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Design Document (DD)

Students & Companies Problem

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1 | Introduction

As we discussed in the RASD (Requirement Analysis and Specification Document), finding suitable internships remains a challenge for university students, with 60% in the U.S. citing difficulty in locating opportunities as the main barrier [4]. Internship availability has decreased significantly, with only 3,817 positions advertised in October 2024 compared to nearly 5,500 a year earlier [5]. Participation rates are also low, with only 21.5% of U.S. college students and 8.7% of UK students gaining formal work experience, and just 19% at top universities [5].

Platforms like *LinkedIn* provide broad job listings but are not optimized for matching internships to student skills and interests. Additionally, companies often struggle to define projects and requirements, leading to mismatches and dissatisfaction. Despite U.S. students generally reporting high satisfaction with internships, 1 in 4 had negative experiences, highlighting the need for improved clarity and alignment between student expectations and company offerings. COVID-19 has also contributed to a sharp decline in internship rates, previously ranging from 50% to 60% in the U.S., now down to 21.5% [4].

1.1. Purpose

The primary objective of this Design Document (DD) is to detail the software design and architectural components of the Students & Companies (S&C) platform, as initially outlined in the Requirement Analysis and Specification Document (RASD), accessible at [this link](#).

This document serves as a comprehensive guide to the design of the system, focusing on the following aspects:

- **High-Level Architecture:** An overview of the system's structure, emphasizing the relationships between its main components.
- **Component Design:** Detailed descriptions of the individual components that constitute the system.
- **Deployment View:** The mapping of software components onto hardware nodes, ensuring an effective deployment strategy.
- **Intercomponent Communication:** Analysis of the messages exchanged between components and the interfaces they provide.
- **Technological Choices and Patterns:** Justification of the technologies and de-

sign patterns employed to meet the system's requirements.

- **User Interface Design:** Specifications for the interfaces that facilitate interaction between users and the system.

In addition to defining the architectural and design aspects, this document includes an implementation, integration, and testing plan to ensure the seamless realization of the platform. Furthermore, it provides an unambiguous description of the system's functionalities and constraints, enabling the verification of whether the platform meets its expected outcomes. This document have the general purpose of guiding the developers in the realization of the S&C platform. It is directed to the project manager, developers and testers but it could be useful for future development and maintenance. To maintain alignment with the RASD and provide a clear context for the design choices made, this document frequently references the RASD. It is highly recommended to read the RASD prior to this document for a complete understanding of the system's objectives and requirements.

1.2. Scope

This Design Document (DD) defines the boundaries of the S&C platform, focusing on its purpose and the problems it solves. As we wrote in the *RASD* document, the S&C platform was imagined to be a platform where students could find and apply internships and companies could create new internships and select students. Lastly, the university tutor would be able to monitors the internships of the students.

The platform operates within the domains of education and professional recruitment, serving as a bridge between academia and industry. It promotes collaboration and interaction among three main categories of users:

- **Students:** Seeking internship opportunities to gain professional experience.
- **Company Tutors:** Responsible for creating and managing internships and selecting the most suitable candidates.
- **University Tutors:** Tasked with overseeing the progress of internships and evaluating their outcomes.

The scope of the platform is to facilitate the matching between students and companies by assessing the student experiences, skills and attitudes (available in his/her CVs) and the projects and terms offered by the companies.

As detailed in this document, the S&C platform is built using a **3 tier architecture** to ensure scalability, maintainability and efficiency. This architecture integrates the client-server communication paradigm for seamless integration, creating a platform that enhances the internship experience for students, improves recruiting processes for companies, and ensures academic oversight by universities.

1.3. Definitions, Acronyms, Abbreviations

1.3.1. Definitions

- **User/actor:** A generic person who use the platform. Can be either a student, company tutor or a professor.
- **Student:** A primary actor representing a user who interacts with the platform to search for internships, submit applications and communicate with other types of users.
- **Company Tutor:** A primary actor representing a user who interacts with the platform to post internships, evaluate candidates and communicate with students and university tutors.
- **University Tutor/Academic Tutor:** A primary actor representing a user who monitors internship progress, evaluates reports and ensures alignment between the internship and university goals. He/she also have the ability to communicate with students and company tutors
- **Responsible Tutor:** A company or university tutor who is responsible for creating the profile either for the company or for the university, but not both.
- **Architectural Style:** An architectural style establishes the fundamental building blocks and rules that shape a software architecture. It determines the vocabulary of components and connectors that can be used, as well as the constraints on how they can be combined. Architectural styles also provide guidance for structuring solutions tailored to particular challenges or domains.
- **Client-Server Architecture:** A widely used architectural style in systems requiring distributed access to shared resources. It defines two primary roles: the Client Initiates requests and represents users or user interfaces needing resources or services. The Server Awaits incoming requests, processes them, and provides responses.
- **Three-Tier Architecture:** A specific extension of the client-server architecture that divides the system into three logical layers. The first one is the Presentation Layer, also known as the Interface Layer, it manages interactions with the end users or external systems, typically through a graphical user interface (GUI) or an API. The second is the application logic layer, which is the core processing layer responsible for executing business logic, coordinating tasks, and acting as a mediator between the presentation and data layers. Lastly the Data Layer Handles the storage, retrieval, and management of data necessary for the application logic layer to function. By separating concerns into these distinct layers, the three-tier architecture enhances scalability, maintainability, and reusability. It builds upon the client-server model by introducing additional modularity, where the "server" is often split into the application logic and data management components.
- **Thin Client:** In this configuration, the client only contains a minimal part of the system, often limited to the interface layer. Most of the application logic and data

handling are located on the server. This setup is efficient for clients that need only basic interaction capabilities, as the bulk of processing is done server-side.

- **Thick (Fat) Client:** This configuration includes substantial portions of the application logic and possibly even some data on the client side. While it reduces the server's workload, it requires more resources on the client side and increases the complexity of client management.

1.3.2. Acronyms & Abbreviations

- **S&C:** Students and Companies
- **w.r.t.:** with respect to
- **i.e.:** *Id est*, that is
- **e.g.:** *Exempli gratia*, for example
- **CV:** Curriculum Vitae
- **RASD:** Requirements Analysis & Specification Document
- **DD:** Design Document
- **S&C:** Students & Companies
- **LLM:** Large Language Model
- **RAG:** Retrieval Augmented Generation
- **UI:** User Interface
- **API:** Application Programming Interface
- **AI:** Artificial Intelligence
- **NLP:** Natural Language Processing
- **HTTPS:** Hypertext Transfer Protocol Secure
- **UML:** Unified Modeling Language
- **GUI:** Graphical User Interface
- **cmp:** Component
- **REST:** Representational State Transfer
- **PK:** Primary Key
- **FK:** Foregin Key
- **MVC:** Model View Controller

1.4. Revision History

1.5. Reference Documents

The document is based on the following materials:

- The specification of the RASD and DD assignment of the Software Engineering II course a.a. 2024/2025.
- Slides of the course on WeBeep.
- Course book created from notes: <https://drive.google.com/drive/u/1/folders/1dH-0IdPxUwhFMTnOr7UGTCkolvEL6g15>
- **IEEE Standard for RASD:** ISO/IEC/IEEE 29148 (Nov 2018). <https://doi.org/10.1109/IEEESTD.2018.8559686>
- **IEEE Standard for DD:** IEEE 1016-2009 (Jun 2009). <https://ieeexplore.ieee.org/document/5167255>
- RASD document [link](#).

1.6. Document Structure

This Design Document (DD) is structured to provide a comprehensive and logical overview of the design and implementation process for the Students & Companies (S&C) platform. Each section addresses a specific aspect of the system, as outlined below:

Section 1: Introduction.

Provides an overview of the problem, required functionalities, and system objectives. This section also defines the key terms, goals, acronyms, and abbreviations used throughout the document.

Section 2: Architectural Design

Describes the architectural choices and system design. It details the high-level structure, interactions between main components, deployment setup, and runtime behavior. Key styles and patterns are also discussed.

Section 3: User Interface Design

Presents the user interfaces designed for the system, focusing on usability and user experience. This section includes examples of the interface layout and interactions for critical functionalities.

Section 4: Requirements Traceability

Links the requirements specified in the Requirements Analysis and Specification Document (RASD) to the design elements in this document. This ensures that every requirement is addressed.

Section 5: Implementation, Integration, and Test Plan

Outlines the plan for developing, integrating, and testing the components of the system.

It specifies the order of implementation and the strategies for verifying and validating the system's functionality.

Section 6: Effort Spent

Summarizes the human and material resources invested in creating this document, providing an overview of team contributions and time allocation.

Section 7: References

Lists all the documents, standards, and resources referenced during the design process to ensure transparency and traceability.

2 | Architectural Design

This chapter provides a detailed overview of the system's architecture, focusing on its high-level structure, core components, deployment setup, runtime interactions, and applied architectural styles and patterns. As Bass et al. describe, "*Software architecture is a set of structures needed to reason about the system.*" Including the software architecture in the Design Document (DD) is essential as it offers a framework to guide implementation and development, enabling early identification and resolution of design issues. It also facilitates communication among stakeholders by creating a shared understanding of the system's organization and behavior, while ensuring maintainability and scalability through well-defined components and relationships.

The architecture of the S&C platform is composed of three primary components. The first is the component-and-connector structures, which capture runtime interactions, communication pathways, and dependencies, thereby highlighting the dynamic behavior of the system during execution. The second is the module structures, which define the static organization of the system by focusing on its logical units of code and data, aiding developers in implementation, planning, and maintenance. Lastly, the allocation structures map the software elements to physical or organizational resources, such as deployment on hardware, file systems, or team assignments.

To analyze these architectural components, UML diagrams play a fundamental role. Component diagrams, as detailed in Section 2.2.1, illustrate the interactions between components, while sequence diagrams, discussed in Section 2.4.2, represent the flow of control and communication during execution. Deployment diagrams, covered in Section 2.3.2, provide insights into how components are mapped to the hardware environments. These diagrams ensure clarity and effective communication among stakeholders by offering a comprehensive view of the system's architecture.

By adopting this structured approach, the chapter ensures that the system's architecture supports clarity, maintainability, and alignment with functional and non-functional requirements. This foundation is vital for guiding current implementation efforts and facilitating future developments, guaranteeing scalability, robustness, and adaptability to meet evolving needs.

2.1. Overview

The S&C platform is designed as a three-tier web-based system that connects students, company tutors and university tutors. The three tier is one of the most popular implementation of a multi-tier architecture and consist of *Presentation Layer*, *Application Layer* and *Data Layer*. Thanks to this decomposition each layer can be developed or update independently by a different team and also it have great elasticity since a single layer can be scaled up regardless of the other layers. In a three-tier application, all communication goes through the application tier. The presentation tier and the data tier cannot communicate directly with one another.

- **Presentation Layer:** how the system interacts with the user. It is accessible to the user with a GUI. Its main purpose is to display information to and collect information from the user.
- **Application/Logic Layer:** handle the logic of the platform and provide all the functions available to the user. It receive the requests from the clients and handles them. It also communicate with the Data layer. It is the heart of the application. In this tier information that is collected in the presentation tier is processed.
- **Data Layer:** store and retried asked data. Does not implement any logic and it is only used for data storage. It is where the information that is processed by the application is stored and managed.

By adopting this architecture, the S&C platform ensures flexibility, allowing each tier to be scaled independently based on demand. The thin-client approach minimizes client-side resource requirements while leveraging the server-side Application Layer for robust logic handling. Meanwhile, the Data Layer guarantees secure and efficient management of user and system data, enabling the platform to meet both current and future needs.



Figure 2.1: Three tier architecture. See [1].

2.2. Component View

This section delves into the internal structure of the S&C platform, focusing on the relationships between its components and the interactions both internally and with external services. The component diagram offers a high-level visual representation of the system's key components and their dependencies, providing a clear understanding of how the system operates and facilitating both implementation and maintenance.

The S&C platform is structured around two categories of components: external and internal. External components interact with the system from outside its boundaries, integrating functionalities such as user interfaces, APIs, and third-party services. Key external components include the Web Application, which serves as the primary user interface for stakeholders, the DBMS for secure data storage, the Mail Server for communication and notifications, and the External Calendar Service for event synchronization. These components enable seamless interactions between users and the platform, ensuring smooth operation and integration with external systems.

Internal components, on the other hand, manage the platform's core functionalities and logic. The Dashboard Manager acts as a central hub, orchestrating communication between users and various system modules. It routes requests to appropriate components, such as the Model, which serves as the intermediary for database interactions, handling CRUD operations and ensuring secure and consistent data management. Internal modules like the Registration Manager, Login Manager, Profile Manager, Internship Manager, Matchmaking Manager, and ActiveStage Manager handle specific functionalities, from user authentication and profile management to internship creation, matchmaking, and ongoing monitoring.

The component diagram, depicted in Figure 2.2, employs color coding to clarify communication pathways: yellow for the Notification Manager, light blue for the Model, and purple for the Calendar Manager. This visual organization enhances the clarity of the system's structure and interdependencies.

To further explore the internal structure, Composite Structure Diagrams in Section 2.2.2 break down complex components into their submodules, such as user authentication, session management, and notification handling. These detailed diagrams provide a granular view of how components operate, ensuring clarity in system organization and functionality.

2.2.1. Component Diagram

In Figure 2.2 it is possible to see the component diagram for the S&C platform. This figure is a high-level view that only show the main components, while the sub-components will be shown later in the Composite Structure Diagrams (section 2.2.2). For a more clear description we decided to use colors to highlight specific categories of communications between different components:

- **Yellow color**: it is used to highlight communications with the *NotificationManager* component.
- **Light blue color**: it is used to highlight communications with the *Model* component.
- **Purple color**: it is used to highlight the communications with the *CalendarManager* component.

The main components of the following Component Diagram can be divided into two primary categories: external components and internal components. External components are those that interact with the system from outside its boundaries. These components facilitate communication and integration with external entities such as user interfaces, APIs, or third-party services, ensuring that inputs can be received and outputs delivered to the external world. Internal components, on the other hand, are entirely contained within the system and are responsible for implementing the core functionalities. They manage the internal logic, process data, and enable communication between various parts of the system, forming the backbone of the platform's operations.

We define here the main external components:

- **WebAPP**: it is the external access point for all users. It allows the communication with the S&C platform thanks to the *Dashboard Interface*. The S&C platform can send notifications to users through the Notification Interface.
- **DBMS**: it is the storage repository for all data (about profiles, internships,...) of the S&C platform. It can communicate with the S&C platform via the DBMS API.
- **Mail Server**: it is responsible for sending registration confirmation email or to recover the user's password. It uses the Mail API interface to communicate with the S&C platform.
- **External Calendar Service**: it is used to connect with the users personal calendars. It uses the Calendar API to communicate with the S&C platform.

We define here the main components inside the S&C platform:

- **Model**: it is a high-level component that represents the data on the server and acts as an interface to the database server. Every component needs to interface with *Model* to access data from the DBMS through the DBMS API.
- **Dashboard Manager**: it is a fundamental component that is in charge of orchestrates all communication between users and the S&C platform. All users interact

with the S&C platform through the Dashboard Interface and the *Dashboard Manager* is used to direct all the requests of the users to the appropriate components. It servers as the central hub for all users interactions.

- **Registration Manager:** it is the component that handles the registration of new users. The idea behind is that when a new user want to create an account on the platform, he/she communicates to the *Dashboard Manager* that send the user's request to the *Registration Manager*. This component communicates with the Mail Server to send a confirmation mail to the user, and it also communicate with the *Model* component to add the new data of the user to the DBMS. This component is visible in greater detail in Figure 2.3.
- **Login Manager:** it is the component that is in charge of login users that are registered. When a registered user attempts to log in, the *Dashboard Manager* forwards the request to the *Login Manager*. It communicates to the *Model* through the model interface to retrieve the user's data from the DBMS. The login manager is also used for registered user to recover their password, at such it communicates to the *Mail Server* through the *Mail API* interface. This component is visible in greater detail in Figure 2.10.
- **Profile Manager:** this component servers general purposes and can be used by register users to visualize a profile, modify its own profile or delete their profile. It can be used for all profiles regardless of their role (student, company tutor or university tutor) and it can be used also for company and university profiles. When a user want to search a profile, or modify/delete its profile, the *Dashboard Manager* forwards the request to the *Profile Manager*. The *Profile Manager* is connect to the *Model* through the model interface to access all user's data. This component can be seen in greater detail in Figure 2.4.
- **Internship Manager:** this component is used for several task related to internships. A company tutor (a particular category of users) can use *Internship Manager* to create or edit an internship, save as draft publish it or improve it with the help of an LLM. To do so he/she uses the *Dashboard Manager* component that communicates to *Internship Manager* component. Also all registers users can visualize all the internship on the platform with the *Internship Manager* component. This component communicate also with the *Model* to save all the information about an internship in the DBMS and it is visible in greater detail in Figure 2.5.
- **Matchmaking Manager:** this component is used for the matchmaking process. It is used for recommending to students or companies their counterparts and to visualize their profiles (thus this component communicates with *Internship Manager* and *Profile Manager*) also it is used to invite users to the selection process. This component can be seen in greater detail in Figure 2.6.
- **Selection Manager:** this complex component it is used for several processes such as evaluating the invitation about an internship, plan meetings, fill up the questionnaires, pick up the university tutor and so on. When a user want to do either one of this task the *Dashboard Manager* forwards the request to the *Selection Manager*. Lastly, this component communicates with multiple components and is discussed in

greater detail in Figure 2.7.

- **ActiveStage Manager:** it is the component that handles everything that can be done by users when an internship is active such as completing final evaluation, communications, planning events or reporting a complaint. When a user want to do either one of this task the *Dashboard Manager* forwards the request to the *ActiveStage Manager*. It is connected to several other components and is discussed in greater detail in Figure 2.8.
- **Complaint Manager:** this component it is used to user's tasks about complaint such as reporting one or managing one. When a user want to do so the request of the *Dashboard Manager* is forwarded to the *Complaint Manager* that will handle this request. It is is discussed in greater detail in Figure 2.9.
- **Calendar Manager:** this component allows creation or scheduling of events or meetings. It communicates with *External Calendar Service* trough the *Calendar API* to allow users to save events inside the S&C platform also on their personal calendars such as *Google Calendar* or *Apple Calendar*.

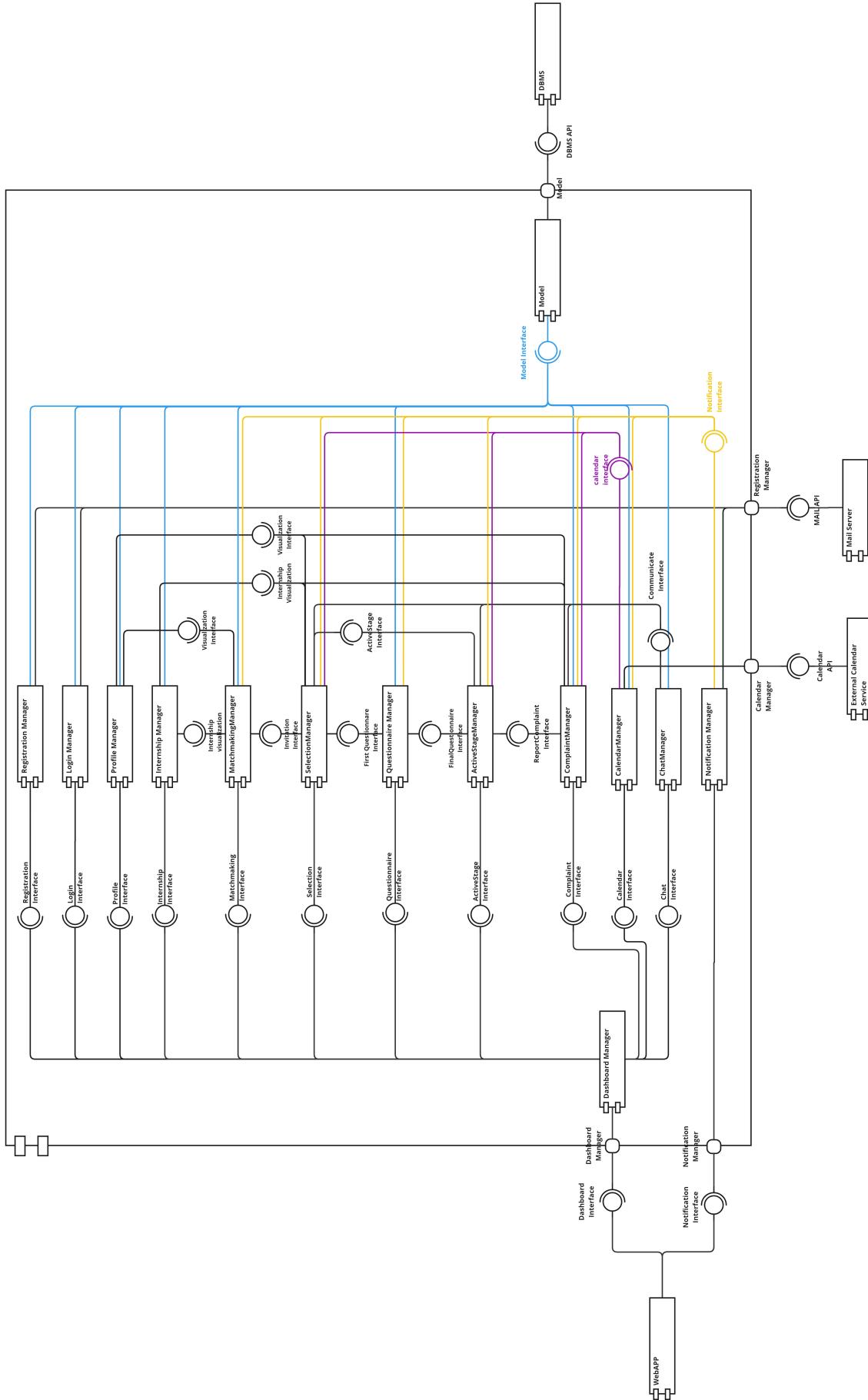


Figure 2.2: UML Component Diagram

2.2.2. Composite Structure Diagrams

Registration Manager

The *Registration Manager* component is composed of five other sub-components that handles several processes. This component communicates with *Model* to add the users information to the DMBS and to check if the domain is already inside or not the database. *Registration Manager* also communicates with (*External*) *Mail Server* through the Mail API for the creation of the institutional profile and for notify students when their university profile becomes available (as discussed in the RASD).

- **CV Uploader:** it handles the uploading of cv files inside the platform. It checks that the files are of the right size and format. Lastly it "reads" inside the uploaded file and communicate to *Form Handler* to auto-fill all possible fields extracted from the cv.
- **Form Handler:** it is the component that, during the registration phase, allows the user to fill the fields about his/her profile inside the platform. It also checks that the mandatory fields are filled and it communicates to the *Domain Checker* for validation.
- **Domain Checker:** it is used to validate the email domain of the users. It checks if the domain exists or not in the database (at such it communicates with *Model*). If the domain does not exists the *Support Handler* comes into play.
- **Institution Profiler:** it sends the mail to the users for the creation of the company or university profile and allows the responsible tutors to actually create the profile for the company or university.

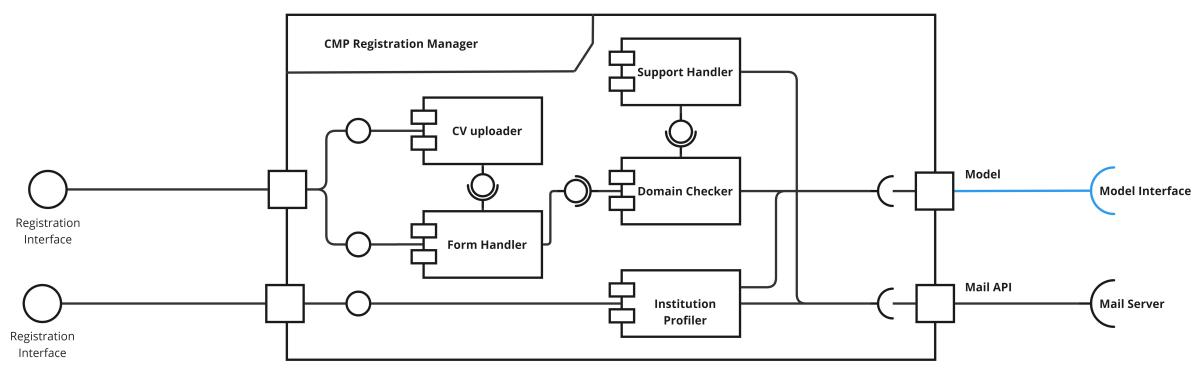


Figure 2.3: UML Component Diagram for *Registration Manager* Component.

Profile Manager

This component is made up of three distinct sub-components, and all of those sub-components needs to interact with *Model* to read or modify the data saved in the DBMS.

- **Visualize Profile:** allows a (registered) user to search a profile on the S&C platform based on some conditions (filter or keyword). It could be a profile of a student,

company tutor, university tutor or either a company or university profile.

- **Modify Profile:** allows a user to modify his/her profile information, as such this sub-component interacts with *Model*.
- **Delete Profile:** allows a user to delete his/her profile from the platform. As for *Modify Profile*, this component interacts with *Model*. It is outside our scope to discuss here a particular process that happens when a responsible tutor deletes his/her profile, in this case there is a process about moving the "title" of responsible tutor from a user to another user, this process would need to interact with the *Notification Manager* and *Mail Server* to ensure safety.

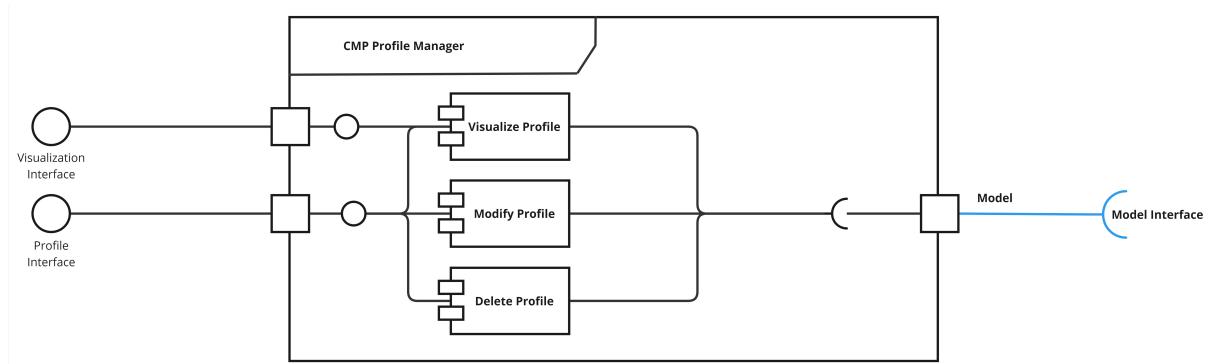


Figure 2.4: UML Component Diagram for *Profile Manager* Component.

Internship Manager

This particularly complex component is made of six different sub-components.

- **Create/edit Internship:** this is the first step, it allows a category of users (company tutors) to create an internship on the platform or to modify the information of the internship.
- **Draft:** this component allows to save a draft of the internship, it is not needed that all the mandatory fields are completed. It communicates to *Model* to save the draft in the DBMS.
- **Complete Checker:** this component communicates with the two sub-components discussed before and it checks, before publishing an internship, that all the mandatory fields have been correctly filled in.
- **Improve Content:** this sub-component is a powerful tool that can be used to improve the content and description of the internship before publishing it on the platform.
- **Publish Internship:** this sub-component represents the final step and it is used to publish the internship and all its information on the platform to make it visible to all the users.

- **Visualize Internship:** this sub-component allows a user to visualize all the internship information that are available on the platform. As such it communicates with *Model* component.

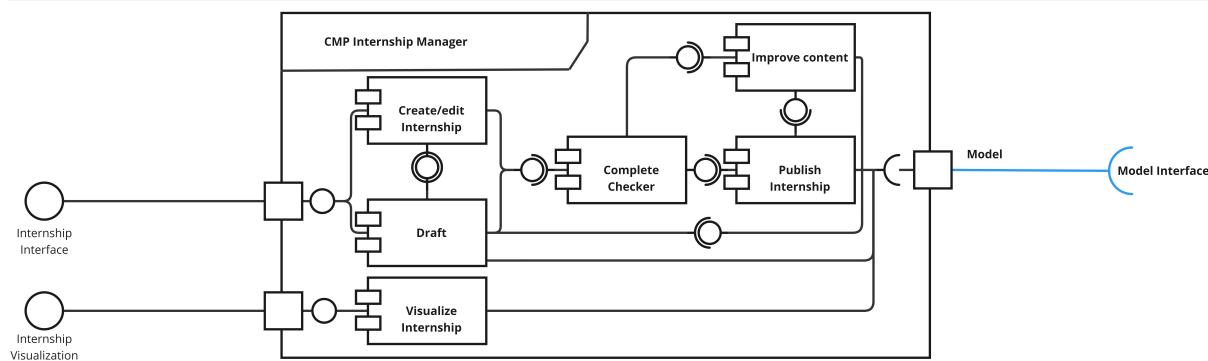


Figure 2.5: UML Component Diagram for *Internship Manager* Component.

Matchmaking Manager

The *Matchmaking Manager* is made of four sub-components.

- **Recommend:** this component for students show the recommended internships, while for company tutors it shows recommended students. It communicates with *Internship Manager* and *Profile Manager*.
- **Invite:** it is used to invite a user for the selection manager. It also notify the invited user, so it communicates also with *Notification Manager*.
- **Search:** it is used to search the profile of a user, a company/university profile or the internship profile. Depending on the required profile it connects to *Internship Manager* or *Profile Manager* to visualize the specific profile.

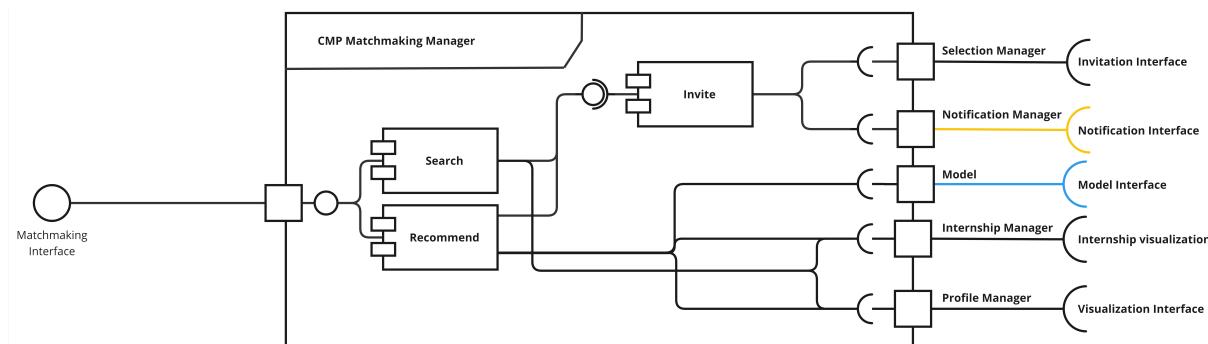


Figure 2.6: UML Component Diagram for *Matchmaking Manager* Component.

Selection Manager

This is probably the most complex component since is made of seven sub-components and it communicates with many other components. *SelectionManager* focus on the processes

that happens after one users sended an initiation through the *MatchmakingManager*.

- **Evaluate Invitation:** this is the first sub-component inside *Selection Manager*. Inside this sub-component the user who invited another user (either a student that applied for an internship or a company tutor that invited a student) can see if the other user have seen or not the invitation. Inside *Evaluate Invitation* also the invited user can reject or accept the invitation.
 - **Meeting Planner:** if the invitation was successful the *Meeting Planner* sub-component is used to plan the meeting and save it in the calendar thanks to *Calendar Interface*.
 - **Communicate:** both user can also communicate to discuss further details.
 - **Questionnaire:** after the meeting the company tutor use full up the first questionnaire to evaluate student's performance and suitability for the internship.
 - **Student Decision:** after the first meeting, this sub-component allows the student to refuse, accept or organize another meeting with the company tutor to further discuss other details related to the internship.
 - **Pick University Tutor:** if the student accept to go further in the internship process without rejecting it, this sub-component handles the process of picking a university tutor and communicate to him/her the student proposal. This sub-component checks that the university tutor belongs to the same university of the student and that he/she accept the student's invitation.
 - **Final Decision:** this sub-component (as the name explains) is the final one and can make an internship starts or not. The company tutor is asked to finalize the internship, if he/she decides to finalize it all the other applications related to the same internship are interrupted and the process communicates to *ActiveStage Manager* component.

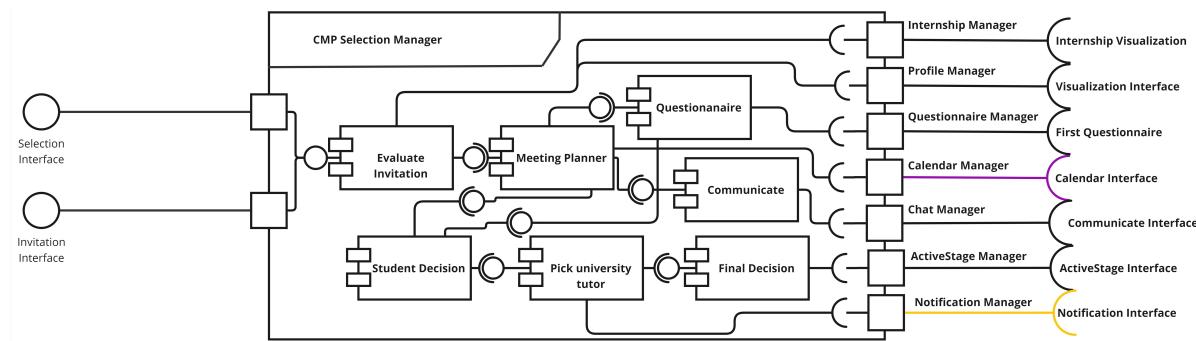


Figure 2.7: UML Component Diagram for *Selection Manager* Component.

ActiveStage Manager

ActiveStageManager is the component that handles everything that can be done by users when an internship is active. It is composed of four different sub-components.

- **Final Evaluation:** it is used for the end of an internship. Each participant (student, company tutor and academic tutor) completes a dedicated questionnaire assessing various aspects of the internship and the other participants.
 - **Communicate:** this sub-component allows communication with other users while the internship is ongoing.
 - **Events Planner:** it is used to plan events such as meetings. It communicates with *Notification Manager* and *Calendar Manager*
 - **Report Complaint:** it is used to report complaint related to the ongoing internship. The complaint than will be handled by another component called *Complain Manager*.

