**Brought to you by, The A-Team**

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**Core User Stories**

Feedback with Emotional Context

* As a user of this system (student, professor, administrator, etc.) when I encounter a problem, I want to communicate not only the technical details but also how it makes me feel, so that the impact of the problem is fully understood.

Feedback History & Tracking

* As a feedback provider, I want to track the status of my feedback, so I can understand where it's at in the review process and what actions are being taken.

Community Connection on Shared Issues

* As a student, I want to connect with others who've shared similar feedback or faced similar issues, so we can collaborate on solutions or offer mutual support.

Direct Communication with Decision Makers

* As a student, if I have a pressing issue, I want an option to message a specific authority, like a professor or department head, to directly address my concern.

Anonymity

* As a user (student, professor, administrator, etc.), I want to ask for help anonymously, so that I can alleviate my anxieties and ensure I succeed in the class.

Freedom to Ask Any Questions

* As a student, I want to ensure that I can submit personal questions anonymously or questions that might not be “good” questions to get help without being judged by other classmates.

Consistent Assistance

* As a student, I want an active platform to consistently get assistance, so I can understand the material without repeatedly exposing my struggles.

More Reliable than a Help Lab

* As a student, I want an app to seek assistance, so that I can get help without the embarrassment I feel in a help lab.

Instant Messaging to Professors

* As a student, I want an app to instantly message my professors during lectures, so I can clarify doubts without drawing attention.

Convenient Messaging

* As a student, I want an app with a class-wide forum, so I can seek help outside of help center hours and leverage peer insights.

**Supplemental User Stories**

**Social and Collaborative Stories**

Connections with Similar Students

* As a computer science student, I want to be able to easily find and connect with other students who are in the same course so that we can form study groups, share our learning resources, and support each other in the learning process.

A Platform to Make Friends/Connections within your Major

* As a computer science student, I want a platform to interact with my peers, so that I can build connections and not feel alienated.

Working Together with Peers

* As a student, I want a platform to discuss assignments with my peers, so that I can gain diverse insights, especially when I can't attend office hours.

**Mentorship and Learning Stories**

Receiving Help from Course Alumni

* As a student who is navigating the challenging coursework, I want an application where I can reach out to students who have completed this class or people like alumni who have gone through similar challenges, so I can gain insights from their experiences, and feel more confined in my academic journey.

Choice Collaborations

* As a computer science senior, I want to choose who I collaborate with, so that I can offer help based on my experiences without external pressures.

**Platform Features and User Experience Stories**

Comparative Insights from Past Solutions

* As a student, I want to use a platform tailored to academic needs, ensuring that it stands out from general-purpose platforms like Discord or Social Media, so I can more effectively engage and collaborate in my academic journey.

Around the Clock Help

* As a student, I want a platform to anonymously seek immediate help, so I can get responses even outside typical hours and not fall behind on assignments.

Autocorrect Amenities

* As a bilingual student, I want to have predictable and autocorrect features so that when I misspell or can’t remember something it will still make sense.