

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

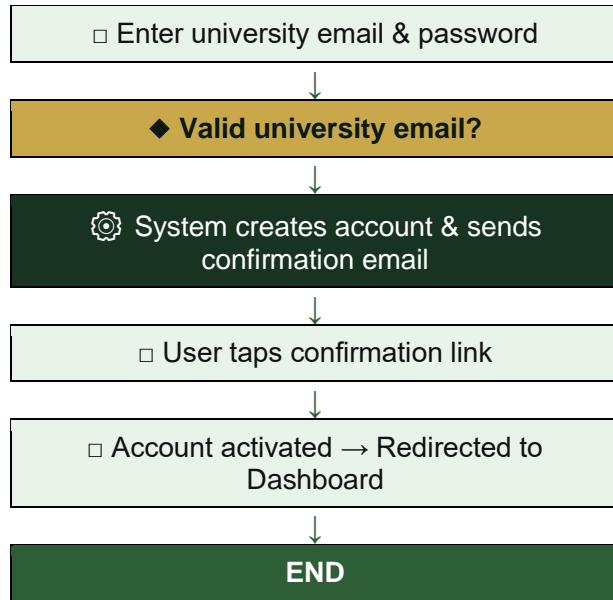
Epic 1 — User Authentication

US-01 — Student Registration

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

Action Diagram — US-01: Student Registration

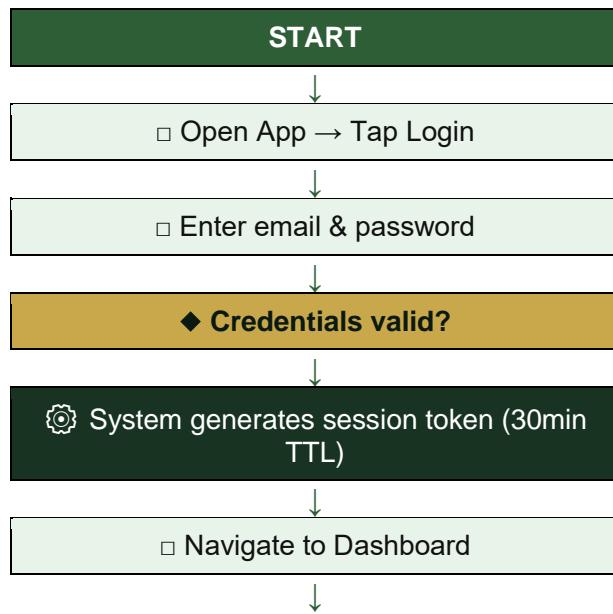




US-02 — Secure Login

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



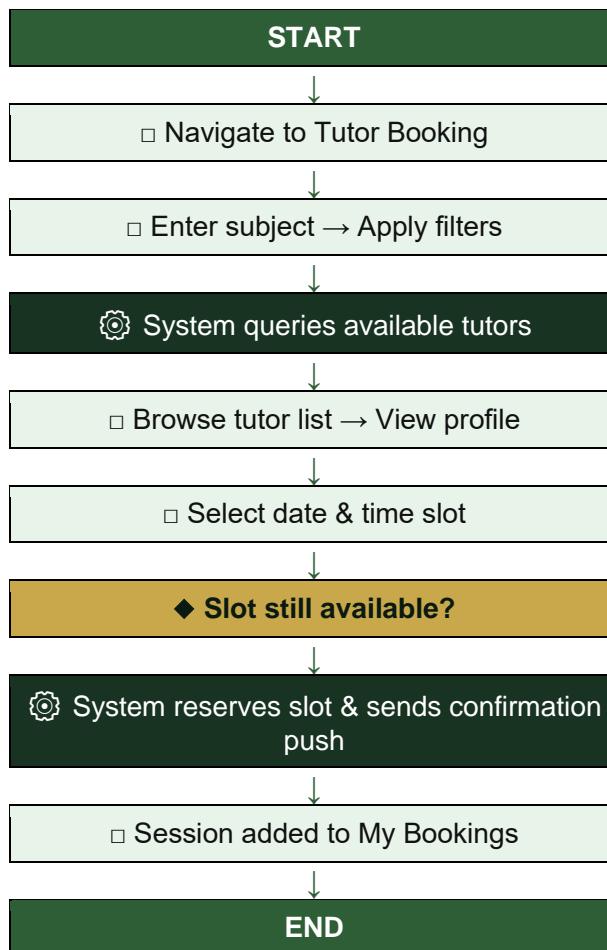
END

Epic 2 — Tutor Booking

US-03 — Search & Book a Tutor

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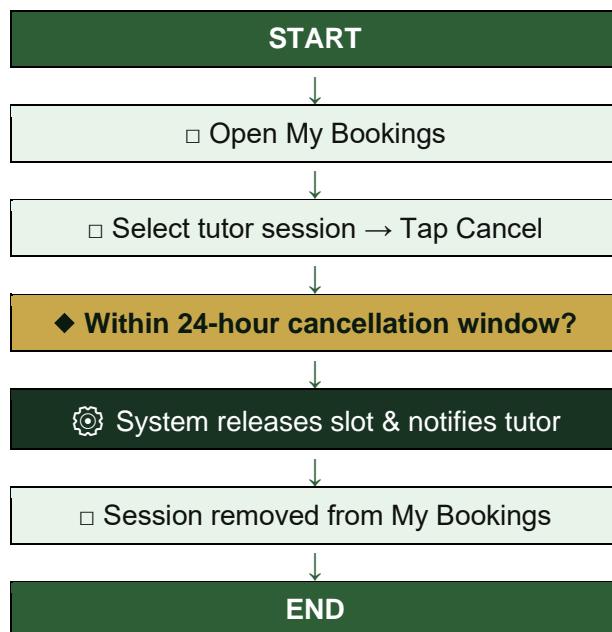
Action Diagram — US-03: Search & Book a Tutor



