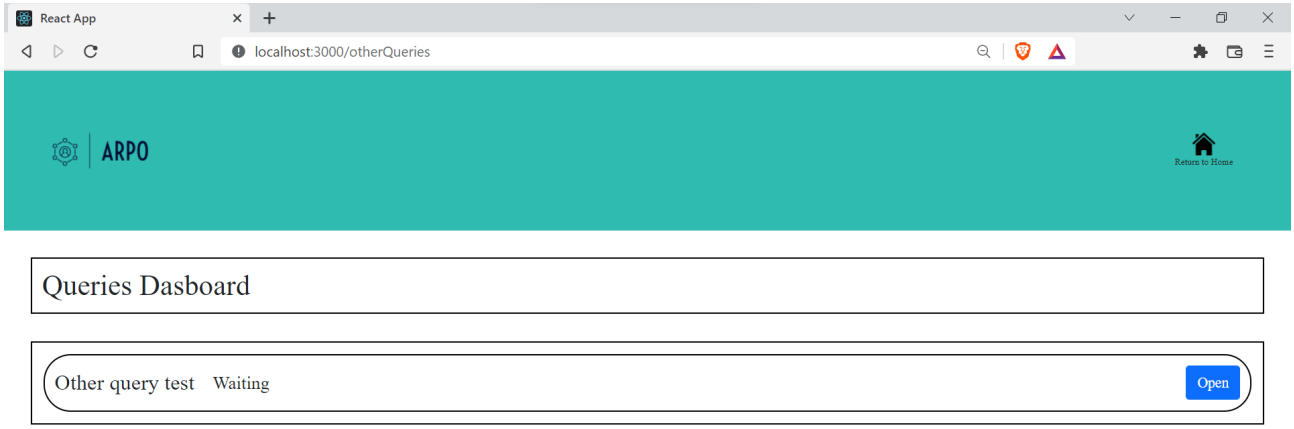
**Admin/Technical Support Query:**

From the **Help** button on the dashboard, you can also ask queries or can raise technical issues to the **admin** or technical **staff team.**



**Other Queries:**

The **Other Queries** tab on the dashboard is used to access **academic/technical queries** posted through help tab.



**TUTORS'/TAs' INTERFACE:**

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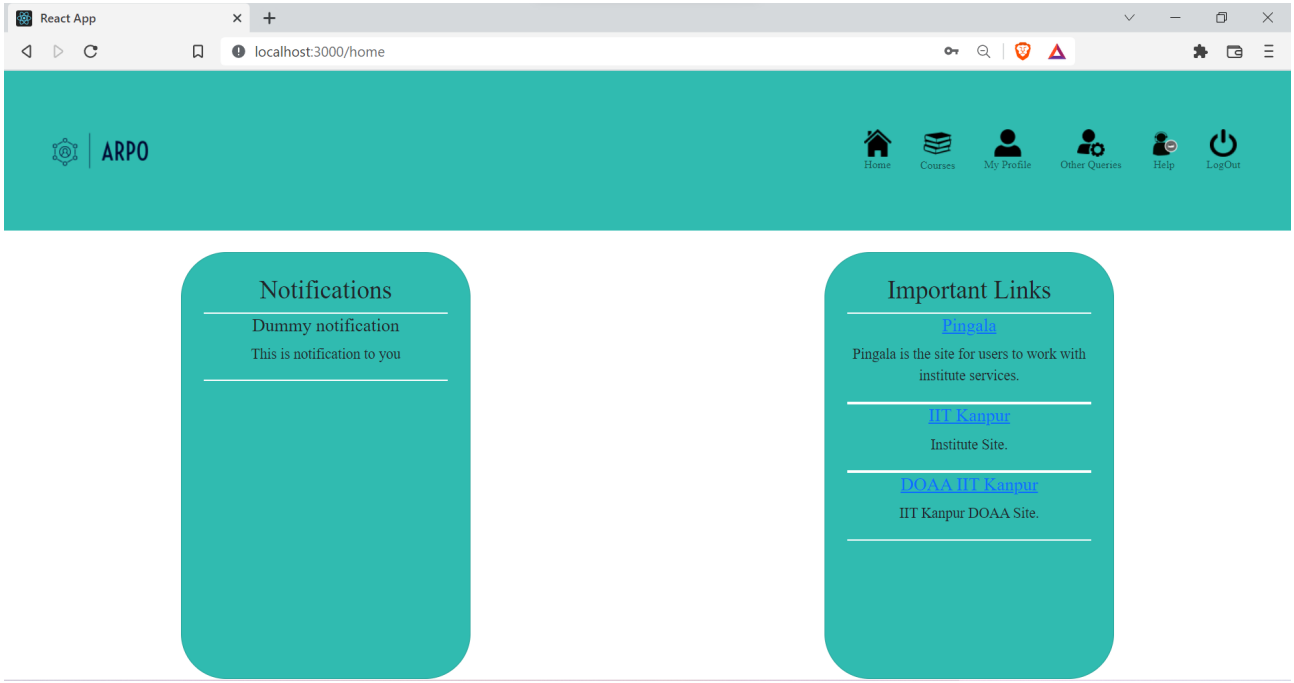


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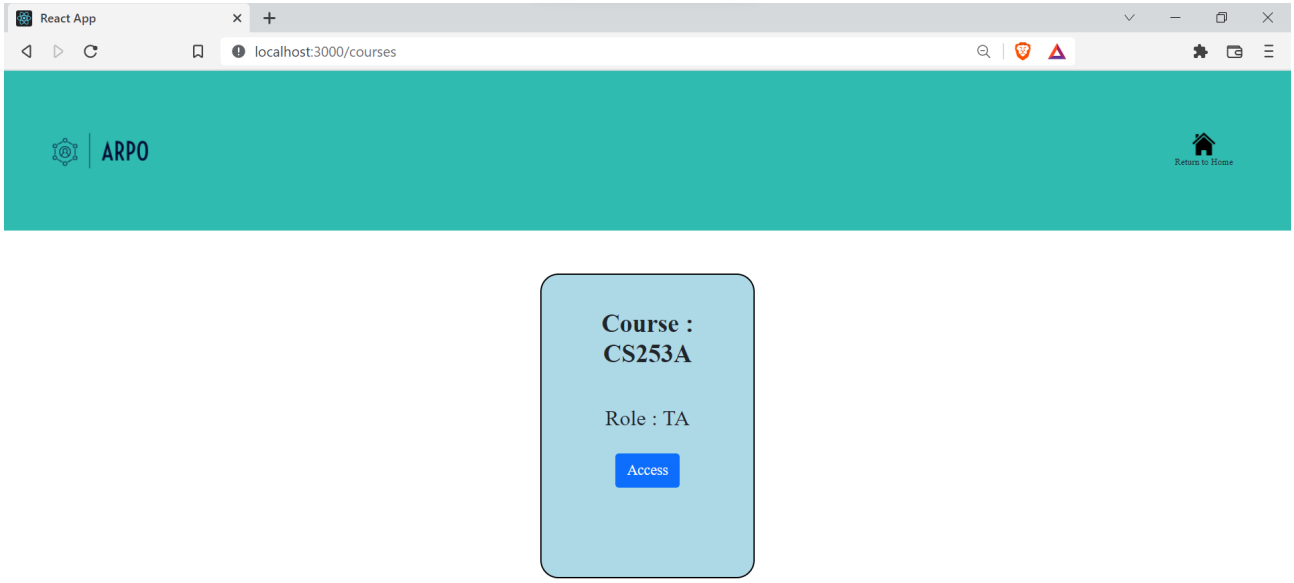
- The list of posted technical/admin queries on clicking the **Other Queries** button.

