Final Submission

for

Student Support System

Version 1.0

Prepared by Group SD07-2024

24/05/2024

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Supervisor: Ms Ann Fernando

Client: Ms Anjalie Gamage

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Part 1 - Final State of the Product

The Final State of the Student Support System developed for Curtin Colombo, Curtin Assist, reflects, evaluates and confirms that all functionalities are working as intended and that there are no identified flaws in the system.

The state of the product outlined below is an accurate representation of what has been delivered to the client, Ms. Anjalie Gamage.

Functional Capabilities

The Student Support System consists of fully functional features outlined below, as defined in the initial software specifications.

1. **Communication Channels**

   Communication channels enable users to communicate and share resources with each other. Communication channels can be created and subscribed to for modules and extra curricular activities. Students, as well as academic and administration staff are able to participate with varying levels of permission that is granted through an administrator. Push notifications further improve

2. **Appointment Scheduling**

   Students are able to request appointments for predefined time slots that can be set by members of staff. Requested appointments can further be accepted or denied by the staff member, and a place of meeting can also be added. Email notifications are sent to both parties.

3. **Ticket Submissions**

   Users are able to raise concern on various topics that need clarification or attention. Submitted tickets can be forwarded to specific individuals if their attention is required. This feature is available for students for both academic and administration issues. Lecturers are able to use the same for administration concerns. This feature is also backed with email notifications.

4. **Event Planner**

   Administrators are able to publish, update and delete events that are displayed as universal upcoming events on a user's home page. Users will be notified when events are created.

5. **Chatbot**

   A chatbot which users are able to interact with for guidance on using the system and answering common concerns has been implemented. The third-party service ChatPDF has been used for its implementation. To ensure that all information provided to the user is up to date, an administrator must update information that the service sources its answers from.

6. **Announcements and alerts**

   Administrators are able to publish, update and delete universal announcements and alerts that display on the homepage for all users and user groups.

7. **Administration Dashboard**

   System administrators have system-wide access, enabling them to make informed changes to information available to users and add or prune members that are part of the organization. An administrator would be able to view metrics, manage users and further be in control of creating events and announcements. Other minute tasks such as undoing tasks done by other users (for example, accidentally accepting an appointment) can be performed through the administration dashboard if a user requests.

8. **User Management**

   Registered users are able to use the system by signing up with organization-provided credentials. Users in the system can be managed through the admin dashboard.

Usability

The User Interfaces and components of the system are designed with usability and positive user experiences in mind. All key components have simple user journeys and are easily accessible from the main dashboard and navigation bars.

Known Issues and Limitations

There are no known issues or limitations with the latest version of the student support system. All functionalities and features work as intended and client feedback on the same has been positive.

Conclusion

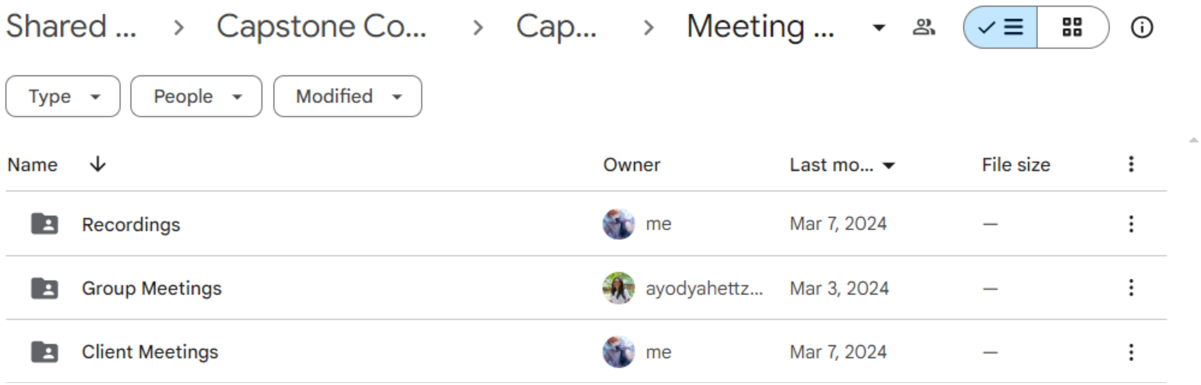
The final state of the Student Support System, Curtin Assist, represents a significant collective effort of the team which resulted in achieving a fully functional product with no known flaws. The robust performance of the system, its intuitive design and accessibility ensures it is well equipped to meet the needs of students and staff alike. The system is poised for continued success within educational institutions and potential enhancements to meet future demands.

Part 2 - Agile

Meeting Minutes

Throughout all four sprints, we conducted both group and client meetings. Group meetings were held regularly to monitor team progress and ensure alignment with project goals. Client meetings focused on obtaining feedback and refining the application to meet the client's requirements. In the final two weeks, group meetings were particularly geared towards preparing for the final presentation.