US-04 — Cancel a Tutor Session

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



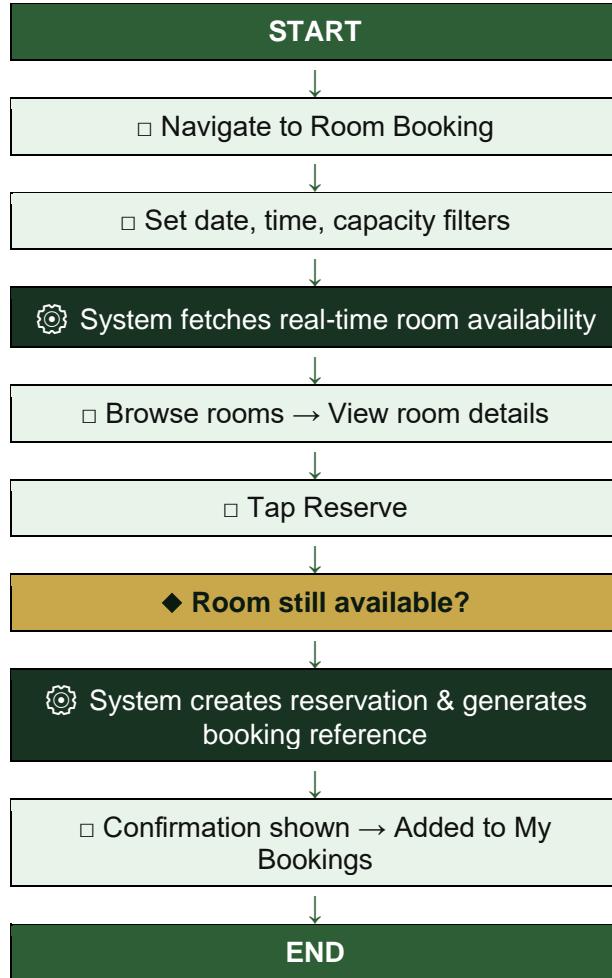
Epic 3 — Room Booking

US-05 — Search & Reserve a Study Room

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



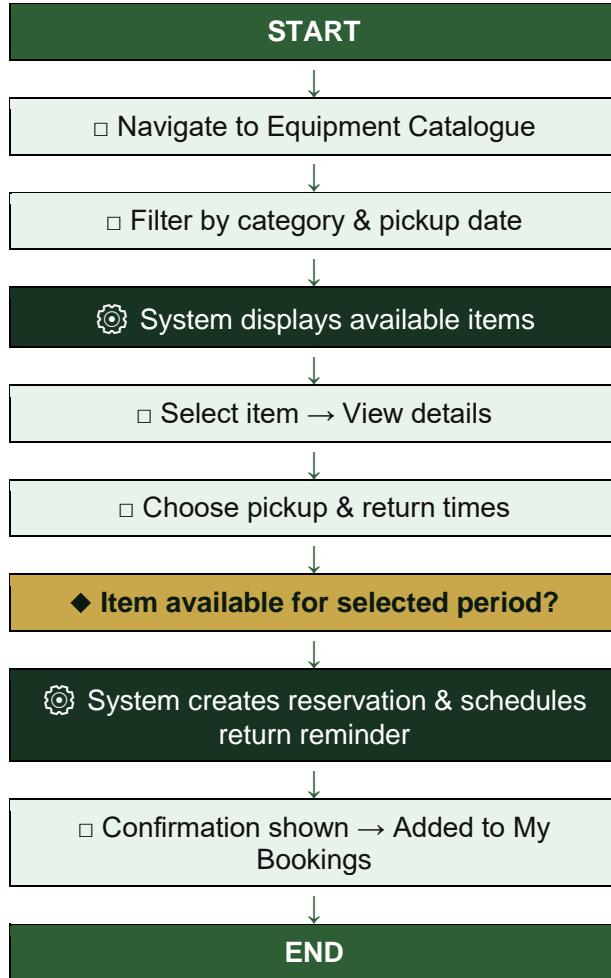
Epic 4 — Equipment Booking

US-06 — Reserve Equipment

US-06 High	<p>As a student, I want to browse the equipment catalogue and reserve an item, so that <i>I can plan my project knowing the equipment I need will be available</i></p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> Catalogue is filterable by category, availability, and pickup date Each item shows condition status (Good / Fair / Under Maintenance) Reservation requires specifying pickup time and return time
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	<ul style="list-style-type: none"> Return deadline reminder is sent 2 hours before due time