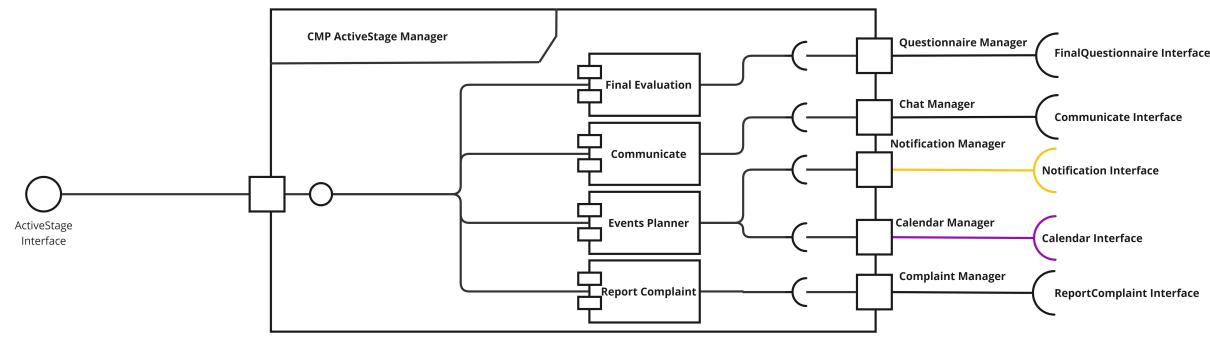


Figure 2.8: UML Component Diagram for *ActiveStage Manager* Component.

Complaint Manager

This component is in charge of handling all the processes related to complaints. It is made of three different sub-components.

- **Complaint Information:** this sub-component handles the creation of the complaint itself. It handles also the filling process of the user (so that he/she can describe the issue) it also assess the severity of the issue and check that all the mandatory information about the complaint have been inserted. Lastly it save and submit the complaint and so this sub-component interacts with *Model* and *Notification Manager* to notify also the other users of the internship.
 - **Manage Complaint:** this sub-component allows a user (university tutor) to manage the complaint. It allows a user to load the saved information about a complaint, suggest actions and communicate. Lastly it can terminate, suspend or resume an internship.
 - **Plan Event:** it is the sub-component used for planning events for solving the complaint.

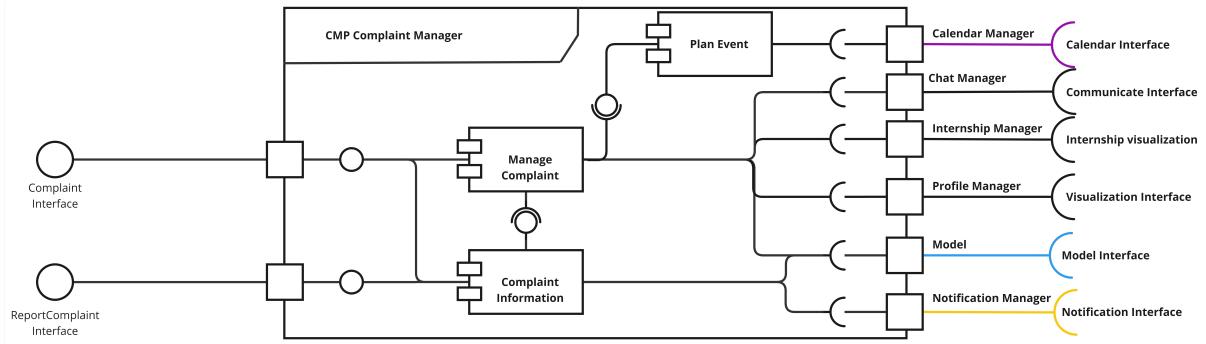


Figure 2.9: UML Component Diagram for *Complaint Manager* Component.

Login Manager

Login Manager handles the login process for register Users. When a User attempts to log the *Dashboard Manger* forwards the request to the *Login Manager* through the login interface. This component is made of two different sub-components.

- **Login Process:** allows a registered user to log in inside his/her profile. It communicates to the *Model* to check if the password and mail match the data saved in the DBMS.
- **Password Recovery:** handles the process of recovering a forgotten password of the profile of a registered users. It communicates with *Model* to access the data (such as the answer to the security questions selected by the user during the registration phase) and to the *Mail Server* to send to the temporary password to his/her email.

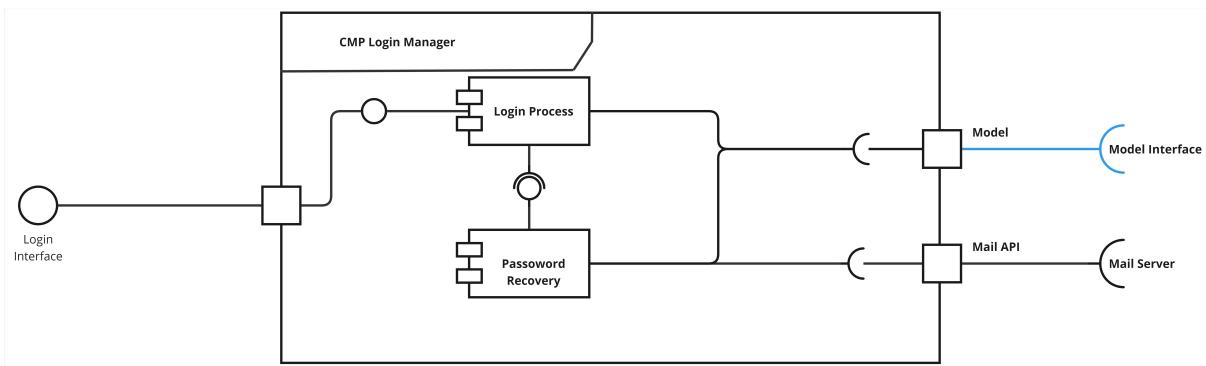


Figure 2.10: UML Component Diagram for *Login Manager* Component.

2.3. Deployment View

In this section it is show the allocation of the software components in the physical tiers of the system. It shows how the component previously described are actually deployed in different machines and how each tier is organized. It can be seen in Figure 2.11.

As we said before, we thought that a three-tier architecture would be the best structure for the S&C platform. In Figure 2.11 we use different colors for clarity to express the different tier.

- **Presentation Layer:** purple.
- **Application Layer:** green.
- **Data Layer:** orange.

Users can access the S&C platform using any type of personal computer with the most popular operating system (such as *Windows*, *Mac OS* or *Linux OS*) from the most used web browsers (such as *Safari*, *Google Chrome* or *Microsoft Edge*). Users are not limited to using personal computer and could access to the platform also from phones or tables, but pc are preferred. For simplicity in Figure 2.11 we decided to represent only the personal computer.

Firewall: it limits potential attack of intruders by providing strict access rules and checking that the malicious request are not sent to the Reverse Proxy. One of the primary purposes is to create a barrier between a trusted internal network and untrusted external network to protect against unauthorized access, malware and cyberattacks.

Reverse Proxy: it acts as an intermediary that forwards the client's requests to the S&C server. It is used to increase scalability, performance, resilience, and security. The idea behind is that a user "interacts" only with the reverse proxy (after the firewall) and so he/she remains unaware of the backend server's IP address. Lastly, a reverse proxy is also in charge of the load balancing of all the request received from internet that are filtered from the firewall.

The S&C server manages all system functionalities. It communicates with the data layer in order to store, delete or modify useful data. All the application logic components are deployed here.

Lastly in the database server there is a relational DBMS that allows to store and retrieve all the data needed by the S&C server.

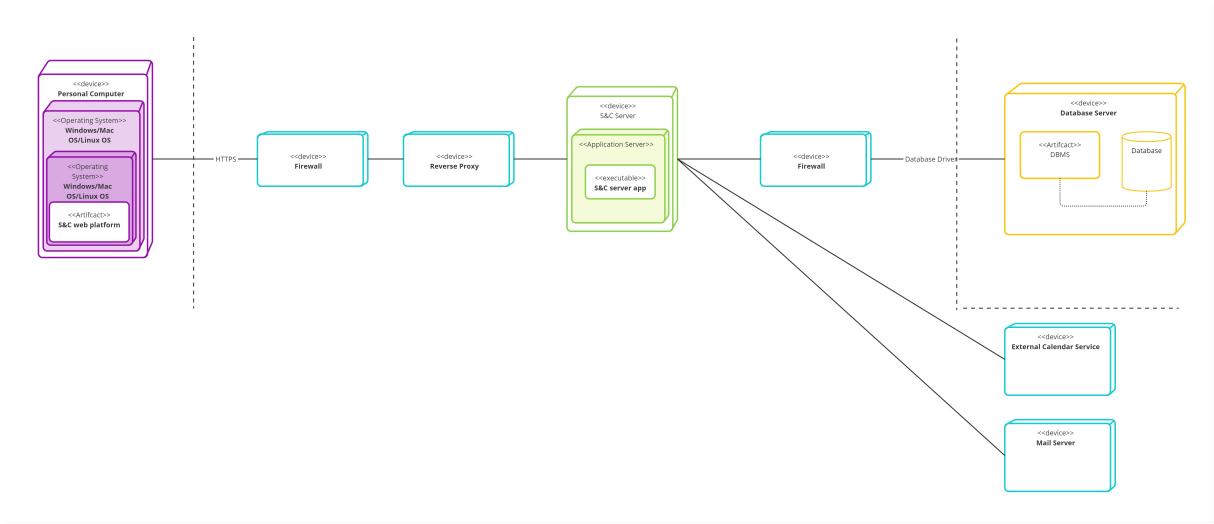


Figure 2.11: Deployment Diagram.

2.4. Runtime View

While the Component View in section 2.2 focuses on the static behavior of the system, this section shifts attention to the dynamic behavior and how components interact during execution. It examines in detail how the system processes data or responds to events in real time, describing how components collaborate to fulfill functionalities such as authentication and access management, internship creation and publication, monitoring active internships, applications and updates.

2.4.1. Sequence Diagrams

The UML Sequence Diagrams presented in this section offer a detailed depiction of the system's dynamic behavior by illustrating the sequence of interactions between components over time. Each diagram corresponds to a specific use case defined in the RASD, capturing the flow of events and communication required to achieve the intended functionality. These diagrams not only demonstrate how the system processes user actions and external triggers under normal conditions but also provide insight into alternative and error-handling scenarios, ensuring a comprehensive understanding of the system's runtime processes.

[UC1]: Access the S&C Platform

This sequence diagram illustrates the user interaction with the SC platform via a web browser. Upon entering the URL, the browser sends an HTTP request to the Dashboard Interface, which forwards it to the Dashboard Manager to handle.

The Dashboard Manager processes the request and sends a response to the browser, presenting an access page with multiple options:

- *Login Option:* The user clicks the login button, prompting the browser to fetch the login page. The Dashboard Manager directs the request to the Login Interface, which then displays the login page.
- *Registration Option:* If the user chooses to register, the browser requests the registration page. The Dashboard Interface instructs the Dashboard Manager to load the Registration Interface, which then presents the registration form.
- *Change Language Option:* To change the language, the user selects this option, and the browser requests a language switch. The Dashboard Manager initializes the Language Change Interface to allow language selection.
- *Assistant Option:* Clicking the assistant button leads the browser to request the assistant page. The Dashboard Manager activates the Assistant Interface, enabling access to assistant functionalities.

Error handling is managed by the Dashboard Manager, which sends error messages to the browser for display in case of issues such as an "Internal Server Error 500".

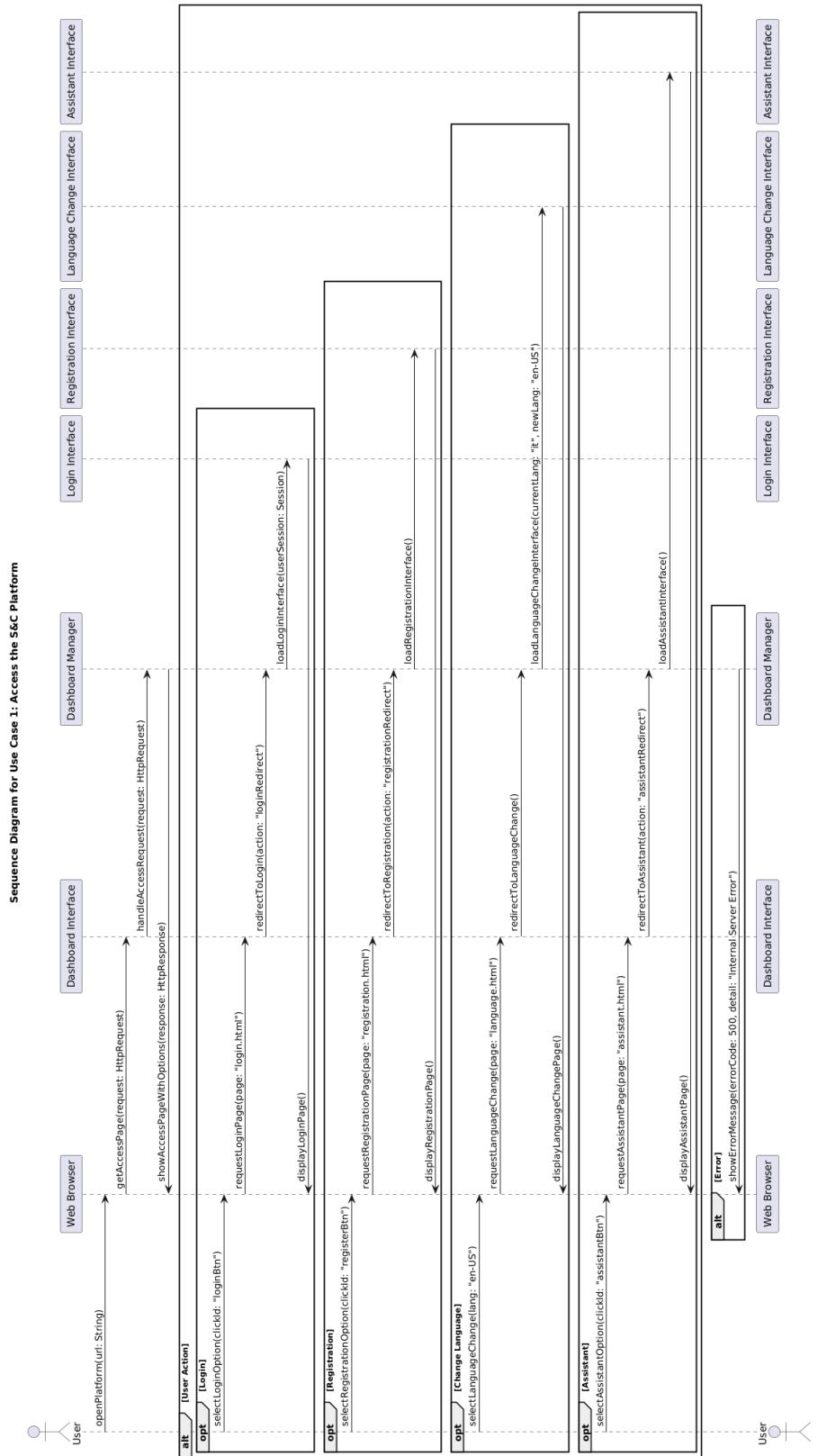


Figure 2.12: Sequence Diagram for Use Case 1: Accessing the S&C Platform.

[UC2]: Overview Page

This sequence diagram illustrates the user interaction with the Overview Page on the S&C platform via a web browser. The user initiates the process by requesting the Overview Page, and the browser sends this request to the Dashboard Interface.

- The Dashboard Interface forwards the request to the Dashboard Manager, which processes it and instructs the browser to display the Overview Page.
- Following the page load, the user can interact with the page to review information or engage with various functionalities.

The user actions are handled through different options:

- *Create Your Profile*: The user clicks to create a profile, which triggers the browser to request the profile creation page. The Dashboard Manager then directs this to the Profile Creation Interface, which loads the necessary interface for the user to fill out their profile details.
- *Change Language*: Should the user decide to change the language, a click initiates a request for a language change. The Dashboard Manager engages the Language Change Interface to facilitate language selection.
- *Assistant*: Clicking the assistant button leads the user to request the assistant interface. The Dashboard Manager handles this by loading the Assistant Interface, presenting assistant functionalities.
- *Go Back*: If the user opts to go back, the browser requests the previous page. The Dashboard Manager and Navigation Controller work together to handle the navigation and redirect the user accordingly.

Error handling is managed by the Dashboard Manager, which sends error messages to the browser in case of issues, such as a "Page not found" error with a 404 code.

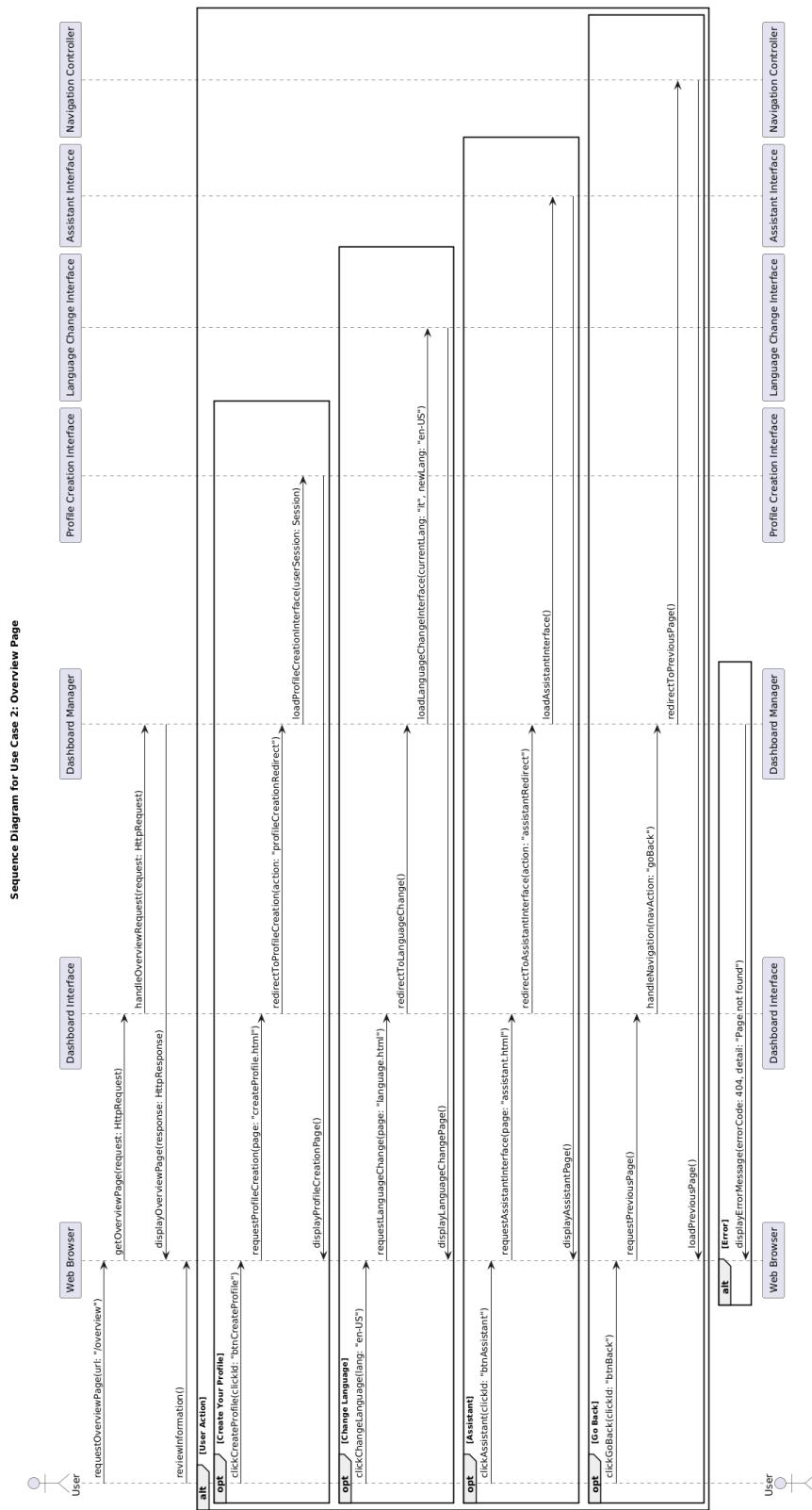


Figure 2.13: Sequence Diagram for Use Case 2: Overview Page.

[UC3]: CV Upload

This sequence diagram depicts the user interaction with the CV upload functionality on the SC platform. The user initiates the process by requesting the CV Upload Page through a web browser.

- The browser sends this request to the Dashboard Interface, which forwards it to the Dashboard Manager.
- The Dashboard Manager then directs the request to the Registration Manager, which loads the CV Upload Interface.
- The Registration Manager responds by displaying the CV Upload Page to the user.

User interactions include uploading a CV and navigating other available options:

- *CV Upload:* The user selects to upload a CV by clicking the designated button, triggering the CV Uploader to process the file. The CV Uploader validates the file format and size (e.g., PDF or DOC formats and a maximum of 2MB).
 - If the file is valid, the CV Uploader informs the Registration Manager, which saves the file data and confirms the upload, redirecting to the next registration form page.
 - If the file is invalid, the CV Uploader displays an error message regarding the file format or size.
- *Continue Without CV:* Alternatively, the user can opt to continue without uploading a CV by clicking a specific button. The Registration Manager then skips the CV upload and redirects the user to the next page.

Additional user actions include changing language, accessing an assistant, and navigating back:

- *Language Change:* The user can change the interface language by clicking a language change option, with the request being processed similarly through the Dashboard Interface and Manager.
- *Assistant:* If the user decides to open the assistant interface, the process involves requesting and loading the assistant page via the Dashboard Interface and Manager.
- *Go Back:* The user has the option to navigate back by clicking a back button, with the Dashboard Interface and Manager handling the request to load the previous page.

This sequence diagram efficiently illustrates the flow and decision-making process involved in uploading a CV as part of the SC platform's user interaction, emphasizing the system's responsiveness to various user-initiated actions.

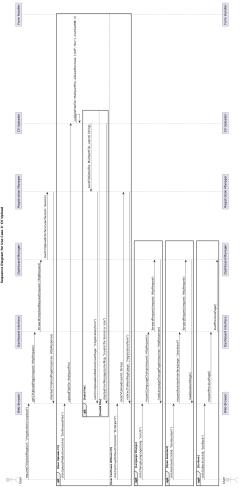


Figure 2.14: Sequence Diagram for Use Case 3: CV Upload.

[UC4]: User Profile Registration

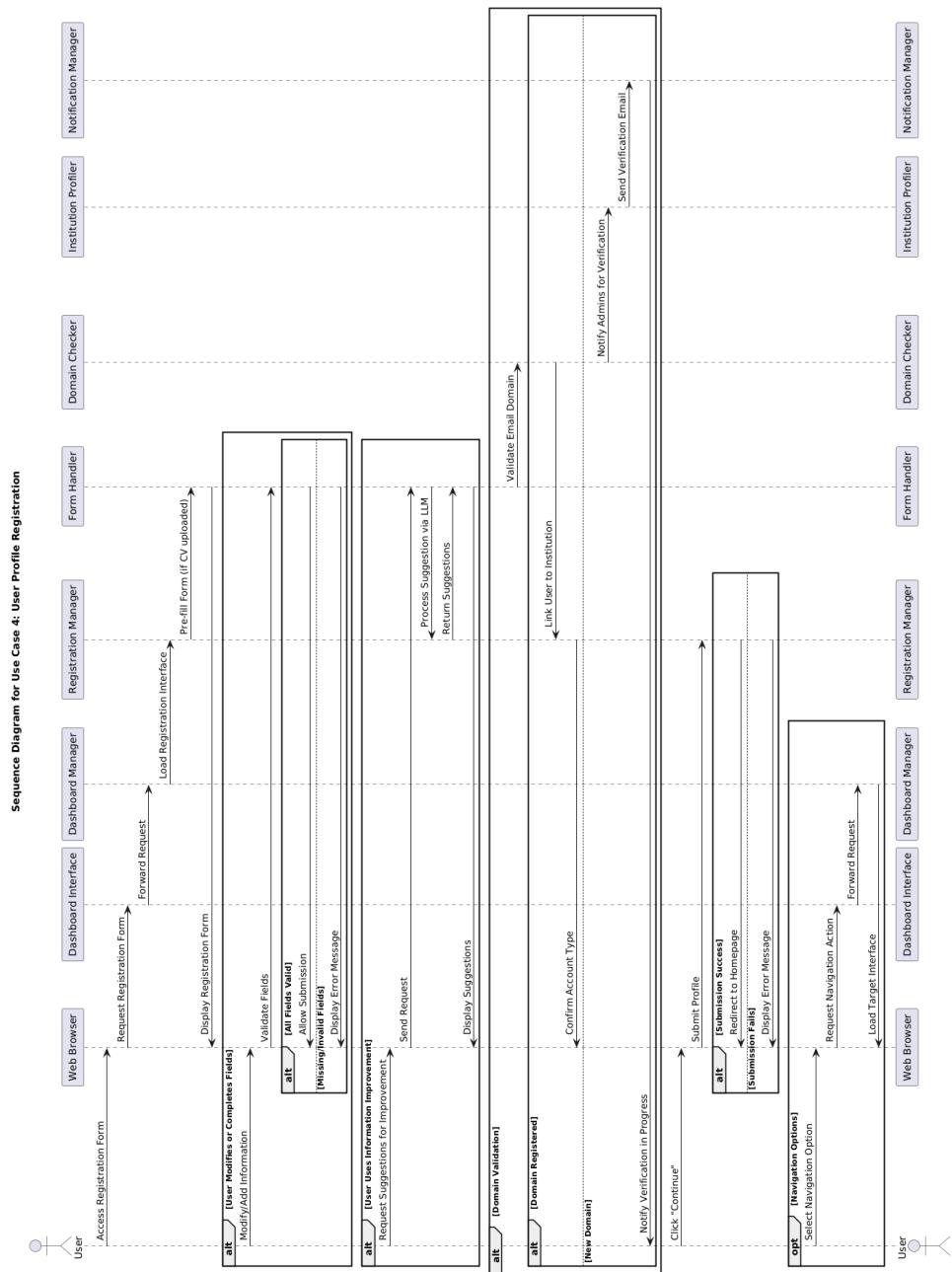


Figure 2.15: Sequence Diagram for Use Case 4: User Profile Registration.

[UC5]: Domain Verification

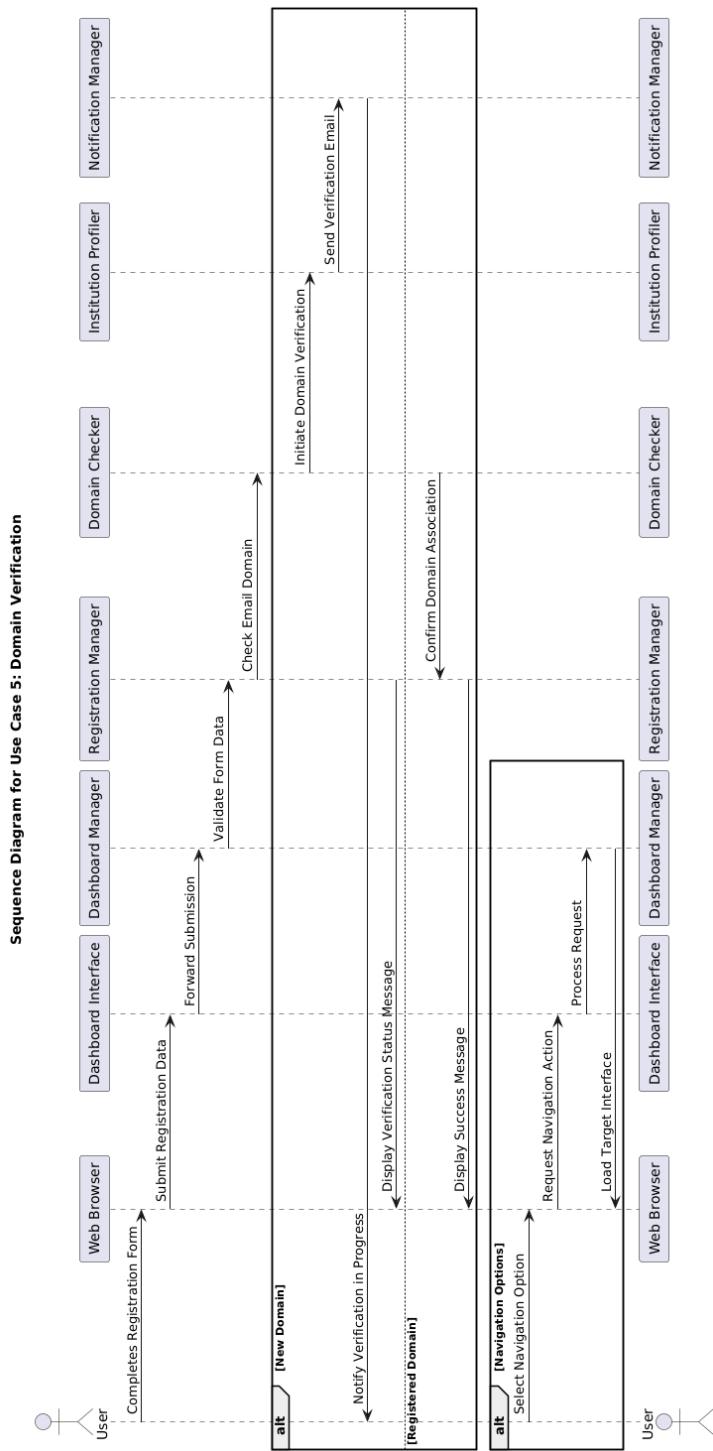


Figure 2.16: Sequence Diagram for Use Case 5: Domain Verification.

[UC6]: Institution Profile Registration

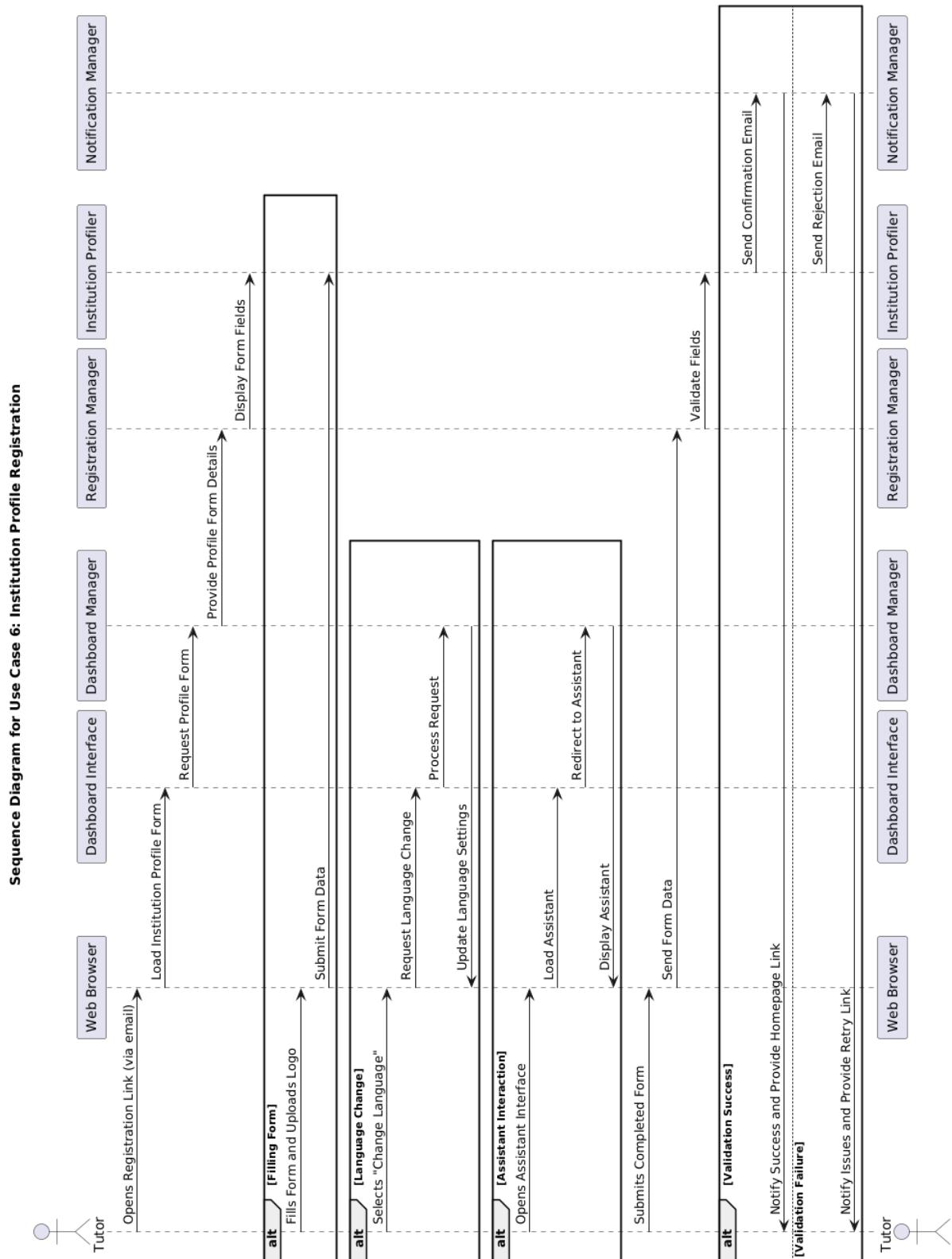


Figure 2.17: Sequence Diagram for Use Case 6: Institution Profile Registration.

[UC7]: User Login

Sequence Diagram for Use Case 7: User Login

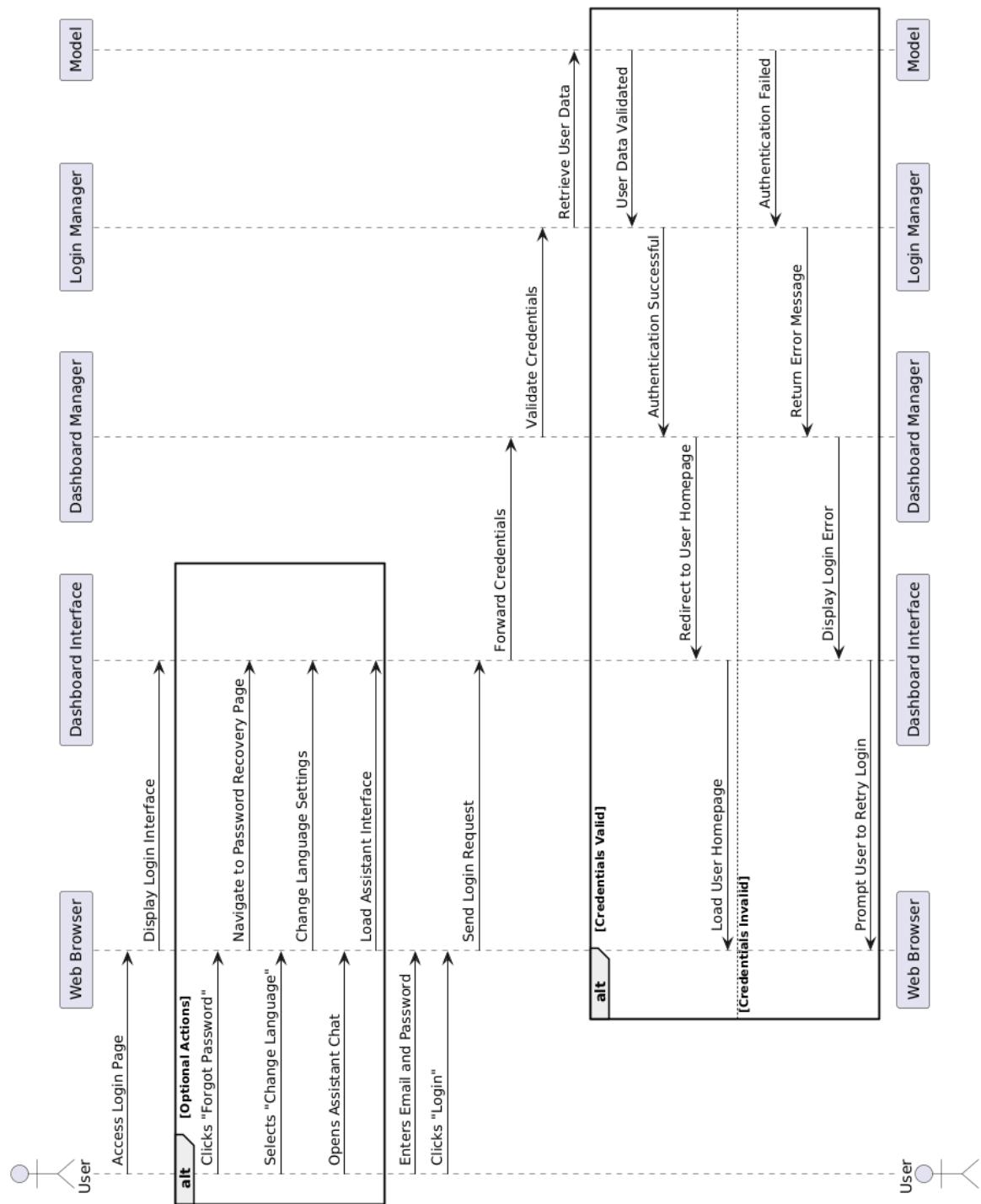


Figure 2.18: Sequence Diagram for Use Case 7: User Login.

