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Appendix C: User Stories

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Introduction

We created these user stories in response to participants' suggestions about how the BCAT tool could work.

The following list of user stories is organized by system function. This is not an exhaustive list and does not cover edge cases but should be comprehensive enough to describe the basic functionality.

Note that we envision two user types:

An "administrator" is the team leader. There is typically only one leader per team.

A "participant" is any person who is not an administrator.

The word "user" refers to both administrators and participants.

Initial Sign Up, Login, & Support

As a user, I want to know what the assessment is before I sign up or create my account. (e.g. The tool name should be retained as "Broadband Connectivity Assessment Tool" and a short instructional blurb should be provided on the landing page so all users understand the context.)

As a user who has not yet signed up, I want to be able to opt-in to this project without needing to email NTIA staff. It would be great to be able to provide my contact information directly on the main website.

As a user, I want the sign up and login process to be easy so that I don't need to spend time/energy struggling with how to sign up or log in.

As a user, I want to see a clear call-to action button so I know how to sign up.

As a user, I want to see example placeholder text in the form fields so I know what kind of information I need to provide to create my account.

As a user, I want to see a clear way to log in in the upper righthand corner of the homepage, and I want to see my name in that same space once I have successfully logged in.

As a user, I want to be able to reset my password in case I forget it.

As a user, I want a short introduction once I have created my account so I know more about what the assessment tool is and what I can expect to see.

As an administrator, I want to see guidance about initial team formation so I know which people to include on my team.

As an administrator, I want to be able to add new users so I can be sure my team includes enough people. I want to be able to add more than 15 people.

As an administrator, I want to be able to read some suggestions for getting started so my team can be successful.

As an administrator, I want a way to add a new user and immediately assign them some questions (before the new user has ever logged in) so I can get the information from the best person.

As an administrator, I want to participate in calls/webinars with other communities so that I have peer/cohort support for the project.

As a user, I want to be able to ask for additional help so I can get back on track in case I am stuck.

As a user, I want to be able to copy/paste in all areas so I can do my work in conjunction with another application.

Dashboard, Assignments, and Progress Reminders

As a participant, I want to see a dashboard when I log in so I can see my progress and understand the things I still need to do.

As an administrator, I want to see a dashboard when I log in so I can easily see my team's progress and understand the things we still need to do.

As a participant, I want see the modules/questions the administrator has assigned to me so I can answer the sections I have been assigned.

As an administrator, I want to see which modules I have assigned to participants so I know what I have instructed my team to do and what I still need to assign.

As a user, I want to see due dates if I am expected to complete my work by a certain time. (Note: a single due date for the entire assessment would likely suffice, in which case question- or module-based due dates are not necessary.)

As an administrator, I need a way to assign a due date for the entire assessment or for individual modules.

As an administrator, I want to read a few hints about how to best assign the tasks to my team so that my team will be successful.

As a participant, I want to receive a notification if an administrator assigns questions to me so that I am aware I need to complete them.

As a participant, I want to be able to refuse or de-assign a task in case I am assigned something I cannot do. I want to be able to suggest a new assignee in case I myself am not able to answer a question.

As an administrator, I want to be able to de-assign and re-assign tasks in case I accidentally assign them to the wrong person.

As a participant, I want to receive email reminders so that I remember to contribute. I want to be periodically re-reminded of my assignments in case I forget to do them.

As an administrator, I want to remind my participants of their assignments so they remember to complete the work promptly. (Automated reminders at set intervals would also fulfill this need).

As a participant, I want to be able to see what work I've already done so I feel good about my progress and don't accidentally answer the same questions twice.

As an administrator, I want to see groupings of modules so that my team has a direction for their work and/or so I can assign specific participants to these questions.

As an administrator, I want a way to assign questions to specific participants so that we employ the domain expertise of individuals and divide up the work in an appropriate way.

As an administrator, I want to see which modules my team members have completed so I know what my team members have finished and what still needs to be completed.

As an administrator, I want to receive email reminder(s) to write my final report so that I remember to complete the project.

Answering Survey Questions

As a participant, I want to be able to answer “I don’t know” on all questions so I am not forced to guess or provide inaccurate information. For free response questions, I want to be able to leave the text boxes blank.

As a participant, I want to see a 5 point Likert Scale plus an “I don’t know” option for the scale questions so I can easily answer the questions.

As a participant, I want the free-response text boxes to allow long responses of ~1000+ words so I can write as much as I want.

As a participant, I want a way to provide comments about all data/datasets so that I can let someone know if the data is incorrect.

As a participant, I want to see any related Scale, Scope, and Free Response questions on a single page. I generally expect to see 3 - 7 questions per page of the assessment.

As a participant, I want see questions grouped into modules so I can focus on one topic at a time.

As a participant, I want to know my progress within an individual module so I know how soon I will be done.

As a participant, I want to see positive encouragement once I finish a module so I feel good about my work.

As a participant, I want to see a grouping of multiple modules so I know where to get started and what to do next.

As a participant, I want to see all of the modules so I can choose what to work on.

As a participant, I want to be able to answer more questions than what I have been officially assigned so that I can provide additional assistance.

As a participant, I want a way to answer only the multiple choice scale questions because I don’t have enough time to answer the scope or long-form narrative response questions. (Note: this is a lower priority for development).

As a participant, I want to be able to continue to answer questions even if my administrator is not a good leader. I want all modules and questions to be self-guided so that I can do lots of work by myself without needing to ask for assistance.

As a user with little to no prior experience with this subject, I want the language and phrasing of all questions to be appropriate to my knowledge and reading level so I feel empowered to answer.

As a user with a high level of prior experience, I want the language and questions to be complex enough so the assessment feels comprehensive and not “dumbed down.”

As a user who does not have a strong internet connection, I want a way to download and print the questions so I can fill them out without needing an active internet connection. It would be helpful to be able to print the questions on a module-by-module basis.

As an administrator, I would like a way to download/print the questions so my team can fill them out at an in-person meeting.

Wrap-up & Further Action

As a user, I want to see positive feedback at the very end of the assessment so I feel good about my participation.

As a user, I want to be able to see how my data compares to others on the city/county/state/federal levels so I get a sense of how my community is doing relative to others.

As an administrator, I want guidance for writing the final report so I can produce something that will be helpful for my community. I would like guidance about how to incorporate divergent feedback so I can make sure all voices are heard. I would like guidance about how to distill the findings to make it easy to understand the most important parts.

As an administrator, I would like to see some example final reports from other communities.

As an administrator, I want to be able to access additional resources to aid both me and my community.

As an administrator, I want guidance about how my team's work can be used to take action so that we keep up the momentum after we finish the survey.