

# CAMPUS BOOKING SYSTEM

## User Stories & Action Diagrams

Phase 1 · v1.0 · CBS-US-001

### Overview

This document presents user stories for all seven CBS epics. Each story follows the standard format: As a [role], I want to [goal], so that [reason]. Every story includes acceptance criteria and an action diagram showing the step-by-step interaction flow between the user and the system.

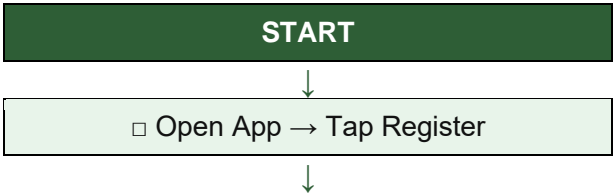
Symbol	Meaning	Symbol	Meaning
● <b>START / END</b>	Green filled box: entry and exit points	◆ <b>DECISION</b>	Diamond shape: conditional branch in flow
□ <b>ACTION</b>	White box: user or system step	⚙ <b>SYSTEM</b>	Dark box: automated system processing step

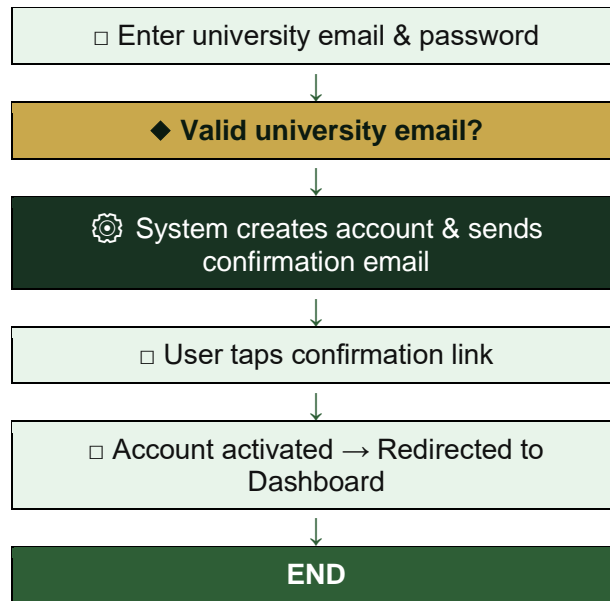
### Epic 1 — User Authentication

#### US-01 — Student Registration

<div>US-01</div> <div>High</div>	As a <b>new student</b> , I want to <b>register for a Campus Booking System account</b> , so that <i>I can access all booking features without visiting a physical office</i>
	<b>Acceptance Criteria:</b> <ul style="list-style-type: none"><li>System validates university email domain before allowing registration</li><li>User receives a confirmation email within 2 minutes</li><li>Password must meet strength requirements (min 8 chars, 1 uppercase, 1 number)</li><li>Duplicate email addresses are rejected with a clear error message</li></ul>

#### Action Diagram — US-01: Student Registration

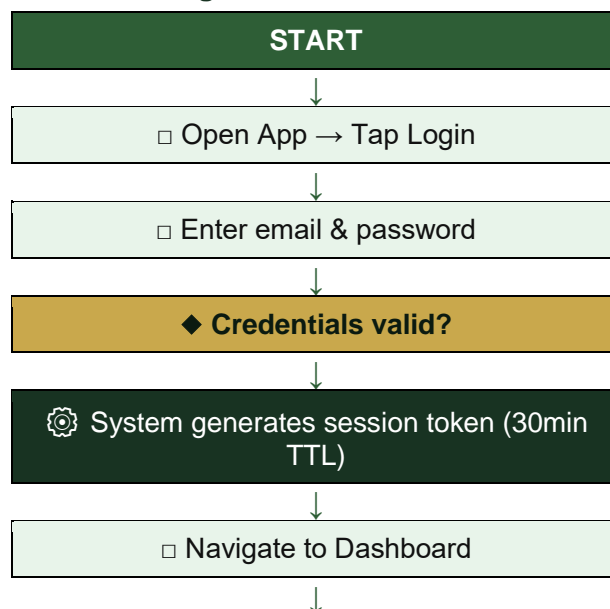




## US-02 — Secure Login

<b>US-02</b> High	As a <b>registered student</b> , I want to <b>log in securely with my credentials</b> , so that <i>I can access my bookings and profile without unauthorised access</i>
	<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• Login succeeds with correct email/password combination</li> <li>• Failed login shows a non-specific error (no account enumeration)</li> <li>• Session token expires after 30 minutes of inactivity</li> <li>• Successful login navigates user to the Dashboard</li> </ul>