[UC8]: Password Recovery

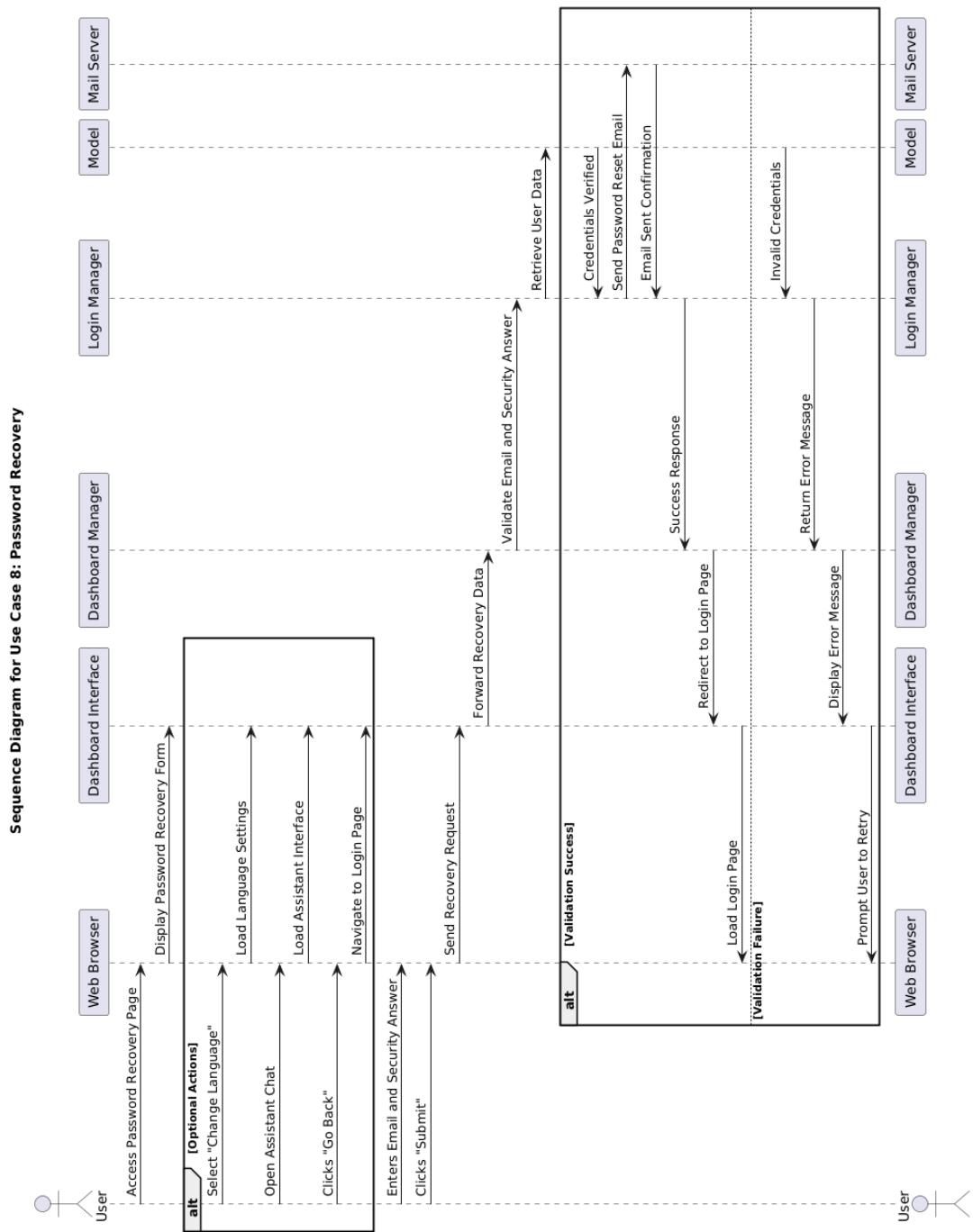


Figure 2.19: Sequence Diagram for Use Case 8: Password Recovery.

[UC9]: Homepage Access

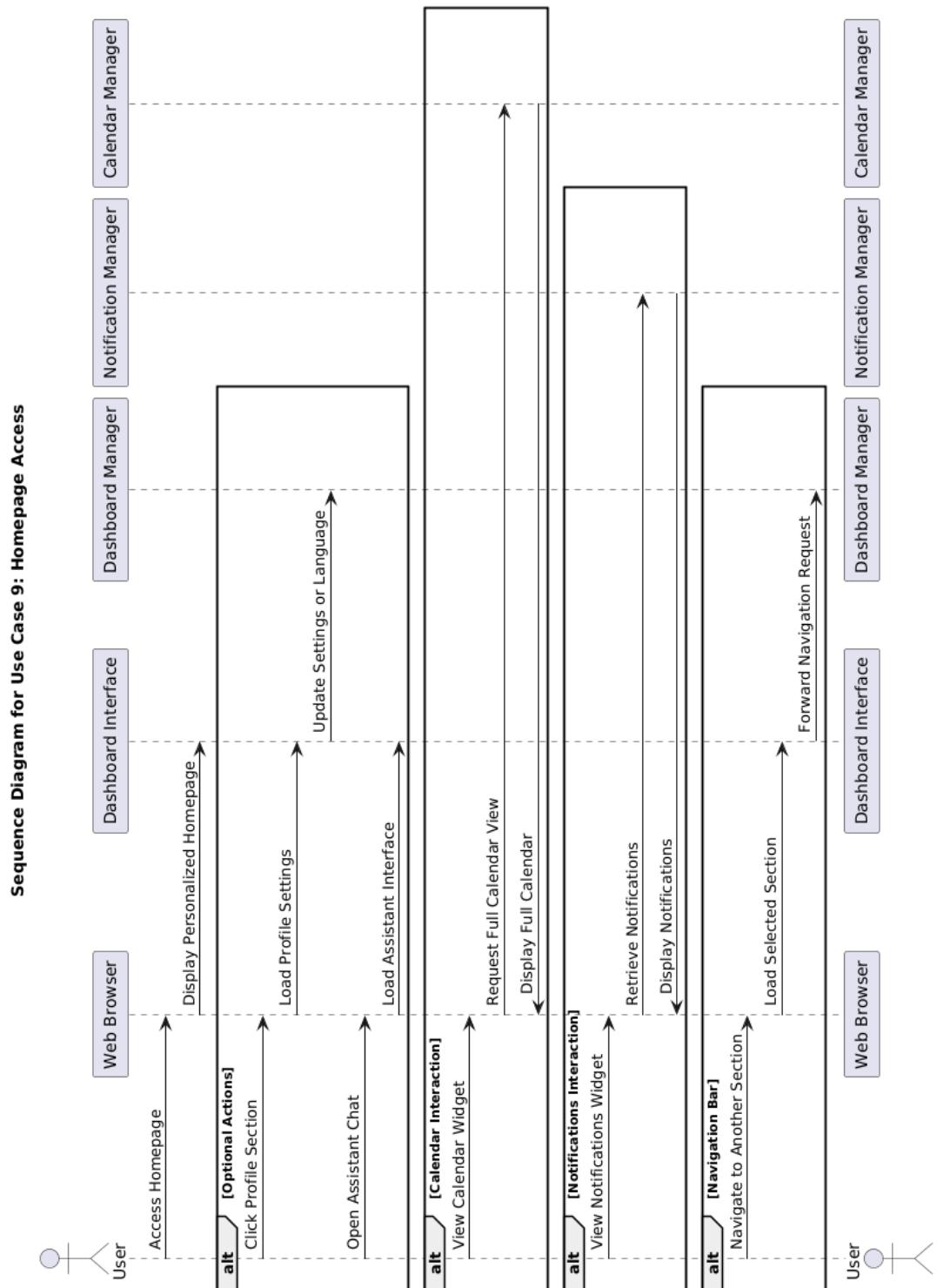


Figure 2.20: Sequence Diagram for Use Case 9: Homepage Access.

[UC10]: Change Language

Sequence Diagram for Use Case 10: Change Language

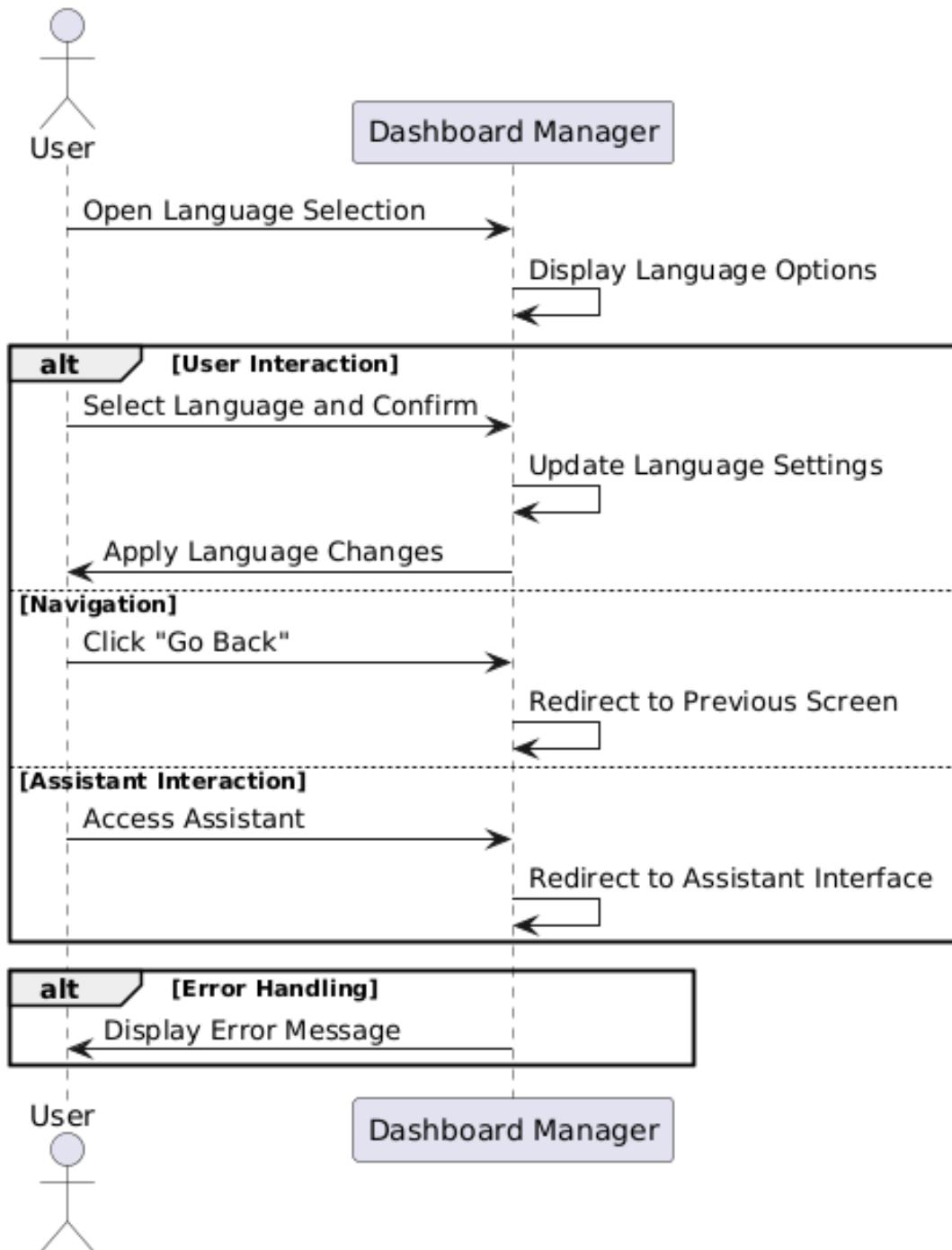


Figure 2.21: Sequence Diagram for Use Case 10: Change Language.

[UC11]: Virtual Assistant Interaction

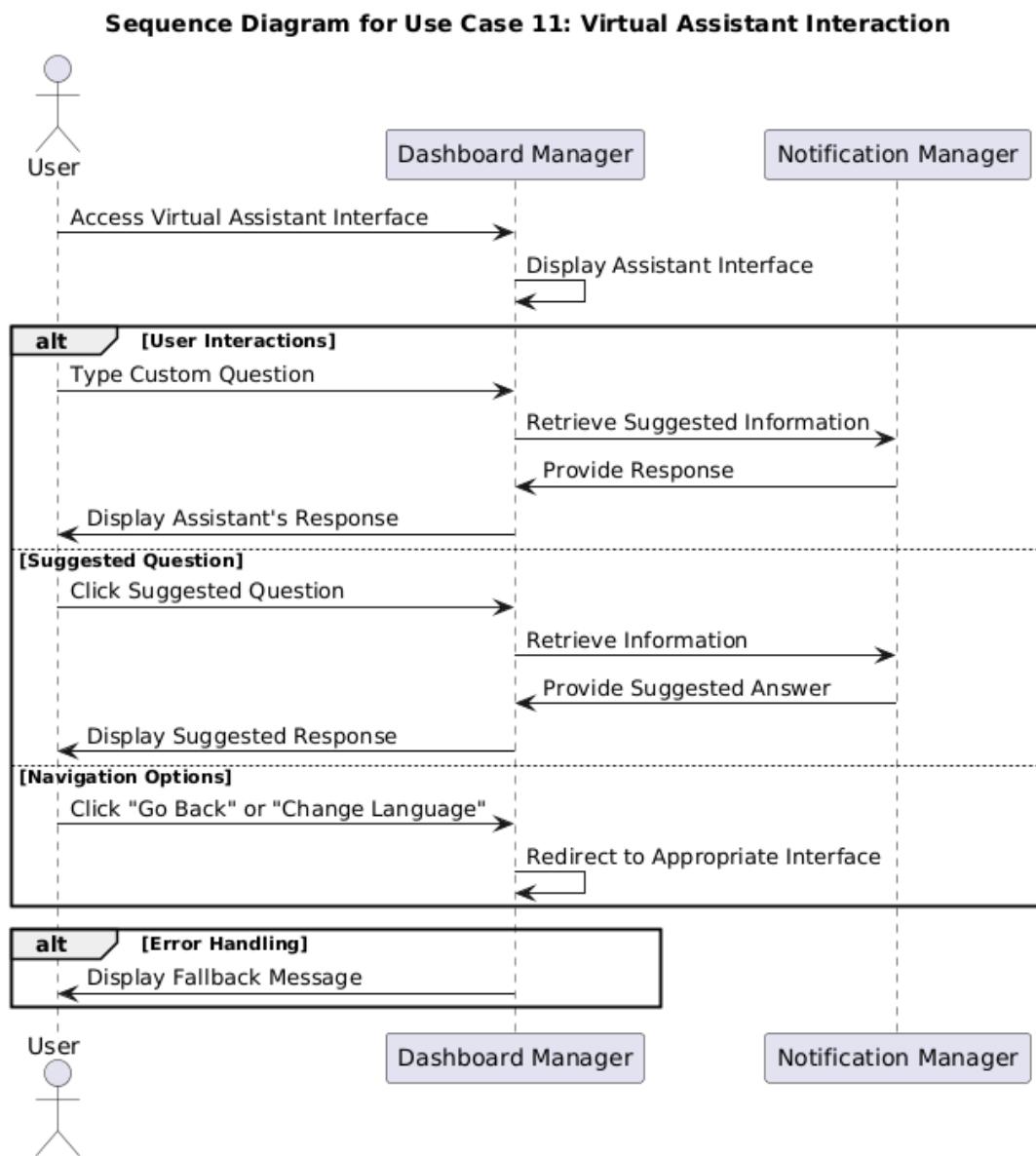


Figure 2.22: Sequence Diagram for Use Case 11: Virtual Assistant Interaction.

[UC12]: Settings Management

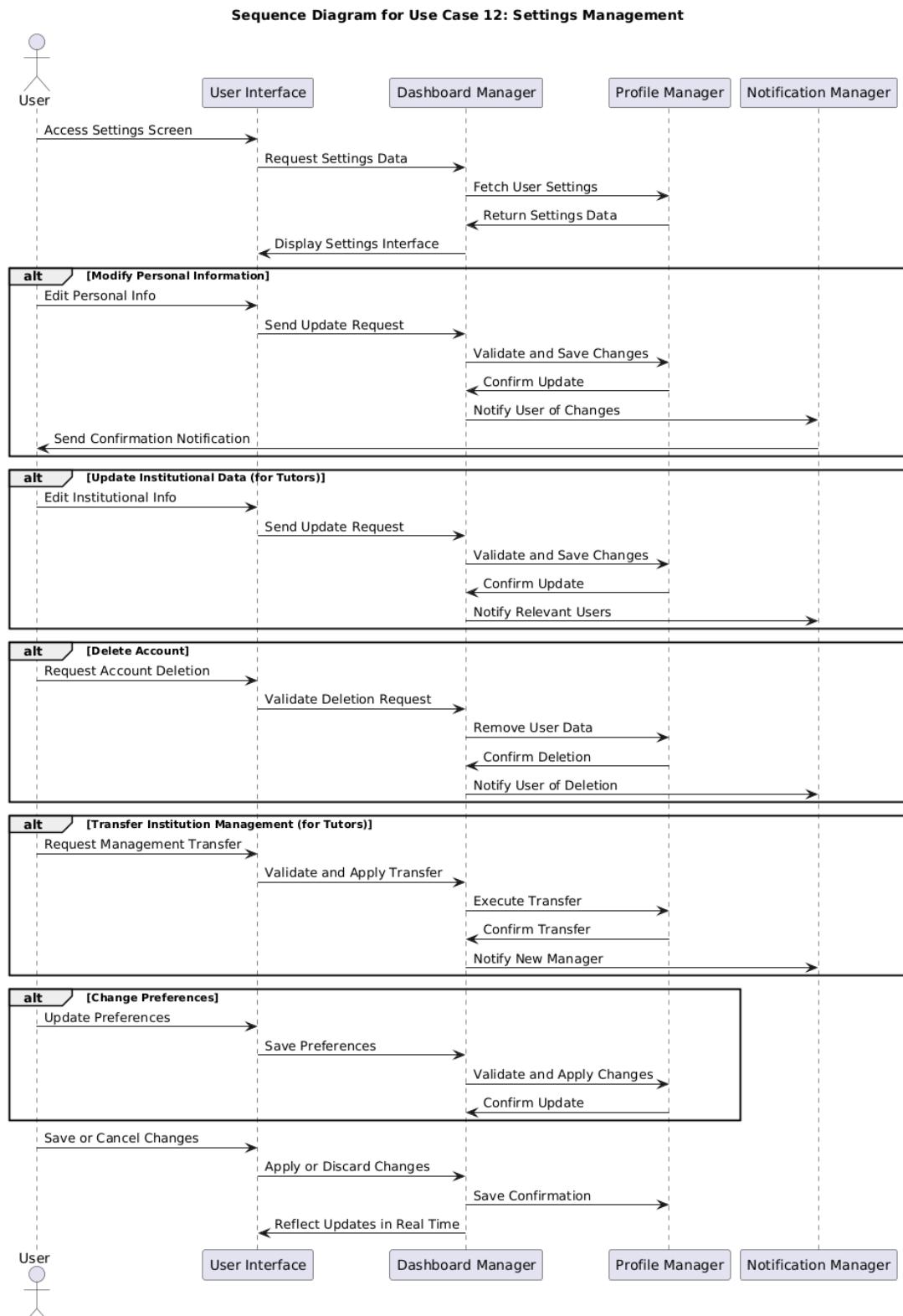


Figure 2.23: Sequence Diagram for Use Case 12: Settings Management.

[UC13]: Matchmaking

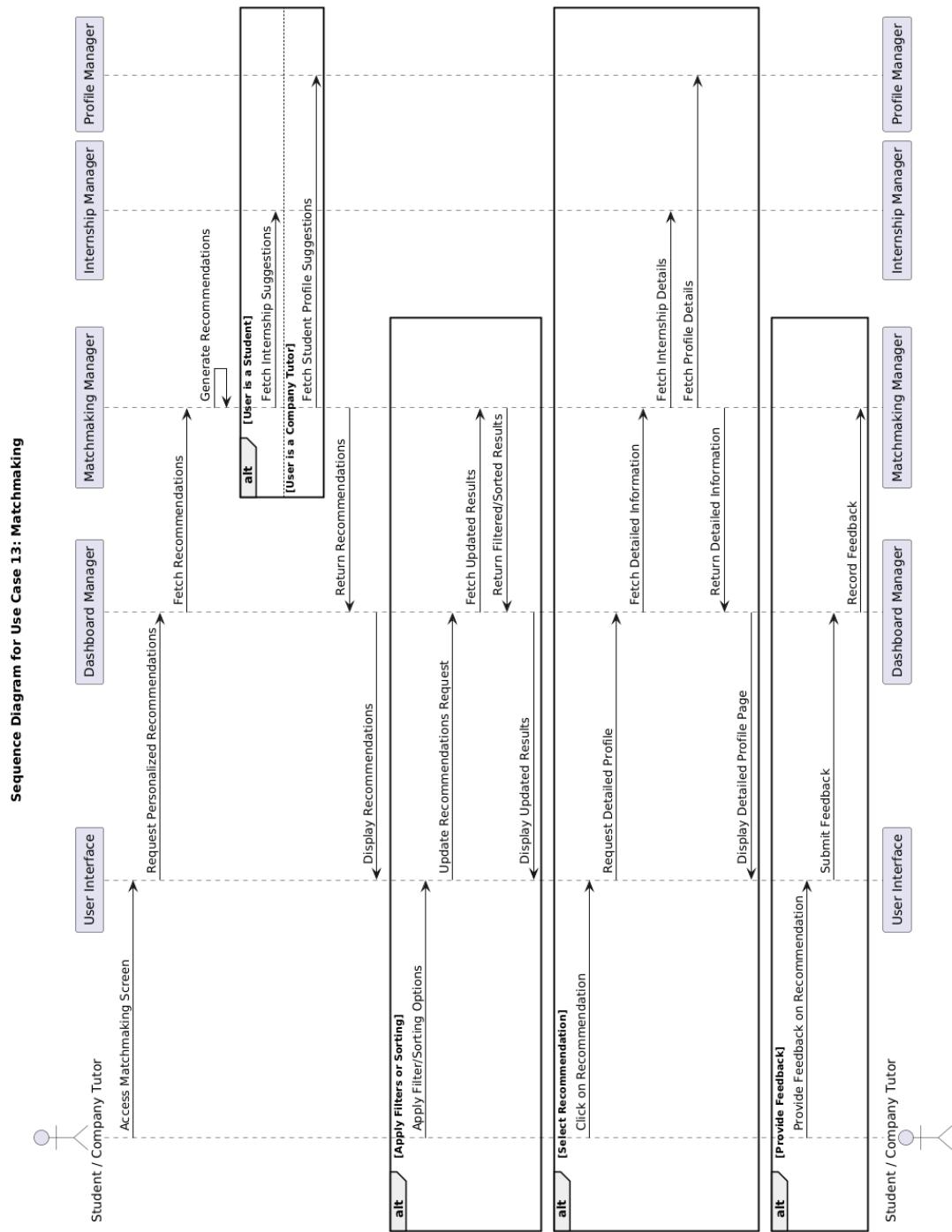


Figure 2.24: Sequence Diagram for Use Case 13: Matchmaking.

[UC14]: Calendar Management

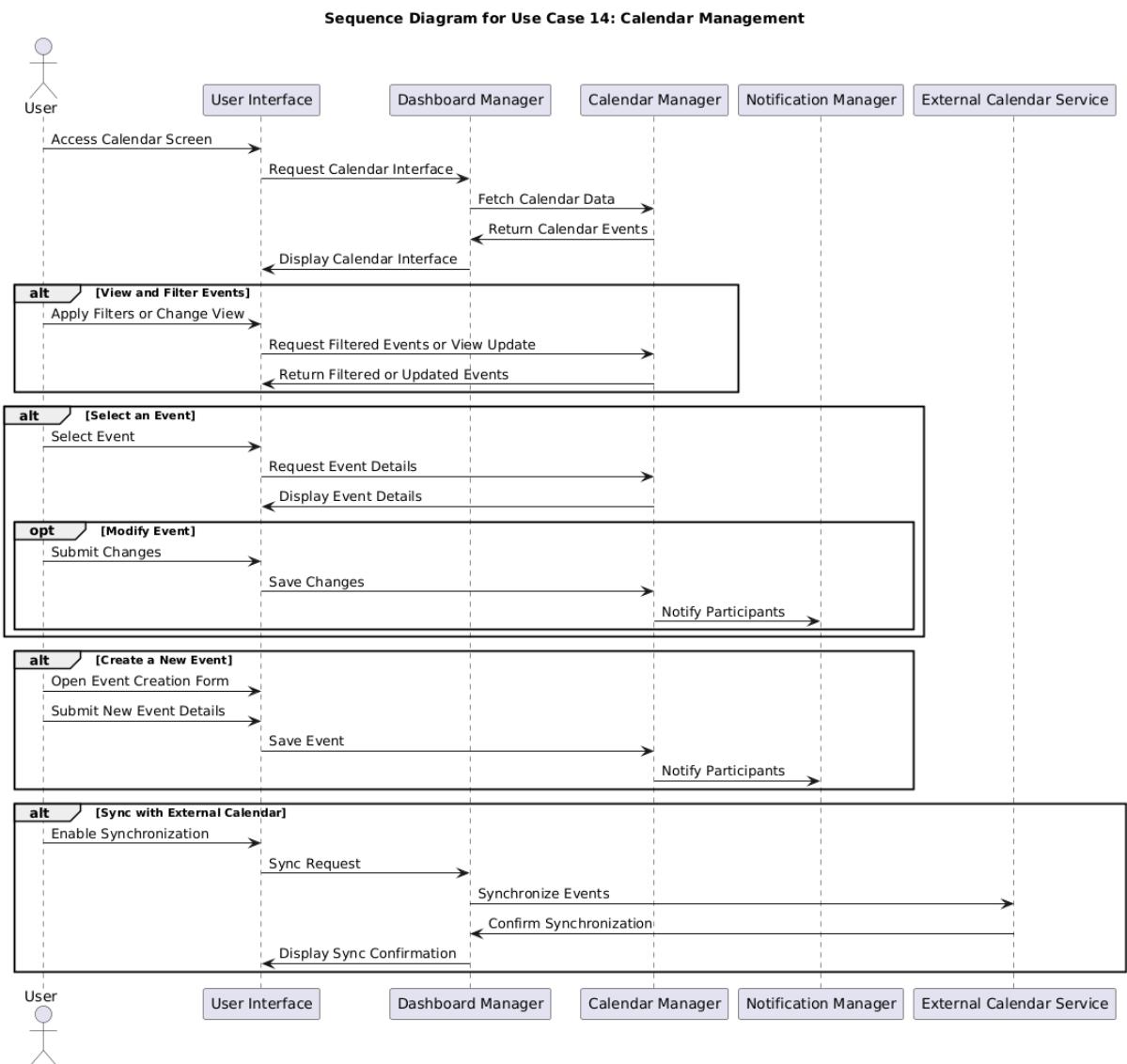


Figure 2.25: Sequence Diagram for Use Case 14: Calendar Management.

[UC15]: Event Viewing

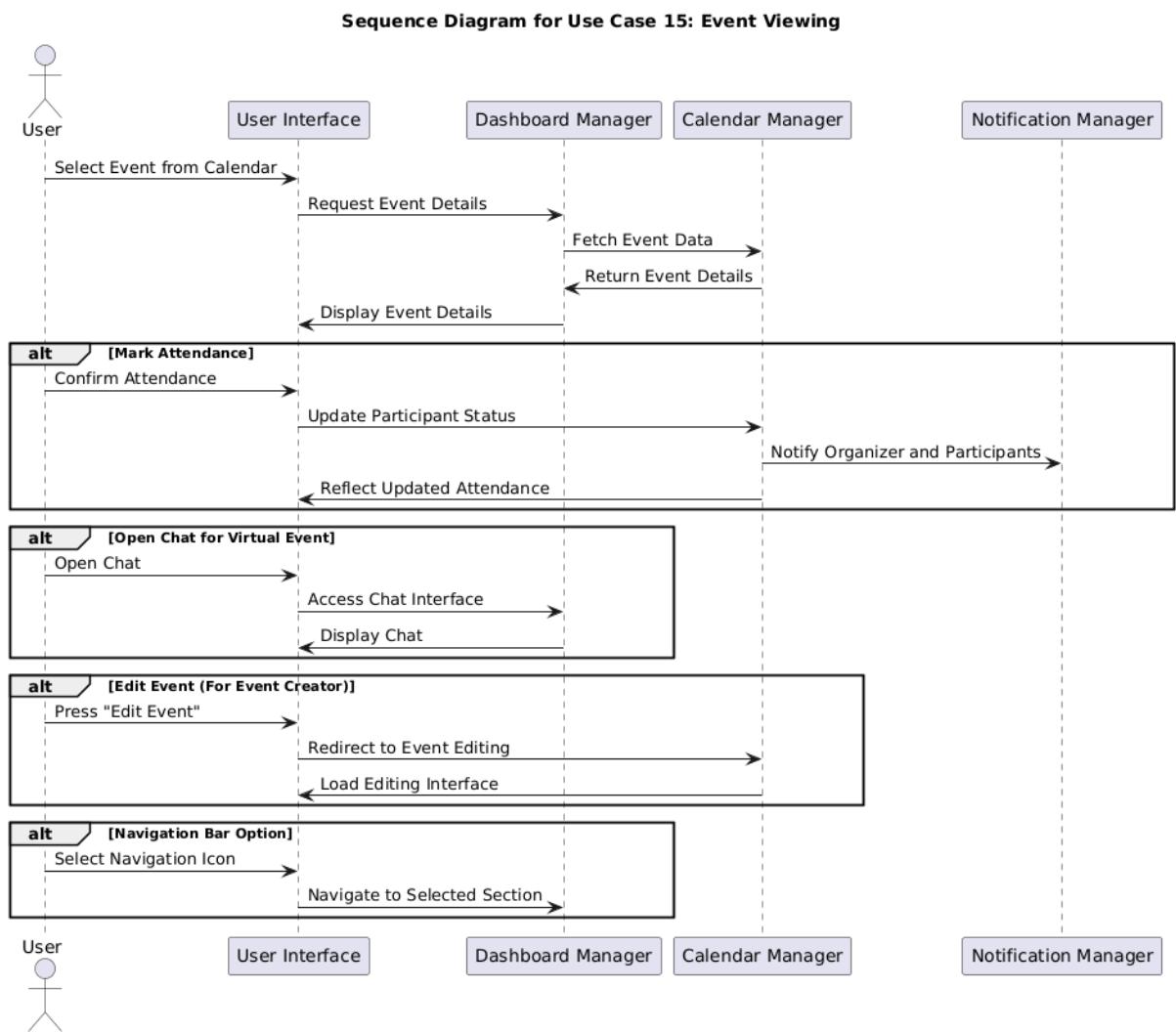


Figure 2.26: Sequence Diagram for Use Case 15: Event Viewing.

[UC16]: Event Creation and Management

Sequence Diagram for Use Case 16: Event Creation and Management

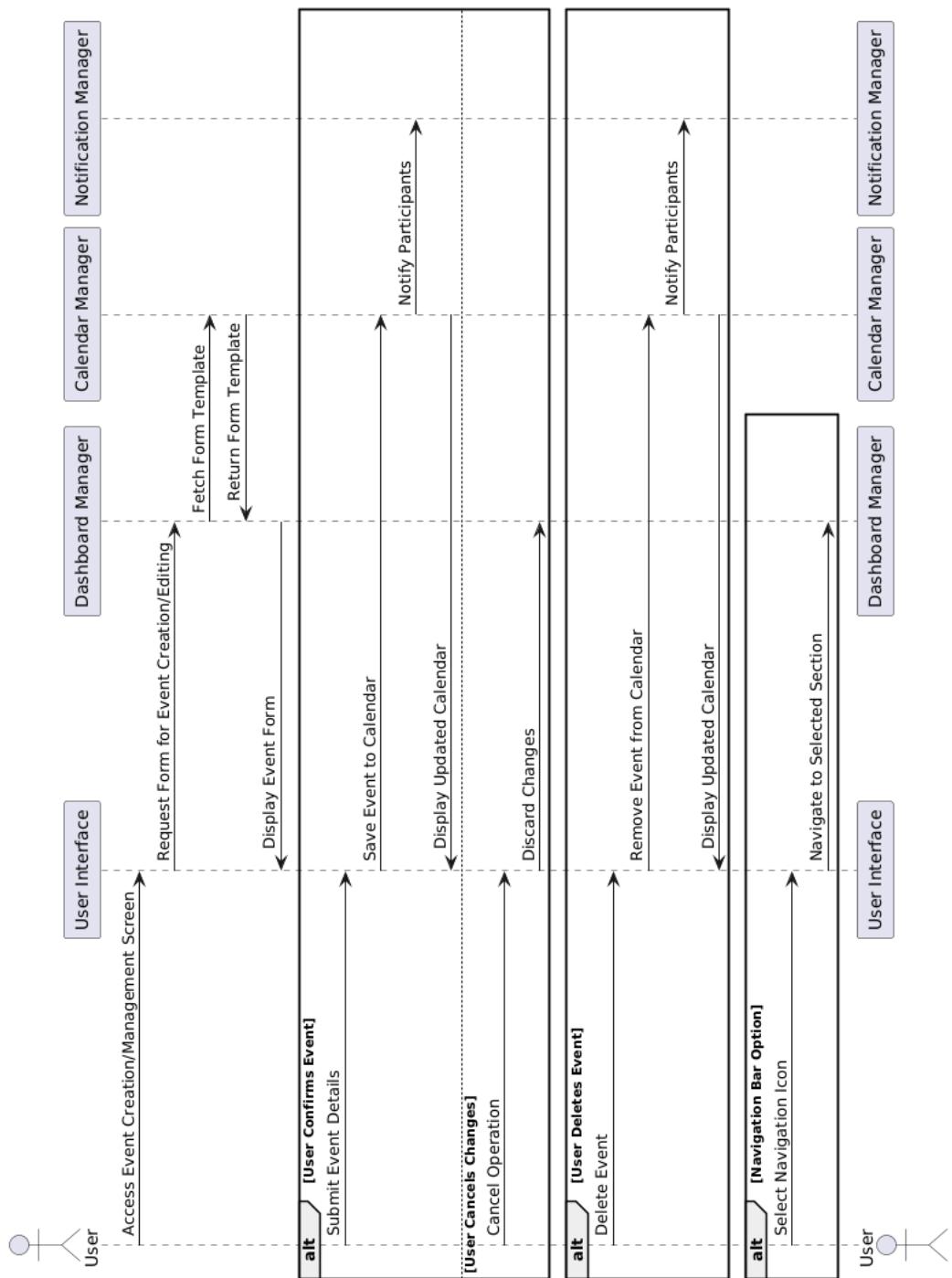


Figure 2.27: Sequence Diagram for Use Case 16: Event Creation and Management.

[UC17]: Messaging Interface

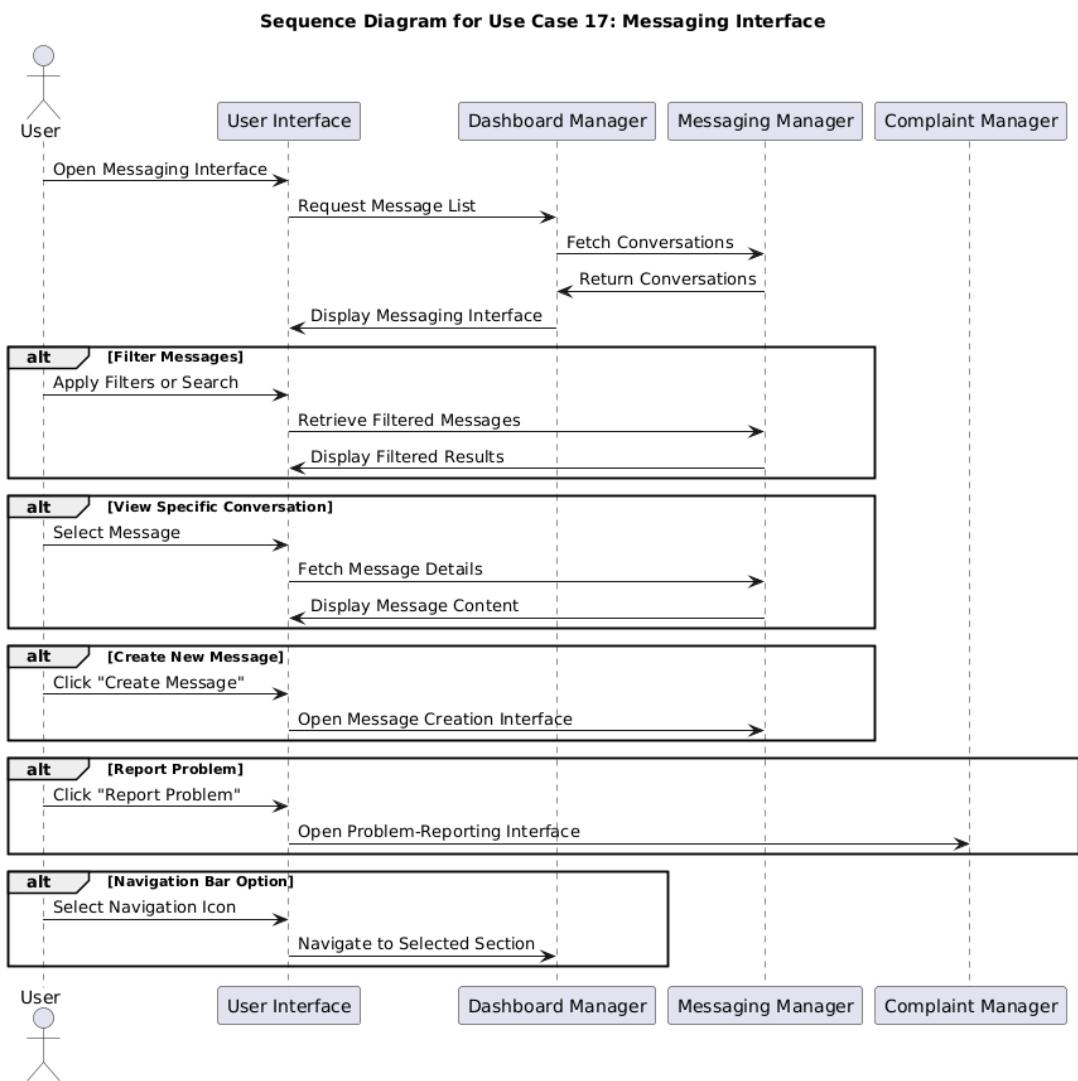


Figure 2.28: Sequence Diagram for Use Case 17: Messaging Interface.

[UC18]: Videocall Chat Interaction

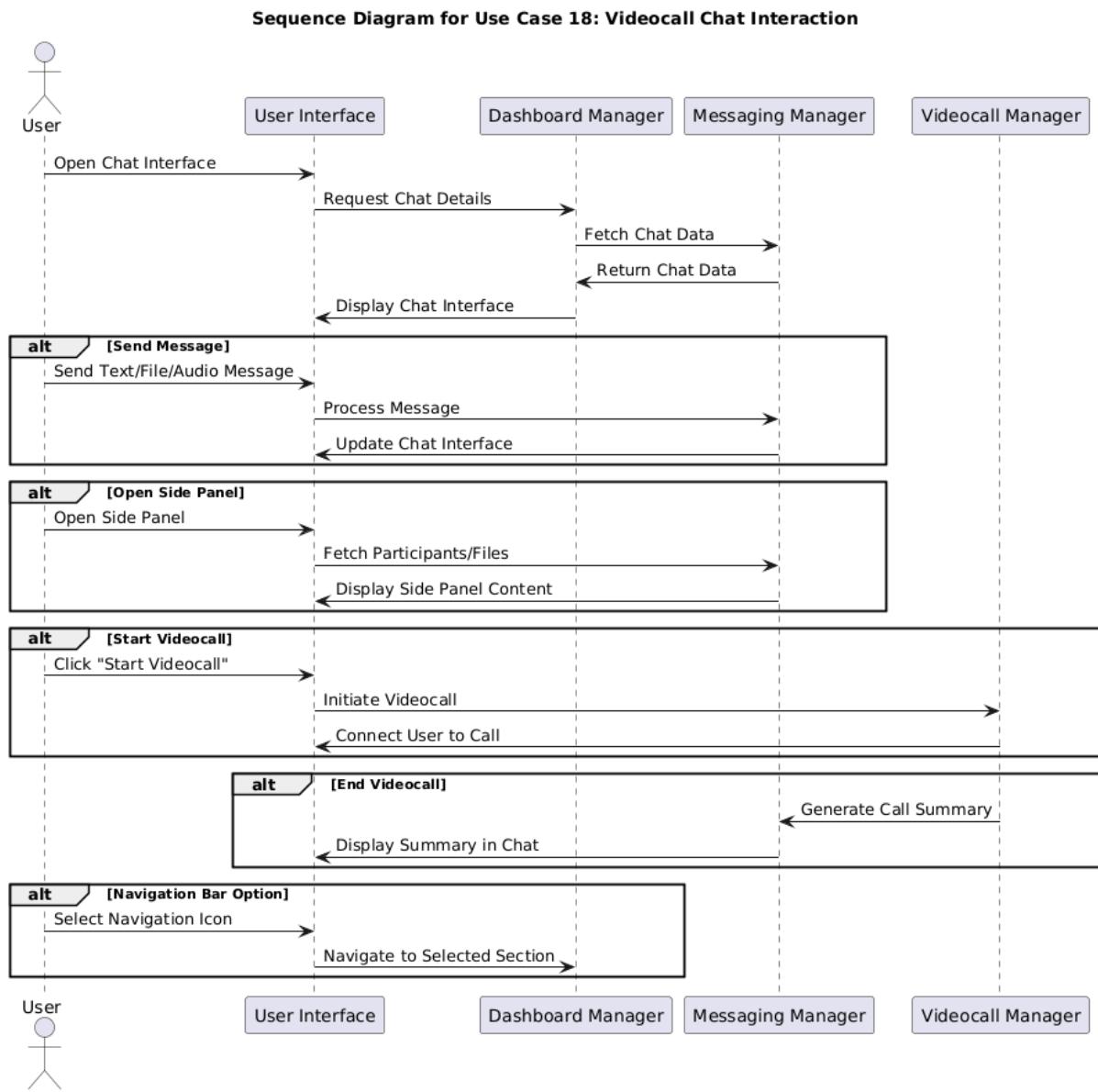


Figure 2.29: Sequence Diagram for Use Case 18: Videocall Chat Interaction.

[UC19]: Complaints Chat Interaction

Sequence Diagram for Use Case 19: Complaints Chat Interaction

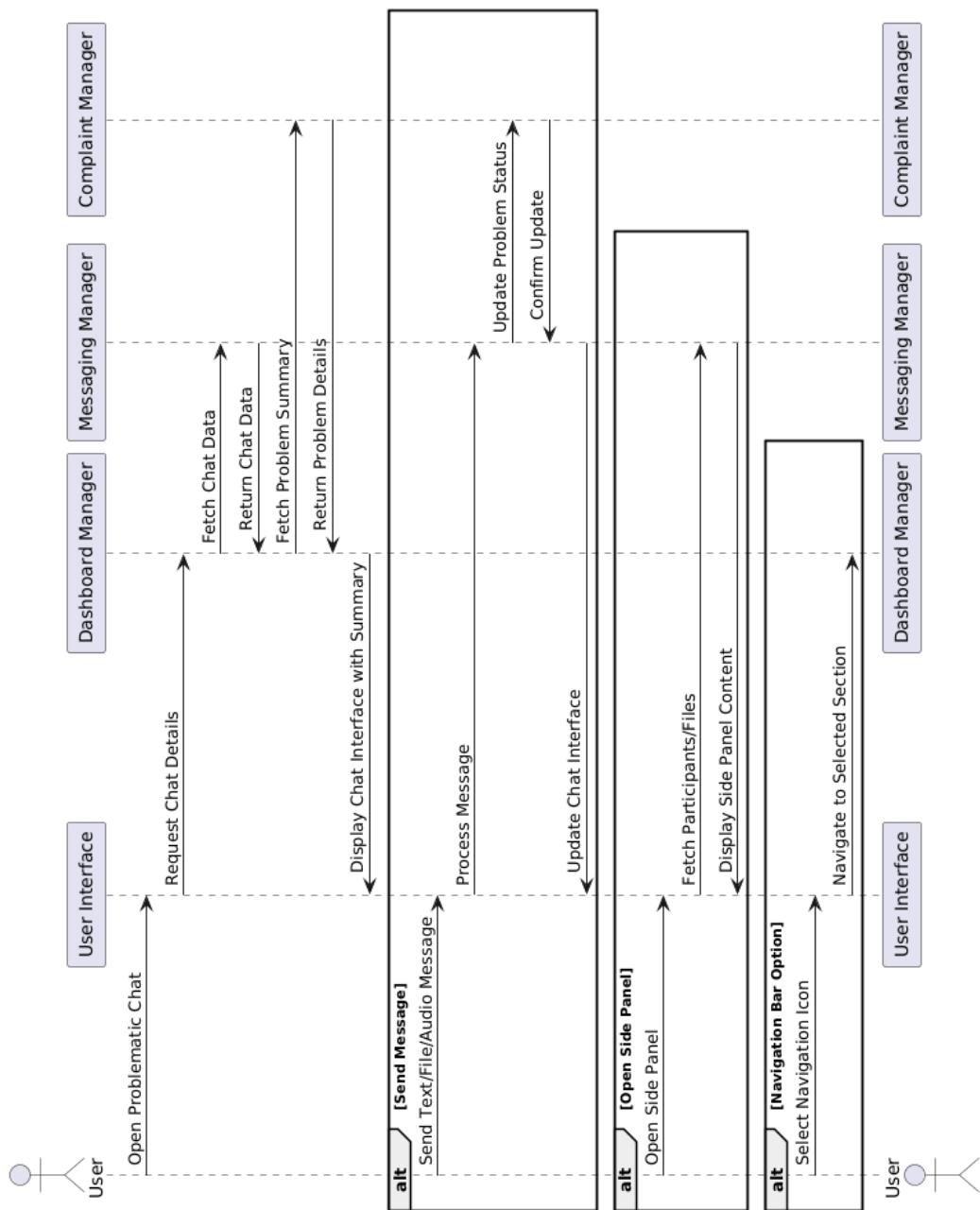


Figure 2.30: Sequence Diagram for Use Case 19: Complaints Chat Interaction.

[UC20]: Report Issues

Sequence Diagram for Use Case 20: Report Issues

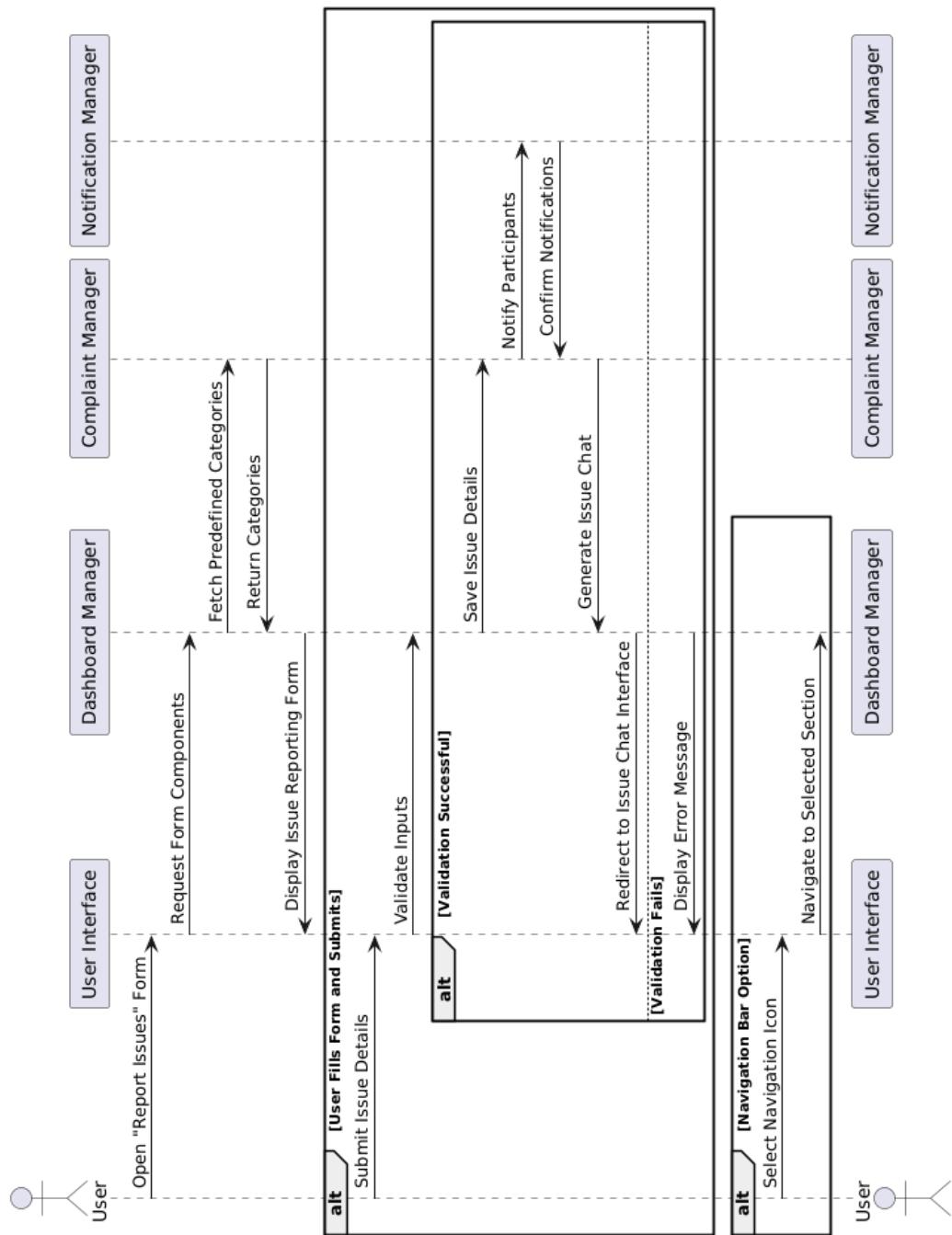


Figure 2.31: Sequence Diagram for Use Case 20: Report Issues.

[UC21]: Manage Issues

Sequence Diagram for Use Case 21: Manage Issues

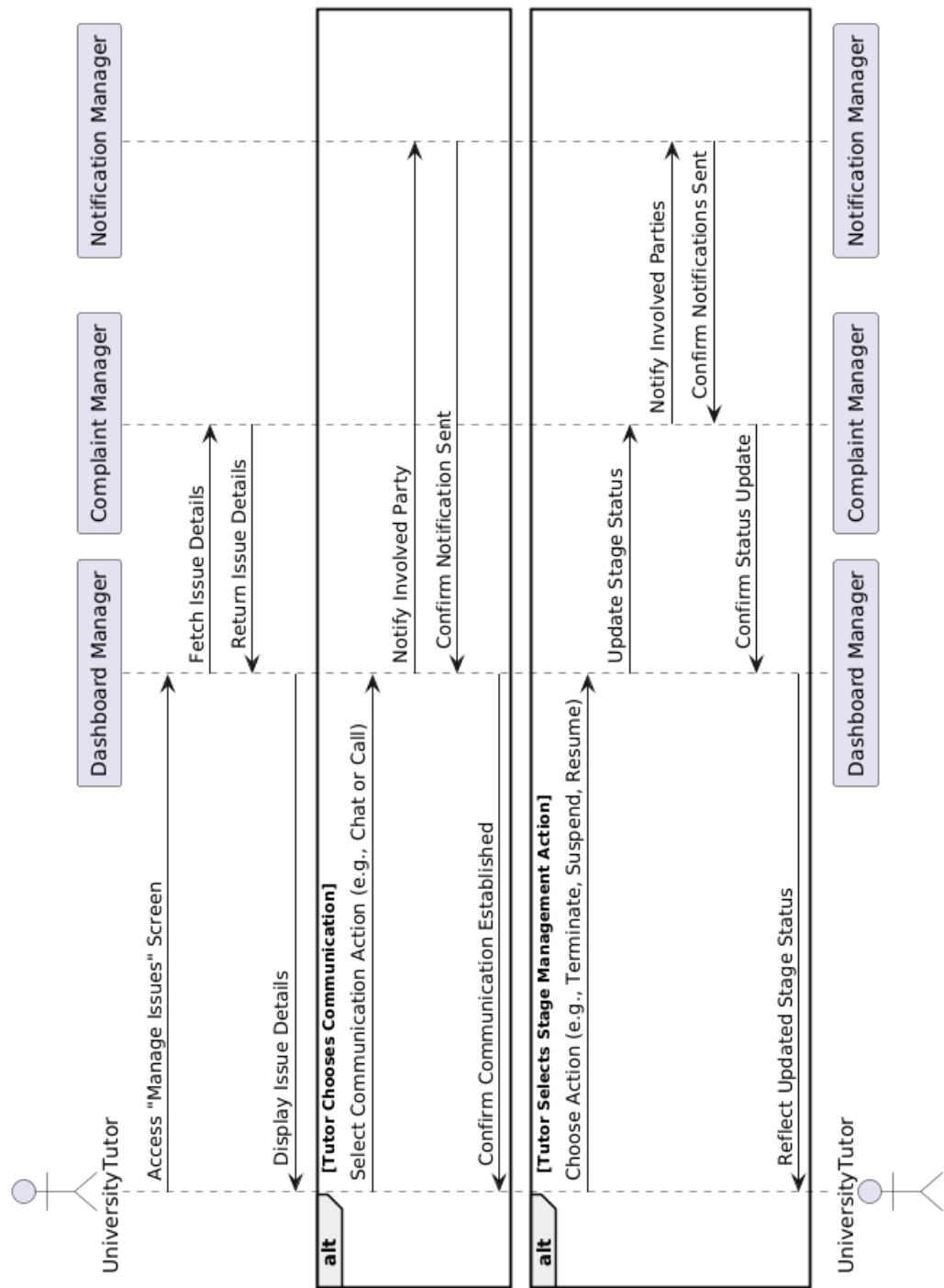


Figure 2.32: Sequence Diagram for Use Case 21: Manage Issues.

[UC22]: Selection Process Monitoring

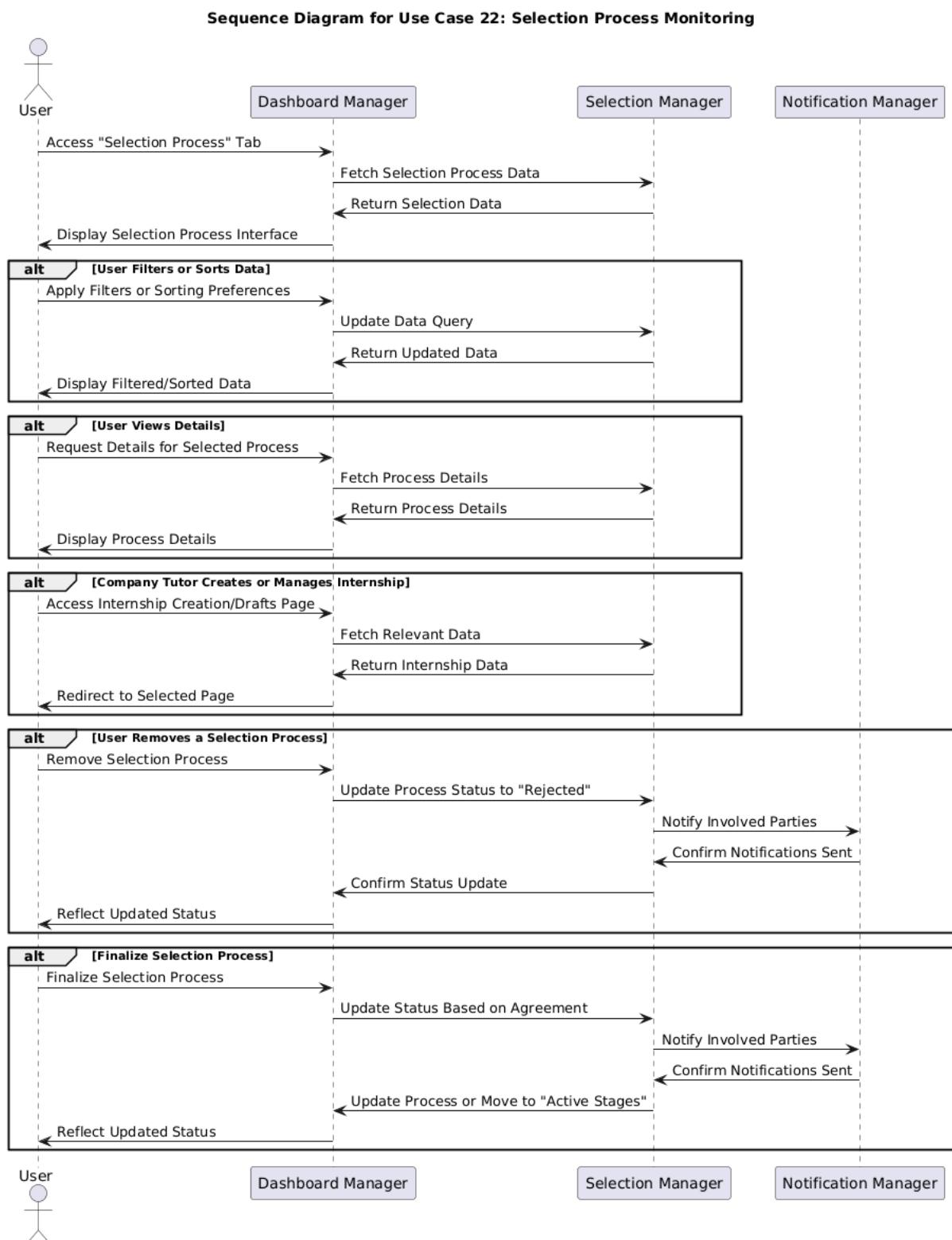


Figure 2.33: Sequence Diagram for Use Case 22: Selection Process Monitoring.

[UC23]: Active Stages Monitoring

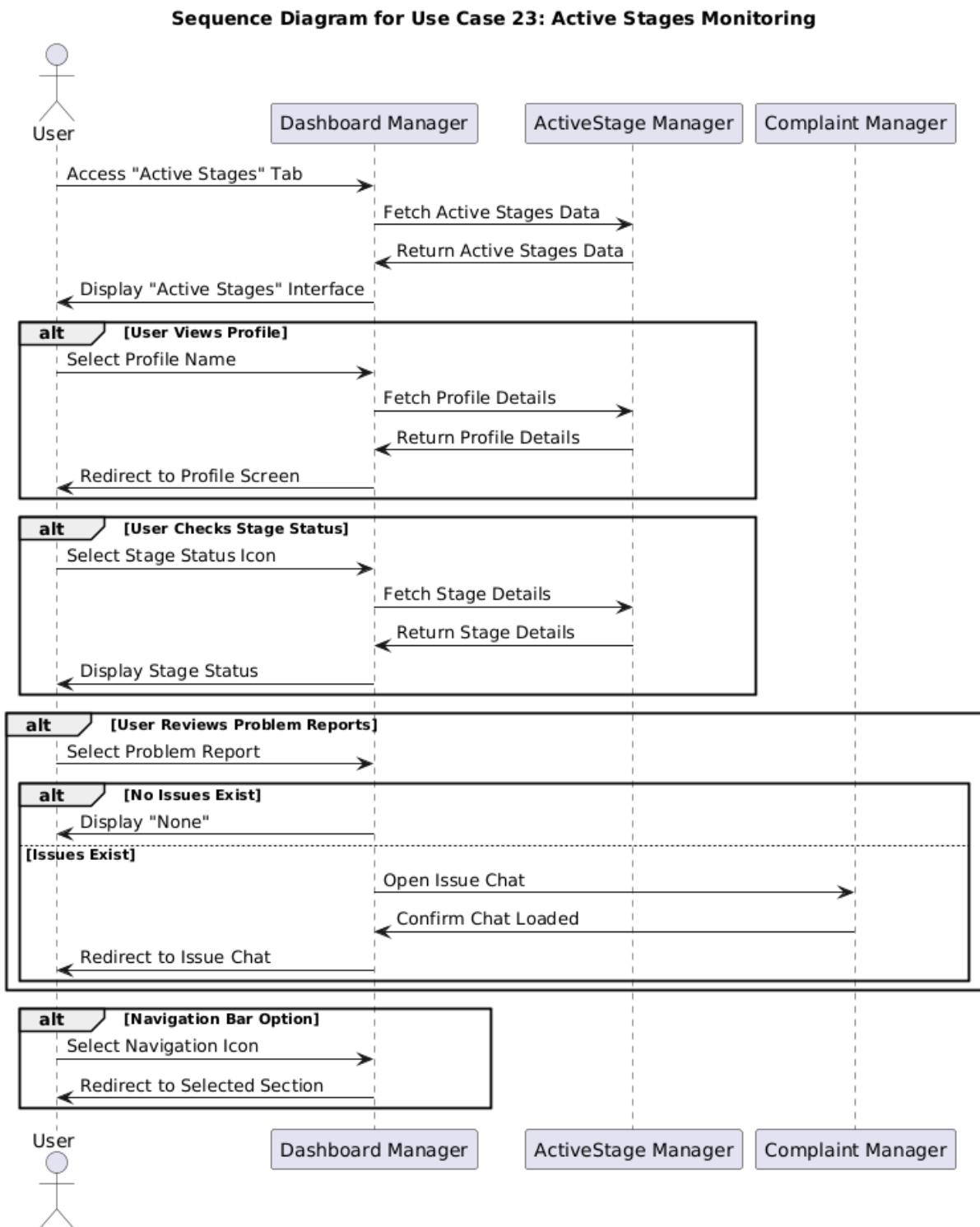


Figure 2.34: Sequence Diagram for Use Case 23: Active Stages Monitoring.

[UC24]: First Meeting Questionnaires Management

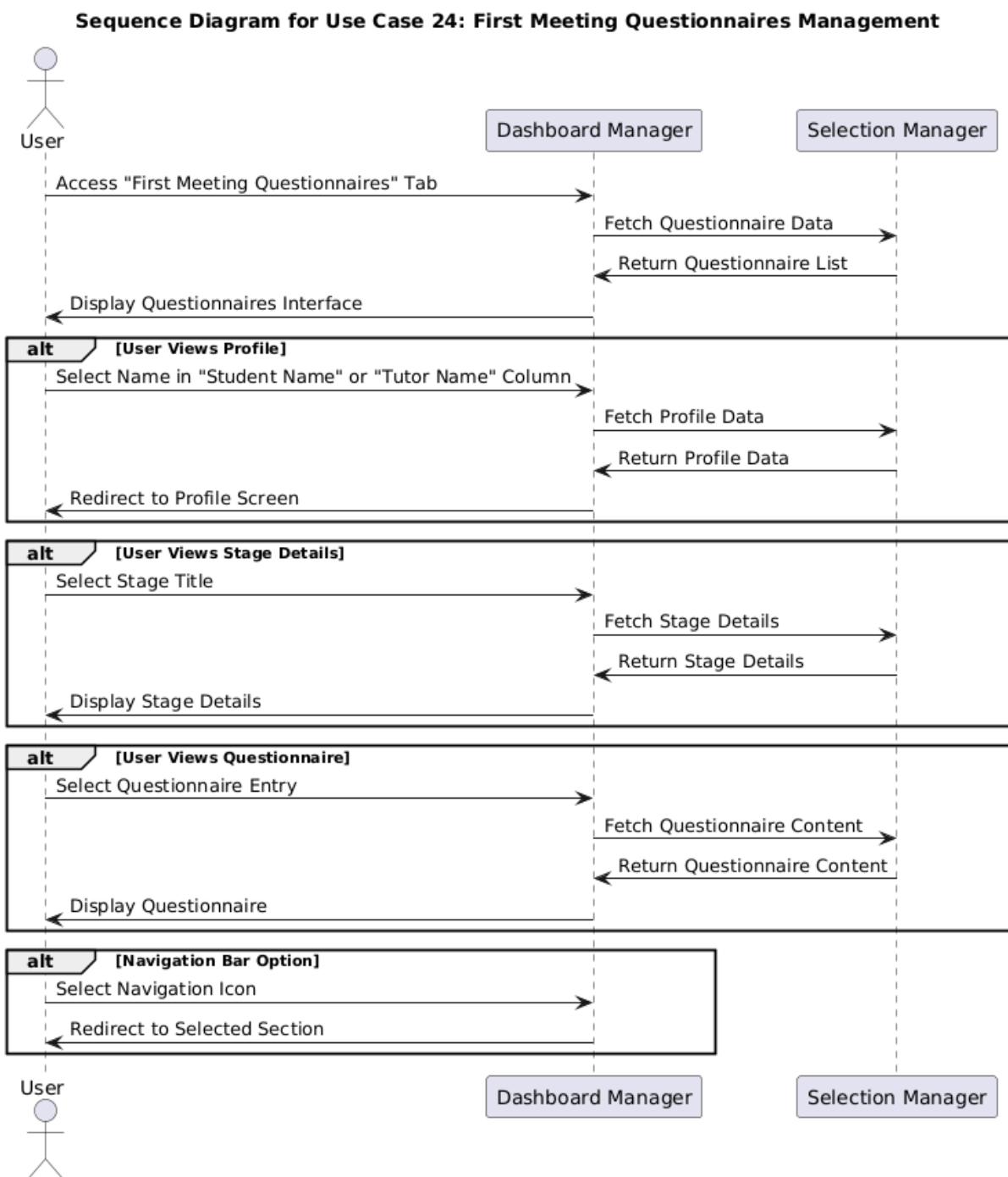


Figure 2.35: Sequence Diagram for Use Case 24: First Meeting Questionnaires Management.

[UC25]: Final Evaluations Management

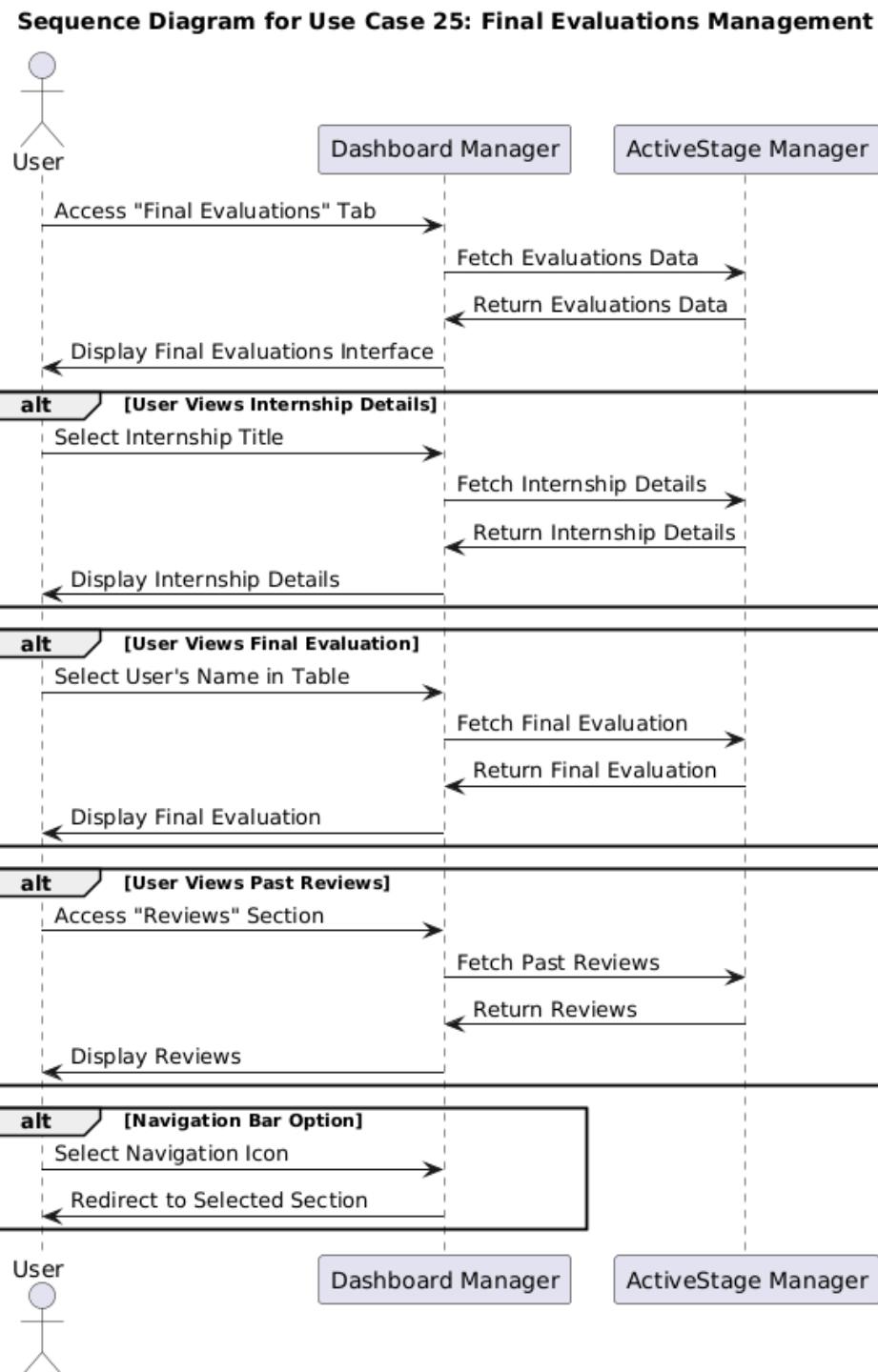


Figure 2.36: Sequence Diagram for Use Case 25: Final Evaluations Management.

