Students:

As a ...

...

- want to contact support to use website
- want to submit work for a good grade
- want to view announcements & course materials
- want to receive reminders to not forget work
- view contact info ... get help

Admin:

- View grades so that I can audit prof.
- ... add/remove students ... keep track of
- ... manage classes ... assist prof. class roster

Proffessors/Instructors:

- ... add course materials assignments ... the students can complete work.
- ... update grades ... students can receive feedback
- ... update assignments ... correct mistakes
- ... post announcements ... students are informed
- ... make classes ... communicate w/ students efficiently

Alb. IT:

- ... view logs ... backtrack for bugs.
- ... view request tickets ... support users w/
- ... shut down ... do maintenance

BS IT: