

# Software Engineering

## Project



**TEAM 16**

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## **01** User Identification

primary, secondary, and tertiary users involved in the IITM BS program, detailing their roles and interactions with the Seek Learning portal.

## **02** User Stories

Describes specific, measurable, and goal-oriented features that address user needs and enhance their experience with the Seek Learning portal, with and without GenAI integration.



# USER IDENTIFICATION

## Primary Users :

### **Students:**

- Students enrolled in the IITM BS program.
- They access the Seek Learning portal to:
  - Register for courses.
  - Watch weekly lesson videos and access resources.
  - Complete practice and graded assignments.
  - Participate in discussions and seek help via the discourse forum.

## Secondary Users :

### **Instructors and Teaching Assistants (TAs):**

- Responsible for :
  - Releasing weekly lessons and assignments.
  - Conducting live online sessions.
  - Responding to student queries on the discourse forum.



# USER IDENTIFICATION

## Tertiary Users :

### **Professors :**

- Occasionally resolve student queries.
- Conduct live sessions.
- Review course materials to ensure quality.

### **IT Support Staff :**

- Provide technical support for the Seek portal.

### **Administrative Staff:**

- Manage tasks such as registration, scheduling, and maintenance of student records.

### **Course Coordinators:**

- Oversee the effective delivery of courses and ensure smooth operations.





# USER STORIES

## Primary Users

### Without GenAi :-

A

As a student, I want to navigate the portal to search for course materials so that I can efficiently find the resources needed to complete my assignments.

B

As a student, I want to check my course progress and assignment status so that I can track my performance and stay on top of deadlines.

C

As a student, I want to ask questions in the discourse forum to seek help from my peers or instructors when I encounter challenges in my coursework.

D

As a student, I want to participate in topic-based discussion forums to clarify doubts and exchange ideas with other students.

E

As a student, I want to post questions in the discourse forum and wait for responses from peers or instructors, so that I can receive assistance, even if it may take time.





# USER STORIES

## Primary Users

### With GenAi :-

**A**

As a student, I want the GenAI agent to suggest the most relevant study materials based on my specific queries so that I can save time and focus on critical topics.

**B**

As a student, I want the GenAI agent to analyze my progress and provide insights so that I can enhance my learning outcomes and identify areas of improvement.

**C**

As a student, I want the GenAI agent to provide hints or debugging tips for programming assignments so that I can solve problems independently and improve my coding skills.

**D**

As a student, I want the GenAI agent to notify me about upcoming deadlines and new course materials so that I can stay organized and manage my coursework efficiently.

**E**

As a student, I want the GenAI assistant to provide immediate responses to my queries so that I can resolve doubts quickly and stay productive without delays.



# USER STORIES

## Secondary Users

### Without GenAi :-

**A**

As a TA, I want to respond to student queries on the discourse forum so that I can address their doubts and provide timely solutions.

**B**

As an instructor, I want to conduct live sessions using the Seek portal so that I can engage with students and resolve their queries in real-time.

**C**

As an instructor, I want to manually upload and organize assignments for different courses so that students can easily access them without confusion.



# USER STORIES

## Secondary Users

### With GenAi :-

A

As a TA, I want the GenAI agent to handle common student queries so that I can focus on resolving more complex issues and provide more in-depth support where needed.

B

As a TA, I want the GenAI agent to provide automated hints for practice assignments so that students can solve minor issues independently, improving their learning experience.

C

As an instructor, I want the GenAI agent to suggest relevant practice assignments for students so that they can strengthen their understanding of complex topics and improve their overall performance.





# USER STORIES

## Tertiary Users

### Without GenAi :-

**A**

As a professor, I want to occasionally address advanced student queries so that I can help clarify complex topics and deepen their understanding.

**B**

As an admin staff member, I want to manually address student complaints so that I can resolve their issues in a timely and effective manner.

**C**

As a professor, I want to upload new academic materials directly to the portal so that students can easily access the latest updates to the course.



# USER STORIES

## Tertiary Users

### With GenAi :-

**A**

As a professor, I want the GenAI agent to handle initial queries so that I can focus on more advanced academic discussions and support students with deeper questions.

**B**

As an admin staff member, I want the GenAI agent to suggest possible resolutions for common student complaints so that I can address them faster and more efficiently.

**C**

As a professor, I want the GenAI agent to assist me in uploading new academic materials so that students can access the latest course updates in an organized and efficient manner.