The minutes for the meetings are maintained in a shared folder in Google Drive:



Name	Owner	Last mo...	File size
Recordings	me	Mar 7, 2024	—
Group Meetings	ayodyahettz...	Mar 3, 2024	—
Client Meetings	me	Mar 7, 2024	—

Figure 1: Meeting minutes on the team's drive

Group meeting minutes of final two sprints can be found in the following link:

1. Group meeting https://docs.google.com/document/d/1d82-Fqq0lcUOOFs7KmIxP-ALzSk6tCWgm-FT9bW_Z8I/edit?usp=sharing

Client meeting minutes of all four sprints can be found in the following link:
https://drive.google.com/drive/folders/1dG1LTMlhNk5GgGXwwcuMAnZh1TPrzlrG?usp=drive_link

Group meeting minutes of all four sprints can be found in the following link:
https://drive.google.com/drive/folders/1ZM3_8CzSR0lpLmA21q7ITMWbA_oM6XKS?usp=drive_link

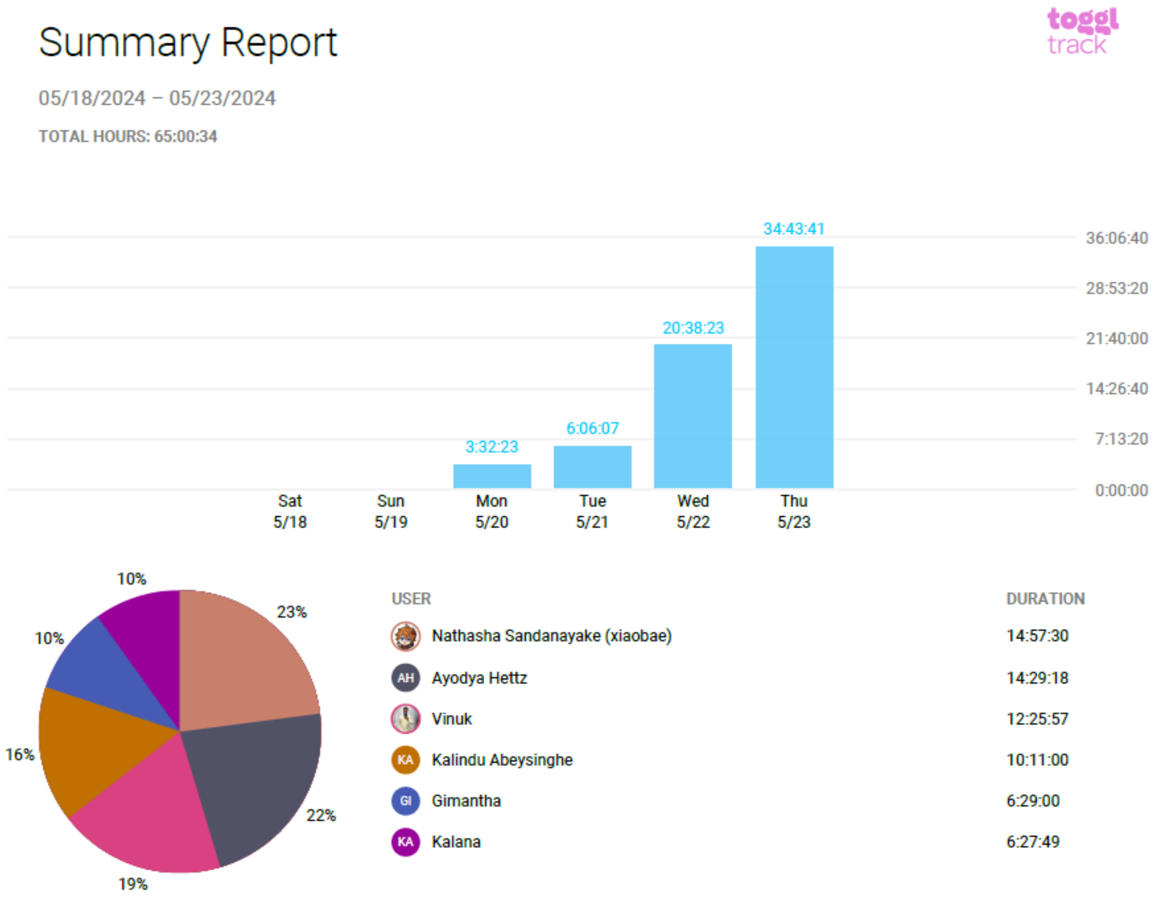
Email Communications

Throughout all the sprints, meeting minutes from all sessions conducted with the client were sent for approval, with the lecturer, supervisor, and team members copied on the emails. This process ensured transparency and kept all stakeholders informed. Additionally, the team provided evidence of request and response emails regarding feedback on various documents, such as the branching plan and task completion for sprints. For example, emails showed approval for completing all tasks related to sprint 2 and sprint 3, as well as the final project handover. These measures helped track progress, confirm task completion, and address any issues promptly, ensuring the project stayed on track.

Tracking Team's Progress

Toggl Report

Evidenced below are the hours of work contributed by each team member towards ISAD3001 - Capstone Computing Project 2 during the final two weeks, from May 18th, 2024 to May 24th, 2024.



Summary Report

05/18/2024 – 05/23/2024

TOTAL HOURS: 65:00:34

USER	DURATION
Nathasha Sandanayake (xiaobae)	14:57:30
AH Ayodya Hettz	14:29:18
Vinuk	12:25:57
KA Kalindu Abeysinghe	10:11:00
GI Gimantha	6:29:00
KA Kalana	6:27:49

Figure 2: Toggl report of final two weeks

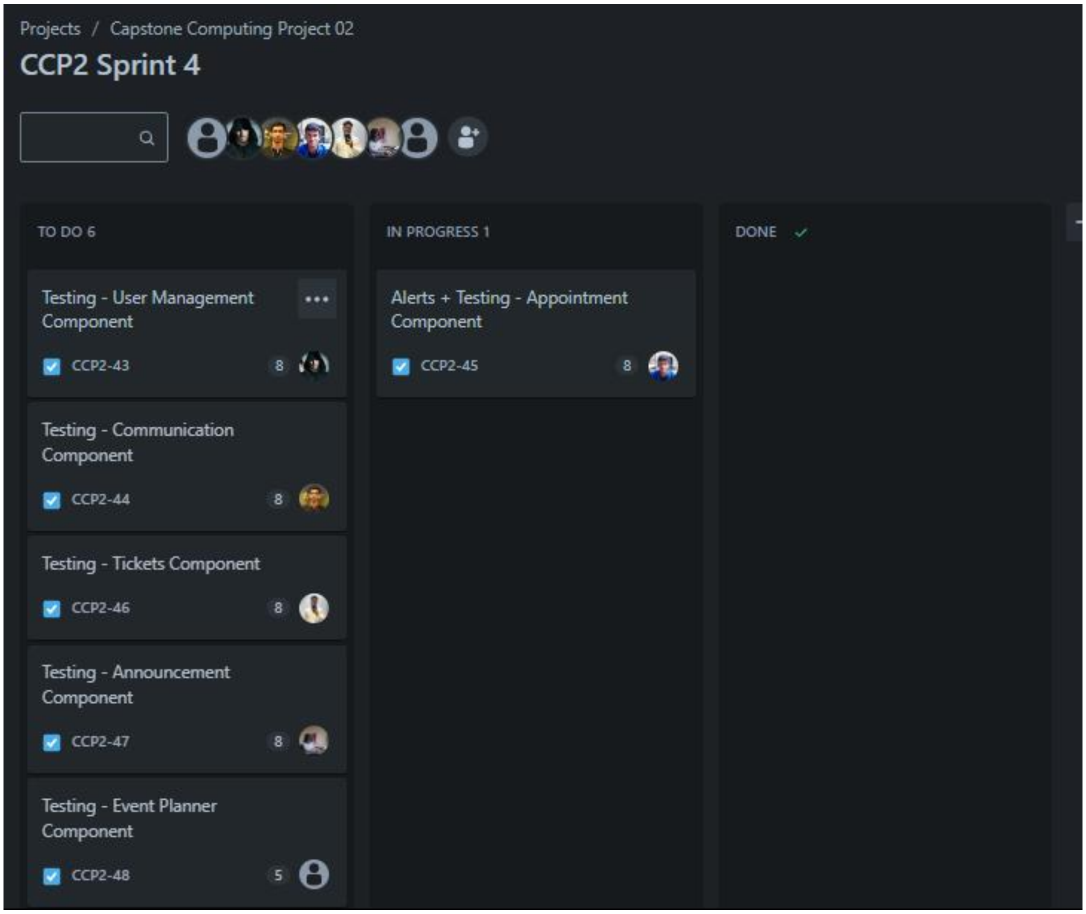
Link to toggle group report of final two weeks.
https://drive.google.com/file/d/12w61hMKMlbJO9wnbcEtyx9sQW5rXudC_/view?usp=drive_link

Link to the Toggl group reports for all four sprints.
https://drive.google.com/drive/folders/1-G31ScSbXzJOr12eQnc9hvceJk4HJF2N?usp=sharing

Jira Workspace

The team effectively utilized the Jira workspace to manage and track progress through the Kanban board feature and a structured product backlog. This approach was essential in ensuring smooth task management, preventing task clashes, and maintaining a clear focus on client requirements throughout the project, which consisted of four sprints.

The Kanban board in Jira was used to visualize the workflow and track the progress of individual tasks. Each task was represented as a card on the board, categorized into columns such as "To Do" "In Progress" and "Done" This clear visual representation allowed team members to easily track the status of each task in real-time, clearly see who was responsible for each task to avoid overlaps or clashes, and seamlessly collaborate and update the status of their tasks.



Projects / Capstone Computing Project 02

CCP2 Sprint 4

TO DO 6

- Testing - User Management Component — ☑ CCP2-43 — 8
- Testing - Communication Component — ☑ CCP2-44 — 8
- Testing - Tickets Component — ☑ CCP2-46 — 8
- Testing - Announcement Component — ☑ CCP2-47 — 8
- Testing - Event Planner Component — ☑ CCP2-48 — 5

IN PROGRESS 1

- Alerts + Testing - Appointment Component — ☑ CCP2-45 — 8

DONE ✓

Figure 2: Evidence of maintaining a kanban board

Burn-up and Other Metrics

The team used burn-up charts and task tables to measure the actual progress of the project across four sprints. As per previous group reports, in each sprint, the burn-up charts showed the cumulative estimated and completed task lines intersected by the end, indicating successful completion of all planned tasks. Sprint 1 had 123 estimated story points, with over 50% of tasks completed each week. Sprint 2 had 58 story points, with most tasks completed in week 1 and fewer tasks in weeks 2 and 3. Sprint 3 aimed for 96 story points, with 54 points completed in week 2, exceeding estimates, and fewer tasks in weeks 1 and 3. Sprint 4 targeted 50 story points, with most tasks (37 points) completed in week 3 despite lower completion in the first two weeks. These measures consistently indicated that the project was on track for timely completion. Any potential issues were mitigated by redistributing tasks and focusing efforts in subsequent weeks, ensuring the project was completed on time.

Burn up charts of all four sprints

Sprint 1
https://docs.google.com/spreadsheets/d/1_bLuKRciNFYv1F8oLPelk29iV6H1DL5-TYhZQ5eleeI/edit#gid=152469704

Sprint 2
https://docs.google.com/spreadsheets/d/1_bLuKRciNFYv1F8oLPelk29iV6H1DL5-TYhZQ5eleeI/edit#gid=516374266

Sprint 3
https://docs.google.com/spreadsheets/d/1_bLuKRciNFYv1F8oLPelk29iV6H1DL5-TYhZQ5eleeI/edit#gid=1926382716

Sprint 4
https://docs.google.com/spreadsheets/d/1_bLuKRciNFYv1F8oLPelk29iV6H1DL5-TYhZQ5eleeI/edit#gid=1619021952

Reflection

Throughout the project, our progress tracking measures, including detailed task lists, regular sprint meetings, and retrospectives, proved effective in ensuring timely completion. From Sprint 1 through Sprint 4, our team consistently met deadlines, completing key components such as User Management, Communication, Announcements, and Admin Dashboard early on, and focusing on Appointment, Ticket,Chatbot and Event components in subsequent sprints. Each team member contributed equally and put forth maximum effort, resulting in the successful implementation and thorough testing of all features. The absence of major issues and the proactive approach to minor problems helped maintain our schedule. Overall, these measures accurately indicated that the project was on track, and the project's timely completion was achieved through consistent effort, equitable task distribution, and prompt issue resolution.

Part 3 - Repository

During development, the branching plan was followed as outlined previously to ensure that the team follows a standard naming practice to avoid confusion within the team and after handover.

With the product having reached its final state, the commits made to the BitBucket repository have since halted. A sprint contains two primary branches - frontend and backend. For the duration of four sprints starting 29th February 2024 and ending 17th May 2024, the following was achieved:

Milestone 1

Sprint 1 backend:
https://bitbucket.org/Computing_Projects_SLIIT/sd07_2023-student-support-system/branch/be/sprint01

Sprint 1 frontend:
https://bitbucket.org/Computing_Projects_SLIIT/sd07_2023-student-support-system/branch/fe/sprint01

Milestone 2

Sprint 2 backend:
https://bitbucket.org/Computing_Projects_SLIIT/sd07_2023-student-support-system/branch/be/sprint02

Sprint 2 frontend:
https://bitbucket.org/Computing_Projects_SLIIT/sd07_2023-student-support-system/branch/fe/sprint02

Milestone 3

Sprint 3 backend:
https://bitbucket.org/Computing_Projects_SLIIT/sd07_2023-student-support-system/branch/be/sprint03

Sprint 3 frontend:
https://bitbucket.org/Computing_Projects_SLIIT/sd07_2023-student-support-system/branch/fe/sprint3

Milestone 4

Sprint 4 backend:
https://bitbucket.org/Computing_Projects_SLIIT/sd07_2023-student-support-system/branch/be/sprint04

Sprint 4 frontend:
https://bitbucket.org/Computing_Projects_SLIIT/sd07_2023-student-support-system/branch/fe/sprint04

Part 4 - Attribution

Attribution Table

Student name	Contribution
Kalana Tharusha	Preparation of presentation slides - Solution section
	Awards Document - Criteria relevant to the specific category
Gimantha Karunasekara	Preparation of presentation slides - Project development section
	Awards Document - Product summary
Kalindu Abeysinghe	Preparation of presentation slides - Technology stack section
	Awards Document - Final pitch
Vinuk Atukorala	Preparation of presentation slides - Introduction and Problem statement sections
	Video for award submission
Piyumi Ayodya Hettiarachchi	Preparation of presentation slides - Value proposition section
	Awards Document - Entry pitch
	Final Document - Product state and Repository sections
Nathasha Sandanayake	Preparation of presentation slides - The challenges section
	Final Document - Agile and Attribution sections
	Awards Document - Team summary

Statement

We want to acknowledge the entire team for their hard work in making this sprint successful. Each member's dedication, collaboration, and unwavering commitment to excellence were crucial in reaching our goals and delivering high-quality results. Additionally, we recognize that our success stems from the mutual respect among team members, the fair distribution of work, and our steadfast commitment to transparency. These shared values fostered a positive work environment, enabling us to overcome challenges and achieve our objectives efficiently.

Signed by,

Kalana Tharusha

Gimantha Karunasekara

Vinuk Atukorala

Kalindu Abeysinghe

Piyumi Ayodya Hettiarachchi

Nathasha Sandanayake (24th May 2024)

Software Requirements Specification

For

Student Support System

Version 5.0

Prepared by Group SD07-2024

24/05/2024

1. Introduction

1.1 Purpose

The purpose of this document is to outline the requirements needed to develop the software required by the client. The software in development is a Student Support System, which aims to aid the student community and create an easier means of communication between the student body and the officials of the institution. The system as specified by the client, will help the students with rapid responses and a more streamlined procedure to sort out issues at hand.

1.2 Document Conventions

This document follows the general IEEE Standards of Documentation for a Software Requirement Specification.

1.3 Intended Audience and Reading Suggestions

This document is intended for an audience that will provide us with the required resources and permissions to develop the specified system with a beginner's understanding on how the system operates and what technologies will be used.

1.4 Project Scope

The Student Support System is primarily concerned with enhancing communication between the students and the University's Academic Staff and Management. This software's capabilities include categorised forum channels for all modules provided, Announcements and live updates, an AI chatbot, the ability to request appointments, check lecturer availability, and check lecture hall availability. The students and staff require a mobile application - android and ios - thereby making interaction with the application instantaneous and easy. The management requires a web application hence making it easier to access via a Personal Computer, be it a Desktop or a Laptop.

1.5 Reference

This document is compiled using the following publications:

IEEE Recommended Practice for Software Requirements Specifications, IEEE Std 830-1998.
IEEE Standard for Software Quality Assurance Plans, IEEE Std 730-1998.

2. Overall Description

2.1 Product Perspective

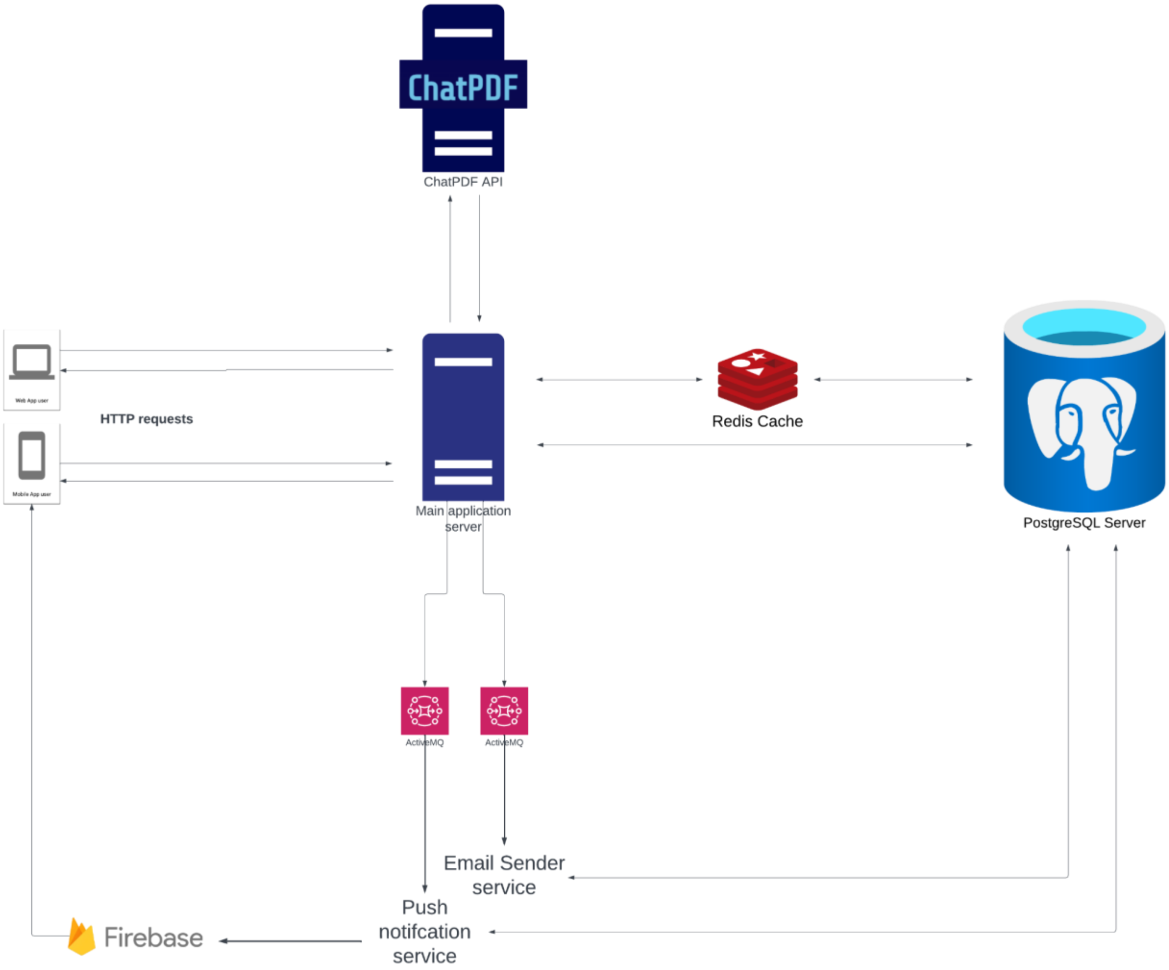


Figure 1: System architecture

Student support system will be available as both a website and a mobile application. The system is designed for all the students, lecturers and administration members to communicate, share resources and access support services. To manage and update information the system uses a separate database.

2.2 Product Features

2.2.1 Communication channels

Separate communication channels will be provided for modules, sports activities and other extracurricular activities. These channels create a platform for students and lecturers to communicate, collaborate and share resources within their respective channels.

2.2.2 Scheduling Appointments

Students can request appointments with lecturers, administration staff and counsellors. The lecturers, administration staff and counsellors can manage their availability and schedule appointments accordingly.

2.2.3 Ticket Submit

Students can raise issues, questions and concerns through ticket submission. In addition to that, if the chatbot is unable to provide answers to certain questions, those questions will be directed to a relevant academic staff member.

2.2.4 Event Planner

A calendar feature will be available to create, view and modify events but only the admins have the privilege of creating and modifying events. All the students will receive notifications when a new event is added or modified. Additionally, students will also receive a notification when an event date approaches.

2.2.5 Chatbot

The Chatbot feature will provide assistance and support to students by answering frequently asked questions and providing guidance on various academic matters, such as unit enrollment and exam/lecture timetables.

2.3 User Classes and Characteristics

This section will be used to break down the various user classes that may interact with the system. A use-case diagram has been used to present a rough sketch of how the various stakeholders are expected to behave based on their characteristics.

The two main stakeholders that this system serves are:

1. The Lecturers
2. The Students

Other stakeholders that can be taken into consideration are:

1. System Administrators
2. Academic Administration
3. Student Experiences Management

The use-case diagram can be found in **Appendix B**.

2.4 Operating Environment

The operating requirements for the student support system are as follows.

- Operating System - A mobile application that will be compatible with both Android and ios platforms.
- Database Management - A relational database, PostgreSQL will be used to store data.
- Browser - Web-based application that will be compatible with web browsers.

2.5 Design and Implementation Constraints

Constraints can be broken down into multiple segments.

1. **Technical**
   a. ***Compatibility:*** Need to ensure that the application works on different browsers and various devices.
   b. ***Technology:*** Problems faced due to choice of programming languages, frameworks and tools.
   c. ***Bandwidth and latency:*** Issues introduced due to network speed and delays.