Finally, the **Log Out** option is available to exit the portal.

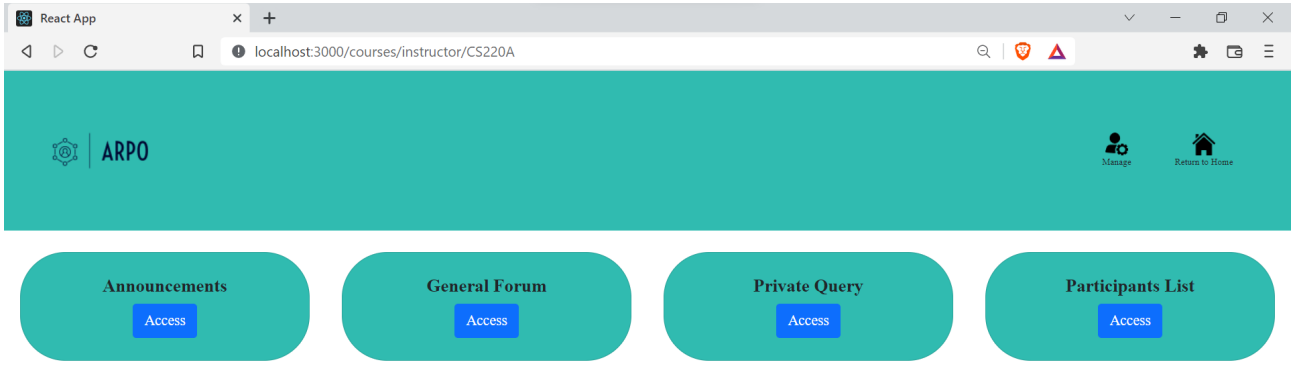
**Courses Page:**

Courses section contains a list of various courses in which you are TA or student.



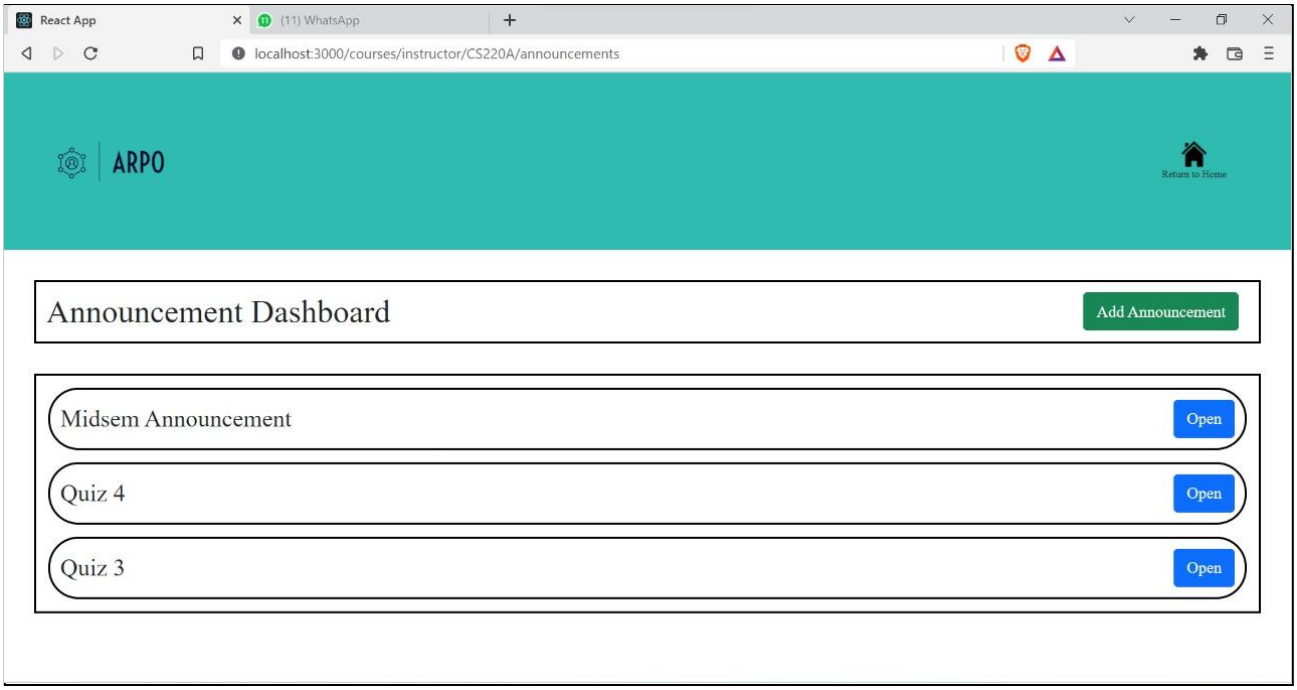

**Course Home Page:**

After entering in a course, you can access the course's **Announcements**, **General Forum** and **Private Query, Participants List** as shown below:

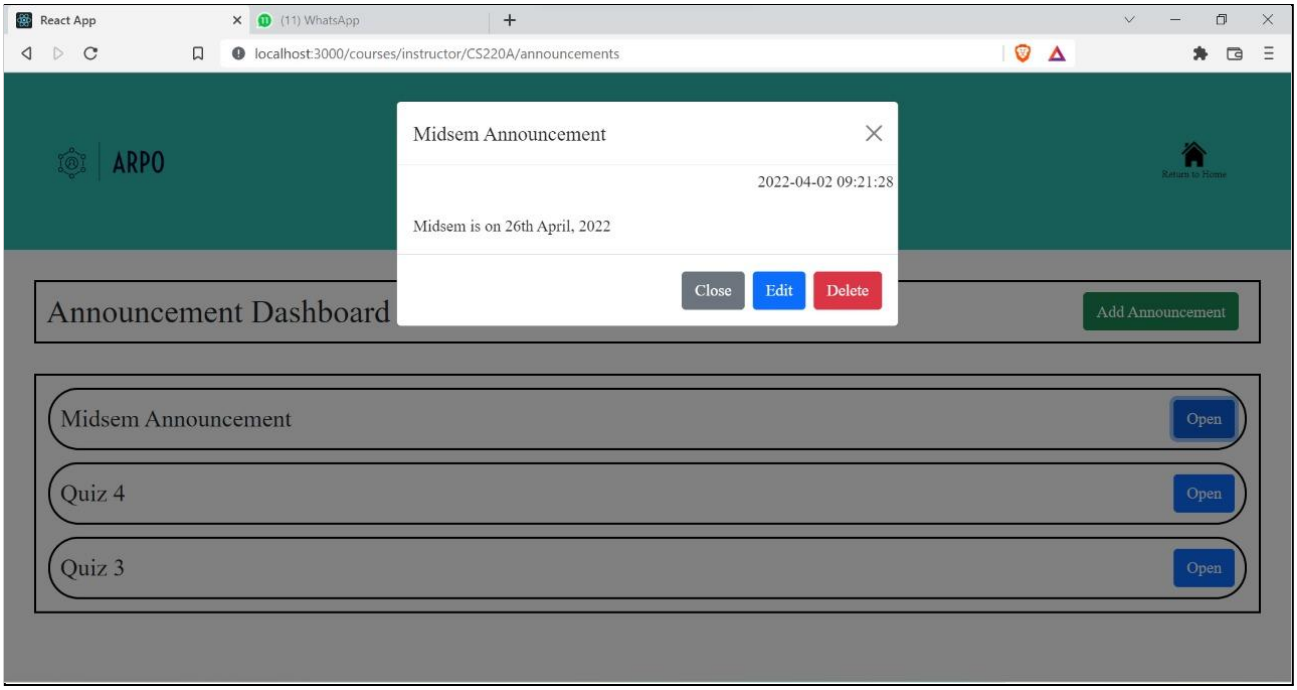


**Announcements:**

To access various announcements, click the **Announcement** button on the course home page. To add a new announcement regarding the course, use the **Add Announcement** button which displays a dialog box where the text can be added.



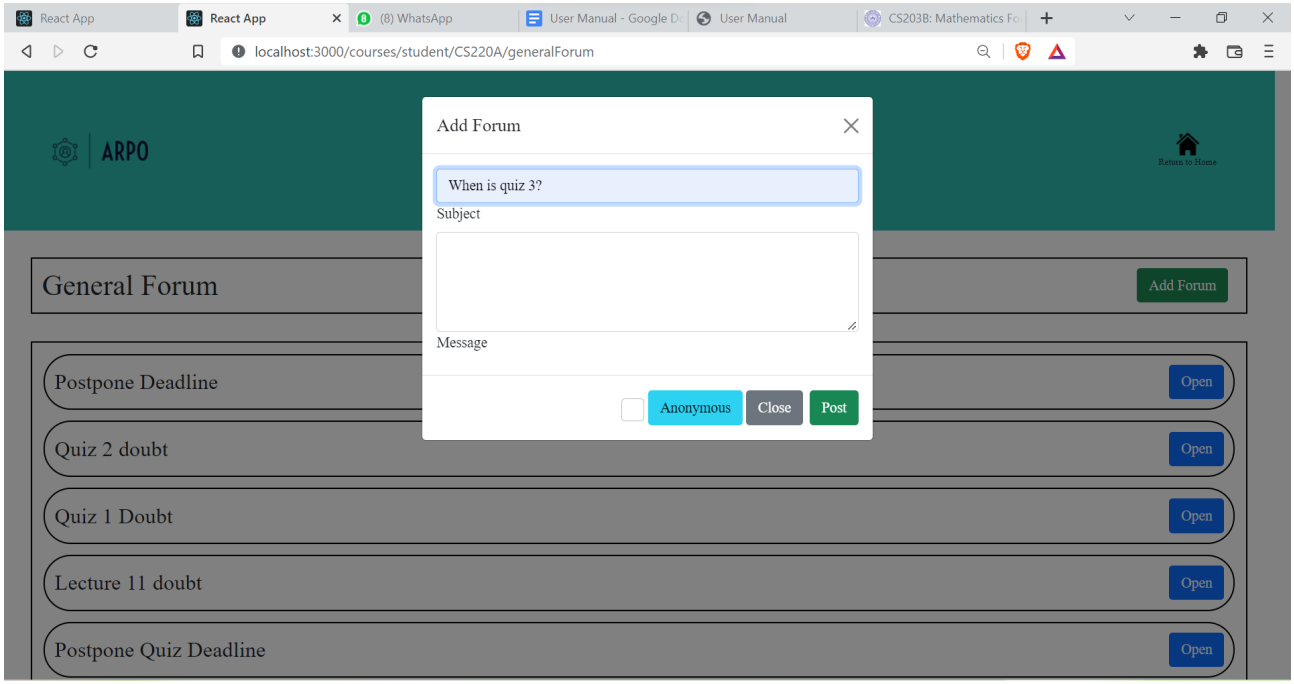

To view a particular announcement, click on the **Open** button next to it. It will display the content of the announcement in a new dialog box.



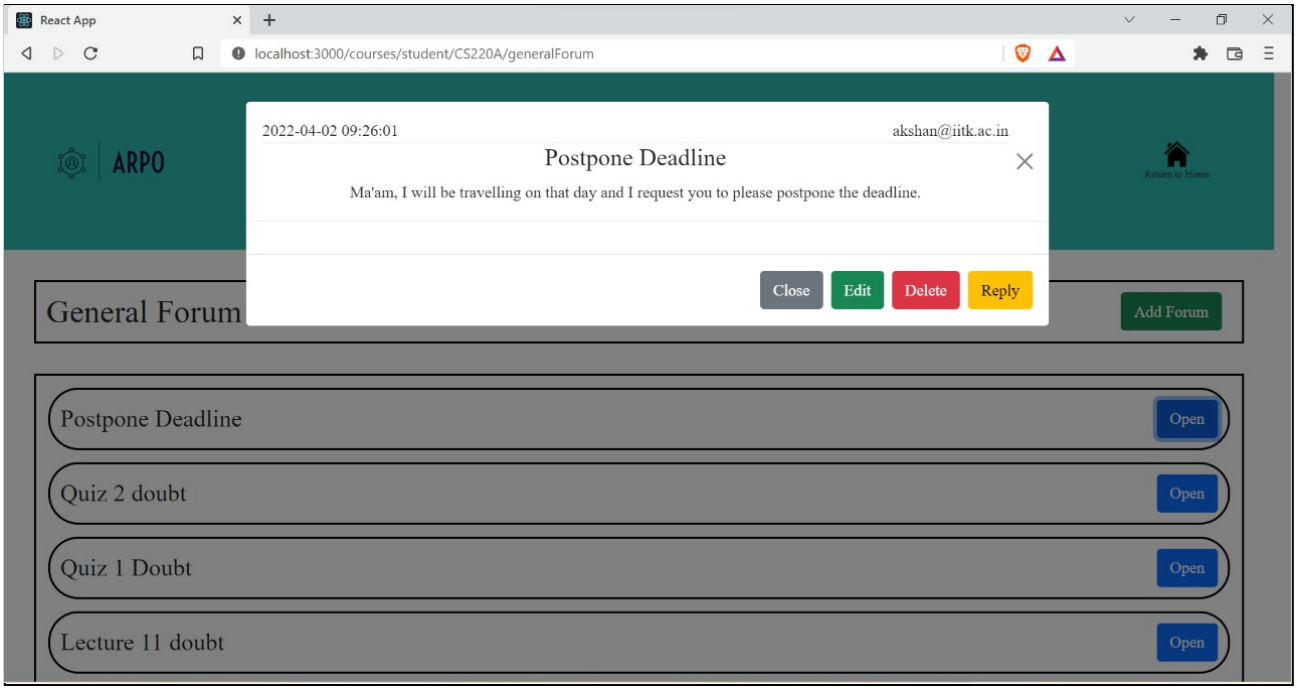

To edit/delete the announcement, **Edit** and **Delete** buttons can be used appropriately.

**General Forums:**

Here, the **Add Forum** button is used to add a new forum, and **Open** button is used to open a posted forum. You can add forums **anonymously** also by clicking the **Anonymous Button**. It means no one else can see that you have posted it.



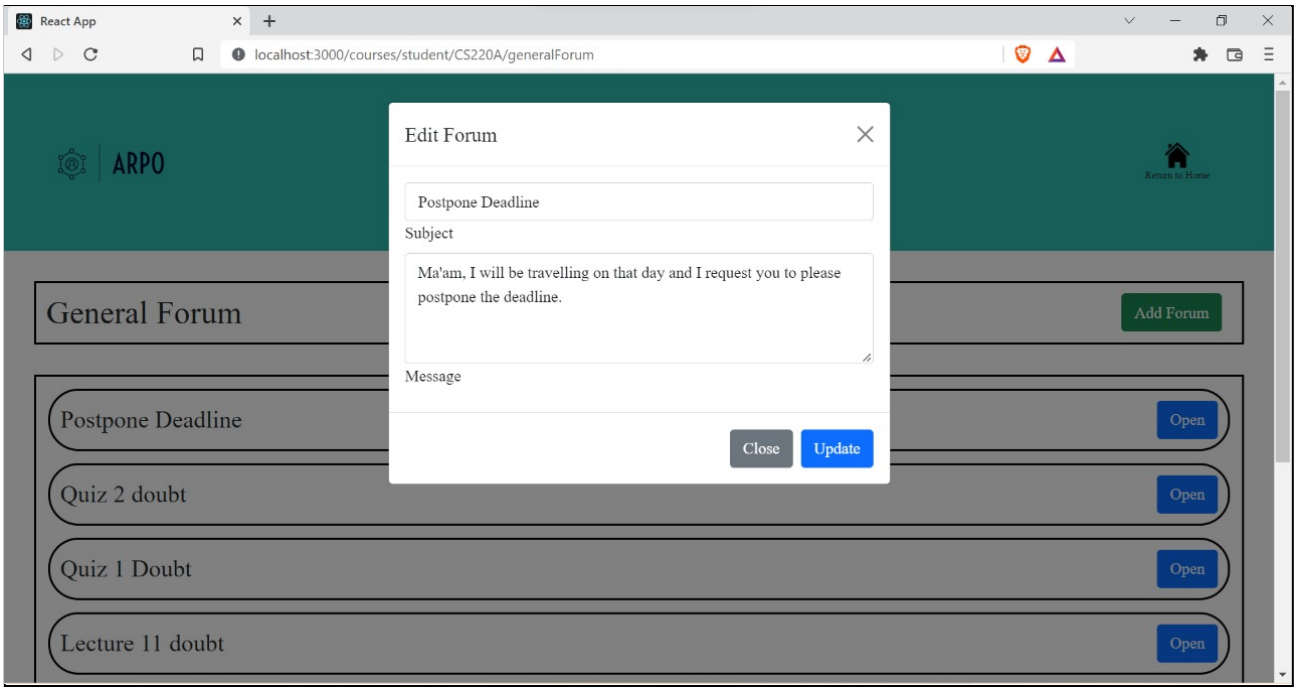

After the forum is posted, the forum then can later be viewed, edited and deleted by after clicking **Open** button:



There are four buttons: **Close**, **Edit**, **Delete** and **Reply**.

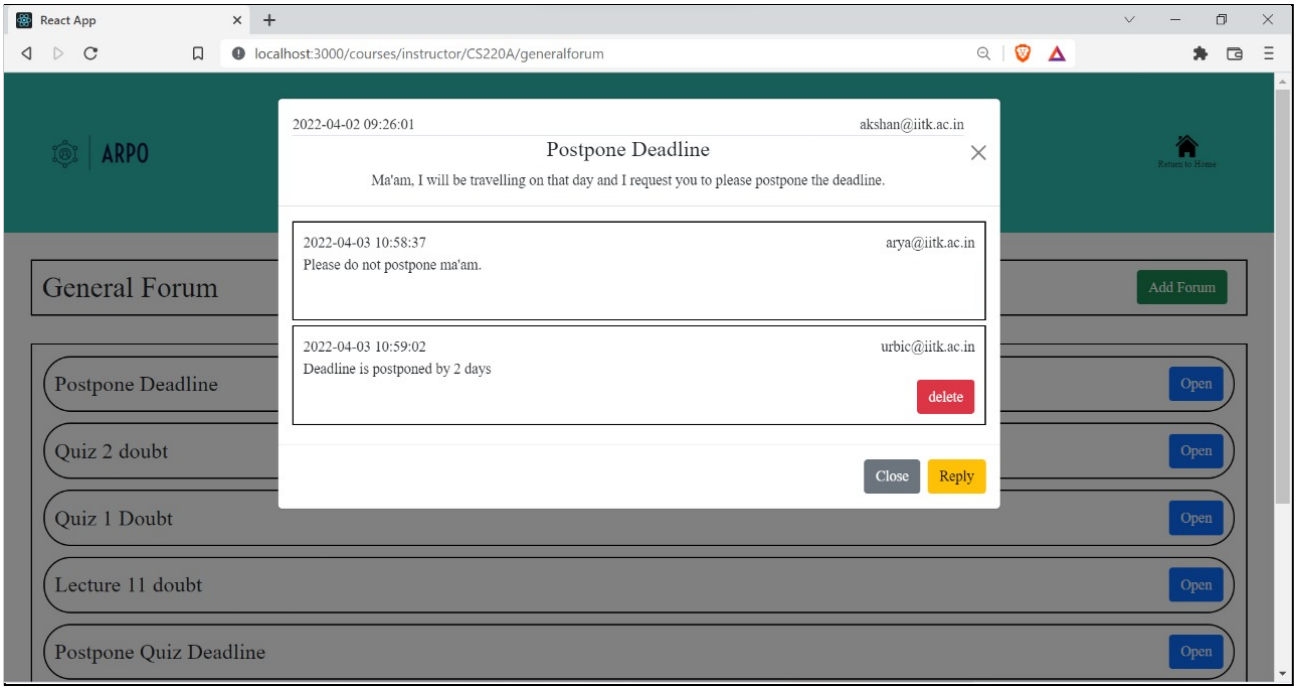
9. The **Close** button is used to close the current forum.
10. **Edit** button is used to edit the content of the forum.
11. **Delete** button is used to delete the forum created.
12. **Reply** button is used to reply to the query asked in the forum.

The view on clicking the **Edit button** looks like following:




The **Update** button should be clicked to reflect any changes made to the contents of the forum.

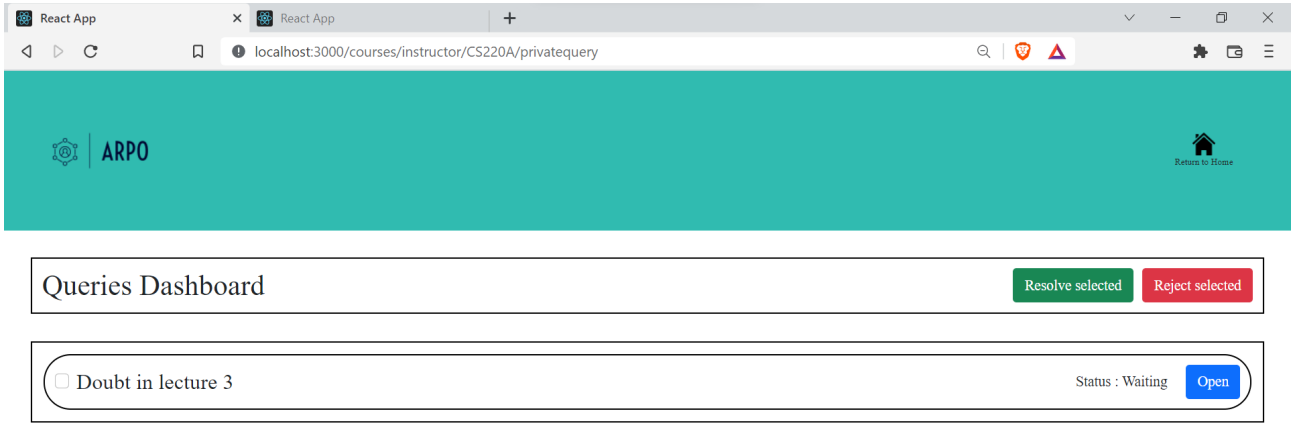
The replies to a forum made look like the following.



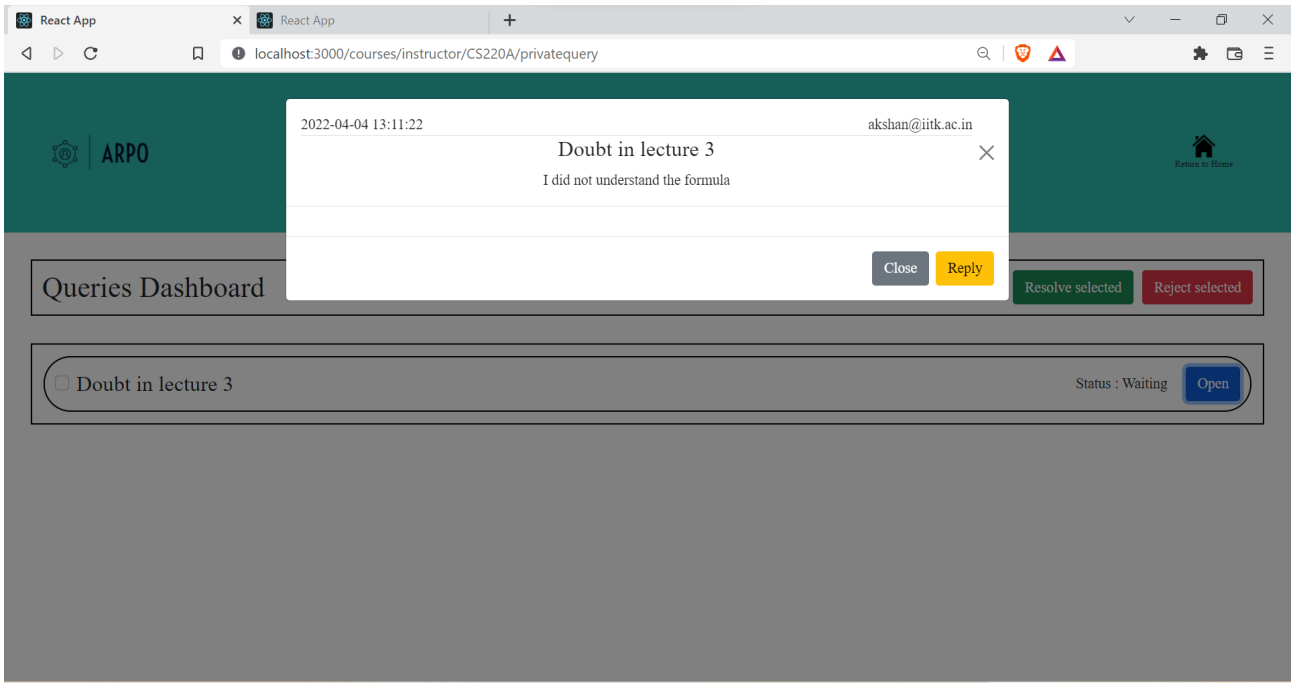

You can **reply anonymously** also to forums here using the **Anonymous button**.

**Private Query:**

The private query tab looks like this. You can **Open** the query you want to resolve and reply to it. The **status** of the query is also shown. The status here is **waiting.**



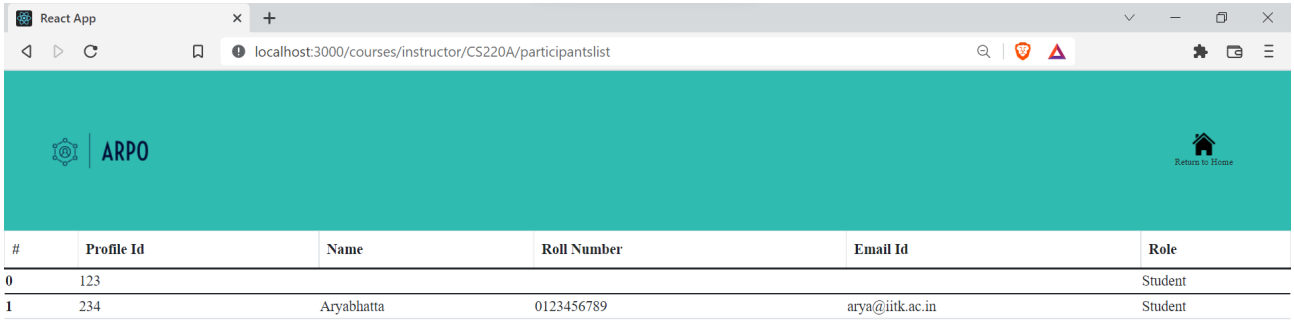

On opening a query, it looks like this:




You can also select respective queries using the **check box** and change their status as **Resolved/ Rejected** using the **Resolve selected** and **Reject selected** buttons appropriately.

**Participants List:**

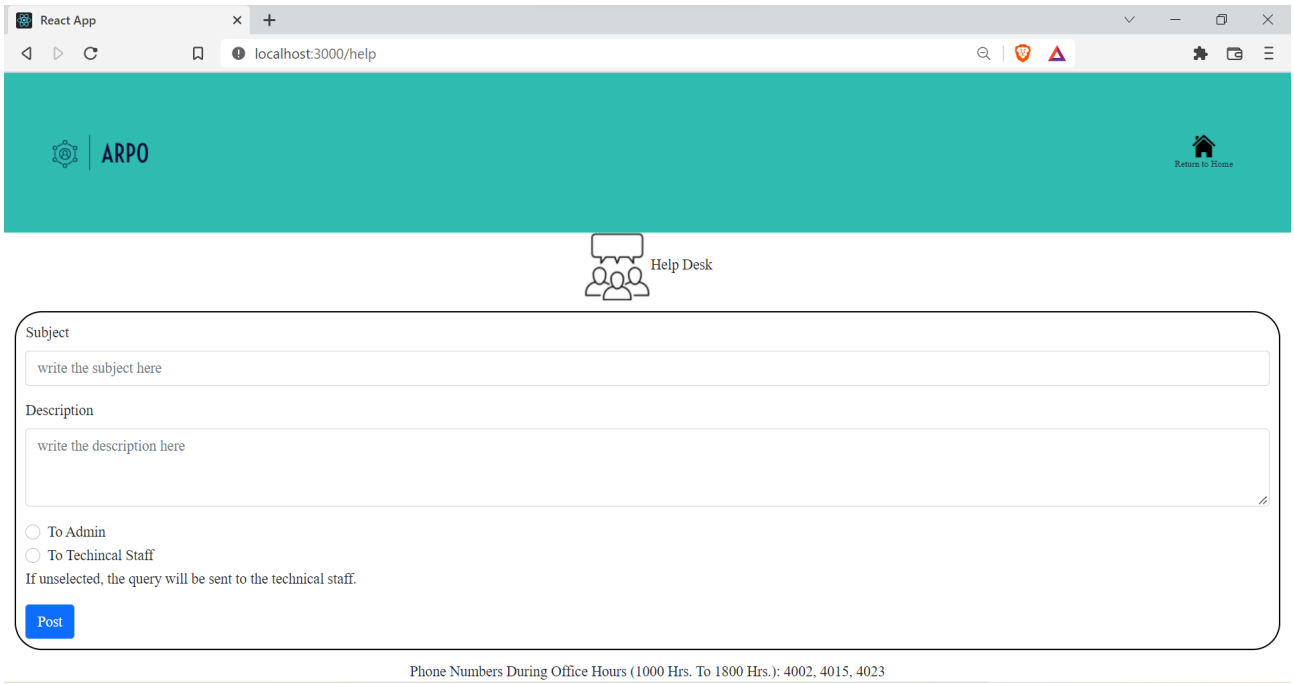
To access the participants list of the course, click on the **Participant List** button on the course home page. It displays the details of all the participants in the course along with their roles.