[UC26]: Internship Creation and Management

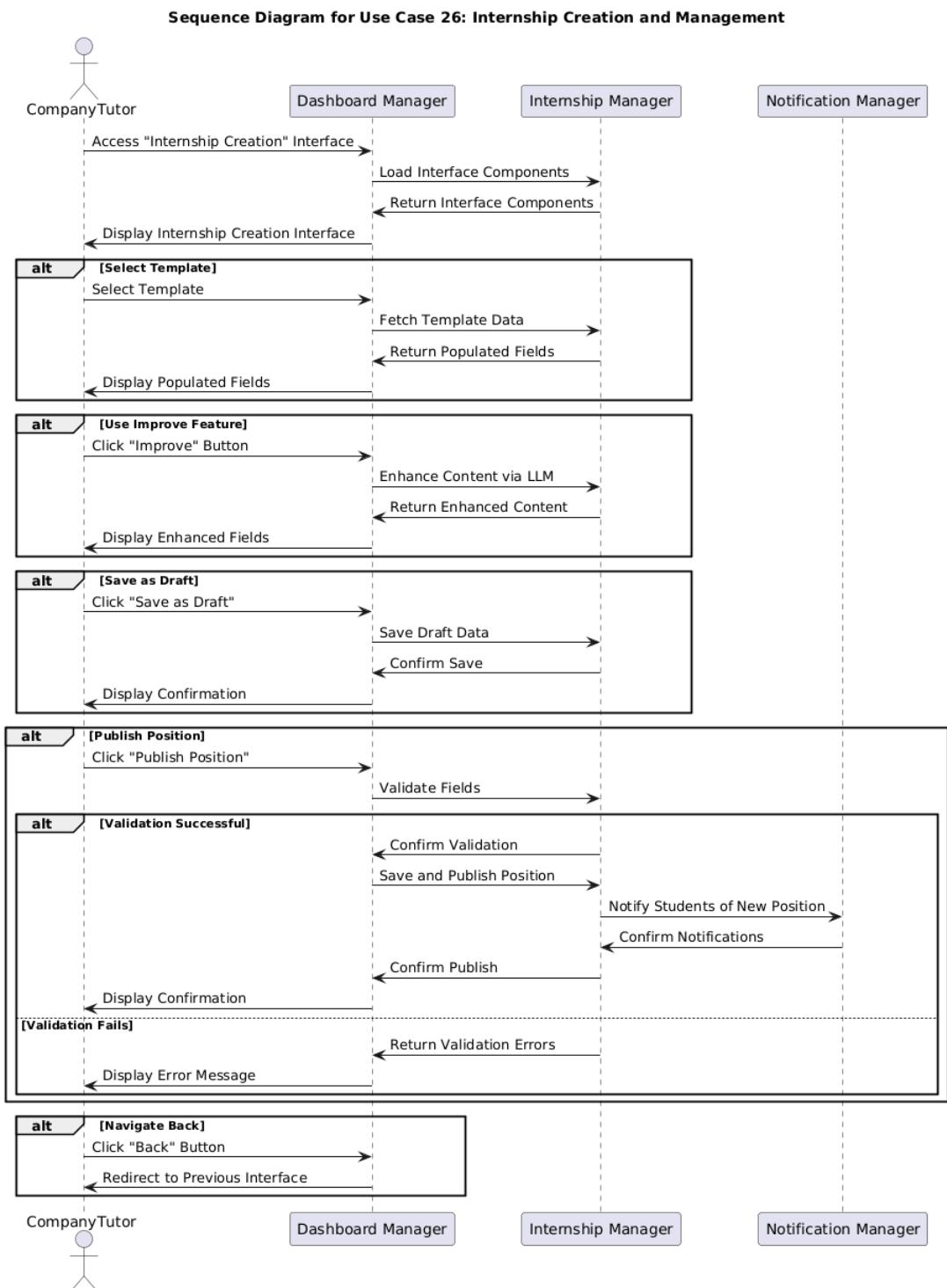


Figure 2.37: Sequence Diagram for Use Case 26: Internship Creation and Management.

[UC27]: Draft Management

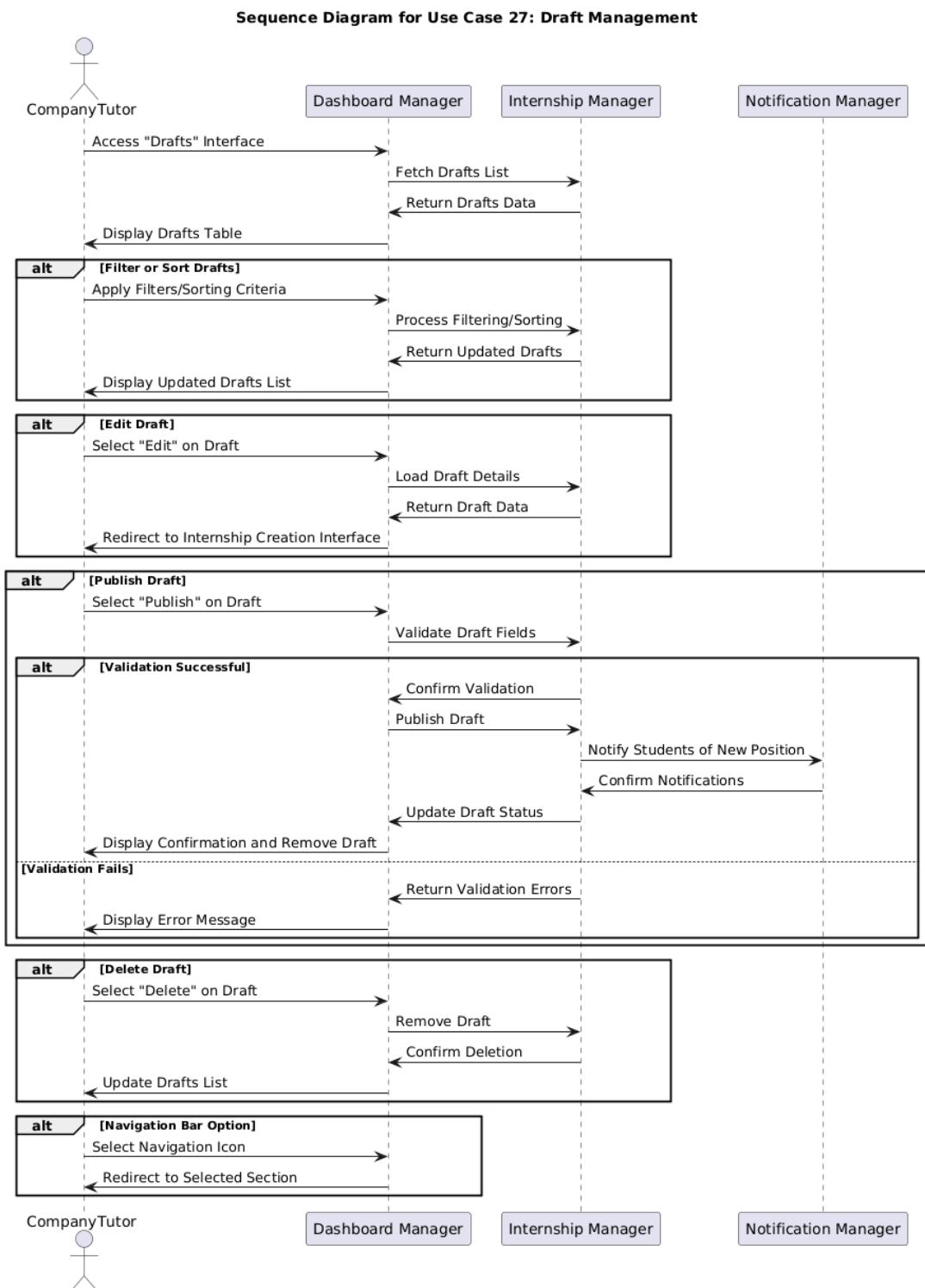


Figure 2.38: Sequence Diagram for Use Case 27: Draft Management.

[UC28]: First Meeting Questionnaire Completion

Sequence Diagram for Use Case 28: First Meeting Questionnaire Completion

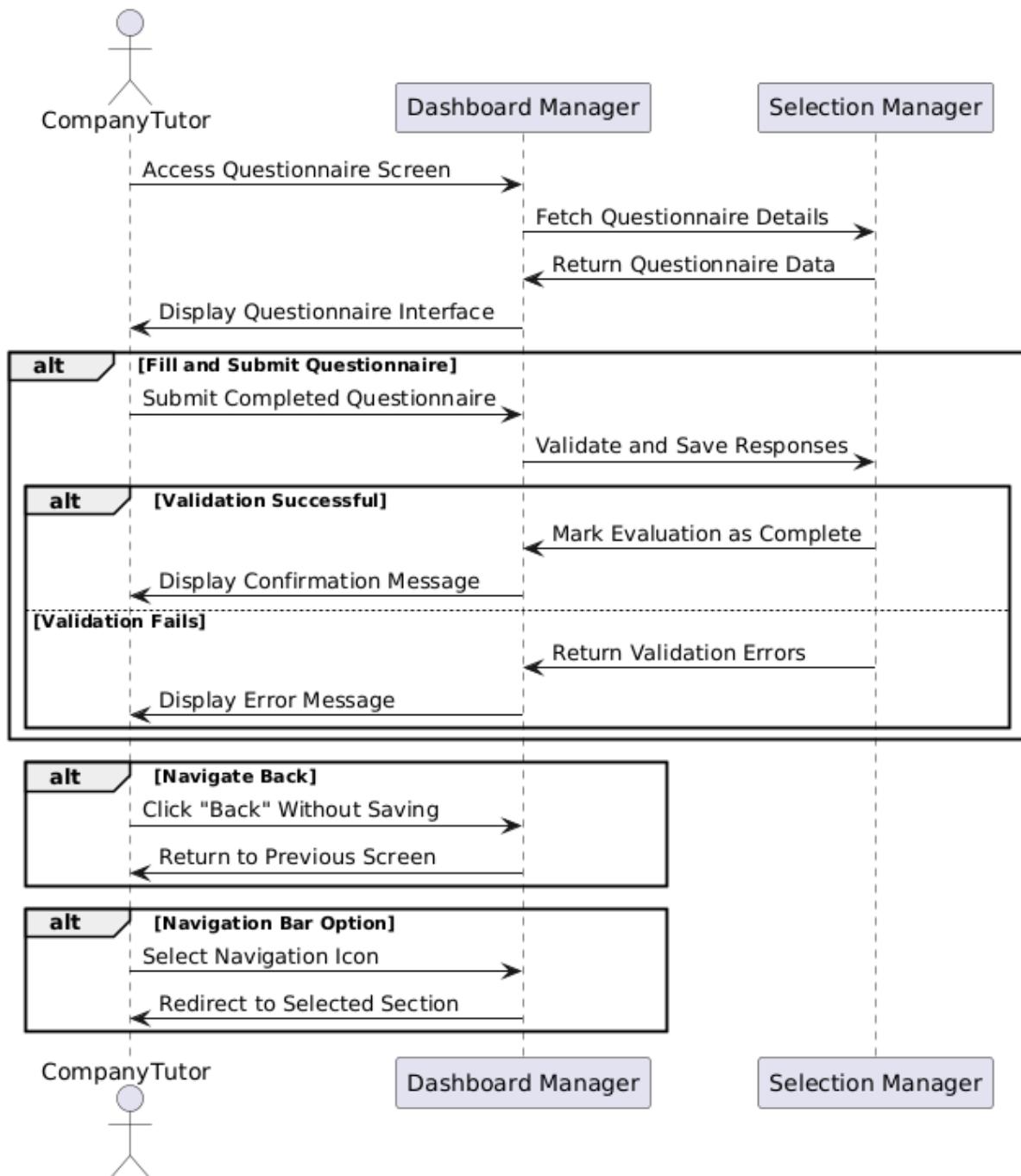


Figure 2.39: Sequence Diagram for Use Case 28: First Meeting Questionnaire Completion.

[UC29]: Final Evaluation Completion

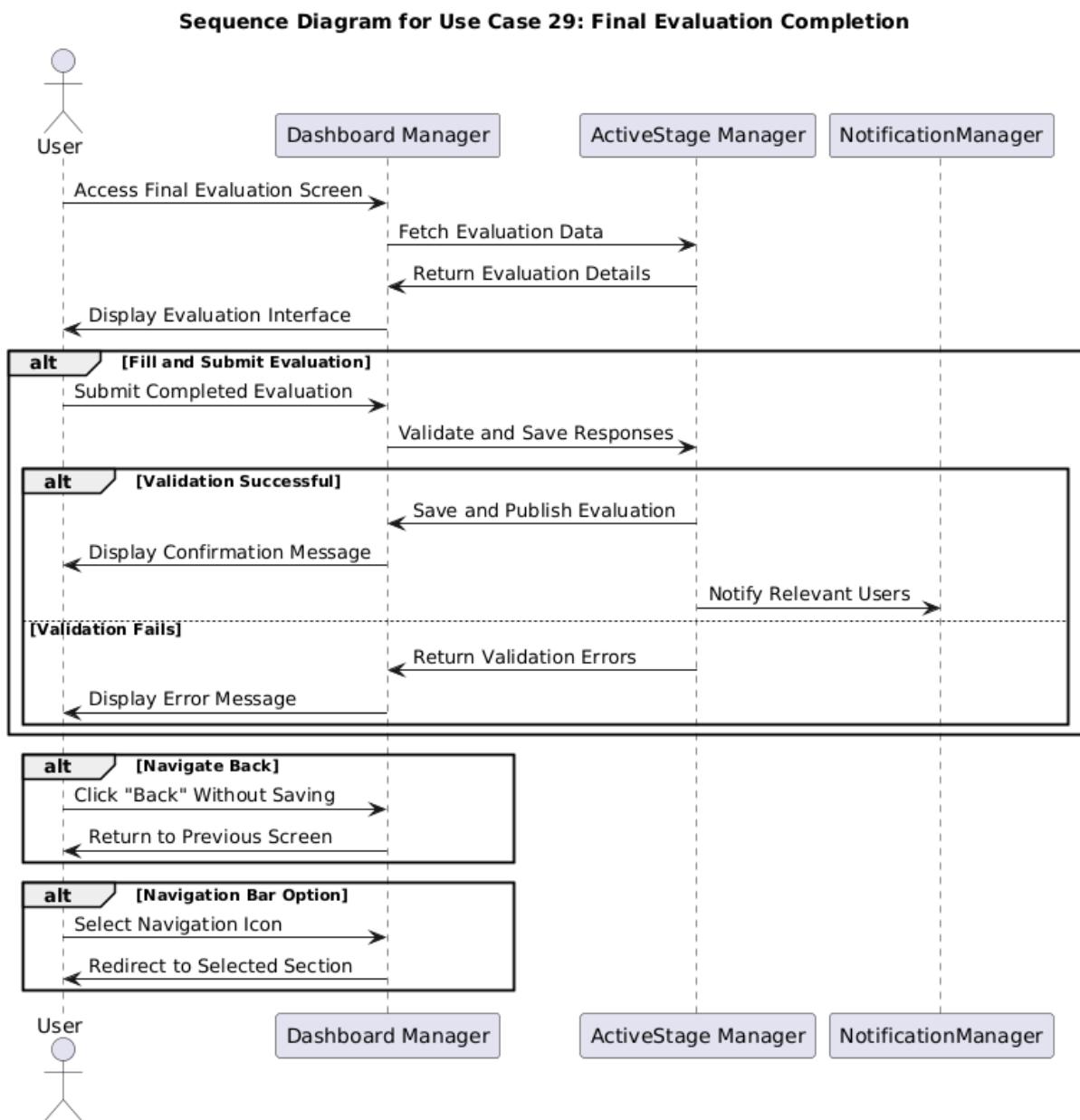


Figure 2.40: Sequence Diagram for Use Case 29: Final Evaluation Completion.

[UC30]: Viewing First Meeting Questionnaire

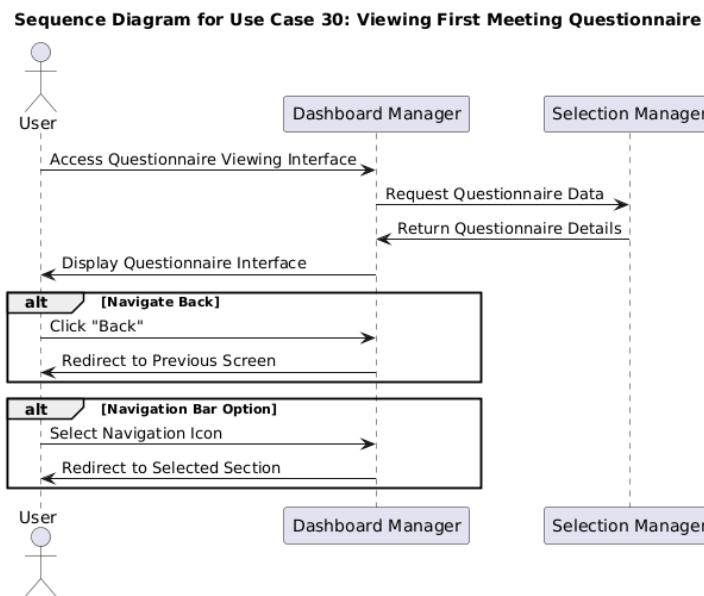


Figure 2.41: Sequence Diagram for Use Case 30: Viewing First Meeting Questionnaire.

[UC31]: Viewing Final Evaluation

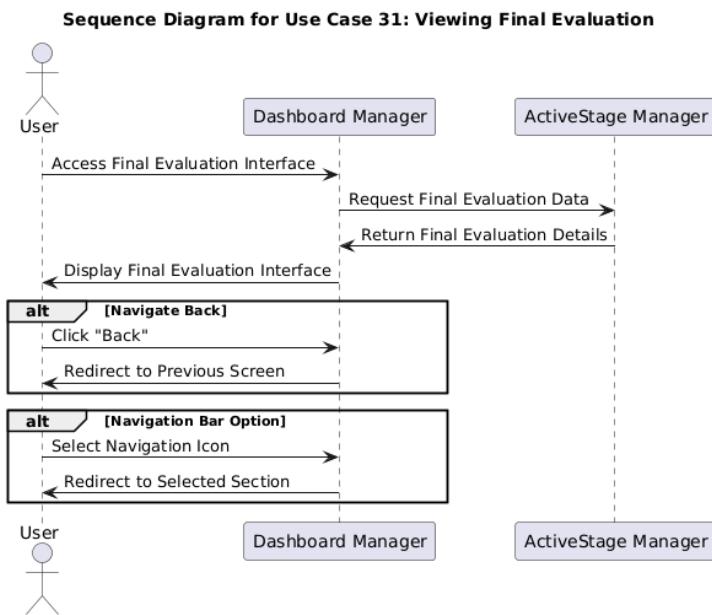


Figure 2.42: Sequence Diagram for Use Case 31: Viewing Final Evaluation.

[UC32]: Stage Status History

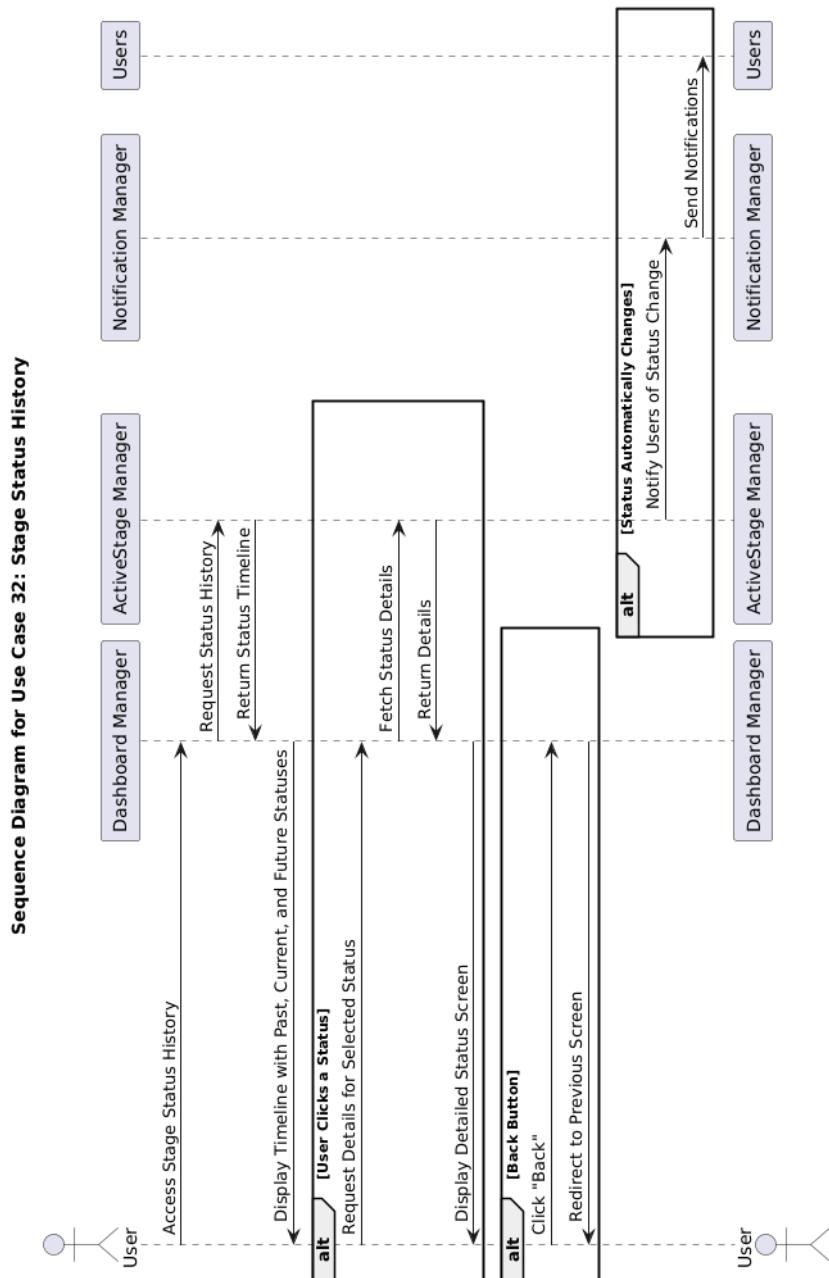


Figure 2.43: Sequence Diagram for Use Case 32: Stage Status History.

[UC33]: User Profile View

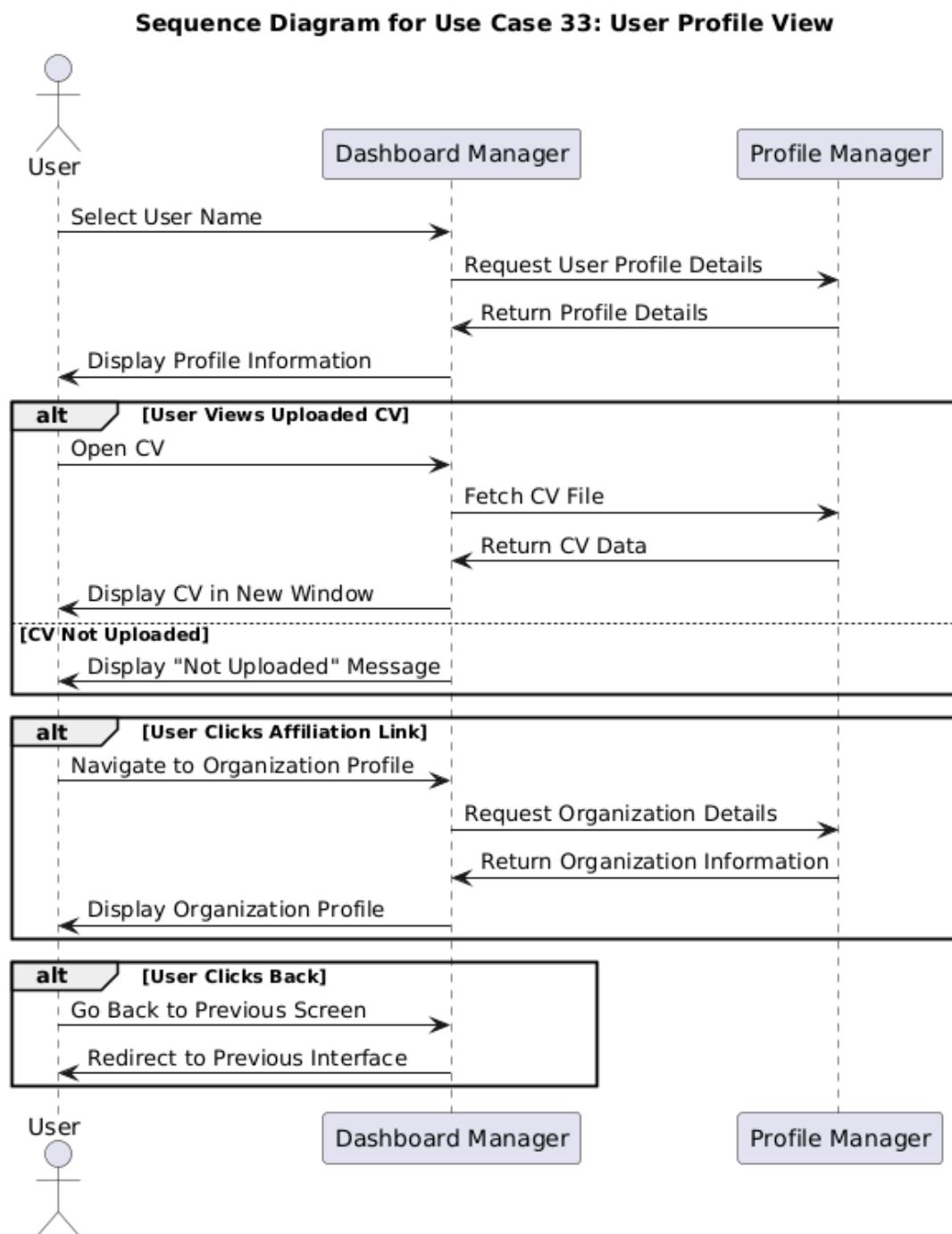


Figure 2.44: Sequence Diagram for Use Case 33: User Profile View.

[UC34]: Institution Profile View

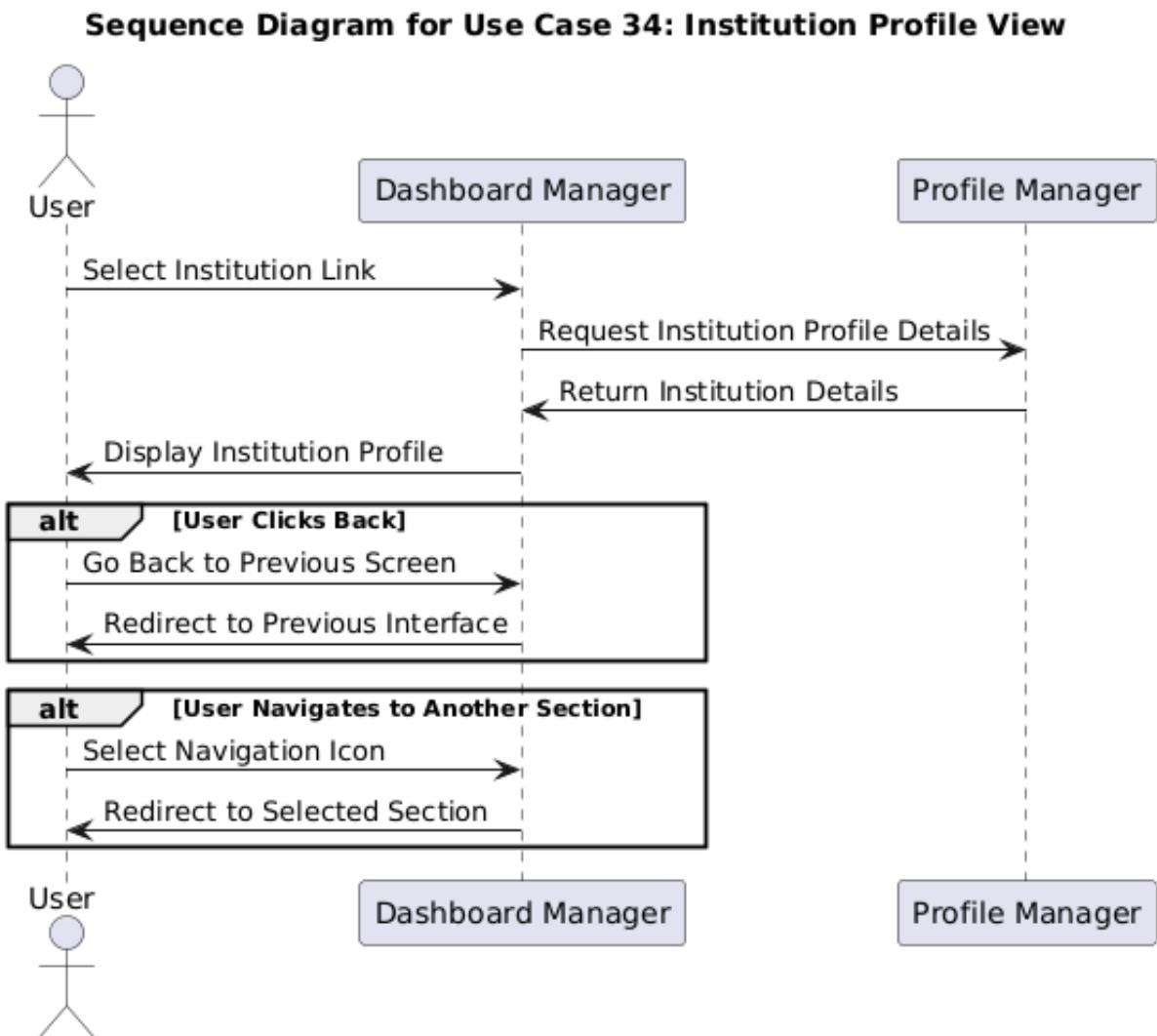


Figure 2.45: Sequence Diagram for Use Case 34: Institution Profile View.

[UC35]: Internship Profile View

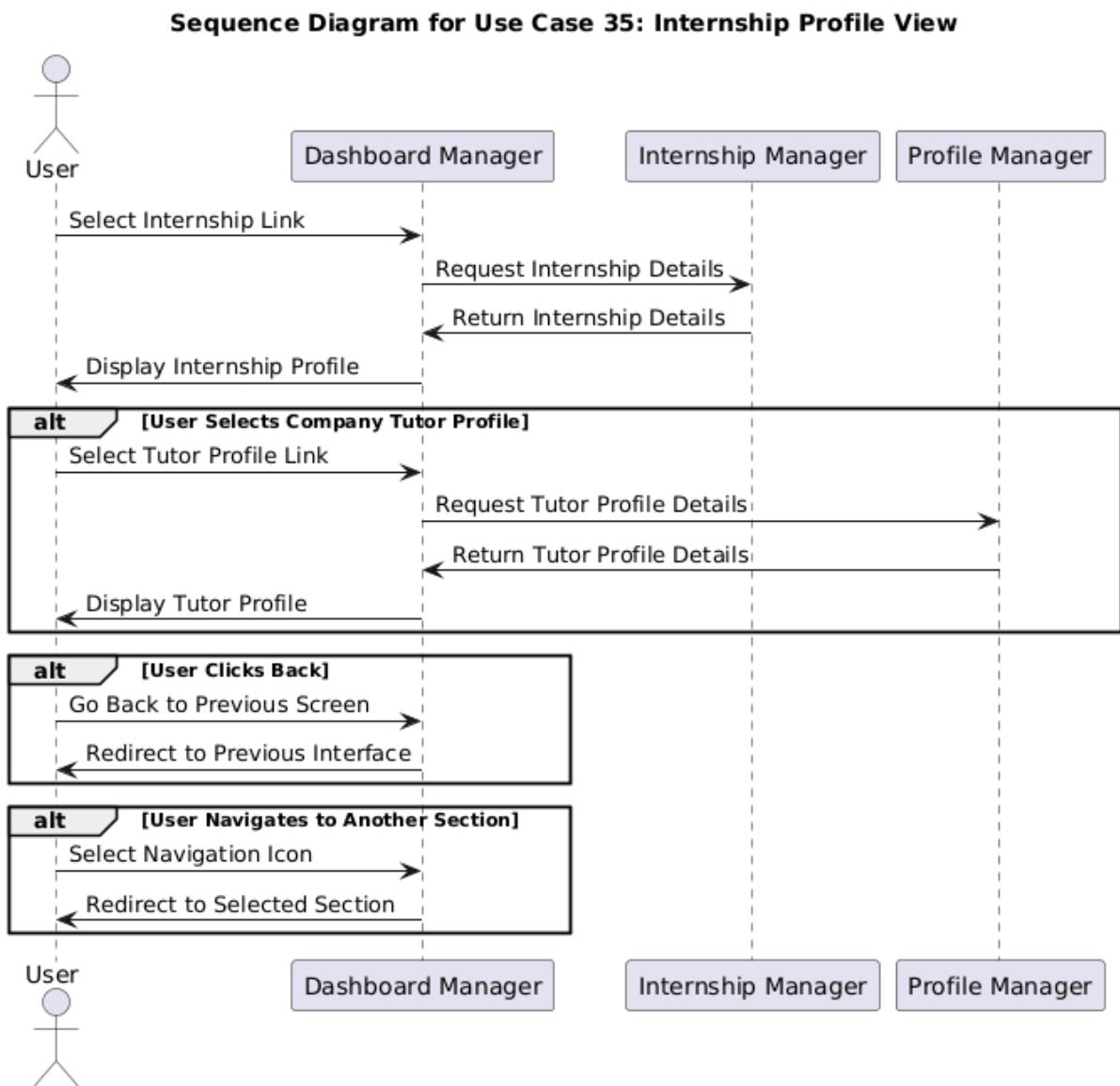


Figure 2.46: Sequence Diagram for Use Case 35: Internship Profile View.