## Action Diagram — US-02: Secure Login



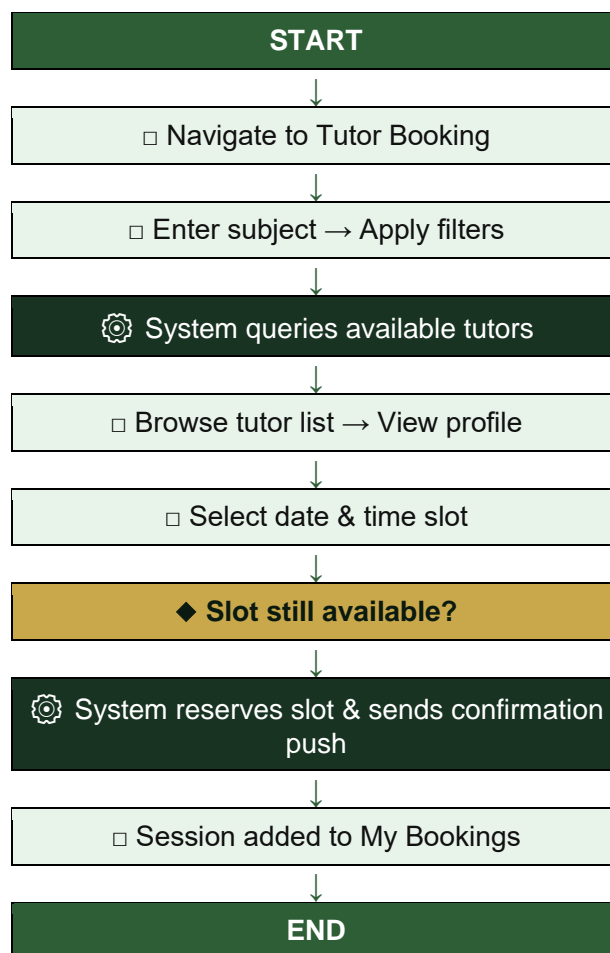
END

## Epic 2 — Tutor Booking

### US-03 — Search & Book a Tutor

US-03 High	As a <b>student</b> , I want to <b>search for an available tutor by subject and book a session</b> , so that <i>I can get academic help without lengthy email exchanges</i>
	<b>Acceptance Criteria:</b> <ul style="list-style-type: none"><li>• Search returns tutors filtered by subject and availability</li><li>• Each result shows tutor name, rating, subjects, and next available slot</li><li>• Booking confirmation is received within 5 seconds of submission</li><li>• Booked session appears immediately in My Bookings</li></ul>

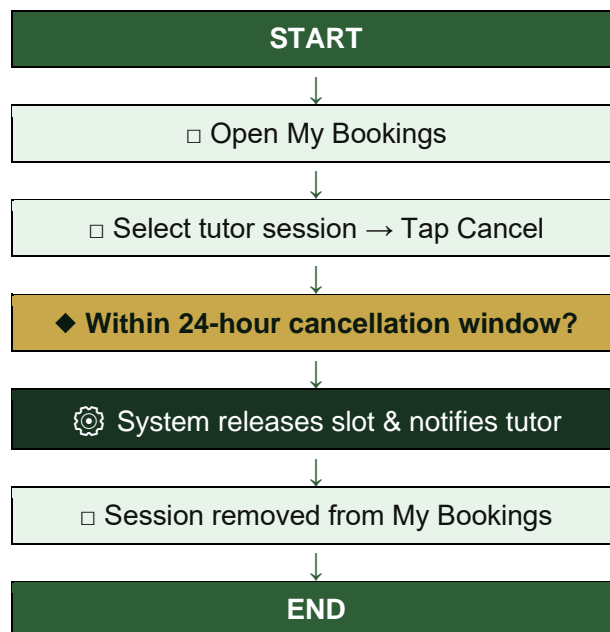
#### Action Diagram — US-03: Search & Book a Tutor



## US-04 — Cancel a Tutor Session

<b>US-04</b> Medium	As a <b>student</b> , I want to <b>cancel a booked tutor session</b> , so that <i>the tutor's slot is freed for other students and I am not penalised unfairly</i>
	<b>Acceptance Criteria:</b> <ul style="list-style-type: none"><li>• Cancellation is permitted up to 24 hours before the session</li><li>• System releases the slot immediately upon cancellation</li><li>• Cancelled session is removed from My Bookings</li><li>• Tutor receives an automated cancellation notification</li></ul>