2. **Security**
   a. ***Data Privacy:*** Issues that could surface if the data protection regulations and acts are not complied with.
   b. ***Authentication and Authorization:*** Issue that may arise with improper role-based permissions.
   c. ***Protection against attacks:*** Problems that may arise in the instance of an unplanned attack

3. **User Experience**
   a. ***Usability:*** Issues that may pertain when designing the UI as there needs to be variations of it based on the roles of the user.
   b. ***Responsive Design:*** Issues that may arise when designing the UI as it needs to be made to fit multiple display sizes and orientation.

4. **Functional**
   a. ***Real-Time Communication:*** Issues that may arise when implementing chat and notification features as the updates need to be real time.
   b. ***File Sharing:*** Issues that may arise when file sharing is not regulated. It could lead to explicit and unnecessary files being shared.

2.6 User Documentation

A handoff and a presentation will be conducted along with the implementation of the student support system software.

2.7 Assumptions and Dependencies

- All the students and staff members have access to internet-connected devices to use the system.
- The system will be accessible through modern web browsers and mobile devices.
- The system adheres to security and privacy regulations to secure students’ sensitive data.
- The system can handle potential growth as the student population will be increased gradually.

3. System Features

This section consists of the system features that were requested to be implemented by the client.

3.1 User Registration

3.1.1 Description and Priority

Users are required to be registered before they can gain access to the system via Mobile/Web Application for verification and portability purposes.

3.1.2 Stimulus/Response Sequences

Users are required to enter their full name, student ID, a valid email address and a strong password to register to the system on the user registration page.

3.1.3 Functional Requirements

REQ-1: New users should be able to register to the system with valid user details.

3.2 User Login and Authentication

3.2.1 Description and Priority

Registered users can log in to the system with valid credentials. Access control will be role-based. ***Roles****: Admin, Student, Lecturer, Counsellor.*

3.2.2 Stimulus/Response Sequences

On the login page, users will be prompted to enter their student ID and password to access the system. User interfaces will be different based on their roles.

JSON Web Tokens (JWT) is used to improve security and authentication while logging into the system. When logging in, user credentials are securely transmitted via JWTs, which offers a quick and safe way to confirm the user's identity. As a result of the digital signatures on these tokens, data integrity is guaranteed and users can easily access the system while still adhering to strict security protocols.

3.2.3 Functional Requirements

REQ-1: Users should be able to access the system through both the mobile app and the web app.
REQ-2: Users should be able to access the system with valid credentials.
REQ-3: Users should be able to interact with the system based on their roles.
REQ-4: Users should be able to reset their passwords.
REQ-5: Users should be able to update their details.

3.3 Communication Channels

3.3.1 Description and Priority

This feature allows users to have better communication and effective resource-sharing between students, lecturers, and administrations. Push notifications are sent for each message. Communication channels also facilitate the sharing of resources such as lecture materials and other documents.

3.3.2 Stimulus/Response Sequences

The admin role has the authority to create new communication channels from their dashboard. The student is provided the ability to search for communication channels based on the Title, or the module code.

3.3.3 Functional Requirements

REQ-1: The system admin should be able to create new communication channels.
REQ-2: Users should be able to share different formats of resources through the communication channels.
REQ-3: There should be different communication channels for each unit, batch, and club.
REQ-4: There should be a common communication channel for announcements.

3.4 Making Appointments

3.4.1 Description and Priority

This feature is for students to make an appointment to engage and clarify issues with lecturers, counsellors or administration staff. When an appointment is requested and a status update to an appointment is made, an email notification is sent.

3.4.2 Stimulus/Response Sequences

When the student needs to make an appointment with a specific party through the system, the system will check and display the availability of the relevant party and when the appointment has been placed, it will notify that specific party via a push notification on the mobile device as well as an email notification. When the notification is clicked, the lecturer is then provided with the option to accept or decline the appointment.

3.4.3 Functional Requirements

REQ-1: Students should be able to make appointments with lecturers, administration staff or counsellors through the system.
REQ-2: Lecturers, administration staff or counsellors should be able to accept appointments through the system.

3.5 Ticket Submitting

3.5.1 Description and Priority

Students can raise concerns about various problems such as issues with the lecturer, issues linked with particular modules, issues with examinations and other complex system issues. An email notification is sent to the recipient when a ticket is first submitted,

3.5.2 Stimulus/Response Sequences

When the student submits a ticket regarding an issue, the system will notify the relevant parties responsible for that specific issue. The system will then guide the student in the ticket-submitting process by providing the user with a step-by-step procedure to be followed.

3.5.3 Functional Requirements

REQ-1: Students should be able to submit tickets regarding their issues.
REQ-2: Responsible parties should be able to respond to tickets.

3.6 Chatbot

3.6.1 Description and Priority

The students can interact with the chatbot to ask common questions that have common responses and get their doubts clarified. The chatbot will be a high priority task as it reduces the amount of appointments made, tickets submitted and time spent in clarifying common doubts. The chatbot can answer common questions related to enrollments, submissions, examinations and other tasks. Will be using a third party service called ChatPDF, where our custom dataset is uploaded as a pdf and we communicate with it.

3.6.2 Stimulus/Response Sequences

When the student enters a question, the chatbot will display an answer, based on the dataset it is trained with. If the chatbot is unable to provide an answer, a ticket will automatically be submitted to the relevant academic staff with the details of the user.

3.6.3 Functional Requirements

REQ-1: Users should be able to chat in natural language.
REQ-2: Chatbot should be able to provide basic academic/non-academic information.
REQ-3: Chatbot should be able to guide users for system services.

3.7 Admin Dashboard

3.7.1 Description and Priority

System Administrators are granted access to the entire system, allowing them to monitor the system, make authorised changes to user details, communication channels, calendars and more through their dashboard.

