Nathaniel, Vraj, Daniel, Feti

Team 6 - Course Feedback - User, System, Risk Analysis

User requirements **Outline definition of important characteristics of a system focused on Ul operations**

* The user should be able to give anonymous feedback
* The user should be able to choose the class they want to provide feedback.
* The user should be able to provide feedback through the Likert scale and open-response questions.
* The user should be able to view the Likert scores.
* The user should also be able to view the compiled free responses.

System requirements **Detailed description of the system's functionality, service, and operational constraints**

* The system should save all feedback provided within a database.
* The system should update the databases of courses each semester.
* The system should save the answers to the responses, page by page.
* The system should calculate the Likert scores.

Risk analysis **Identify three (3) risk situations and possible mitigation actions**

One risk that may happen is that the user can put invalid input in the free response that could be sent into the database. This could make the database and the calculation of the feedback invalid. One mitigation action is to restrict the different types of input and make sure the user has not accidentally put a character that may break the system.

Another risk is that if the system goes down the connection between the user and the system is disconnected. One mitigation method is to have cookies save the answer while the user is on the page and allow the user to pick back up from where they started.

Another possible risk would be the same user sending feedback to the same professor multiple times. To prevent this, we can have some form of the detection system to prevent users from continuously submitting feedback for one professor in the same semester.