| # | Profile Id | Name | Roll Number | Email Id | Role |
|---|---|---|---|---|---|
| 0 | 123 | | | | Student |
| 1 | 234 | Aryabhatta | 0123456789 | arya@iitk.ac.in | Student |

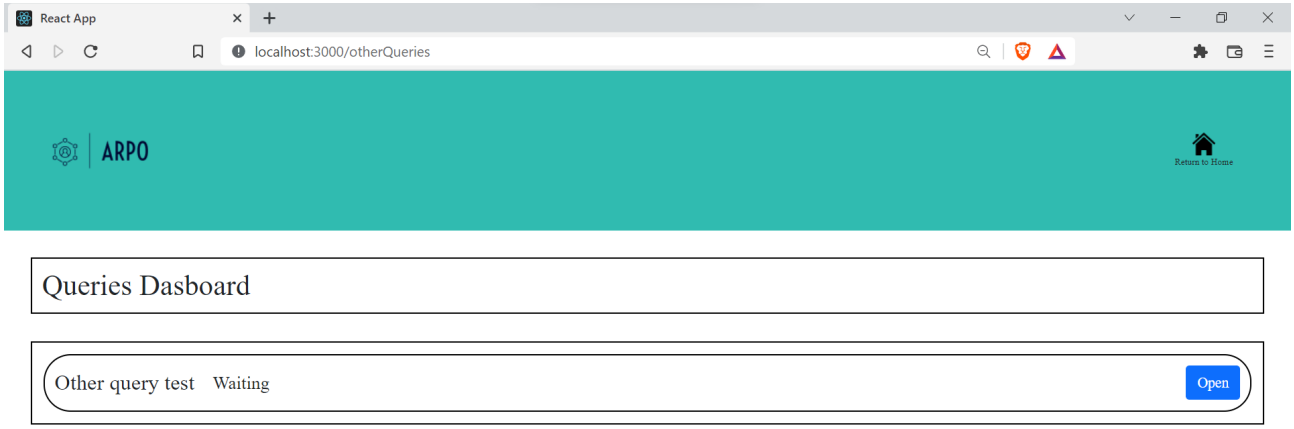
**Admin/Technical Support Query:**

From the **Help** button on the dashboard, you can also ask queries or can raise technical issues to the **admin** or technical **staff team.**



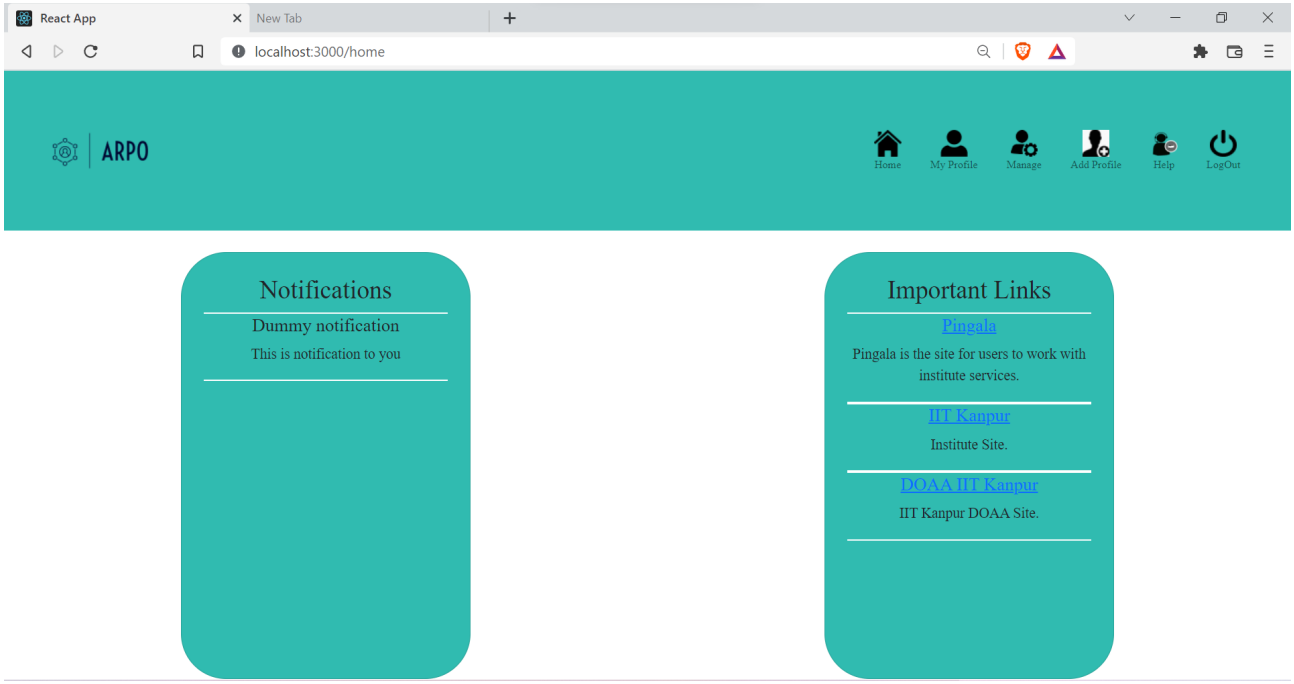
**Other Queries:**

The **Other Queries** tab on the dashboard is used to access **academic/technical queries** posted.