3.7.2 Stimulus/Response Sequences

The admin dashboard allows the admins to make authorised changes such as deleting and regulating inappropriate messages in communication channels, Updating user details, monitoring appointments and overlooking the ticket submission process.

3.7.3 Functional Requirements

REQ-1: Admin users should be able to delete inappropriate messages from communication channels.
REQ-2: Admin users should be able to update user details.
REQ-3: Admin users should be able to monitor appointments and overlook the ticket submission process.

3.8 Event Planner

3.8.1 Description and Priority

Admins are granted the ability to create and publish events to a common calendar, which can be viewed at any time. All users will also be notified instantaneously when an event has been created. Push notifications and email notifications are sent when an event is first published.

3.8.2 Stimulus/Response Sequences

The Admins can access the common calendar from the dashboard with rights to edit, modify and view the calendar. When the admin creates or modifies an event, all users will be notified of the update. As the event date gets closer, timely notifications will be sent to all registered users.

3.8.3 Functional Requirements

REQ-1: Admins should be able to access the common calendar and create and update events through their dashboard.
REQ-2: Users should be able to view all the events at any time.
REQ-3: Users should be notified by the system when a new event has been created or an existing event has been modified.
REQ-4: Users need to receive timely notifications as the event date nears.

4. External Interface Requirements

4.1 User Interfaces

The user interface of the application is developed using Flutter 3.1, which makes the interfaces consistent across all platforms.

The user interface adheres to a consistent design pattern that is simple to use and understand which is most suitable for this application. Every interface consists of a navigation bar which includes navigation to the Home Page, Channels, Chat Bot, and Menu buttons that allow users to navigate to different pages of the application. Back buttons are included on chat pages and feature pages to help users simply return back to the previous screen. The application's error messages are displayed to the user and highlighted in red to grab the user's attention.

4.2 Hardware Interfaces

In order to enable user interaction and other functionalities, the software will interact with several hardware components.

- Supported devices: Mobile devices and personal computers such as desktops and laptops (accessed through browser).
- Control interactions: The application for mobile devices uses touch interaction data to enable user interactions with the software, whereas the browser-based application may use a combination of touch interactions, keyboard inputs, and pointing device data to enable user interactions with the software. The software will display information on the screen of the mobile device or the host device of the browser.
- Data: Any user-preferred data can be downloaded to the local storage of the specific device and saved in the appropriate type of device. The database stores text data as text and shared resources are saved locally on the server.

4.3 Software Interfaces

- The System should be compatible with both Android and IOS operating systems as well as with browsers.
- The front end and the back end exchange data using JSON.

Supported OS and browser versions of flutter:

Platform version	**Supported**	**Best effort**	**Unsupported**
Android SDK	21-34	19-20	18-
iOS	16	11-15	10-, arm7v 32-bit
Web - Chrome	latest 2 releases	96+	
Web - Safari	latest 2 releases	14+	
web - Edge	latest 2 releases	96+	

4.4 Communication Interfaces

- Synchronisation mechanisms: The Student Support System will use synchronisation techniques which ensures that students have constant access to the most up-to-date information.
- Network server communications protocols: The Student Support System will use conventional network server communications protocols such as HTTP and HTTPS. Students will be able to access the system from anywhere with an internet connection.
- Messaging: Students will be able to send and receive messages using communication channels. Messages will be encrypted to safeguard the privacy of students.
- Chat bot: This application will include a chatbot that will answer frequently asked queries about student support services. If students want additional assistance, it will be able to refer them to the appropriate student support professionals.
- Notifications: Students will be notified when new messages and announcements additionally lecturers will be notified when an appointment is requested. This ensures that lecturers and students are notified about new messages and important events, even when they are not actively using the application.
- File sharing: The users will be able to share documents within the conversation channels. This helps students and lecturers share study materials and other important documents easily.

5. Other Non-functional Requirements

5.1 Performance Requirements

- Time-sensitive usage of messaging and announcement features must be accommodated.
- Reliable and up-to-date information should be provided by the chatbot with a minimum success rate of 99%.
- Push notifications must be delivered no later than 5 seconds and email notifications by 30 seconds.

5.2 Safety Requirements

- Content published on all communication channels need to be moderated automatically and instantaneously for common misconduct.
- Content published on all communication channels should be moderated by a system moderator regularly on a daily basis.
- Need to ensure that the chatbot will not provide the users with rogue replies.

5.3 Security Requirements

- Accessible solely to authorised users in the organisation.
- Hierarchized access levels are required to prevent misuse.
- Maximum false acceptance rate should be less than 0.01%.

5.4 Software Quality Attributes

5.4.1. Availability

- Accessible to all access verified user groups in the organisation at all times.
- Downtimes for maintenance must be communicated in advance to prevent inconvenience to all user groups and should be minimal. Maximum downtime must not be in excess of 2 hours and must be during hours the system has low user activity.
- The system will be available for use on desktop and mobile with network access.

5.4.2 Usability

- User-friendly and encouraging to use as a convenient alternative to conventional means of communication such as e-mail.
- Students and staff are able to share information and resources within the platform with a margin of error less than 1%.

5.4.3 Scalability

- The main purpose of the system is to provide support as an independent platform.

- There is potential for the system to expand beyond a means of communication between lecturers, students and administrators, especially given evolving education delivery methods.
- Currently, the system is expected to operate as a standalone, but with the required permissions, login functions can be integrated with the Learning Management System used by the organisation.