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Action Diagram — US-06: Reserve Equipment



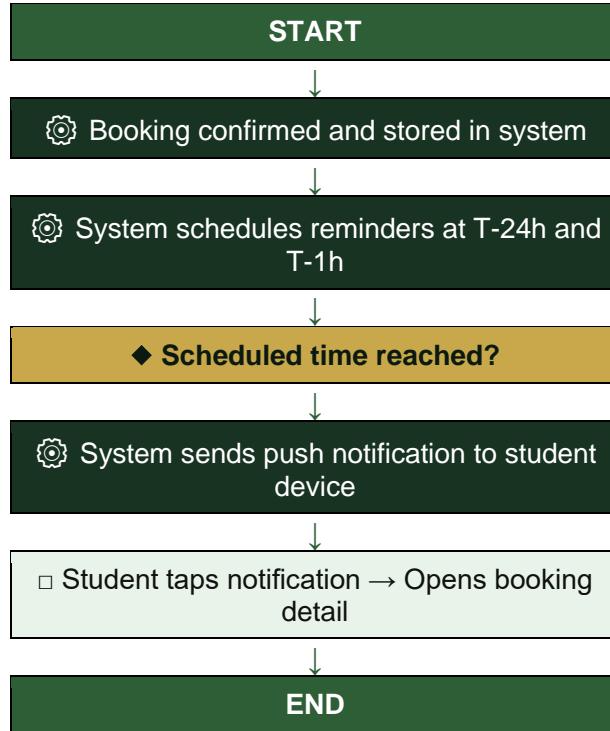
Epic 5 — Notifications

US-07 — Receive Booking Reminders

US-07 High	<p>As a student, I want to receive automatic reminders before my bookings, so that <i>I never miss a session due to forgetting, reducing no-shows and wasted resources</i></p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> Push notification sent 24 hours before all confirmed bookings Second push notification sent 1 hour before booking start time Notification includes booking type, location/name, and start time
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	<ul style="list-style-type: none"> • User can disable/configure notifications in Profile > Settings
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Action Diagram — US-07: Receive Booking Reminders