### Action Diagram — US-04: Cancel a Tutor Session



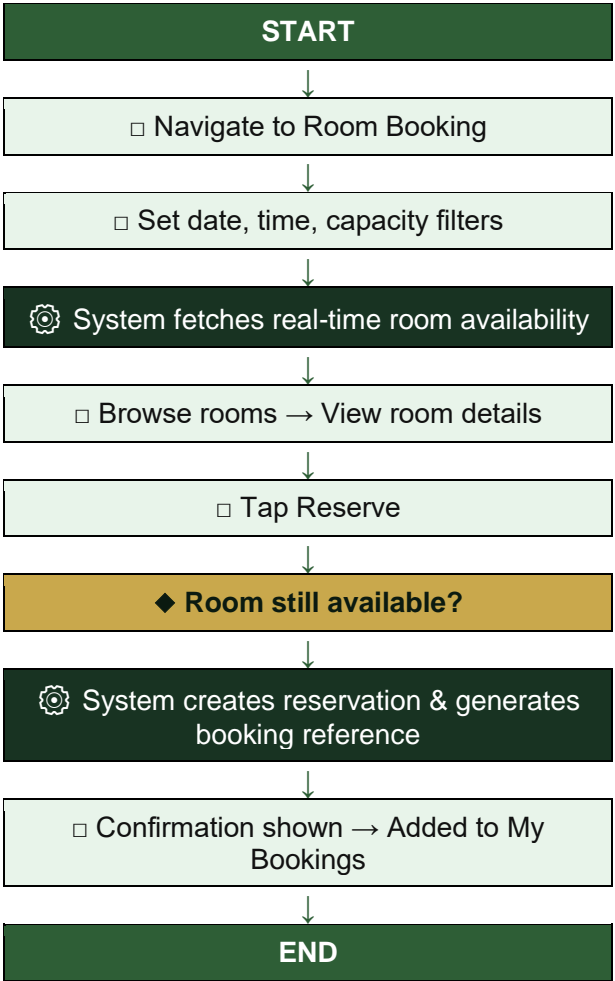
## Epic 3 — Room Booking

### US-05 — Search & Reserve a Study Room

<b>US-05</b> High	As a <b>student</b> , I want to <b>search for an available study room and reserve it</b> , so that <i>I have a guaranteed quiet space to study without arriving to find it occupied</i>
	<b>Acceptance Criteria:</b> <ul style="list-style-type: none"><li>• Search filters by capacity, location, amenities, and time slot</li><li>• Available rooms are shown with a green indicator; booked rooms with red</li><li>• Reservation confirmation is instant with a booking reference</li></ul>

	<ul style="list-style-type: none"> <li>Room appears in My Bookings with date, time, and location</li> </ul>
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Action Diagram — US-05: Search & Reserve a Study Room



