Project ID: 27

Project Title
Faculty New Joiners Onboarding Hub

Client Name
Arthur Chen, Basem Suleiman

Group Capacity
2 groups

Project Background
Every new joiner in CSE must learn a wide array of school-specific processes—teaching platforms, research infrastructure, finance & travel procedures, supervision guidelines, committee workflows, and more. And this leads to inconsistent experiences, duplicated effort, and delays to productive engagement by just asking and emailing around.

Project Scope
- Content Aggregation: Compile CSE-specific policies, SOPs, FAQs, checklists, and organizational directories.
- Search & Discovery: Unified search with filters by role, process type, and system.
- Conversational Support: AI-powered chat interface grounded in the portal's knowledge base.
- Scenario Walkthroughs: Guided flows covering the most common onboarding tasks.
- Feedback Mechanism: In-portal control for users to suggest edits or new topics.
- Analytics Dashboard: Reporting on user engagement, unanswered queries, and content health.

Project Requirements
Functional
- Role-Aware Landing Pages: Tailor content visibility based on user role (PhD, Tutor, Lecturer, etc.).
- Full-Text Search & Filters: Fast retrieval with metadata facets (domain, keyword, date).
- AI Chat Interface: Natural-language query handling, fallback escalation to human contacts.
- Scenario Modules: Modular templates combining checklists, links, and context tips.
- Inline Feedback Control: "Suggest an Update" on every page or walkthrough.
Non-Functional
- Usability: Accessible, responsive design across major browsers.
- Security: Integration with UNSW single-sign-on and role-based access.
- Performance: Support concurrent onboarding cohorts without lag.
- Maintainability: Simple content editing workflow and version tracking.

Required Skills

Knowledge Management · User Experience · Process Automation · AI-Assisted Support

Expected Outcomes

- Portal Prototype: A working MVP with all objectives fulfilled and functional interactive UI .
- Project Documentation: Complete handover pack including technical report, final demo recording and deployment instructions.

Disciplines

Software Development;Web Application Development;Artificial Intelligence (Machine/Deep Learning, NLP);Generative AI (GenAI);

Other Resources

None