

Business requirements specification (BRS)

Introduction:

The reason why FGCU complete or FGCU as a whole is pursuing changes is because FGCU professors and staff are having issues getting in touch with students because of missing or nonupdated contact info. This issue goes for both current and graduate students. The scope of this problem was initially limited to FGCU complete students, but really involves all FGCU as a whole. FGCU's activities involve offering undergraduate and graduate degree programs to professionally prepare students to excel in the real world. Therefore the system needed encompasses all students and FGCU staff. Its current system encompasses databases on student info, Office of Records & Registration, and formal documentation to change info (name, address, number, etc.) With a new system, assumptions are the Office of Records & Registration are open to allowing alternative methods of students updating contact information.

The current system in place has many internal divisions. There is Banner which is the Enterprise Resource Package used by FGCU to gather and process data for Students, Student Financial Services, Faculty, Human Resources, Finance, and to interface with many other University, State, and Federal information systems. The Office of records and Registration is key to this system because it is where official records are kept and changed. Then there is Gulfline which is FGCU's web-based information system for students, faculty, and staff. and Canvas which is a course management system that supports online learning and teaching. External entities include Eagle mail and Microsoft Teams.

Special Words:

UIN: University Identification Number

AA: Associate Degree

BA: Bachelor's of Arts

BS: Bachelor's of Science

Major Stakeholders

FGCU Students: The system will be molded to be as convenient for them as possible. When they are asked to update their information.

Canvas Instructure: The system will receive data from Canvas Instructure

FGCU Staff: The system will have to make accessing students information easy while being correct

FGCU Faculty: The system will make accessing students information easy while being correct

IT Staff Banner Data Stewards: The system must abide by the current database procedures

References:

<https://www.riohondo.edu/canvas-orientation/what-is-canvas/#:~:text=Canvas is a course management,colleges all over the world.&text=Canvas provides the tools to,in a variety of ways.>

<https://www.fgcu.edu/admissionsandaid/financialaid/graduate/formsandresources/faqs#WhatkindofinformationaboutmyfinancialaidcanIfindonGulfline>

<https://www.fgcu.edu/its/staff/banner.aspx>

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FGCU Complete main web site <https://www.fgcu.edu/complete/>

Business management requirements:

Stakeholder requirements: (Students) Updating contact shouldn't be tedious

- Updating info shouldn't have to be done for several divisions at the same time but instead once every now and then consequently updating the info throughout all divisions of FGCU
- (Professors) Searching up students info should be easily done and efficient
 - This system should have current and graduate students

Business environment:

Internal factors:

Transition to a new student information system called workday occurring in 2022

External factors:

Covid 19: Stakeholder requirements must be elicited through scheduled calls

Goals:

The system shall make accessing students' information within seconds while being correct.

The system shall make updating contact info a quick process that takes no more than a few minutes for students

Business model:

In order to fill the gap that old contact info creates, we will...

- Make updating contact info part of registering for classes, attendance verifications, meeting with advisors, or etc
- Our system vows to make collecting and authenticating information easy so that our workers

Business operational requirements

Business processes

- When a student applies and gives contact info, that is processed at the office of admissions, then goes to the staff of FGCU Complete
- After student information is shared with FGCU complete, a cognize report is made, banner system, then there is a follow up with a student, then give an alternative
- Those students when contacted are then instructed of possible alternatives

Business operational policies and rules

<https://www.fgcu.edu/recordsandregistration/forms>

- Forms 5 and 6 for Change of Address/Email/Phone Number Form and Change of Name/Gender Form

<https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

- Parents or eligible students have the right to request that a school correct records that they believe to be inaccurate or misleading
- Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record

https://www.ecfr.gov/cgi-bin/text-idx?SID=54c2398f0ac98f9ce39b941f09c855c6&mc=true&node=se34.1.99_132&rgn=div8

- a)(1) An educational agency or institution must maintain a record of each request for access to and each disclosure of personally identifiable information from the education records of each student, as well as the names of State and local educational authorities and Federal officials and agencies listed in §99.31(a)(3) that may make further disclosures of personally identifiable information from the student's education records without consent under §99.33(b).

Business operational constraints

-FGCU professors/staff shall find student information within a few minutes

-Canvas shall not be able to make updates to Banner without prior approval from Data Stewards at FGCU

-The system shall always maintain information of graduated students

Business operational modes

-Unsteady state = Beginning of semester/End of semester

Solution: Process incoming data in increments instead of all at once

Business operational quality

-Accuracy of the information is essential so that communication can be made. Reliability is the higher priority in this situation than in time. The current system in place lacks quality given that information is incorrect for several students but very little is being done to change that.

Business structure

- All divisions of FGCU rely on the accuracy of FGCU Register student contact info. Therefore all divisions of FGCU are relevant to the possibility of implementing a system that allows students to update contact info when it's needed.

Preliminary operational concept of the proposed system

Preliminary operational concept

operational policies and constraints;

- Policy (<https://www.instructure.com/privacy/institutions-educators>)
 - "Canvas receives personal data directly from the institution's student information system, or administrative user, or users directly."
- Constraints
 - Instructure does not sell Canvas data to third parties, even in anonymized or aggregated form.
 - Instructure does not share personal data or user content with other companies that do not have permission to see or access the data as described in the contract between Instructure and the institution.
 - Instructure does not use Canvas data to advertise to students, parents, or educators.

description of the proposed system;

- Currently:
 - "Canvas also allows users to enter optional information such as phone numbers, gender, personal pronouns, avatar photos, descriptive information, or links to social media."
 - Proposed System
 - It Will just be an evolution of the current. At the time Spoi surveys come out at the end of each semester. Students/Canvas users will get a banner at the top of their dashboard page to let them know to make sure their contact information is updated. And to do this they would go to their "Account" and then "Profile". They will have the option to edit their profile with things such as an address, phone number, etc. But when filling in this information, it will not show up on their actual profile unless they decide to make it public. Given that canvas already receives personal data directly from the institution's student information systems (Banner), they would now instead be sending that updated data back.

modes of system operation;

Student mode

Faculty/Staff mode

Fgcu mode

user classes and other involved personnel;

- Canvas Students: Have access to updating their information anonymously
- IT Staff Banner Data Stewards: Have full access to the database in the student module.
 - Christopher Saxby: Data Steward
 - Domingues, Jucimara: Data Steward Backup

support environment.

- FGCU
- Intrustrure
- Functional and analytic cookies

Other preliminary life-cycle concepts

Preliminary acquisition concept

- The solution will be acquired through the student engaging in updating their contact info and the design updates made in canvas "my profile" and database.
- Emails will be sent out to graduating students as a reminder to update info

Preliminary deployment concept

- The system will be validated through extensive tests of John Doe's
 - Correct code that handles exceptions added so users can update info
 - Banner must actually be able to receive the info and make sure it is safe to update the database.
- The system will be introduced at the beginning of each semester and last throughout

Preliminary support concept

- Not much will change since Canvas can already view Banner's database. In fact, FGCU will need continued maintenance and training for a company like a canvas that is sending possible updates back.

Preliminary retirement concept

- Canvas will remove the options to update student/general canvas information.
- Canvas/instructure will lose the ability to make changes to Banner's database
- All current data will be transferred to the new system

Project Constraints

- No special features should be added to the coding-end
 - Simply arrays for address, number, etc
- No more than \$5,000 should be spent on creating the system
- The system should be completed before 2022

Appendix:

- IT: Information Technology
- DBS: Database system