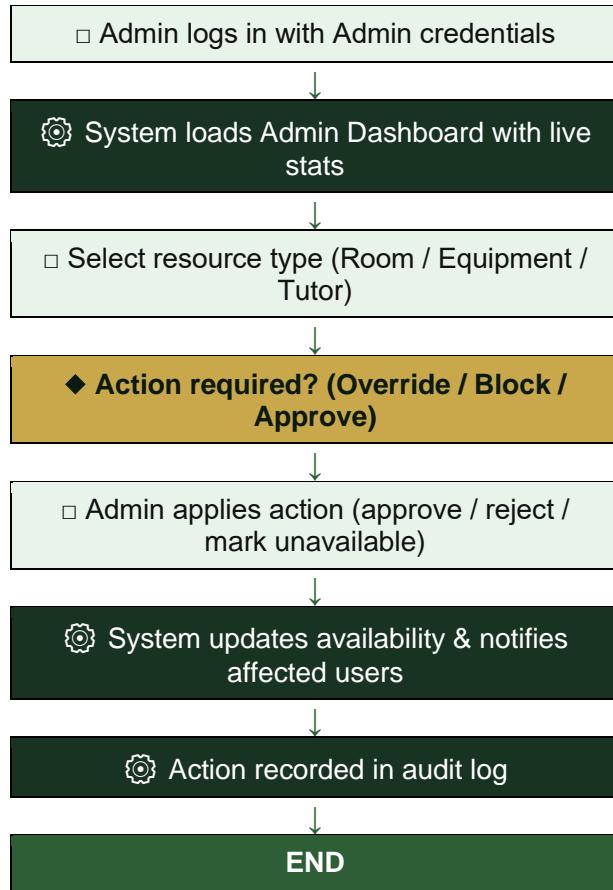
Epic 6 — Administration

US-08 — Admin Manages Resources

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

Action Diagram — US-08: Admin Manages Resources





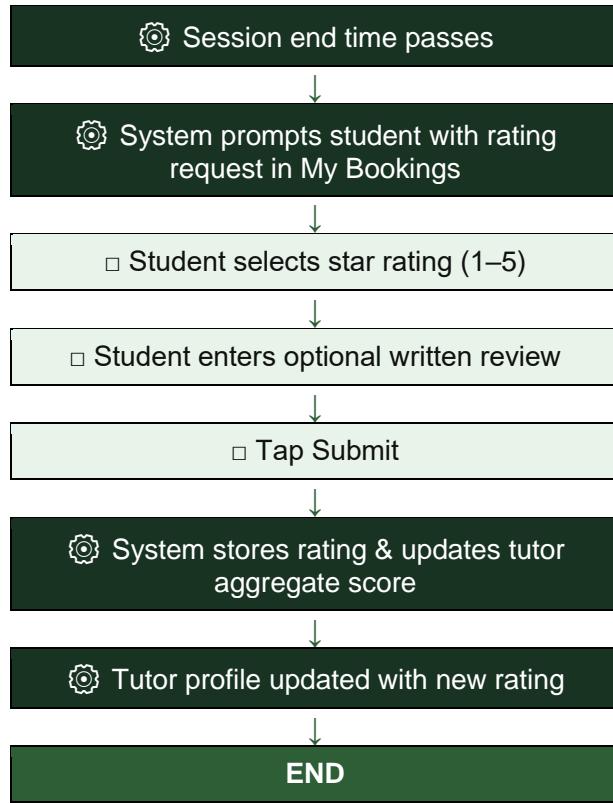
Epic 7 — Ratings & Feedback

US-09 — Submit a Rating After a Tutor Session

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

Action Diagram — US-09: Submit a Rating





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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