[UC36]: Create Chat

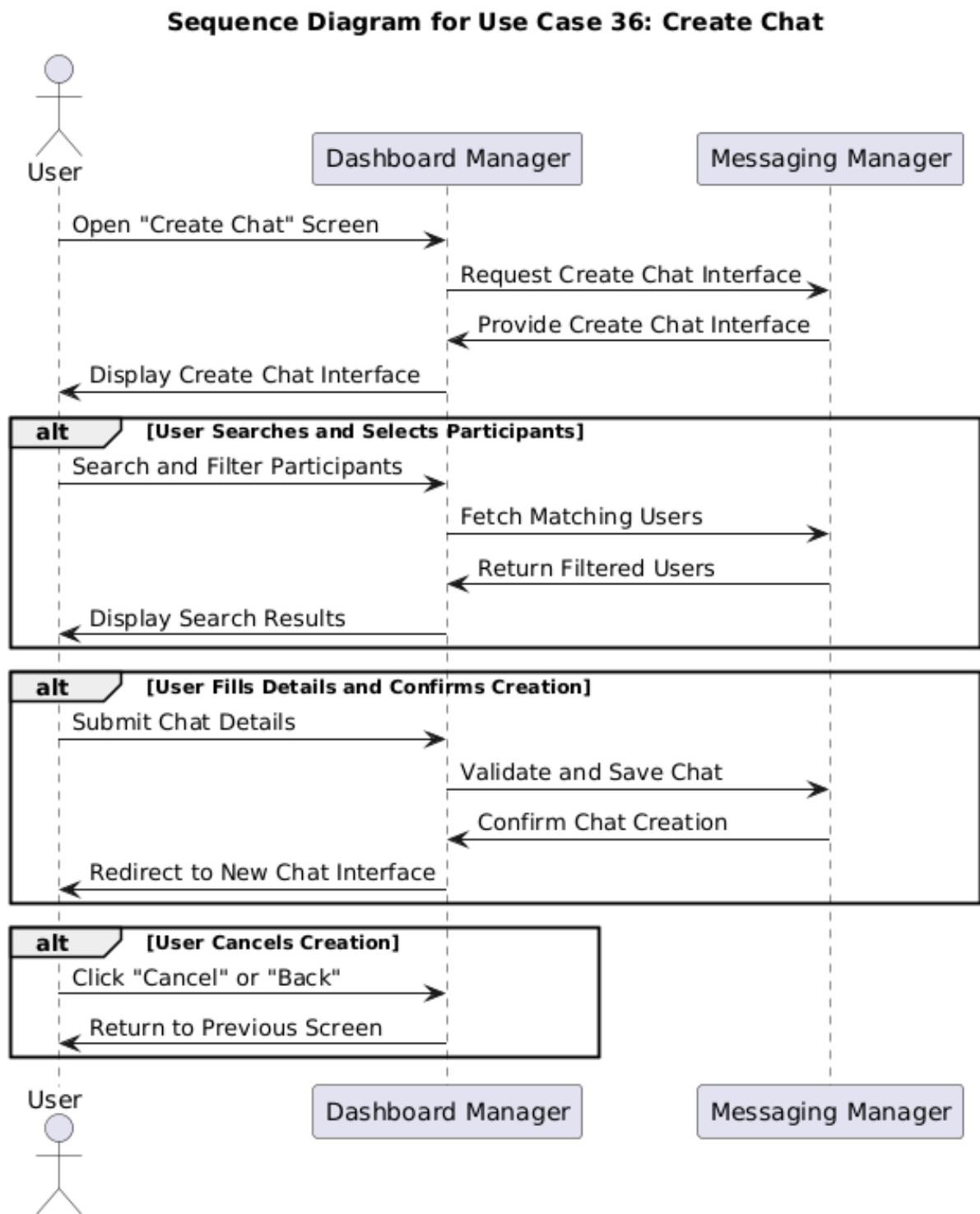


Figure 2.47: Sequence Diagram for Use Case 36: Create Chat.

2.5. Component Interfaces

2.6. Selected Architectural Styles and Patterns

2.6.1. Three-Tier Architecture

As we said in Chapter 2 we decided to use a three-tier architecture. We already said that a benefit of three-tier architecture is that each tier runs on its own infrastructure and so each tier can be developed simultaneously by a separate development team and can be updated or scaled as needed without impacting the other tiers. In a three-tier architecture each tier runs on its own infrastructure to reduce the complexity of the system and at the same time enhancing scalability and flexibility. We already discussed in greater detail how a three-tier architecture is made in Section 2.1 and Figure 2.1.

- **Presentation Layer:** is the layer where there is a user interaction. It focuses on collecting user input and show the output to the user produced by the other two layers.
- **Application Layer:** receive the user request, perform the request and some computations and can retrieve, update or delete the data in the next layer.
- **Data Layer:** it retrieves, store, update or delete the data used or produced by the layer before.

2.6.2. Client-Server Architecture

The system also should follow a client-server architecture where the client is the front-end user and it uses the presentation layer, while the server is made up of the application layer and the data layer. The server component provides a function or service to one or many clients, which initiate requests for such services, thus clients initiate communication sessions with the server, which awaits incoming requests.

It is important to remember that in a sense the server is not only a passive component awaiting client requests but also executes autonomous operations, such as interacting with external services like the Mail Server or External Calendar Service, based on some triggers, thus making the server itself an active component and not just a passive one that processes the request and send the response to the Client. As an example the server needs to interact with external software such as the Mail Server or the External Calendar Service.

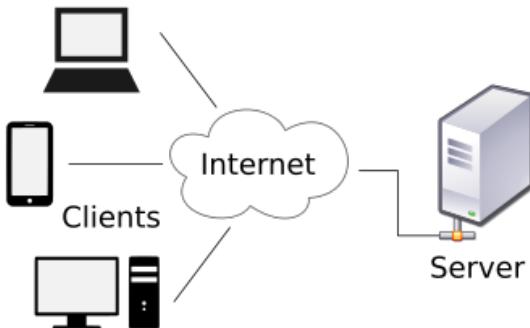


Figure 2.48: Client-Server Architecture. Source [2].

2.6.3. REST API

The REST API (Representational State Transfer Application Programming Interface) is used for the communication between the Client and the Server. REST API follows a stateless protocol, so every transaction is treated independently and it does not rely on any information from previous transactions. The idea is that the system doesn't store any session information and every request must contain all the necessary data to be understood and processed.

REST API allows the server to be more scalable since it removes server load because the server does not have to retain past client request information. Also it allows for a greater independence between the client and the server since it is possible change the underlying technology on either side without affecting the communication.

2.6.4. Thin Client

We decided to have a thin client rather than a thick. With thick clients applications and data are stored on the machine itself, and so they are far more vulnerable to cyberattacks and security breaches. On the other hand, with thin clients security updates can be rolled out automatically, without the need for user action.

By using a thin client the client does not need to know anything about the application logic: it just need to show the operation that a user can perform and the result of the request.

Thin clients have also an advantage when it comes to scalability. Because everything is handled from a central server, any installations or updates can be deployed to all users automatically.

Lastly, this architecture enables users to access the platform even from older or less powerful devices with limited hardware resources, since the server handles the computational load.

2.6.5. Model-View-Controller Pattern

We decided to implement the S&C platform by following the Model-View-Controller architecture. The software is divided in three elements.

- **Model:** it contains methods to save, retrieve, delete or manipulate the data located in the database. It is responsible for getting and manipulating the data.
- **View:** it is the user interface, it is what the user sees when he/she interacts with the application.
- **Controller:** it is what links the model to the view. It requests data through the Model.

The Model-View-Controller architecture perfectly applies to the three-tier architecture we decided to implement. Presentation tier corresponds to view component, application tier corresponds to the controller and the data tier corresponds to the model.

MVC allows easy modification of the entire application since a single section is independent of the other sections thus accelerating the development process. Lastly MVC is also a great tool to help limit code duplication, and allow easy maintenance of the application.

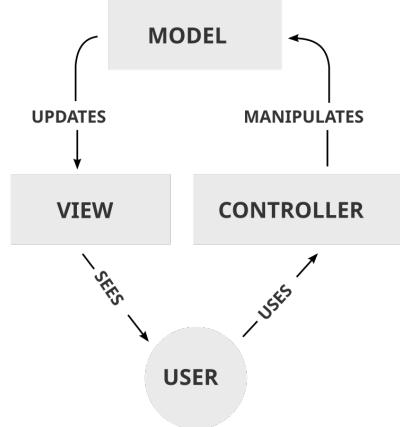


Figure 2.49: Model-View-Controller schema. Source [3].

2.7. Other Design Decisions

-tito-: ti ho spostato database sotto così abbiamo qualcosa in più da dire nel 2.7 puoi rifarti secondo me anche al grafico che ho messo io nel deployment view Figure2.11 e parlare in maggior dettaglio del firewall e del reverse proxy. + parla del replication for availability (vedi per esempio anche DD08 a pag. 37)

2.7.1. Database

We decided that our data layer, should be a relational DBMS. The idea is to use MySQL which is open-source relational database management system (RDBMS). In Figure 2.50 it is possible to see how we imagine the database structure to be.

Please keep in mind that the password and the user's answers to the security questions will be encrypted. Also there should be a hierarchical structure to clearly distinguish between the different type of users (students, company tutor and university tutor). Lastly, some fields such as *languages*, *role* in the registration phase or *category* of the report complaint requires the user to select one element from a list. This would required an additional table for each of those selections with a foreign key, but to avoid over-complicating the representation of the database structure, we decided to use instead *VARCHAR*.

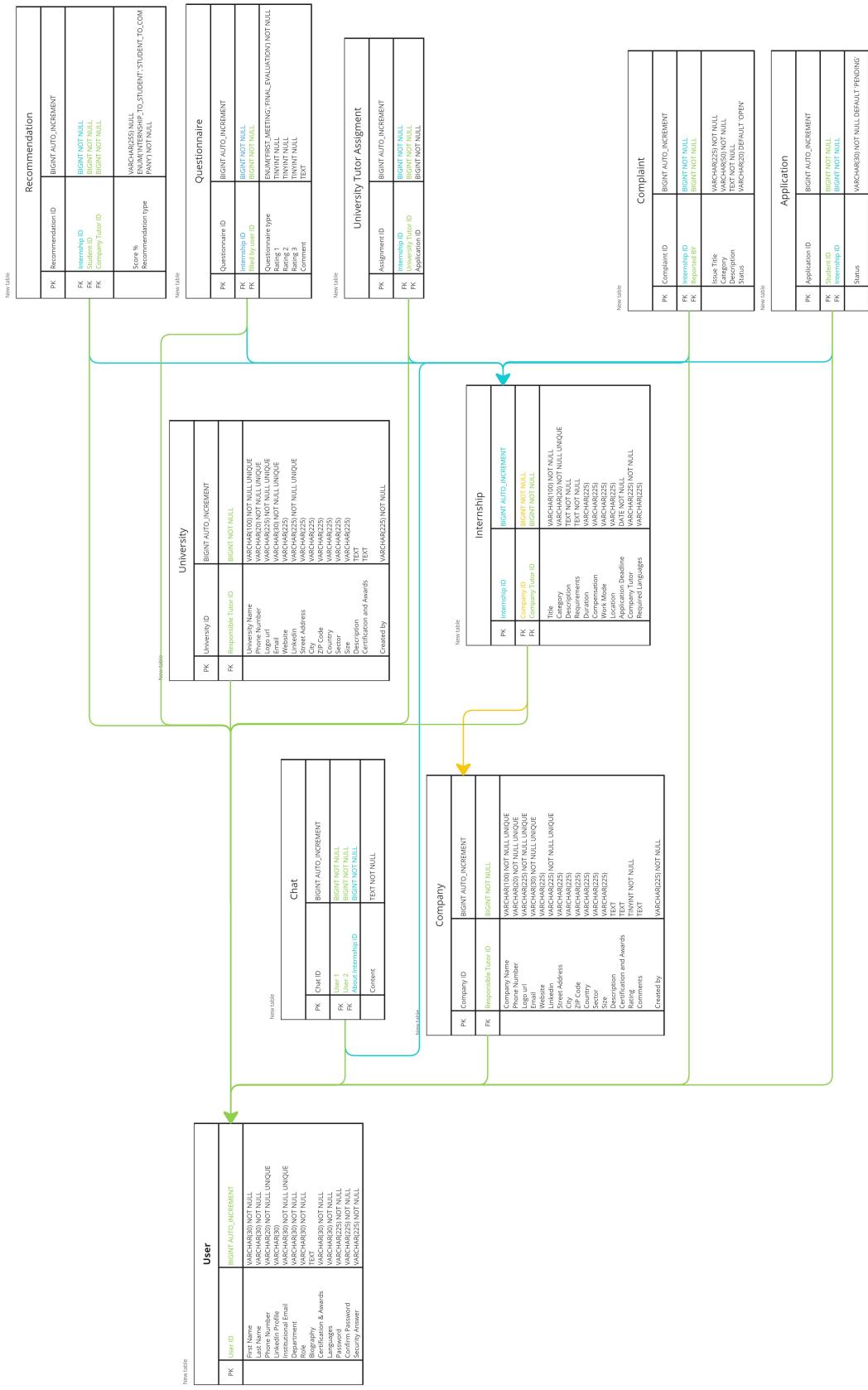


Figure 2.50: Database structure.

3 | User Interface Design

The purpose of this chapter is to present the user interfaces designed for the system. These interfaces are crucial to provide an intuitive, efficient, and user-friendly experience for all stakeholders involved.

The design of these interfaces has already been extensively detailed in the RASD, so this chapter will not delve into repetitive discussions but will instead provide an organized overview of the interface categories. The interfaces are presented in chronological order of user interaction and grouped by their respective categories.

Indeed the chapter is structured into distinct sections, each corresponding to a specific category of functionality that the interfaces support:

- **Authentication: Registration and Login:** This section outlines the interfaces enabling user authentication, including the processes for registration and login with password recovery.
- **Homepage with Settings, Change Language, and Chatbot Assistance:** This section first introduces the homepage, accessible to all three types of users. From here, users can access customizable settings, language preferences, and chatbot support for guidance through dedicated screens.
- **Matchmaking:** This category focuses on the interfaces dedicated to connecting students and companies through internships, based on system recommendations or predefined criteria, ensuring personalized and efficient matchmaking.
- **Monitoring: Selection Process, Active Stages, and Questionnaires:** The monitoring interfaces include three tabs: Selection Process, guiding users to initiate an internship; Active Stages, tracking ongoing internships; and Questionnaires, gathering feedback from these two previous steps. In this section are also presented all the interfaces accessible from these tabs.
- **Calendar:** The calendar interfaces offer multiple views (daily, weekly, and monthly) and include tools for creating and viewing calendar events. These features are common and accessible to all users, enabling seamless management of events.
- **Messaging with Issues and Video-calls:** This part encompasses communication interfaces, supporting messaging, video calls, and issues reporting.

By categorizing the interfaces in this way, we aim to clarify their roles within the system and how they contribute to achieving the overarching objectives outlined in the RASD.

3.1. Authentication: Registration and Login

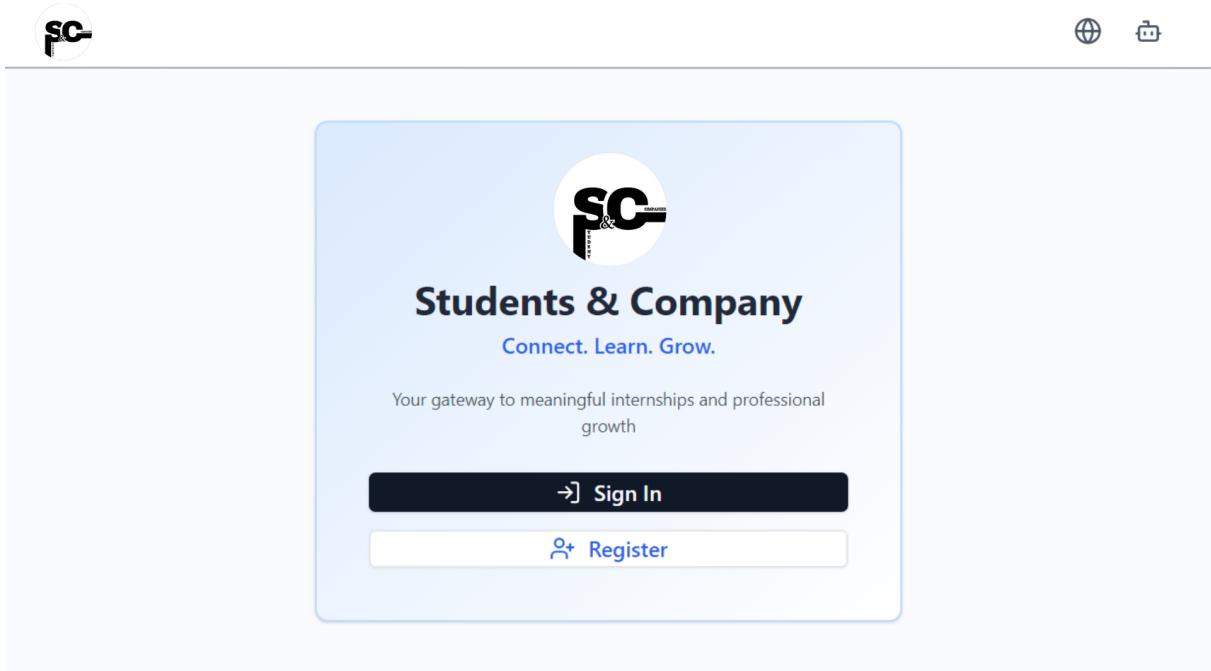


Figure 3.1: Authentication Interface of the Students & Companies platform.

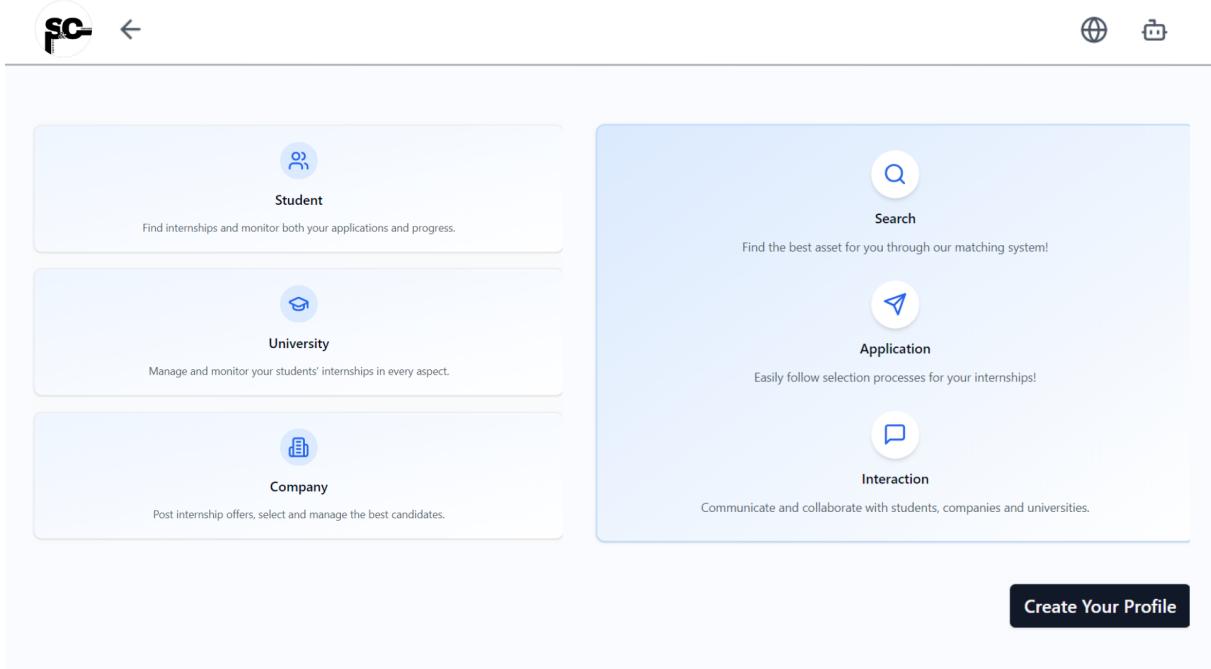


Figure 3.2: Registration - Introduction Interface.



Upload Your CV

Upload your CV to facilitate profile creation. If you don't have a CV ready, you can proceed with manual registration.



Drag and drop your CV here

or

[Browse Files](#)

Accepted formats: PDF, DOC, DOCX. Maximum file size: 5MB

[Continue with CV](#)

[Continue without CV](#)

Figure 3.3: Registration - Upload CV Interface.

The screenshot shows a registration form titled "Create Your Profile" with the sub-instruction "Fill in your profile details".

Personal Information:

- First Name: Enter your first name
- Last Name: Enter your last name

Contact Information:

- Phone Number: Enter your phone number
- LinkedIn Profile: Enter your LinkedIn URL
- Institutional Email: Enter your institutional email

Professional Information:

- Department: Select department
- Role: Select role
- Professional Biography: Describe your professional background and interests
- Certifications & Awards: List your certifications, awards, and recognitions
- Languages: Enter languages (comma separated)

Security Settings:

- Security Question: Choose a security question
- Security Answer: Enter your answer
- Password: Enter password
- Confirm Password: Confirm password

I accept the terms and conditions

Improve Content

Continue

Figure 3.4: Registration - Personal Profile Creation Interface.

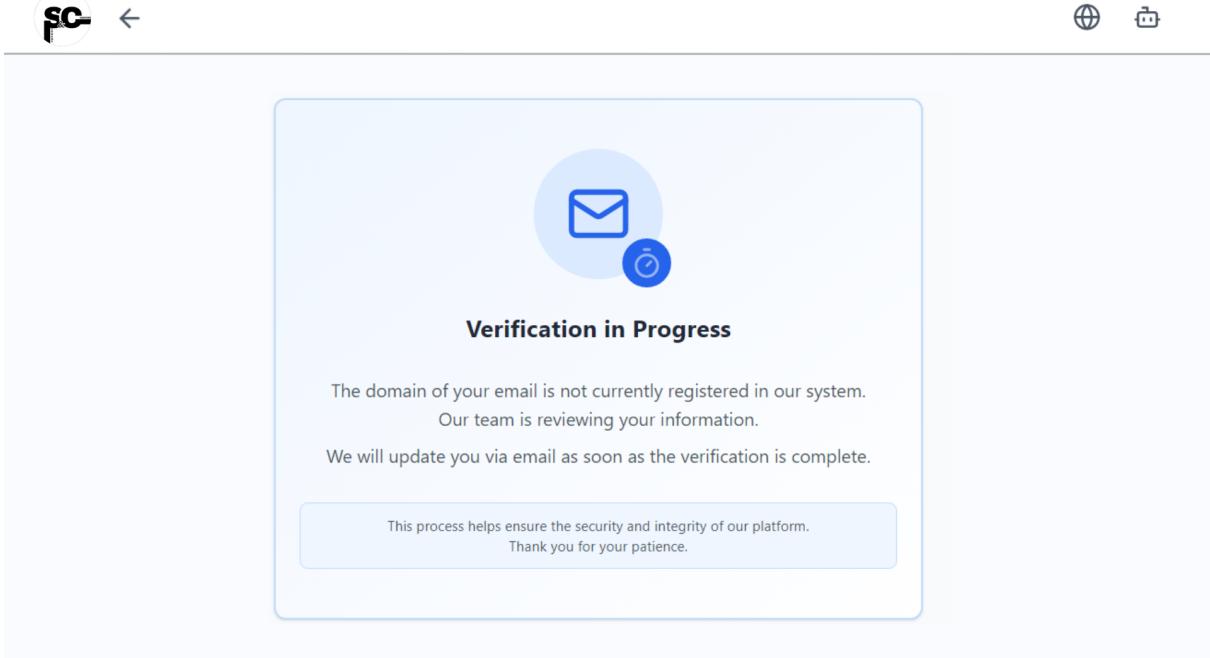


Figure 3.5: Registration - Verification in Progress Interface.

Create Institution Profile

Complete the information below to register your institution

Basic Information

Institution Name

Contact Information

Phone Number <input type="text" value="Enter phone number"/>	Email <input type="text" value="Enter administrative email"/>
Website <input type="text" value="Enter website URL"/>	LinkedIn <input type="text" value="Enter LinkedIn URL (optional)"/>

Address

Street Address

City <input type="text" value="Enter city"/>	ZIP Code <input type="text" value="Enter ZIP code"/>
Country <input type="text" value="Enter country"/>	

Institution Details

Sector Size

Description

Certifications & Awards

List certifications, awards, and recognitions

Domain Management

Tutor Domains

Student Domains

[Improve Content](#)

Figure 3.6: Registration - Institution Profile Creation Interface.

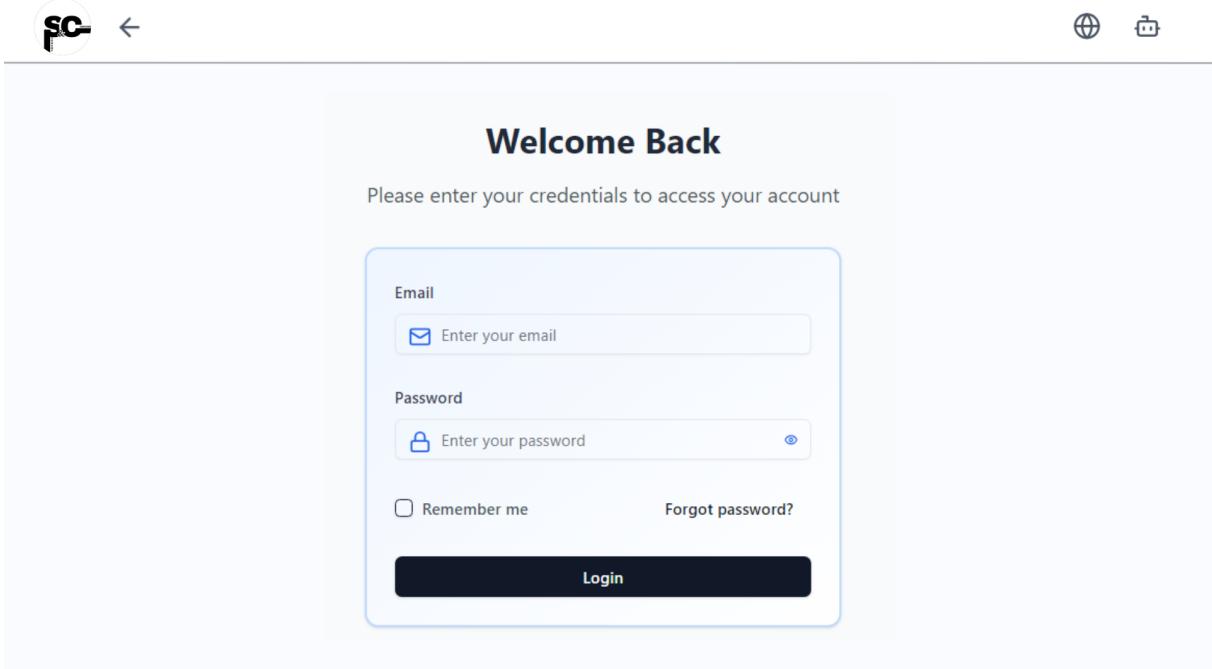


Figure 3.7: Login Interface of the Students & Companies platform.

The screenshot shows a password recovery form on a mobile application. At the top left is a circular profile icon with 'SC' and a back arrow. At the top right are a globe icon and a battery icon. The title 'Password Recovery' is centered at the top. Below it is a subtitle: 'Please enter your email and answer your security question to reset your password'. The form consists of several input fields and sections:

- Email**: A text input field with placeholder 'Enter your email'.
- Security Question**: A section containing a question: 'What was the name of your first pet?' with a help icon.
- Your Answer**: A text input field with placeholder 'Enter your answer'.
- Instructions**: A note: 'Instructions to reset your password will be sent to your email address' with a help icon.

A large black button at the bottom right says 'Send Recovery Instructions'.

Figure 3.8: Login - Password Recovery Interface.

3.2. Homepage with Settings, Change Language, and Chatbot Assistance

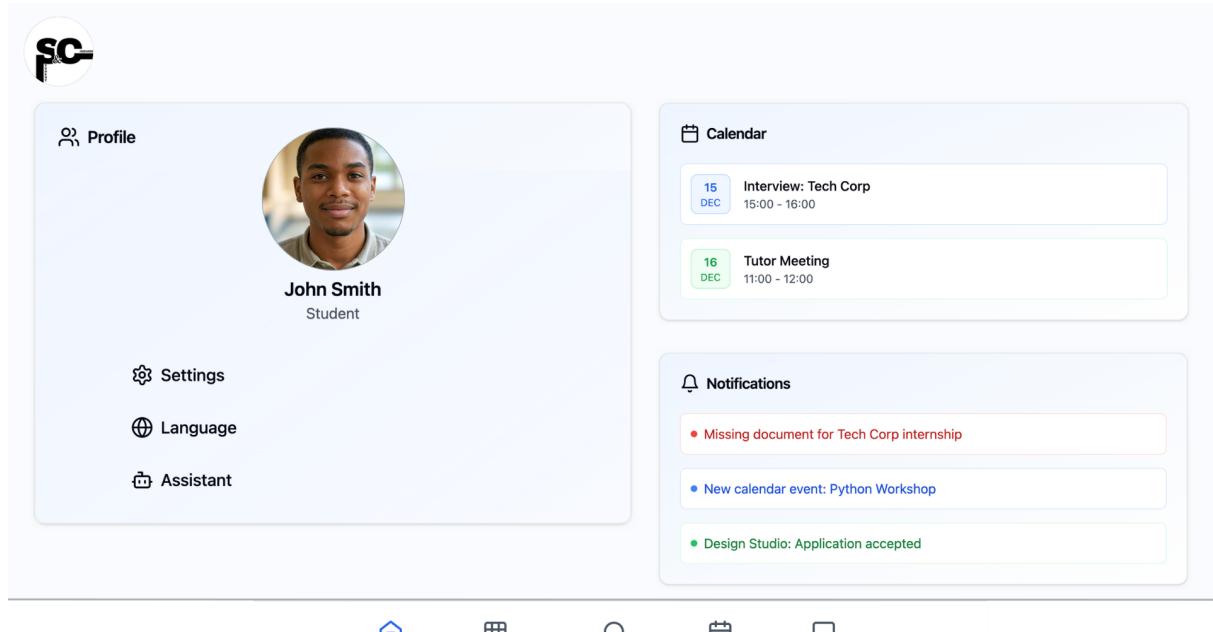


Figure 3.9: Homepage Interface for Students.

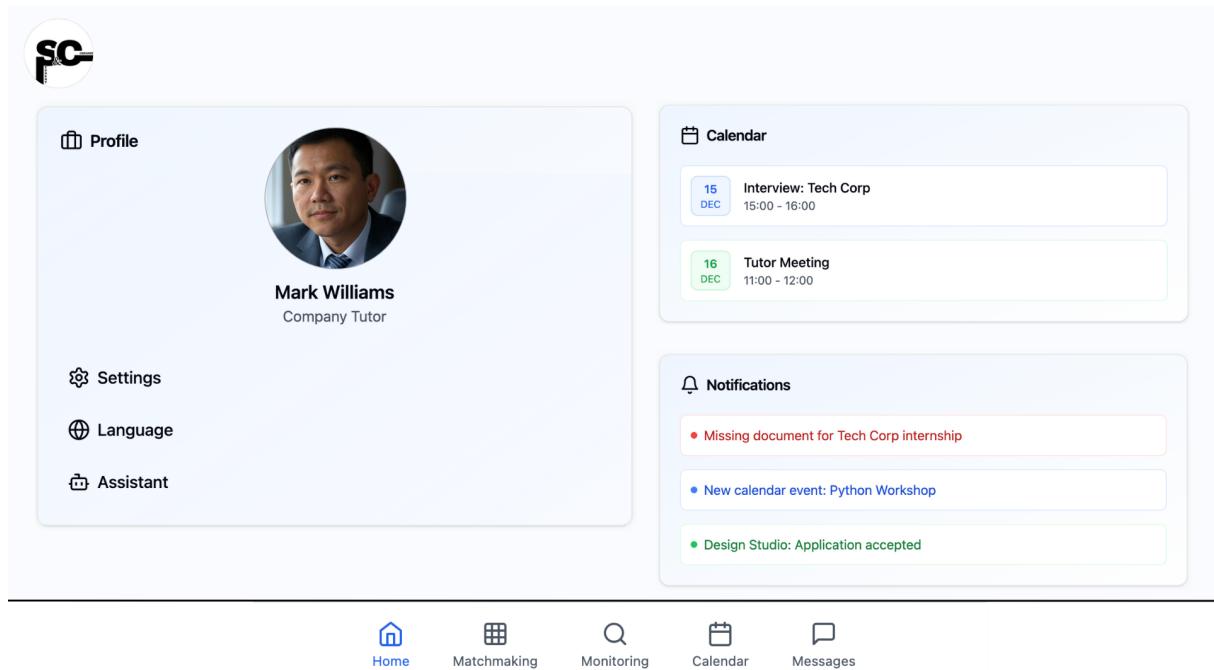


Figure 3.10: Homepage Interface for Company Tutors.

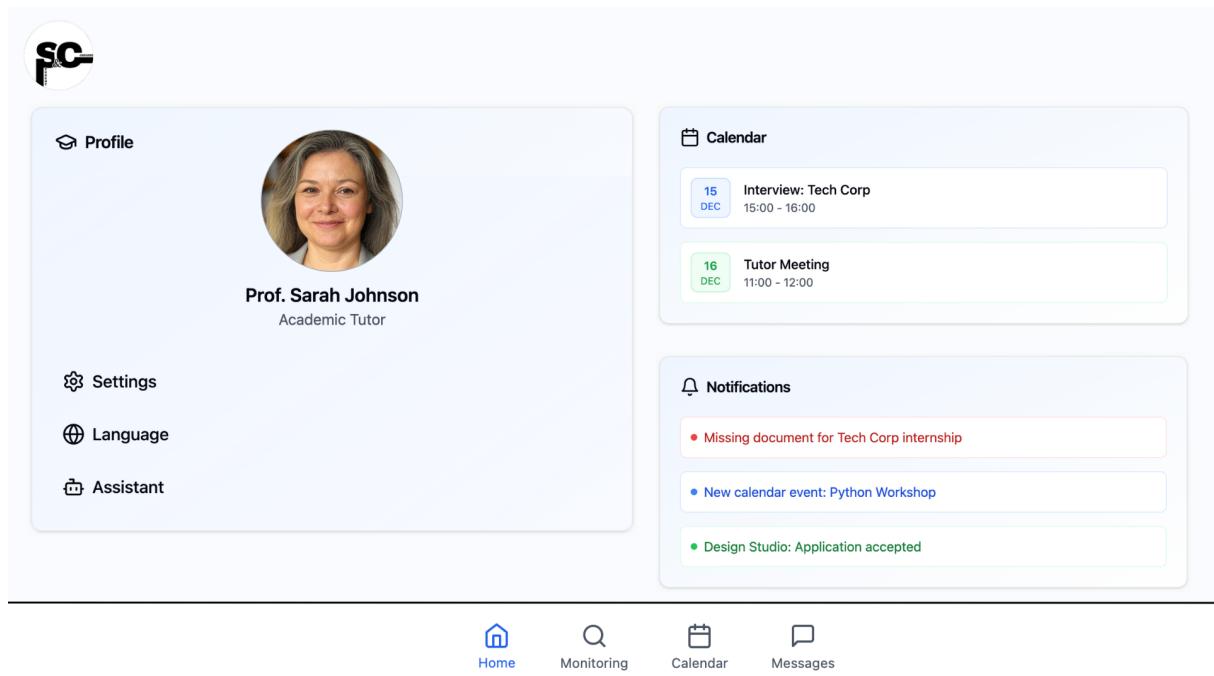


Figure 3.11: Homepage Interface for Academic Tutors.