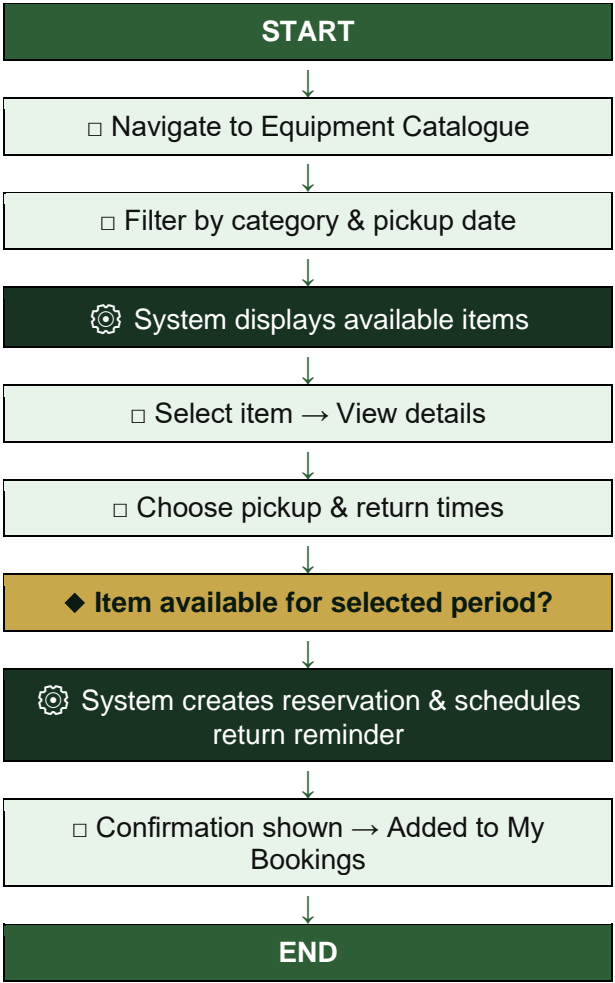
Epic 4 — Equipment Booking

US-06 — Reserve Equipment

<div>US-06</div> <div>High</div>	As a <b>student</b> , I want to <b>browse the equipment catalogue and reserve an item</b> , so that <i>I can plan my project knowing the equipment I need will be available</i>
	<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>Catalogue is filterable by category, availability, and pickup date</li> <li>Each item shows condition status (Good / Fair / Under Maintenance)</li> <li>Reservation requires specifying pickup time and return time</li> </ul>

	<ul style="list-style-type: none"> <li>Return deadline reminder is sent 2 hours before due time</li> </ul>
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Action Diagram — US-06: Reserve Equipment



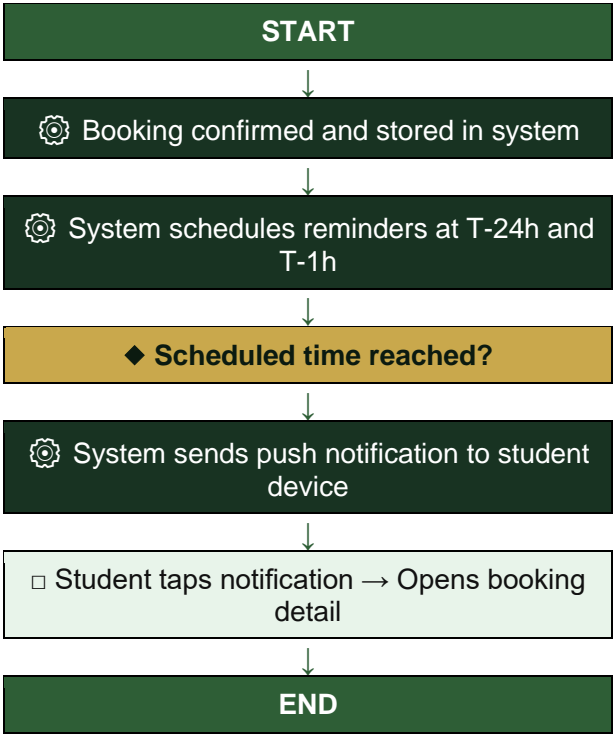
Epic 5 — Notifications

US-07 — Receive Booking Reminders

<div>US-07</div> <div>High</div>	As a <b>student</b> , I want to <b>receive automatic reminders before my bookings</b> , so that <i>I never miss a session due to forgetting, reducing no-shows and wasted resources</i>
	<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>Push notification sent 24 hours before all confirmed bookings</li> <li>Second push notification sent 1 hour before booking start time</li> <li>Notification includes booking type, location/name, and start time</li> </ul>

	<ul style="list-style-type: none"> <li>User can disable/configure notifications in Profile &gt; Settings</li> </ul>
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Action Diagram — US-07: Receive Booking Reminders



