**Use-Case Name:** Feedback **ID:** 5 **Importance Level:** Low

**Primary Actor:** Student **Use Case** **Type:** Detail, Essential

**Stakeholders and Interests:**

Students wants to send feedback by comment or rating, and admin should check the validity.

**Brief Description:** This use case describes how users send feedback.

**Trigger:**

The user dicks “Send feedback” button

**Type:**

External

**Relationships:**

Association: student, admin

Include:

Extend:

Generalization:

**Normal Flow of Events:** 1. After the consult session has ended, there appears a “send feedback” button for the student. 2. The student can click on the button. If he does 2-1 sub flow is triggered, if not 2-2. sub flow is triggered.

**Sub Flows:**

2-1. The user either writes a comment or rates the counselor (or both).

If he wants to write a comment:

2-1-1-1. The user writes down the comment in 600 or less characters.

2-1-1-2. The user clicks on “Post” button to submit his comment.

2-1-1-3. The new comment is added to the database as temporary data waiting to be validated.

2-1-1-4. The new review goes through an administrated filter to check for any keywords that could signal spam or illegal information. If the review doesn't contain any inappropriate/ incompatible information.

2-1-1-5. If the new comment is approved by the admin (staff), 2-1-1-5-1. it will be stored in the database as permanent data and posted on the web page. If it is not approved the 2-­1-1-5-2. exceptional flow is triggered.

If he wants to rate:

2-1-2-1. The user rates the counselor.

2-1-2-2. The entered rate is stored in the database.

2-2. the session ends.

**Alternate/Exceptional Flows:** 2-1-5-2. If the admin (staff) doesn't approve the comment, the new temporary review will be removed from the database.