The screenshot displays the Settings Interface, featuring two main sections: Personal Information and Institution Profile.

Personal Information

Manage your profile information visible to other users

Profile Picture
Upload a new profile picture or update the existing one

First Name [Input Field]
Last Name [Input Field]

Administrative Phone [Input Field]
Administrative Email [Input Field]
LinkedIn Profile URL [Input Field]

Department [Input Field]
Role [Input Field]

Biography
Tell us about your career, experiences, and interests...

Certifications & Awards
+ Add New
Teaching Certificate (2023) [List Item]
X

Languages
+ Add Language
* English X
* Italian X

Institution Profile

Manage your institution information visible to users

Institution Logo
Upload a new logo or update the existing one

Official Name
Enter institution name [Input Field]

Administrative Phone [Input Field]
Administrative Email [Input Field]

Profile Institution Preferences

Figure 3.12: Settings Interface.

The screenshot displays the Settings interface of a platform. At the top, there's a header bar with a back arrow, a save icon, and a delete icon. Below the header, the LinkedIn Profile URL is listed. The main section contains fields for Street Address, City, Postal Code, Country, Operating Sector (University), and Size (Employees/Students) (1-50 employees). A large text area for Description is present, with placeholder text: "Describe your institution's mission, specializations, and collaborations...". Under Certifications & Awards, two entries are shown: ISO 9001 (2023) and Excellence in Education (2022). There are buttons for "+ Add New" and "x" to remove items. The Student Domains section shows student.university.edu with a "+ Add New" button and an "x" button. The Tutor Domains section shows staff.university.edu with a "+ Add New" button and an "x" button. At the bottom, there are tabs for Profile, Institution, and Preferences (which is selected). The System Preferences section allows customizing platform experience, featuring sections for Notifications (New Messages, Internship Updates, Calendar Events) and Theme (Light or Dark mode). Buttons at the bottom include Cancel, Save Changes (highlighted in blue), Transfer Management, Delete Institution, and Delete Account.

LinkedIn Profile URL

Street Address

City

Postal Code

Country

Operating Sector

Size (Employees/Students)

Description

Describe your institution's mission, specializations, and collaborations...

Certifications & Awards

+ Add New

ISO 9001 (2023)

Excellence in Education (2022)

Student Domains

+ Add New

student.university.edu

Tutor Domains

+ Add New

staff.university.edu

Profile Institution Preferences

System Preferences

Customize your platform experience

Notifications

New Messages

Internship Updates

Calendar Events

Theme

Light Dark

Cancel Transfer Management Delete Institution Delete Account

Figure 3.13: Settings Interface.

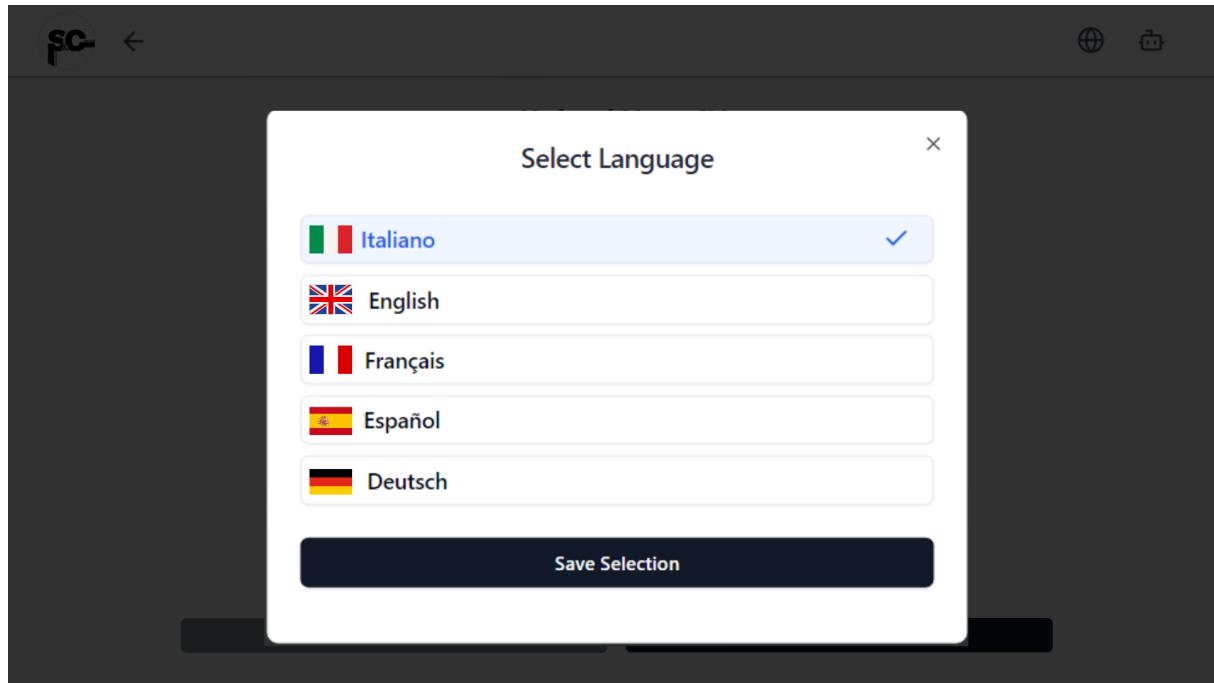


Figure 3.14: Change Language Interface.

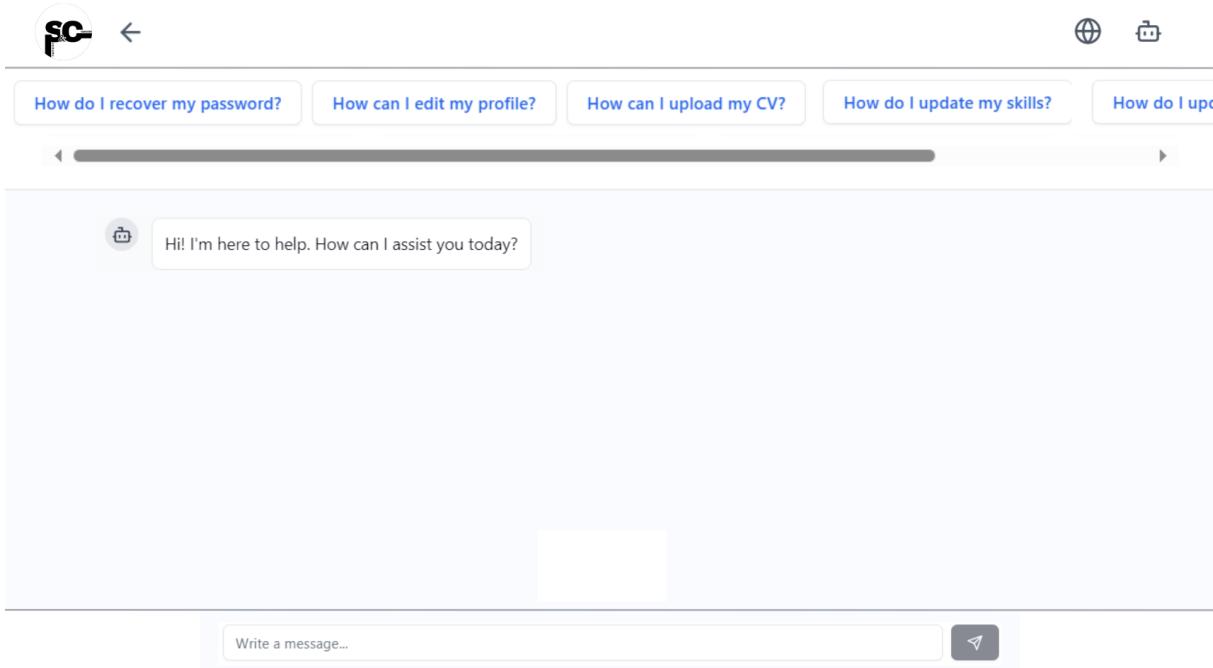


Figure 3.15: Chatbot Assistance Interface.

3.3. Matchmaking

The screenshot shows a student's matchmaking interface with three internship opportunities listed:

- Frontend Developer Intern** at Tech Solutions Inc.
 - Match % 95
 - Programming
 - 6 months
 - 1000€/month
 - Milan • Hybrid
- UX Design Intern** at Creative Studio
 - Match % 88
 - Design
 - 3 months
 - 800€/month
 - Rome • In-person
- Data Analysis Intern** at Data Insights Corp
 - Match % 82
 - Finance
 - 4 months
 - No compensation
 - Remote • Online

Below the list are navigation icons: Home, Matchmaking (highlighted), Monitoring, Calendar, and Message.

Figure 3.16: Matchmaking Interface for Students.

The screenshot shows a user interface for a matching service. At the top left is a logo consisting of a stylized 'S' and 'C'. To its right is the word 'Matching'. On the far right are three buttons: 'Clear All' (with an 'X' icon), 'Sort' (with a downward arrow icon), and a filter icon represented by a funnel.

Below the header is a search bar with the placeholder text 'Search internships...'. Underneath the search bar are three profile cards, each enclosed in a light gray box:

- Marco Rossi**
Recommended for: Frontend Developer Intern
Match 95%
Degree: Computer Science and Engineering
University: Politecnico di Milano
Certifications: AWS Certified Cloud Practitioner
Languages: Italian, English
Action: Contact
- Laura Bianchi**
Recommended for: UX Design Intern
Match 88%
Degree: Digital Communication
University: Università di Bologna
Certifications: Adobe UX Certification
Languages: Italian, Spanish
Action: Contact
- Giuseppe Verdi**
Recommended for: Data Analysis Intern
Match 82%
Degree: Mathematics and Statistics
University: Università di Torino
Certifications: Microsoft Data Analyst
Languages: Italian, German
Action: Contact

At the bottom of the interface are five navigation icons with labels: 'Home' (house icon), 'Matchmaking' (grid icon, currently selected), 'Monitoring' (magnifying glass icon), 'Calendar' (calendar icon), and 'Message' (speech bubble icon).

Figure 3.17: Matchmaking Interface for Company Tutors.

3.4. Monitoring: Selection Process, Active Stages and Questionnaires

The screenshot shows a user interface for monitoring selection processes. At the top, there is a logo consisting of 'SC' in a circle and the word 'Monitoring'. Below the logo, there are three tabs: 'Selection Process' (which is underlined), 'Active Stages', and 'Questionnaires'. The main content area displays three sections, each representing a different intern position:

- Frontend Developer Intern**: Company Tutor: John Smith, Tag: Received, Academic Tutor: Michael Brown, Status: Pending, Remove button.
- Backend Developer Intern**: Company Tutor: David Thompson, Tag: Sent, Academic Tutor: Not defined, Status: Pending, Remove button.
- UX Design Intern**: Company Tutor: [redacted], Tag: [redacted], Academic Tutor: [redacted], Status: [redacted], Remove button.

At the bottom of the interface, there is a navigation bar with five items: Home (with house icon), Matchmaking (with grid icon), Monitoring (with magnifying glass icon, currently selected), Calendar (with calendar icon), and Messages (with speech bubble icon).

Figure 3.18: Selection Process Interface for Students.

Monitoring

Selection Process Active Stages Questionnaires

Draft Stages Create Stage

Frontend Developer Intern

Student	Tag	Academic Tutor	Status	Remove
Alice Johnson	Received	Michael Brown	✉	ⓧ

Backend Developer Intern

Student	Tag	Academic Tutor	Status	Remove
Emma Davis	Received	Not defined	✗	ⓧ

UX Design Intern

Student	Tag	Academic Tutor	Status	Remove

Home Matchmaking **Monitoring** Calendar Messages

Figure 3.19: Selection Process Interface for Company Tutors.

The screenshot shows a web-based application interface for managing student internships. At the top left is a logo consisting of a stylized 'S' and 'C'. To its right is the word 'Monitoring'. On the far right is a small downward-pointing triangle icon. Below the header is a navigation bar with three tabs: 'Selection Process' (which is underlined in blue, indicating it is active), 'Active Stages', and 'Questionnaires'. The main content area contains three separate sections, each representing a different internship program:

- Frontend Developer Intern**: This section lists one student, Alice Johnson, who is paired with a company tutor, John Smith. The status is marked as 'Matched' (green checkmark) and 'Accepted' (green checkmark). The deadline is '3 days left'. A 'Remove' button is also present.
- UX Design Intern**: This section lists one student, Robert Wilson, paired with Sarah Parker. The status is marked as 'Matched' (green checkmark) and 'Accepted' (green checkmark). The deadline is '2 days left'. A 'Remove' button is also present.
- Backend Developer Intern**: This section is currently empty, showing only the column headers for Student, Company Tutor, Status, Deadline, and Remove.

At the bottom of the interface are five navigation icons: 'Home' (house icon), 'Matchmaking' (grid icon), 'Monitoring' (magnifying glass icon, highlighted in blue to indicate the current page), 'Calendar' (calendar icon), and 'Messages' (speech bubble icon).

Figure 3.20: Selection Process Interface for Academic Tutors.

SC Monitoring

[←](#)

Template Selection (Optional)

Choose a template

Internship Title *

e.g., Junior Backend Developer Intern

Category *

Select a category

Description *

Describe the internship role and responsibilities...

Requirements *

List required skills, qualifications, and experience...

Duration *

months

Compensation *

e.g., 800 EUR/month + benefits

Work Mode *

Select work mode

Location

Office address

Application Deadline *

gg/mm/aaaa

Company Tutor *

Select or enter tutor name

Required Languages

+ Add Language

Save as template for future use

[Improve Content](#) [Save Draft](#) [Publish](#)

[Home](#) [Matchmaking](#) [Monitoring](#) [Calendar](#) [Messages](#)

Figure 3.21: Selection Process - Internship Creation Interface for Company Tutors.



Monitoring

Sort ↗



Internship Title	Last Modified	Status	Category	Actions
Frontend Developer Intern	Mar 20, 2024, 02:30 PM	Ready to Publish	Programming	
UX Research Assistant	Mar 19, 2024, 09:15 AM	Incomplete	Design	
Digital Marketing Specialist	Mar 18, 2024, 04:45 PM	Ready to Publish	Marketing	



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.22: Selection Process - Drafts Interface for Company Tutors.



Monitoring

[Selection Process](#)[Active Stages](#)[Questionnaires](#)

UX Design Intern

Company Tutor
Emily Davis

Academic Tutor
Robert Wilson

Status
Final Evaluation

Issues
None

Backend Developer Intern

Company Tutor
David Thompson

Academic Tutor
Michael Brown

Status
Stage Start

Issues
None

Frontend Developer Intern

Company Tutor

Academic Tutor

Status

Issues

Home

Matchmaking

Monitoring

Calendar

Messages

Figure 3.23: Active Stages Interface for Students.

Monitoring

Selection Process **Active Stages** Questionnaires

UX Design Intern

Student	Academic Tutor	Status	Issues
Alice Johnson	Robert Wilson	Final Evaluation	None

Backend Developer Intern

Student	Academic Tutor	Status	Issues
Emma Davis	Michael Brown	Stage Start	None

Frontend Developer Intern

Student	Academic Tutor	Status	Issues

Home Matchmaking **Monitoring** Calendar Messages

Figure 3.24: Active Stages Interface for Company Tutors.

The screenshot shows the 'Monitoring' section of the 'Active Stages' interface. At the top, there are tabs for 'Selection Process', 'Active Stages' (which is selected), and 'Questionnaires'. Below the tabs, there are three cards representing different internships:

- UX Design Intern**: Student: Alice Johnson, Company Tutor: John Smith, Status: Scheduled Event: Weekly Review, Issues: Communication.
- Backend Developer Intern**: Student: Robert Wilson, Company Tutor: Sarah Parker, Status: Stage Start, Issues: None.
- Frontend Developer Intern**: Student: [not visible], Company Tutor: [not visible], Status: [not visible], Issues: [not visible].

At the bottom, there are navigation icons: Home (house icon), Matchmaking (grid icon), Monitoring (magnifying glass icon, highlighted in blue), Calendar (calendar icon), and Messages (speech bubble icon).

Figure 3.25: Active Stages Interface for Academic Tutors.



Monitoring



Stage Start

September 10, 2024

Stage started after company selection and student approval

Planned Event: Progress Meeting

December 20, 2024

Next scheduled event

 Current state - Actions in progress

Last Event

Expected January 2025

Final stage meeting

Final Evaluation

Expected January 2025

Final assessment and questionnaires

Stage End

Expected January 2025

Stage completion

Status Change Information

States change automatically based on user actions in the system. An automatic notification is sent to all involved users when a state change occurs.



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.26: Active Stages - States History Interface.



Issue Management

Unclear Project Requirements Technical Skills

👤 Reported by: John Smith ⏰ 2024-03-15

Description

Student reports difficulties in understanding technical requirements for the assigned tasks, leading to implementation delays.

Company Contact **Student Contact**

📞 Call 💬 Chat 📞 Call 💬 Chat

ⓧ Terminate ⠚⠄ Suspend ▶ Resume

🏠 Home 🔍 Monitoring 📅 Calendar 💬 Messages

Figure 3.27: Active Stages - Issue Management Interface for Academic Tutors.

SC Monitoring



Prof. Robert Anderson

University of Technology
Computer Science • Academic Tutor

Contact Information

+39 123 456 7890
m.rossi@university.edu
[LinkedIn Profile](#)

Biography

Professor of Computer Science with 15 years of experience in academic research and teaching. Specialized in Artificial Intelligence and Machine Learning, with a strong focus on mentoring graduate students and leading research projects.

Certifications & Awards

Advanced Machine Learning Certification
Stanford University 2023

Best Paper Award - AI Conference 2023
International AI Society 2023

Languages

Italian (Native) English (C1) French (B2)

Curriculum Vitae

[View CV](#)

Reviews

★ 5/5 15/01/2024
Excellent mentor, very knowledgeable and supportive
by Student

★ 5/5 20/01/2024
Exceptional teaching methods and deep knowledge of the subject matter. Always available for consultation.
by Graduate Student

Home **Matchmaking** **Monitoring** **Calendar** **Messages**

Figure 3.28: Selection Process/Active Stages - Personal Profile Visualization Interface.

The screenshot displays the SC Monitoring application's interface for viewing an institution's profile. At the top, there is a header with the SC logo and the word "Monitoring". Below the header, the institution's logo is shown, followed by the name "Tech Solutions International" and its industry category, "Information Technology".

The main content area is divided into several sections:

- Contact Information:** This section contains four input fields with icons: a phone icon for "+1 (555) 123-4567", an envelope icon for "admin@techsolutions.com", a globe icon for "www.techsolutions.com", and a LinkedIn icon for "LinkedIn Profile".
- Location:** This section shows the institution's address: "123 Innovation Avenue, Silicon Valley, 94025, United States".
- Institution Size:** This section indicates the number of employees: "500-1000 employees".
- About:** This section provides a brief description of the institution: "Tech Solutions International is a leading provider of innovative software solutions, specializing in enterprise applications and cloud services. With a strong focus on research and development, we collaborate with top universities and have established ourselves as pioneers in AI-driven solutions."
- Achievements:** This section lists three awards:
 - ISO 27001 Information Security Certification** (2024)
 - Best Workplace Innovation Award** (2023)
 - Top 50 Tech Companies Recognition** (2023)

At the bottom of the page, there is a navigation bar with five items: Home, Matchmaking, Monitoring (which is highlighted in blue), Calendar, and Messages.

Figure 3.29: Selection Process/Active Stages - Institution Visualization Interface.

The screenshot shows the 'Monitoring' section of a web application. At the top, there's a header with the 'Monitoring' tab selected. Below the header, a job listing for a 'Junior Backend Developer Intern' is displayed. The listing includes details like company ('Tech Solutions Ltd'), location ('Milan, Italy'), duration ('6 months'), compensation ('800 EUR/month'), and work mode ('Hybrid (2 days remote)'). A 'Description' section outlines the role's responsibilities, mentioning Node.js and PostgreSQL. A 'Requirements' section lists skills such as Computer Science, Node.js knowledge, Git, database concepts, and problem-solving. The 'Company Tutor' is listed as Marco Bianchi, a Senior Backend Developer. Language requirements show Italian (B2 Required) and English (B2 Required). The 'Application Deadline' is set for August 15, 2024. A prominent 'Apply Now' button is at the bottom. The footer features navigation links for Home, Matchmaking, Monitoring (which is highlighted), Calendar, and Messages.

Monitoring

Junior Backend Developer Intern

Tech Solutions Ltd • Milan, Italy

Duration
6 months

Compensation
800 EUR/month

Work Mode
Hybrid (2 days remote)

Description

Join our backend development team and gain hands-on experience in building scalable web applications. You'll work with modern technologies like Node.js and PostgreSQL, participating in the development of REST APIs and microservices architecture.

Requirements

- Computer Science or related field student
- Basic knowledge of Node.js and REST APIs
- Familiarity with Git version control
- Understanding of database concepts
- Good problem-solving skills

Company Tutor

Marco Bianchi
Senior Backend Developer

Required Languages

*A Italian (B2 Required) *A English (B2 Required)

Application Deadline

August 15, 2024

Apply Now

Home **Matchmaking** **Monitoring** **Calendar** **Messages**

Figure 3.30: Selection Process/Active Stages - Internship Visualization Interface.



Monitoring

Selection Process Active Stages **Questionnaires**

First Meeting Questionnaires Final Evaluations

Company Tutor	Internship Title	Meeting Date	Questionnaire
John Smith ↗	Web Development Intern ↗	15/03/2024	View Questionnaire
Sarah Wilson ↗	UX Design Intern ↗	14/03/2024	View Questionnaire



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.31: First Meeting Questionnaires Interface for Students.



Monitoring

Selection Process Active Stages **Questionnaires**

[First Meeting Questionnaires](#) [Final Evaluations](#)

Student Name	Internship Title	Meeting Date	Questionnaire
Alice Johnson	Web Development Intern	15/03/2024	View Questionnaire
Bob Smith	UX Design Intern	14/03/2024	View Questionnaire

Home

Matchmaking

Monitoring

Calendar

Messages

Figure 3.32: First Meeting Questionnaires Interface for Company Tutors.



Monitoring



✓ First Meeting Evaluation

- Complete the following questionnaire to evaluate the candidate. All responses will be kept confidential and used exclusively for the selection process.

General impression of the student

Poor

Fair

Good

Excellent

Did the student show interest and motivation for the role?

Poor

Fair

Good

Excellent

Would you recommend this student for the internship?

Poor

Fair

Good

Excellent



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.33: First Meeting Questionnaire Creation Interface.



Monitoring



Was the student clear in communicating their experience and skills?

Poor

Fair

Good

Excellent

Did the student understand the internship requirements?

Poor

Fair

Good

Excellent

What are the student's key strengths?

Enter your observations here...

What areas need improvement?

Enter your observations here...

How suitable is the student for this role?

1 - Not at all

2 - Slightly

3 - Moderately

4 - Very much

5 - Perfectly

Save Evaluation

Home

Matchmaking

Monitoring

Calendar

Messages

Figure 3.34: First Meeting Questionnaire Creation Interface.



Monitoring



Student Evaluation Results

First meeting evaluation results for the student's internship application.

General impression of the student

Excellent

Was the student clear in communicating their experience and skills?

Good

Did the student understand the internship requirements?

Excellent

Did the student show interest and motivation for the role?

Excellent

Would you recommend this student for the internship?

Good

How suitable is the student for this role?

4 - Very much

Student's key strengths

Strong technical background in relevant technologies. Shows great enthusiasm for learning and adapting to new challenges. Excellent problem-solving approach demonstrated during the discussion.

Areas needing improvement

Could benefit from more practical experience in team projects.
Communication skills are good but could be more concise.



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.35: First Meeting Questionnaire Visualization Interface.



Monitoring

[Selection Process](#)[Active Stages](#)[Questionnaires](#)[First Meeting Questionnaires](#)[Final Evaluations](#)

Final Evaluations

Internship	Period	Student Evaluation	Company Tutor Evaluation	Academic Tutor Evaluation
Web Development Internship	Jan-Mar 2024	View Evaluation	View Evaluation	View Evaluation
UX Design Internship	Feb-Apr 2024	View Evaluation	View Evaluation	Pending

Reviews Received

John Smith

Company Tutor



Shows great initiative and technical aptitude. Quickly adapted to our development workflow and contributed valuable code to the project.

[Web Development Internship](#)**Sarah Wilson**

Company Tutor



Demonstrated strong understanding of UX principles and user research methods. Consistently delivered high-quality design solutions.

[UX Design Internship](#)**Dr. Michael Brown**

Academic Tutor



Excellent integration of academic knowledge with practical skills. The student has shown remarkable



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.36: Final Evaluations Interface for Students.



Monitoring

[Selection Process](#)[Active Stages](#)[Questionnaires](#)[First Meeting Questionnaires](#)[Final Evaluations](#)

Final Evaluations

Internship	Period	Student Evaluation	Company Tutor Evaluation	Academic Tutor Evaluation
Web Development Internship	Jan-Mar 2024	View Evaluation	View Evaluation	View Evaluation
UX Design Internship	Feb-Apr 2024	View Evaluation	View Evaluation	Pending

Reviews Received

Alice Johnson

Student



Mr. Smith has been an excellent mentor throughout my internship. His guidance and support have been invaluable for my professional growth.

[Web Development Internship](#)**Bob Smith**

Student



Dr. Wilson provided great mentorship and industry insights. Her feedback was always constructive and helped me improve my skills.

[UX Design Internship](#)**Dr. Michael Brown**

Academic Tutor



Excellent collaboration with the company tutor. The mentorship provided was perfectly aligned with our academic goals.

[Web Development Internship](#)

Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.37: Final Evaluations Interface for Company Tutors.

Final Evaluations

Internship	Period	Student Evaluation	Company Tutor Evaluation	Academic Tutor Evaluation
Web Development Internship	Jan-Mar 2024	View Evaluation	View Evaluation	View Evaluation
UX Design Internship	Feb-Apr 2024	View Evaluation	View Evaluation	Pending

Reviews Received

Alice Johnson ★★★★★
Student
Dr. Brown has been extremely helpful in connecting academic concepts with practical work. His guidance helped me understand the theoretical foundations of my tasks.
[Web Development Internship](#)

Bob Smith ★★★★☆
Student
Regular feedback sessions with Dr. Brown were very insightful. He helped me understand how academic principles apply to real-world UX challenges.
[UX Design Internship](#)

John Smith ★★★★★
Company Tutor
Excellent collaboration with Dr. Brown. His academic oversight ensured the internship aligned well with the student's educational goals.
[Web Development Internship](#)

Sarah Wilson ★★★★★
Company Tutor
Dr. Brown provided valuable academic perspective and maintained great communication throughout the internship period.
[UX Design Internship](#)

Home **Matchmaking** **Monitoring** **Calendar** **Messages**

Figure 3.38: Final Evaluations Interface for Academic Tutors.



Monitoring



⌚ Final Stage Evaluation

Internship Title
Web Development Intern

Company Tutor
John Smith

Student
Alice Johnson

Duration
Jan 15, 2024 - Apr 15, 2024

ⓘ Your responses to this questionnaire will be private and visible only to the parties involved in the internship.

How would you rate the support received from your company tutor during the internship?

1 - Very Poor

2 - Poor

3 - Fair

4 - Good

5 - Very Good

6 - Excellent

Were your objectives and responsibilities clearly defined?

1 - Very Poor

2 - Poor

3 - Fair

4 - Good

5 - Very Good

6 - Excellent



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.39: Final Evaluation Creation Interface.



Monitoring



Has the internship contributed to your professional growth?

1 - Very Poor

2 - Poor

3 - Fair

4 - Good

5 - Very Good

6 - Excellent

Which aspects of the internship did you enjoy the most?

Share your positive experiences...

Do you have any suggestions for improving the internship?

Share your suggestions for improvement...

- ⓘ This review will be visible on the user's profile. Please ensure your feedback accurately reflects your experience.

Rate your overall experience



Write a review for your company tutor

Share your thoughts about their competencies, behavior, and qualities...

Submit Final Evaluation



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.40: Final Evaluation Creation Interface.

SC Monitoring

←

⌚ Final Evaluation Results

Internship Title
Web Development Intern

Company Tutor
John Smith

Student
Alice Johnson

Duration
Jan 15, 2024 - Apr 15, 2024

How would you rate the support received from your company tutor during the internship?

5 - Very Good

Were your objectives and responsibilities clearly defined?

6 - Excellent

Has the internship contributed to your professional growth?

5 - Very Good

Which aspects of the internship did you enjoy the most?

The hands-on experience with modern web development technologies was invaluable. The team was very welcoming and I had the opportunity to work on real projects. The regular feedback sessions with my tutor were particularly helpful in understanding my progress and areas for improvement.

Do you have any suggestions for improving the internship?

It would be beneficial to have more structured documentation about the initial setup process. Perhaps a welcome package for new interns with all the necessary information would streamline the onboarding process.

Company Tutor Review



John has been an exceptional mentor throughout my internship. His expertise and patience in guiding me through complex technical challenges helped me grow significantly as a developer. He consistently provided constructive feedback and was always available when I needed support. His approach to mentoring fostered both my technical skills and professional development.

Home

Matchmaking

Monitoring

Calendar

Messages

Figure 3.41: Final Evaluation Visualization Interface.

3.5. Calendar

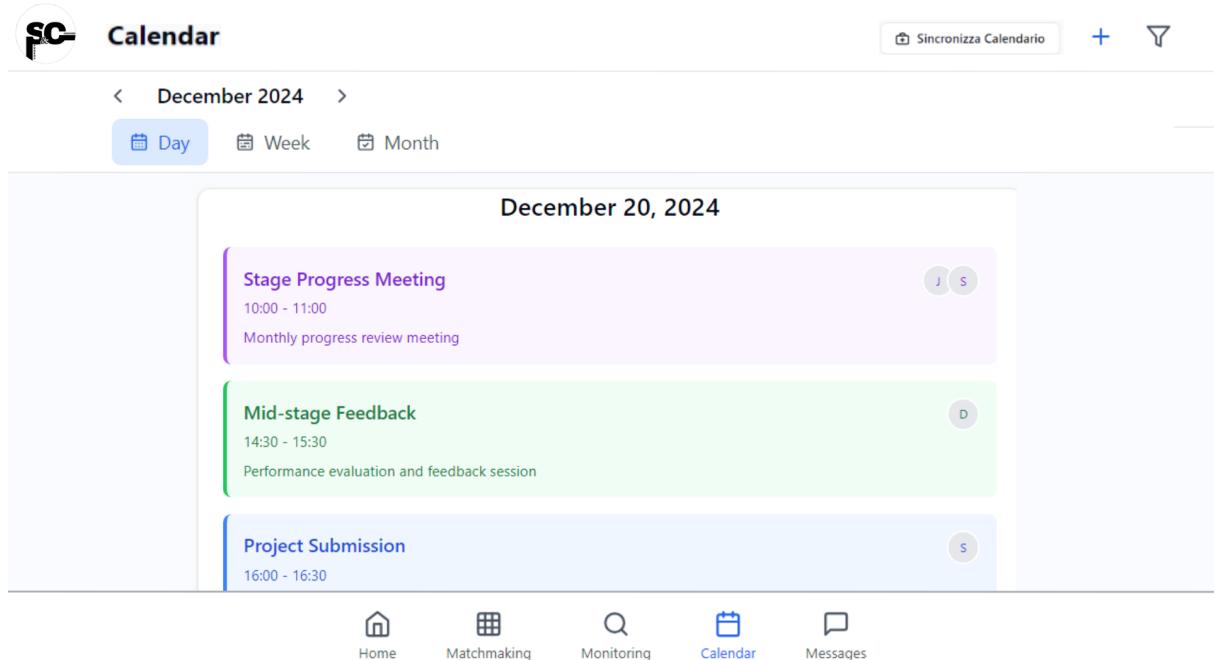


Figure 3.42: Calendar in "Day" Visualization Interfaces.

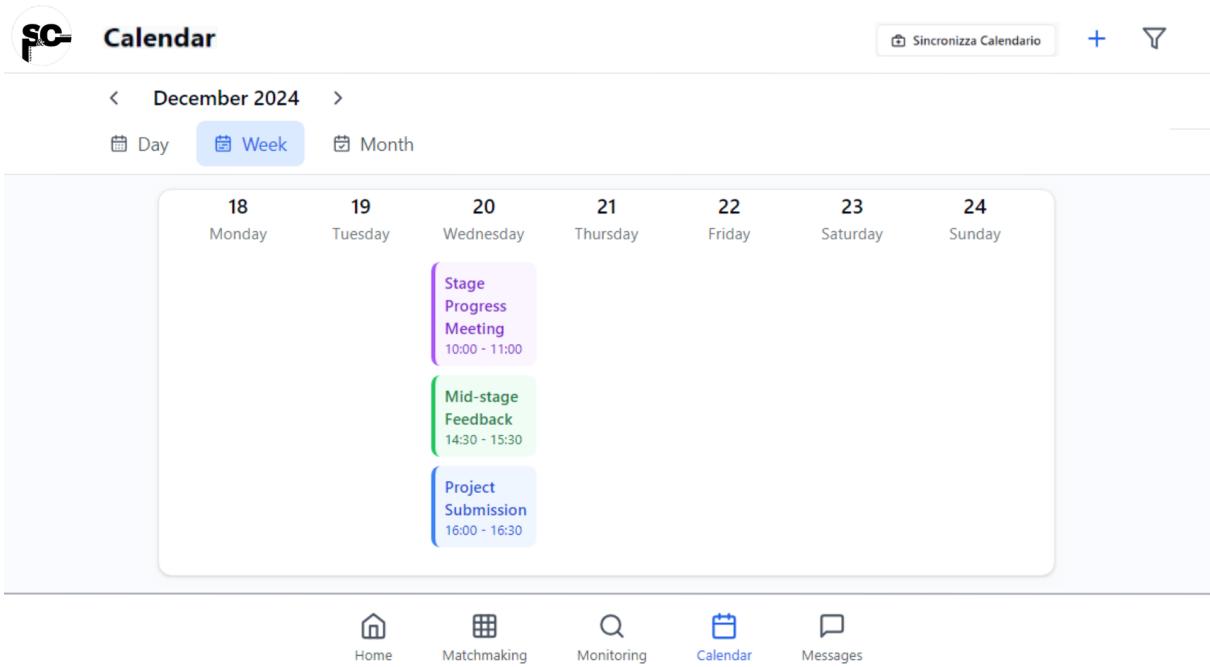


Figure 3.43: Calendar in "Week" Visualization Interface.

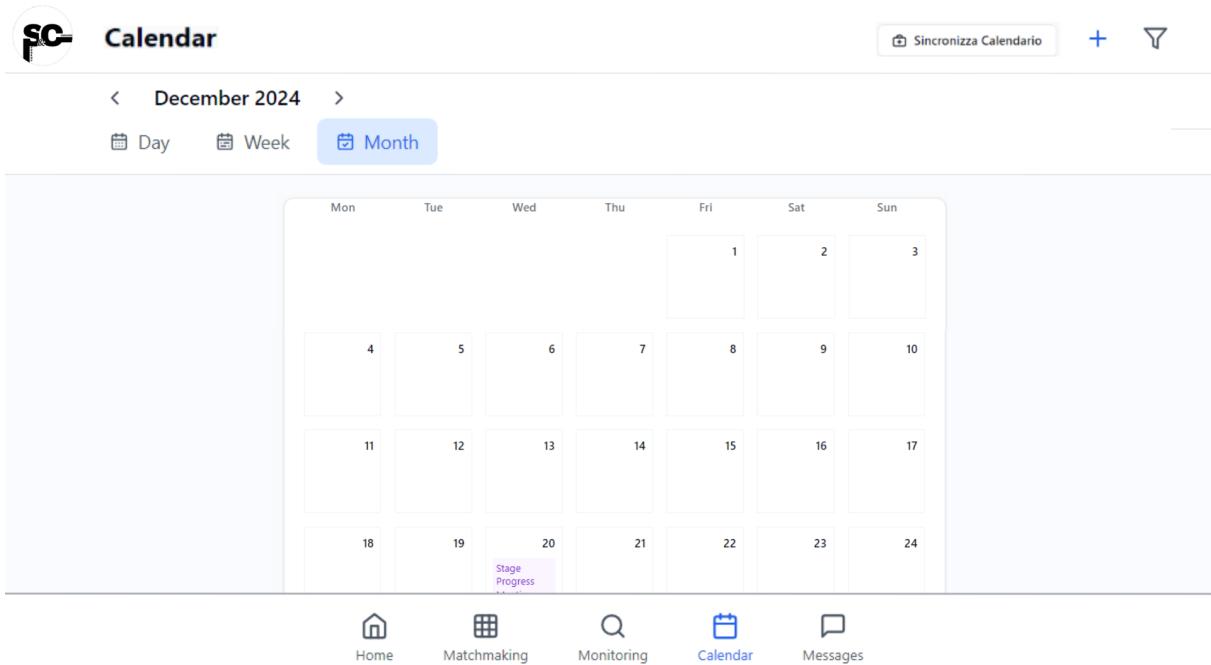


Figure 3.44: Calendar in "Month" Visualization Interface.



Calendar



Create New Event

Event Title

Date

Time

Category

Participants

John Smith Sarah Johnson

Description

Virtual Meeting



Location

Home Notification



Last Event

This will trigger the final evaluation process



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.45: Calendar - Event Creation Interface.



Calendar



Stage Progress Meeting

Meeting

⌚ December 20, 2024

10:00 - 11:00

▢ Virtual Meeting

[Join Meeting](#)

[Open Chat](#)

- Monthly progress review meeting to discuss the advancement of the frontend development internship project. We will review the completed tasks, address any challenges, and plan the next sprint objectives.

⌚ This is marked as the last event of the stage

👤 Participants

John Smith

Company Tutor

✓ Present

Sarah Johnson

Academic Tutor

✓ Present

David Thompson

Student

⌚ Waiting

Emily Wilson

Administrator

✗ Not Present

[Confirm Attendance](#)

[Edit Event](#)



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.46: Calendar - Event Visualization Interface.

3.6. Messaging with Issues and Video-calls

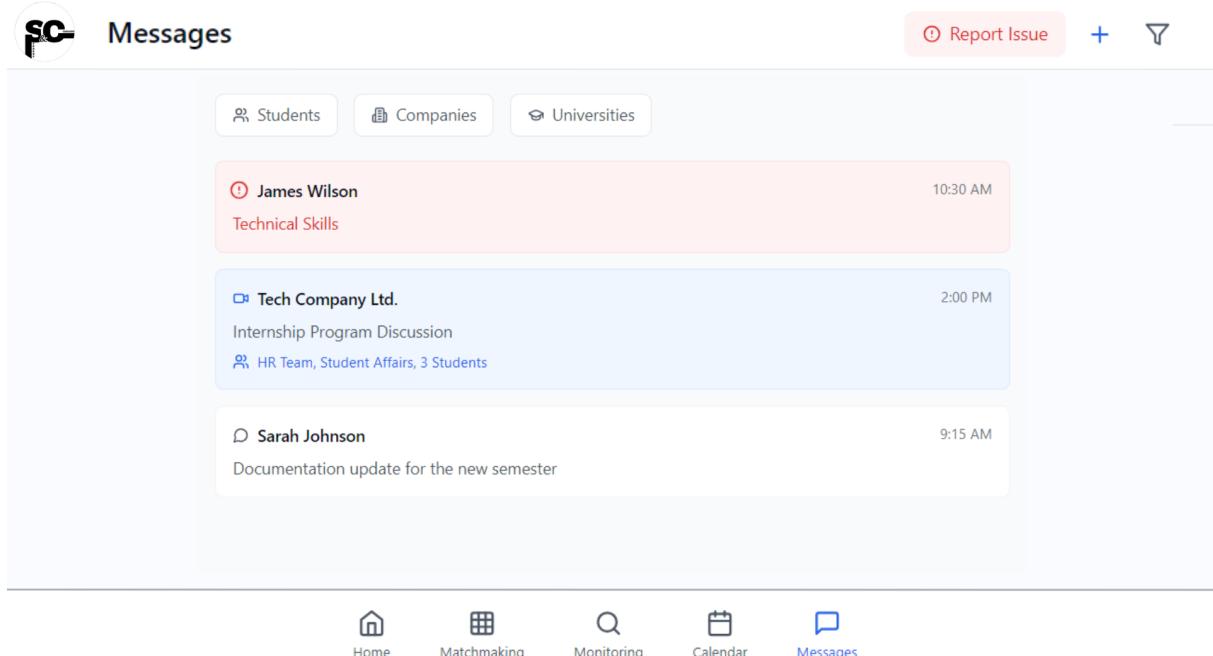


Figure 3.47: Messaging Interface.



Report Issue



Issue Details

Issue Title *

Enter a clear and concise title

Category *



Communication

Issues related to misunderstandings, lack of clarity, or communication difficulties between parties



Technical Skills

Difficulties encountered due to lack of technical skills or inability to solve specific technical problems



Time Management

Issues related to missed deadlines, delays, or difficulties in meeting established timelines



Interpersonal Problems

Conflicts or friction between participants, personal relationship difficulties that affect collaboration effectiveness



Other

For any other category not listed above

Detailed Description *

Describe the issue in detail, including specific examples and context

Minimum 50 characters

0 characters

Save and Submit



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.48: Messaging - Report Issue Interface for Students and Company Tutors.

The screenshot shows a messaging interface with the following details:

- Header:** SC Messages, James Wilson, a red notification circle with an exclamation mark, and a refresh icon.
- Section Header:** **⚠ Technical Skills Platform Issue**
- Text:** Student reported difficulties with the technical skills assessment platform. Unable to submit completed assignments due to unresponsive submission button.
- Text:** Category: Technical Skills In Progress
- Message 1:** System 09:00 AM ✓
Issue created: Technical Skills Platform Issue
- Message 2:** James Wilson 09:15 AM ✓
I'm unable to submit my completed assignments through the platform. The submit button appears to be unresponsive.
- Message 3:** Dr. Sarah Parker 09:30 AM ✓
Thank you for reporting this. I'll check with the technical team. Could you please provide your browser version and operating system?
- Input Field:** Type a message...
- Icons:** Home, Matchmaking, Monitoring, Calendar, and Messages.

Figure 3.49: Messaging - Issue Chat Interface.

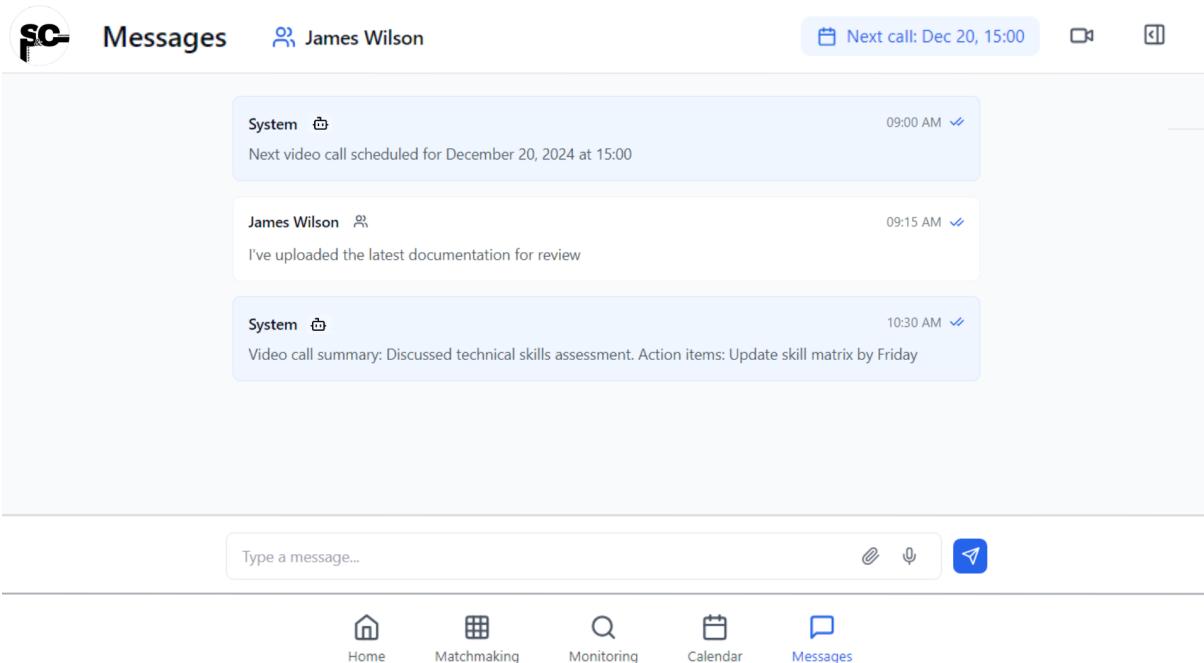


Figure 3.50: Messaging - Video-call Chat Interface.



Create a New Chat



Chat Participants

Search users by name, role, or category...

Suggested Users



John Smith
Company Tutor • Tech Corp

Add



Dr. Sarah Wilson
Academic Tutor • University

Add



Alice Johnson
Student • Computer Science

Add

Who can add participants?

- Only the creator
 All members

Chat Details

Chat Name *

Enter chat name

Description (Optional)

Add a brief description...

Cancel

Create Chat



Home



Matchmaking



Monitoring



Calendar



Messages

Figure 3.51: Messaging - Chat Creation Interface.

4 | Requirements Traceability

Sign-Up Requirements

FR1: The system must allow users to register by providing institutional email with registered domain, password, department, and role.

- **Components:**

- *Registration Manager: Form Handler*
- *Registration Manager: Domain Checker*
- *Registration Manager: Institution Profiler*
- *Mail Server*
- *Model*

FR2: The system must provide a feature for users to upload their Curriculum Vitae (CV) in formats such as PDF or DOCX during the registration.

- **Components:**

- *Registration Manager: CV Uploader*
- *Model*

FR3: The system could extract key information from the uploaded CV to pre-fill the user's profile.

- **Components:**

- *Registration Manager: CV Uploader*
- *Registration Manager: Form Handler*

FR4: The system must allow users to edit and confirm the accuracy of the pre-filled information in their profile before final submission.

- **Components:**

- *Registration Manager: Form Handler*
- *Model*

FR5: The system must store uploaded CVs securely and ensure that all personal information is handled in compliance with applicable data protection regulations (GDPR).

- **Components:**

- *Registration Manager: CV Uploader*
 - *Model*

FR6: The system must provide clear and helpful error messages if the CV upload fails due to an unsupported format or if the file size exceeds the allowed limit.

- **Components:**

- *Registration Manager: CV Uploader*
 - *Dashboard Manager*

FR7: The system should offer step-by-step guidance during the sign-up process to assist users in completing their registration and profile setup.

- **Components:**

- *Dashboard Manager*
 - *Registration Manager: Form Handler*

Log In Requirements

FR8: The system must allow users to log in by entering their registered email address and password.

- **Components:**

- *Dashboard Manager*
 - *Login Manager: Login Process*
 - *Model*

FR9: The system must authenticate the user's credentials against the stored data securely.

- **Components:**

- *Login Manager: Login Process*
 - *Model*

FR10: The system must offer a password reset feature, where users can initiate a password reset through a link sent to their registered email address.

- **Components:**

- *Dashboard Manager*
- *Login Manager: Password Recovery*
- *Mail Server (via Mail API)*
- *Model*

FR11: The system must require users to verify their identity via a security question or email verification during the password reset process.

- **Components:**

- *Login Manager: Password Recovery*
- *Model*
- *Mail Server*

FR12: The system must log all login attempts, successful or failed, and provide an administrative view for monitoring purposes.

- **Components:**

- *Login Manager: Login Process*
- *Model*

FR13: The system must redirect users to their respective dashboard based on their role (student, company tutor, university tutor) upon successful login.

- **Components:**

- *Login Manager: Login Process*
- *Dashboard Manager*
- *Model*

FR14: The system must provide error messages that are clear and instructive if the login fails due to incorrect credentials or other issues.

- **Components:**

- *Login Manager: Login Process*
- *Dashboard Manager*

Edit Profile Information Requirements

FR15: The system must allow all registered users to access and edit their profile information.

- **Components:**

- *Dashboard Manager*
- *Profile Manager: Modify Profile, Visualize Profile (optional)*
- *Model*

FR16: The system must ensure that users can update critical profile fields (e.g., contacts, biography, department, role, certifications...).

- **Components:**

- *Profile Manager: Modify Profile*
- *Model*

FR17: The system must save changes made by users to their profile information immediately upon confirmation.

- **Components:**

- *Profile Manager: Modify Profile*
- *Model*
- *Dashboard Manager*

FR18: The system must require users to re-authenticate (e.g., confirm password) before allowing access to sensitive profile changes like email or password.

- **Components:**

- *Login Manager: Re-authentication*
- *Profile Manager: Modify Profile*
- *Dashboard Manager*
- *Model*

FR19: The system should provide users with a preview of changes before final submission.

- **Components:**

- *Profile Manager: Modify Profile*
- *Dashboard Manager*

Chatbot Communication and for Change Language Requirements

FR20: The system must offer a chatbot feature that is accessible from all main interfaces of the platform.

- **Components:**

- *Dashboard Manager: Chatbot Interface*
- *Chatbot Manager (or Chatbot Engine)*

FR21: The system must ensure that the chatbot can handle frequently asked questions (FAQ) related to platform navigation, user account issues, and general inquiries.

- **Components:**

- *Dashboard Manager*
- *Chatbot Manager: FAQ Handler*
- *Model*

FR22: The system must allow the chatbot to guide users through common tasks such as resetting passwords, searching for internships, and navigating to help sections.

- **Components:**

- *Dashboard Manager*
- *Chatbot Manager: Task Guidance*
- *Login Manager: Password Recovery*
- *Internship Manager*
- *Help Section Manager*
- *Model*

FR23: The system should enable the chatbot to escalate issues to a human agent when it cannot provide a sufficient solution or answer.

- **Components:**

- *Dashboard Manager*
- *Chatbot Manager: Escalation Handler*
- *Support Handler (optional)*
- *Mail Server / Notification Manager (optional)*
- *Model*

FR24: The system must support multiple languages, allowing users to select their preferred language from a predefined list available within the platform settings.

- **Components:**

- *Dashboard Manager*
- *Settings Manager: Language Selector*
- *Model*

FR25: The system must apply the selected language to all user interface elements, including menus, dialogues, and help messages, without requiring a restart of the application.

- **Components:**

- *Dashboard Manager*
- *UI Manager*
- *Model*

FR26: The system must remember the user's language preference for subsequent logins across different devices.

- **Components:**

- *Dashboard Manager*
- *Model*
- *Login Manager*

Create Internships Requirements

FR27: The system must allow company tutors to create new internship listings via a dedicated interface within the platform.

- **Components:**

- *Dashboard Manager: Dashboard Interface*
- *Internship Manager: Create/edit Internship*
- *Model*

FR28: The system must require that all necessary fields be completed before an internship can be published.

- **Components:**

- *Internship Manager: Complete Checker*

- *Internship Manager: Draft (optional)*
- *Model*

FR29: The system must provide templates and guidelines to assist company tutors in creating detailed and effective internship descriptions.

- **Components:**

- *Internship Manager: Create/edit Internship*
- *Internship Manager: Improve Content*
- *Model*

FR30: The system must validate the information entered by the user to ensure format and content standards before the internship is saved or published.

- **Components:**

- *Internship Manager: Complete Checker*
- *Dashboard Manager*
- *Model*

FR31: The system must allow company tutors to preview the internship listing as it will appear to potential applicants before finalizing the publication.

- **Components:**

- *Internship Manager: Create/edit Internship*
- *Internship Manager: Visualize Internship (optional)*
- *Dashboard Manager*
- *Model*

Save Internship Draft Requirements

FR32: The system must allow company tutors to save their internship listings as drafts before final publication.

- **Components:**

- *Dashboard Manager*
- *Internship Manager: Draft*
- *Internship Manager: Create/edit Internship*
- *Model*

FR33: The system must ensure that drafts can be saved automatically at regular intervals.

- **Components:**

- *Internship Manager: Draft*
- *Dashboard Manager*

FR34: The system should provide an option for company tutors to manually save a draft at any point.

- **Components:**

- *Internship Manager: Draft*

FR35: The system must allow company tutors to access, review, and continue editing their saved drafts.

- **Components:**

- *Internship Manager: Draft*
- *Internship Manager: Create/edit Internship*

FR36: The system must ensure that only authorized company personnel can access and edit saved drafts.

- **Components:**

- *Login Manager / Profile Manager*
- *Internship Manager: Draft*
- *Model*

Internship Search Requirements

FR37: The system must provide a search interface for students to find internships using various filters.

- **Components:**

- *Dashboard Manager*
- *Internship Manager: Visualize Internship*
- *Model*

FR38: The system must offer a recommendation engine that suggests internships based on the student's profile, past searches, and other relevant criteria.

- **Components:**

- *Matchmaking Manager: Recommend*
- *Internship Manager: Visualize Internship*
- *Profile Manager / Model*

FR39: The system should allow students to save their search criteria or specific internship listings for future reference.

- **Components:**

- *Dashboard Manager*
- *Internship Manager: Visualize Internship*
- *Model*

FR40: The system must update the list of available internships in real-time as new opportunities are posted.

- **Components:**

- *Internship Manager: Publish Internship*
- *Internship Manager: Visualize Internship*
- *Model*

Application for Internship Requirements

FR41: The system must allow students to apply for internships directly through the platform.

- **Components:**

- *Dashboard Manager*
- *Internship Manager: Visualize Internship (or Apply for Internship)*
- *Model*

FR42: The system must confirm receipt of the application to the student via email or platform notification.

- **Components:**

- *Notification Manager*
- *Mail Server*
- *Internship Manager*

FR43: The system should allow students to track the status of their applications within the platform.

- **Components:**

- *Internship Manager*
- *Dashboard Manager*
- *Model*

Search for Students Requirements

FR44: The system must enable companies to search for potential candidates.

- **Components:**

- *Dashboard Manager*
- *Matchmaking Manager: Search*
- *Profile Manager: Visualize Profile*
- *Model*

FR45: The system should provide companies with tools to organize and manage the list of candidates based on search parameters.

- **Components:**

- *Matchmaking Manager: Search*
- *Dashboard Manager*

FR46: The system must allow companies to view detailed profiles of students, including application history and feedback from previous internships.

- **Components:**

- *Matchmaking Manager: Search*
- *Profile Manager: Visualize Profile*
- *Model*

Accept/Reject Participation in the Selection Process (for Companies) Requirements

FR47: The system must allow companies to accept or reject applications from students and notify the students of the decision.

- **Components:**

- *Selection Manager: Evaluate Invitation / Final Decision*
- *Notification Manager*
- *Internship Manager*
- *Model*

FR48: The system must enable companies to provide feedback or reasons for rejection (optional) when declining an application.

- **Components:**

- *Selection Manager: Evaluate Invitation / Final Decision*
- *Notification Manager*
- *Model*

FR49: The system must allow students to accept or reject participation offers in the selection process from companies.

- **Components:**

- *Selection Manager: Evaluate Invitation / Student Decision*
- *Dashboard Manager*
- *Model*

FR50: The system should notify companies of the student's decision regarding their participation.

- **Components:**

- *Selection Manager: Evaluate Invitation / Student Decision*
- *Notification Manager*

Accept/Reject Participation in the Selection Process (for Students) Requirements

FR49: The system must allow students to accept or reject participation offers in the selection process from companies.

- **Components:**

- *Selection Manager: Evaluate Invitation / Student Decision*
- *Dashboard Manager*
- *Model*

FR50: The system should notify companies of the student's decision regarding their participation.

- **Components:**

- *Selection Manager: Evaluate Invitation / Student Decision*
- *Notification Manager*

Communication Requirements

FR51: The system must provide a robust communication platform (messaging, forums, email notifications) among all users.

- **Components:**

- *ActiveStage Manager: Communicate*
- *Selection Manager: Communicate*
- *Notification Manager*
- *Mail Server*
- *Model*

FR52: The system should ensure secure and private communication channels for all users.

- **Components:**

- *ActiveStage Manager: Communicate*
- *Selection Manager: Communicate*
- *Notification Manager*
- *Mail Server*
- *Model*

FR53: The system must allow users to customize notification settings (frequency, type of notification) they receive.

- **Components:**

- *Dashboard Manager*
- *Notification Manager*
- *Model*

Accept to be a Tutor Requirements

FR54: The system must allow university tutors to receive and respond to requests to become tutors for specific internships.

- **Components:**

- *Selection Manager: Pick University Tutor*
- *Notification Manager*
- *Dashboard Manager*

FR55: The system must provide university tutors with internship details (responsibilities, duration, etc.) before accepting/rejecting.

- **Components:**

- *Selection Manager: Pick University Tutor*
- *Model*

FR56: The system should notify the requesting party (company or university) of the tutor's decision.

- **Components:**

- *Notification Manager*
- *Selection Manager*

Create and Manage Events Requirements

FR57: The system must allow company and university tutors to create and schedule events (interviews, deadlines...) related to internships.

- **Components:**

- *Selection Manager: Meeting Planner*
- *ActiveStage Manager: Events Planner*

- *Calendar Manager*
- *Model*

FR58: The system must provide tools to manage event participants (invitations, tracking, reminders...).

- **Components:**

- *Calendar Manager*
- *Notification Manager*
- *ActiveStage Manager / Selection Manager*

FR59: The system should integrate with common calendar applications (Google/Apple) to synchronize and notify.

- **Components:**

- *Calendar Manager*
- *External Calendar Service*

Compilation of the First Questionnaire Requirements

FR60: The system must enable company tutors to compile and customize a questionnaire for initial screening.

- **Components:**

- *Selection Manager: Questionnaire*
- *Model*

FR61: The system should automate the distribution of the questionnaire to candidates as soon as they apply or are pre-selected.

- **Components:**

- *Selection Manager: Questionnaire*
- *Notification Manager*
- *Model*

FR62: The system must collect and organize questionnaire responses, allowing tutors to review them.

- **Components:**

- *Selection Manager: Questionnaire*
- *Model*

- *Dashboard Manager*

Monitor Active Internships Requirements

FR63: The system must provide real-time monitoring for all active internships, allowing students, company tutors, and university tutors to view status, deadlines, and progress.

- **Components:**

- *ActiveStage Manager*
- *Model*
- *Dashboard Manager*

FR64: The system must allow users to receive alerts and updates on every change or milestone in the internships they are involved in.

- **Components:**

- *ActiveStage Manager*
- *Notification Manager*
- *Calendar Manager (optional)*

Report an Issue Requirements

FR65: The system must provide a feature for students and company tutors to report issues related to internships directly through the platform.

- **Components:**

- *ActiveStage Manager: Report Complaint*
- *Complaint Manager: Complaint Information*
- *Notification Manager (optional)*

FR66: The system should allow users to categorize the type of issue (admin, ethical, logistical) and provide a detailed description.

- **Components:**

- *ActiveStage Manager: Report Complaint*
- *Complaint Manager: Complaint Information*
- *Model*

Resolve Issues Requirements

FR67: The system must enable university tutors to access reported issues, review details, and work on resolving them.

- **Components:**

- *Complaint Manager: Manage Complaint*

FR68: The system should provide mechanisms for communication between the reporter (student/tutor) and resolver (university tutor) to discuss the issue.

- **Components:**

- *Complaint Manager: Manage Complaint*
 - *Notification Manager / ActiveStage Manager: Communicate*

FR69: The system must log all actions in the issue resolution process and notify the reporter when the issue is resolved.

- **Components:**

- *Complaint Manager: Manage Complaint*
 - *Notification Manager*
 - *Model*

Compilation of the Final Questionnaire Requirements

FR70: The system must allow for the compilation of a final questionnaire by students, company tutors, and university tutors at the end of each internship.

- **Components:**

- *ActiveStage Manager: Final Evaluation*

FR71: The system should automate the distribution of the final questionnaire and collect responses to evaluate the success of the internship.

- **Components:**

- *ActiveStage Manager: Final Evaluation*
 - *Notification Manager*
 - *Model*

Real-Time Notifications Requirements

FR72: The system must provide real-time notifications for critical updates (e.g., internship status changes, new messages, documents, deadlines).

- Components:

- *Notification Manager*

FR73: The system should allow users to customize the types of notifications and channels (email, SMS, platform alerts).

- Components:

- *Notification Manager*
 - *Dashboard Manager*
 - *Mail Server (optional)*

Calendar Integration Requirements

FR74: The system must integrate with major calendar services (Google, Outlook) to facilitate scheduling and tracking of internship events.

- Components:

- *Calendar Manager*
 - *External Calendar Service*

FR75: The system should ensure that all created events are automatically synchronized with the user's personal/professional calendar.

- Components:

- *Calendar Manager*

FR76: The system must provide an option for users to view all internship-related events in an integrated calendar within the platform.

- Components:

- *Calendar Manager*
 - *Dashboard Manager*

Traceability Table

Requirement	Components
FR1	Registration Manager: Form Handler, Domain Checker, Institution Profiler, Mail Server, Model
FR2	Registration Manager: CV Uploader, Model
FR3	Registration Manager: CV Uploader, Form Handler
FR4	Registration Manager: Form Handler, Model
FR5	Registration Manager: CV Uploader, Model
FR6	Registration Manager: CV Uploader, Dashboard Manager
FR7	Dashboard Manager, Registration Manager: Form Handler
FR8	Dashboard Manager, Login Manager: Login Process, Model
FR9	Login Manager: Login Process, Model
FR10	Dashboard Manager, Login Manager: Password Recovery, Mail Server, Model
FR11	Login Manager: Password Recovery, Model, Mail Server
FR12	Login Manager: Login Process, Model
FR13	Login Manager: Login Process, Dashboard Manager, Model
FR14	Login Manager: Login Process, Dashboard Manager
FR15	Dashboard Manager, Profile Manager: Modify Profile, Visualize Profile (optional), Model
FR16	Profile Manager: Modify Profile, Model
FR17	Profile Manager: Modify Profile, Model, Dashboard Manager
FR18	Login Manager: Re-authentication, Profile Manager: Modify Profile, Dashboard Manager, Model
FR19	Profile Manager: Modify Profile, Dashboard Manager
FR20	Dashboard Manager: Chatbot Interface, Chatbot Manager
FR21	Dashboard Manager, Chatbot Manager: FAQ Handler, Model
FR22	Dashboard Manager, Chatbot Manager: Task Guidance, Login Manager: Password Recovery, Internship Manager, Help Section Manager, Model
FR23	Dashboard Manager, Chatbot Manager: Escalation Handler, Support Handler (optional), Mail Server / Notification Manager (optional), Model
FR24	Dashboard Manager, Settings Manager: Language Selector, Model
FR25	Dashboard Manager, UI Manager, Model
FR26	Dashboard Manager, Model, Login Manager
FR27	Dashboard Manager, Internship Manager: Create/edit Internship, Model
FR28	Internship Manager: Complete Checker, Internship Manager: Draft (optional), Model
FR29	Internship Manager: Create/edit Internship, Internship Manager: Improve Content, Model

Table 4.1: Traceability Table Part 1

Requirement	Components
FR30	Internship Manager: Complete Checker, Dashboard Manager, Model
FR31	Internship Manager: Create/edit Internship, Internship Manager: Visualize Internship (optional), Dashboard Manager, Model
FR32	Dashboard Manager, Internship Manager: Draft, Internship Manager: Create/edit Internship, Model
FR33	Internship Manager: Draft, Dashboard Manager
FR34	Internship Manager: Draft
FR35	Internship Manager: Draft, Internship Manager: Create/edit Internship
FR36	Login Manager / Profile Manager, Internship Manager: Draft, Model
FR37	Dashboard Manager, Internship Manager: Visualize Internship, Model
FR38	Matchmaking Manager: Recommend, Internship Manager: Visualize Internship, Profile Manager / Model
FR39	Dashboard Manager, Internship Manager: Visualize Internship, Model
FR40	Internship Manager: Publish Internship, Internship Manager: Visualize Internship, Model
FR41	Dashboard Manager, Internship Manager: Visualize Internship (or Apply for Internship), Model
FR42	Notification Manager, Mail Server, Internship Manager
FR43	Internship Manager, Dashboard Manager, Model
FR44	Dashboard Manager, Matchmaking Manager: Search, Profile Manager: Visualize Profile, Model
FR45	Matchmaking Manager: Search, Dashboard Manager
FR46	Matchmaking Manager: Search, Profile Manager: Visualize Profile, Model
FR47	Selection Manager: Evaluate Invitation / Final Decision, Notification Manager, Internship Manager, Model
FR48	Selection Manager: Evaluate Invitation / Final Decision, Notification Manager, Model
FR49	Selection Manager: Evaluate Invitation / Student Decision, Dashboard Manager, Model
FR50	Selection Manager: Evaluate Invitation / Student Decision, Notification Manager
FR51	ActiveStage Manager: Communicate, Selection Manager: Communicate, Notification Manager, Mail Server, Model
FR52	ActiveStage Manager: Communicate, Selection Manager: Communicate, Notification Manager, Mail Server, Model
FR53	Dashboard Manager, Notification Manager, Model

Table 4.2: Traceability Table Part 2

Requirement	Components
FR54	Selection Manager: Pick University Tutor, Notification Manager, Dashboard Manager
FR55	Selection Manager: Pick University Tutor, Model
FR56	Notification Manager, Selection Manager
FR57	Selection Manager: Meeting Planner, ActiveStage Manager: Events Planner, Calendar Manager, Model
FR58	Calendar Manager, Notification Manager, ActiveStage Manager / Selection Manager
FR59	Calendar Manager, External Calendar Service
FR60	Selection Manager: Questionnaire, Model
FR61	Selection Manager: Questionnaire, Notification Manager, Model
FR62	Selection Manager: Questionnaire, Model, Dashboard Manager
FR63	ActiveStage Manager, Model, Dashboard Manager
FR64	ActiveStage Manager, Notification Manager, Calendar Manager (optional)
FR65	ActiveStage Manager: Report Complaint, Complaint Manager: Complaint Information, Notification Manager (optional)
FR66	ActiveStage Manager: Report Complaint, Complaint Manager: Complaint Information, Model
FR67	Complaint Manager: Manage Complaint
FR68	Complaint Manager: Manage Complaint, Notification Manager / ActiveStage Manager: Communicate
FR69	Complaint Manager: Manage Complaint, Notification Manager, Model
FR70	ActiveStage Manager: Final Evaluation
FR71	ActiveStage Manager: Final Evaluation, Notification Manager, Model
FR72	Notification Manager
FR73	Notification Manager, Dashboard Manager, Mail Server (optional)
FR74	Calendar Manager, External Calendar Service
FR75	Calendar Manager
FR76	Calendar Manager, Dashboard Manager

Table 4.3: Traceability Table Part 2

5 | Implementation, Integration And Test Plan

5.1. Overview

This chapter defines the scope and significance of the implementation, integration, and testing phases for the SC platform. Implementation involves translating design specifications into functional software, focusing on developing and configuring the platform's core functionalities. Integration ensures that individual modules and components operate seamlessly as a unified system, addressing dependencies and interconnections. Testing validates the system's correctness, performance, and reliability, guaranteeing that it meets user requirements and operates effectively under diverse conditions. The subsequent subsections will detail the strategies and methodologies for addressing these objectives, including key implementation strategies, component integration, testing frameworks and additional testing specifications.

- **Implementation Strategies (Chapter 5.2):** This subsection will elaborate on the key features to be developed, their dependencies, and the methods employed to implement them efficiently. The strategies will align with the architectural patterns defined in Chapter 2, such as the three-tier architecture and MVC model.
- **Component Integration (Chapter 5.3):** A detailed breakdown of how the system components, both internal and external, will be integrated. This will include the orchestration of APIs, data synchronization, and inter-process communication.
- **Testing Framework (Chapter 5.4):** A comprehensive testing framework will be defined, including unit testing, integration testing, and system-level testing. The aim is to verify that each module and the system as a whole meet the specified requirements and perform as intended under real-world scenarios.
- **Additional Testing Specifications (Chapter 5.5):** This subsection will delve into performance testing, stress testing, and user acceptance testing, ensuring that the platform operates effectively under various load conditions and satisfies end-user expectations.

5.2. Implementation Plan

5.2.1. Features Identification

5.3. Component Integration and Testing

5.4. System Testing

5.5. Additional Specifications on Testing

6 | Effort Spent

In this section you will include information about the number of hours each group member has worked for this document.

Acquadro Patrizio

chapter	Effort (In hours)
1	5.5
2	25
3	37.5
4	4

Colosio Giacomo

chapter	Effort (In hours)
1	5
2	26.5
3	35.5
4	4

Drugman Tito Nicola

chapter	Effort (In hours)
1	7.5
2	17.5
3	19
4	27

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A | Appendix A

A.1. Grammar

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