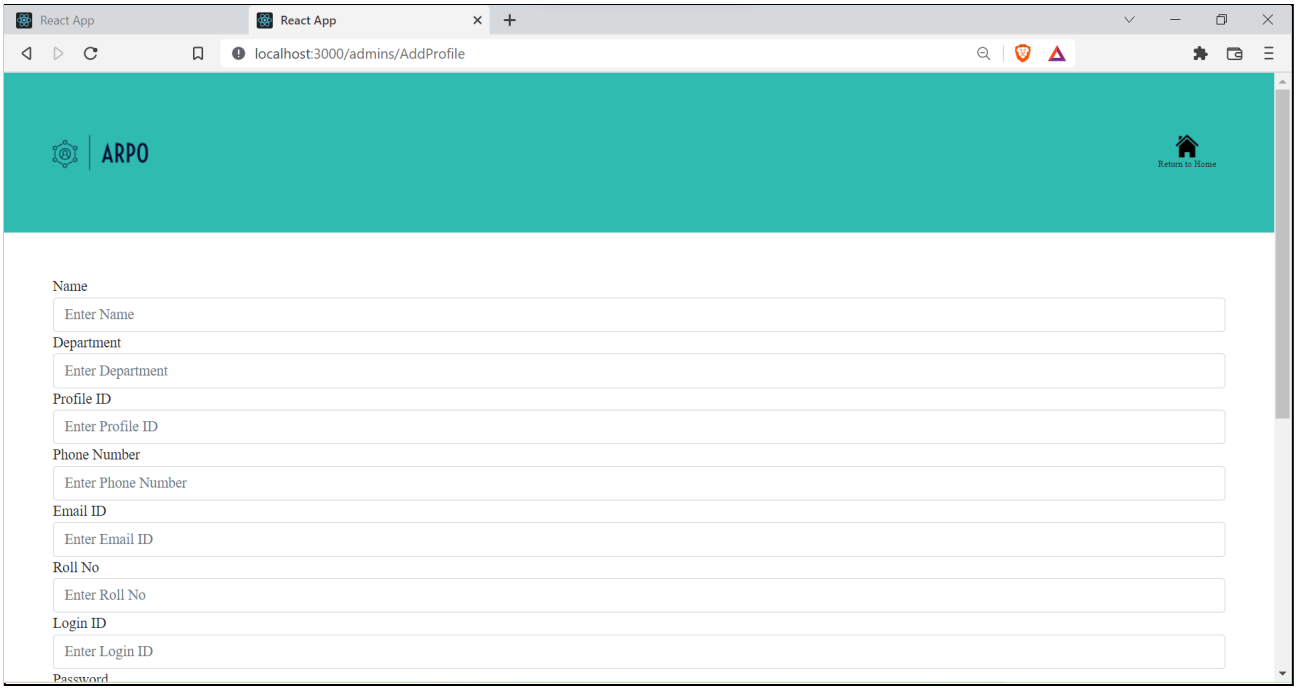
## TECHNICAL STAFF AND ADMIN MANUAL:

After logging in, the dashboard opens up and it looks like the following. Institute level notifications and important links can be accessed using the **Notifications** and **Important Links** subsections shown on the dashboard itself.

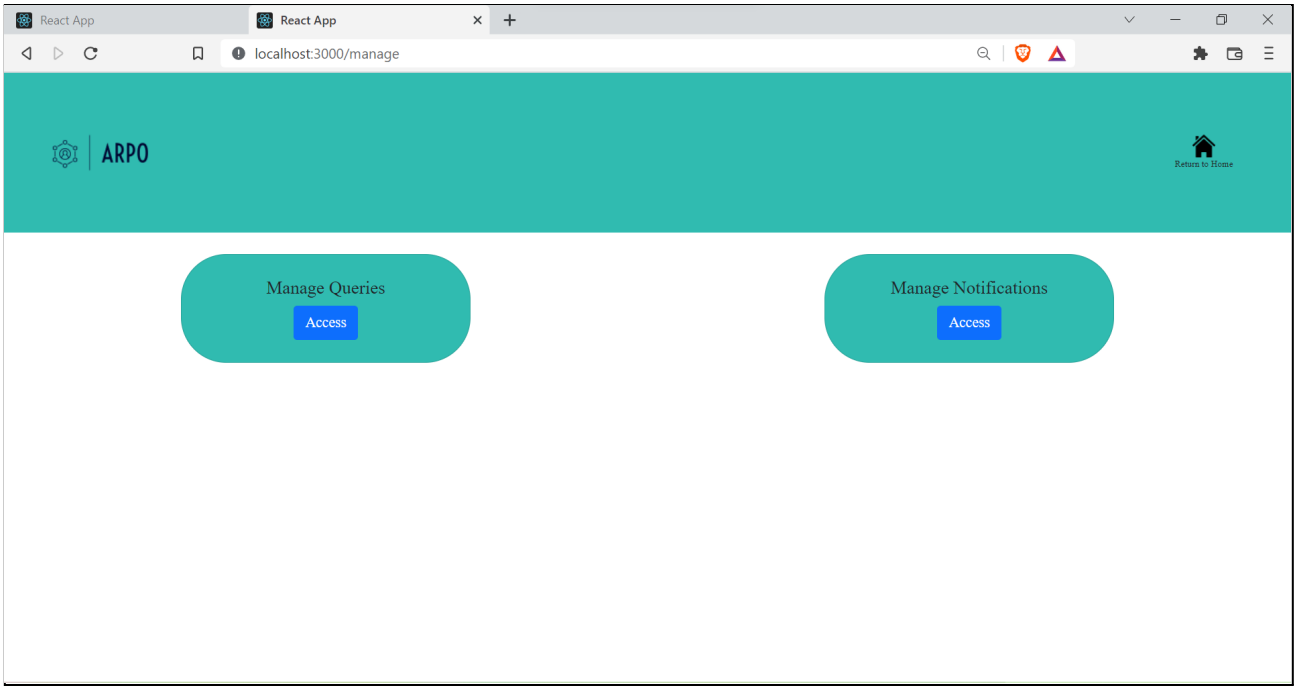



You can add users and register them from the **Add Profile** button.

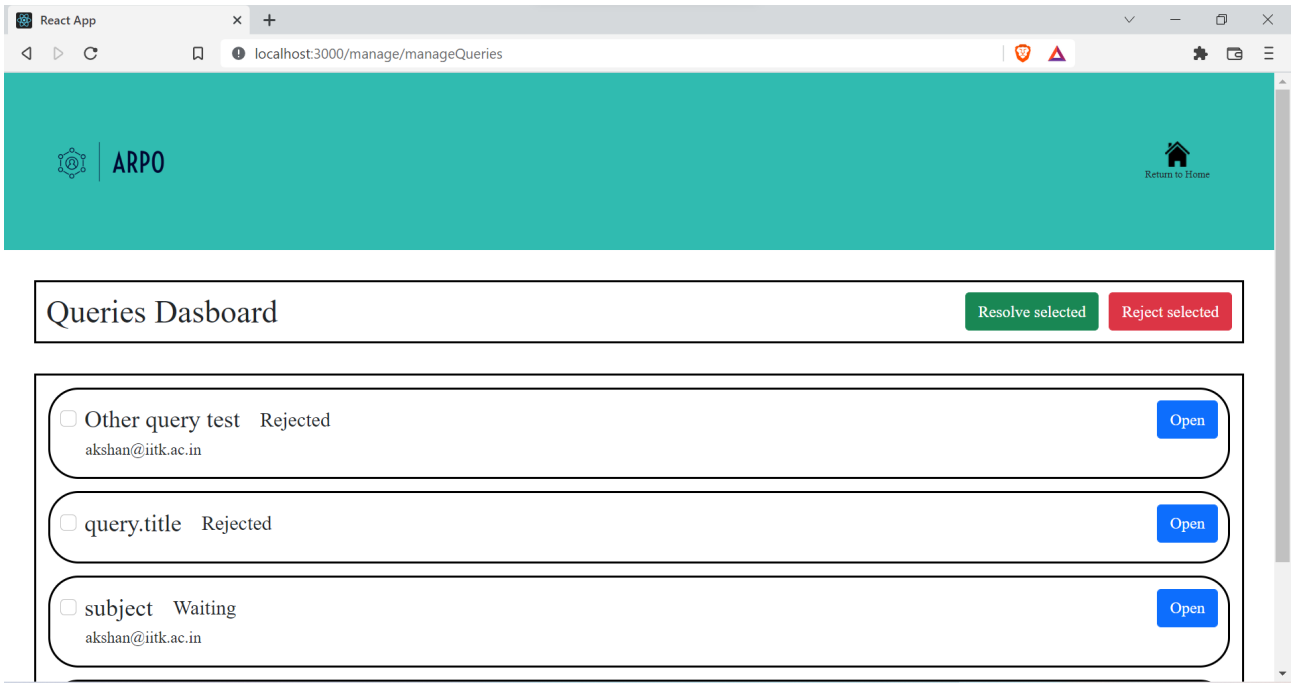
### Add profile page:



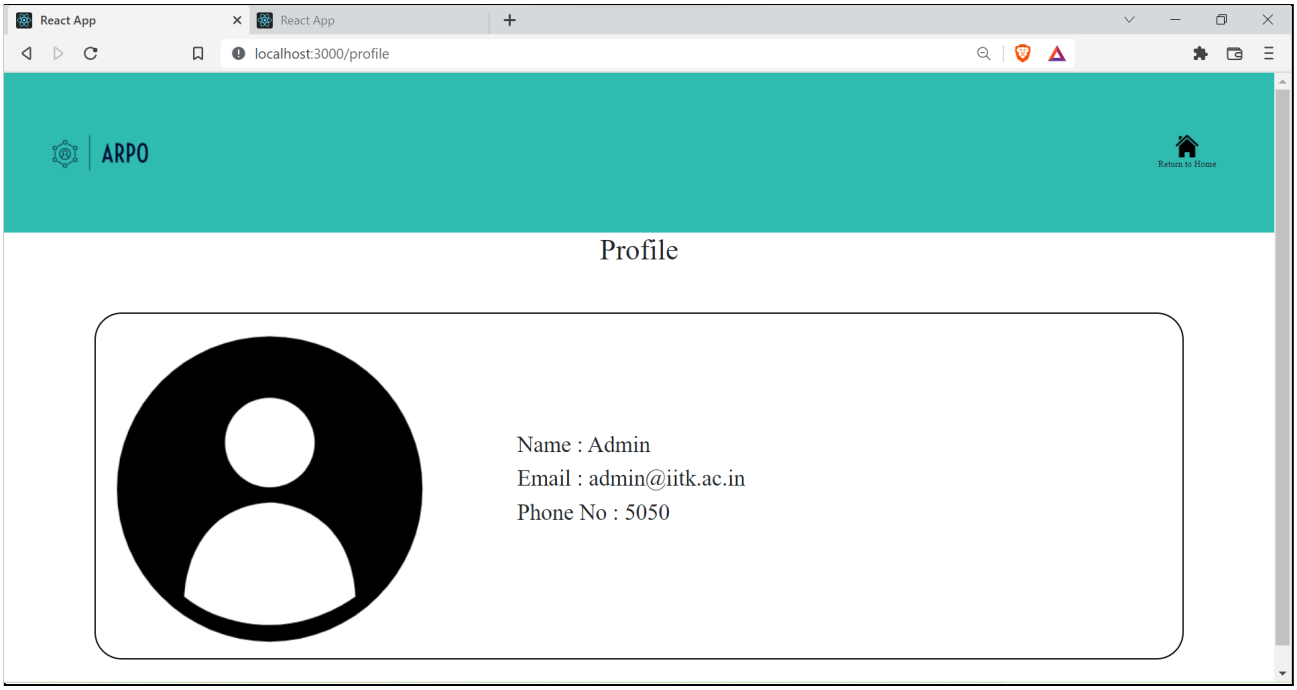
**Manage button:**
When you click the **Manage** button, you get 2 options - to **Manage Queries** and **Manage notifications.** You can resolve queries from other users by clicking **Manage Queries** and manage institute notifications and links by clicking **Manage notifications.**

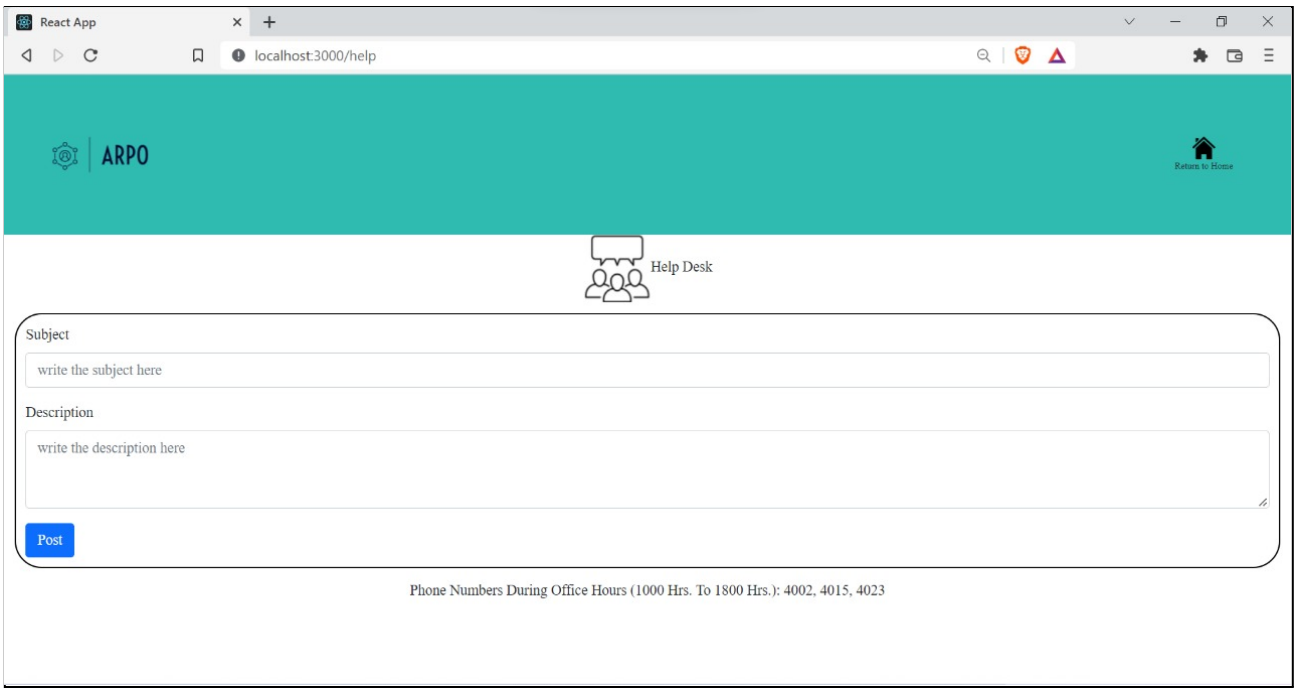



**Manage Queries Section:**



**User Profile Section:**
You can view your profile.




**Technical Support Query:**
From the **Help** button on the dashboard, you can also ask queries or can raise technical issues to the technical staff team/ Admin