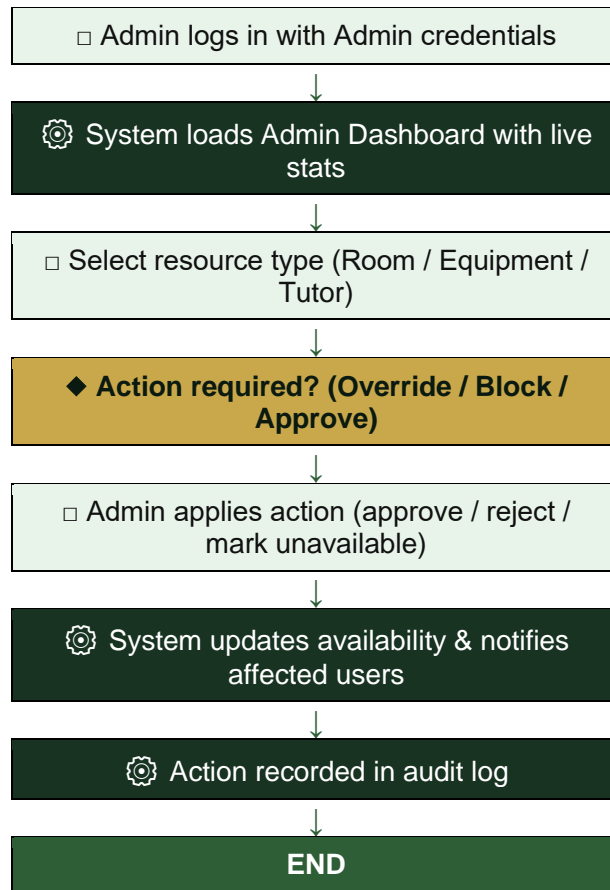
Epic 6 — Administration

US-08 — Admin Manages Resources

<div>US-08</div> <div>High</div>	As a <b>system administrator</b> , I want to <b>view and manage all resource bookings from a central dashboard</b> , so that <i>I can resolve conflicts, approve requests, and maintain accurate availability data</i>
	<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>Dashboard shows live utilisation rates for rooms, equipment, and tutors</li> <li>Admin can approve, reject, or override any pending booking request</li> <li>Admin can mark a resource as unavailable with a reason and date range</li> <li>All admin actions are logged in the audit trail automatically</li> </ul>

Action Diagram — US-08: Admin Manages Resources





## Epic 7 — Ratings & Feedback

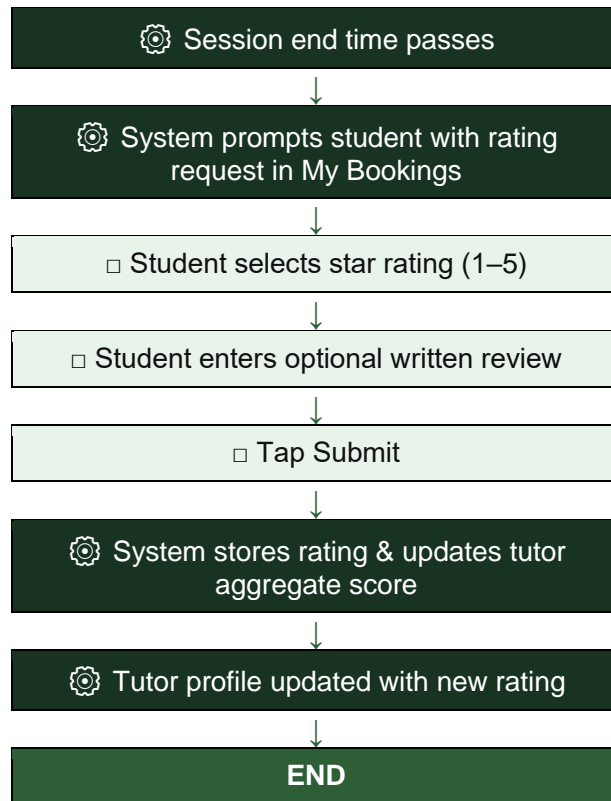
### US-09 — Submit a Rating After a Tutor Session

<b>US-09</b> High	As a <b>student</b> , I want to <b>submit a star rating and written review after a tutor session</b> , so that <i>future students can make informed choices and tutors receive quality feedback</i>
	<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>Rating prompt appears in My Bookings after session end time passes</li> <li>Rating is 1–5 stars with an optional written comment (max 300 chars)</li> <li>Submitted rating is reflected in the tutor's aggregate score within 60 seconds</li> <li>Ratings can only be submitted once per completed session</li> </ul>

#### Action Diagram — US-09: Submit a Rating







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## User Story Summary

ID	Goal	Role	Epic	Priority	Status
US-01	Register for a CBS account	New Student	Authentication	High	Planned
US-02	Log in securely with credentials	Registered Student	Authentication	High	Planned
US-03	Search & book a tutor session	Student	Tutor Booking	High	Planned
US-04	Cancel a tutor session	Student	Tutor Booking	Medium	Planned
US-05	Search & reserve a study room	Student	Room Booking	High	Planned
US-06	Reserve equipment with time slots	Student	Equipment Booking	High	Planned
US-07	Receive booking reminders	Student	Notifications	High	Planned
US-08	Manage all resources centrally	Admin	Administration	High	Planned

ID	Goal	Role	Epic	Priority	Status
US-09	Submit a post-session rating	Student	Ratings & Feedback	High	Planned

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