5.4.4. Reliability

- There must not be clashes in the information provided to end users. The latest announcements and available time slots for appointments must be made available in real-time to prevent inconveniences. Maximum response time must not exceed 600ms.
- All content delivered through the chatbot must be verified. Serious counselling requests that are beyond the scope of the chatbot must be recognized and direct the user to seek additional support from counsellors.
- The system must facilitate at minimum the entire population of the university.

5.4.5 Accessibility

- Icons, fonts and interfaces used by the system must be universal where relevant and understandable to all users.
- The chatbot can be utilised to improve accessibility, from guiding a user through the system's functions to providing basic counselling and directing users to further support options.
- The support system will operate in the English Language.

5.4.6 Privacy

- Transparency of the data collected is essential, to ensure that users are not discouraged to use the counselling features of the chatbot, and are fully aware of how the data will be used without violating their privacy.
- Students and staff will have limitations to the information they can access based on their access rights.
- Privacy laws of the organisation and its respective country must be respected and followed.

5.4.7. Maintainability

- The conventions used to maintain and document the system will be on par with the requirements communicated by Curtin University.

6. Other Requirements

6.1 Design Standard Requirements

- The backend should follow a microservice architecture with a Restful API gateway.
- The API gateway must be implemented using Spring Boot 3.0 and Spring Security 6 must be used to handle authentication and authorization of users.
- All data must be stored in a PostgreSQL database with version 11.0 or higher.

6.2 Data Management Requirements

- Full Backups are performed monthly and differential backups are performed weekly.

6.3 Operational Requirements

- Application can only crash for a user when for a maximum of 2 system features.
- The defect density should be a maximum of 1 bug per 4000 lines of code for major errors such as authentication and permission issues.
- The defect density should be a maximum of 1 bug per 500 lines of code for minor errors such as incorrect response messages to the user.

7. User Stories

The following User Stories were created having considered the requirements of the end users and given appropriate priorities for production. The priority is determined by a numerical system in which 1 is the highest priority and 10 is the lowest.

User Story	**Priority**
As a User, I want to create an account so I can log into the system	2
As a User, I want to login so that I can access the Student Support System's Features	1
As an Administrator, I want to publish announcements so that others can view them	8
As a Student, I want to send and receive messages through communication channels, so that I can see support from other students and lecturers	3
As a Lecturer, I want to send and receive messages through communication channels, so that I can communicate with students	2
As a User I want to share attachments through communication channels so that others can refer to them	4
As a Lecturer I want to share study materials through the communication channels so my students can refer to them	4
As an Administrator, I want to delete messages from communication channels to maintain the quality of content, relevance and compliance	3
As an Administrator, I want to create and delete communication channels so that I can manage communication channels	5
As a Student, I want to request appointments so that I can meet a lecturer	2
As a Lecturer, I want to view appointment requests and approve them so that students can meet me to clarify issues	2
As a Student, I want to be able to submit a ticket so that I can clarify my issues	2
As the Lecturer, I want to be able to view and reply to open tickets so that I can respond to students' issues	2
As the Administrator, I should be able to monitor appointments and overlook the ticket submission process so that I can verify users have complied to their requirements	8
As the Administrator, I should be able to update a user's details so that a user's details are always up to date	5

As a User, I want to view upcoming event details so that I can get updates on it	6
As an Administrator, I want to add and edit upcoming event details so that other users can be informed about upcoming events	5
As a Student, I want to be able to ask questions from the chat bot so that I can have my questions answered	6
As a User, I want to be able to update and reset my password so that I can resume my activities with convenience	8
As a User, I want to get notifications from the system	9

Appendix A: Glossary

1. IEEE - IEEE stands for the Institute of Electrical and Electronics Engineers, a professional organisation that develops technology in the domains of electrical, electronics, and computer science through standards, conferences, and collaboration.
2. JSON - JavaScript Object Notation is a lightweight data format used for transmitting data in web applications.
3. Access Control - Access control refers to the process of setting up rules and policies to ensure that only authorised individuals or entities are allowed to access a specific resource or perform a certain action.
4. Functional Requirements - Functional requirements describe what the system should do in order to meet user needs.
5. Non-Functional Requirements - Non-functional requirements are a set of specifications that specify the system's operational capabilities and limits while attempting to improve its functionality.
6. System Features - The exact operations and capabilities that a software or product provides to consumers are referred to as system features.
7. Dashboard - A dashboard is similar to a summary screen in that it displays vital information in simple charts and graphs. It allows individuals to quickly understand how things are going or what is going on.
8. A.I. - Artificial Intelligence is the development of computer systems that can execute activities that would normally require human intelligence.
9. Flutter - Flutter is an open-source software development kit by Google which is used to create cross-platform applications.
10. Django - Django is an open-source backend server-side framework that is written in Python.
11. Spring Boot - Spring Boot is an open-source Java-based framework for developing microservices.
12. API - Application Programming Interface is a set of rules and protocols that allow different software programmes to connect and interact with one another.
13. REST API - Representational State Transfer Application Programming Interface.
14. ORM - Object Relational Mapping
15. JWT - JSON Web Token, is a token which is used for authentication.
16. HTTP -Hypertext Transfer Protocol, is a protocol that allows users to communicate on the World Wide Web.
17. URL - Uniform Resource Locator, is used to uniquely identify a resource on the internet.
18. UI - The user interface (UI) is the portion of a software with which people interact.

Appendix B: Analysis Models

ER Diagram

The Entity Relationship Diagram for the Student Support System Can be found in the following link.

Link:
https://drive.google.com/file/d/1ULMCsmlSVhBZDCwAcfDzvMlzcD7CJ0dY/view?usp=drive_link

Use Case Diagram

The use case diagram for the Student Support System is attached below.

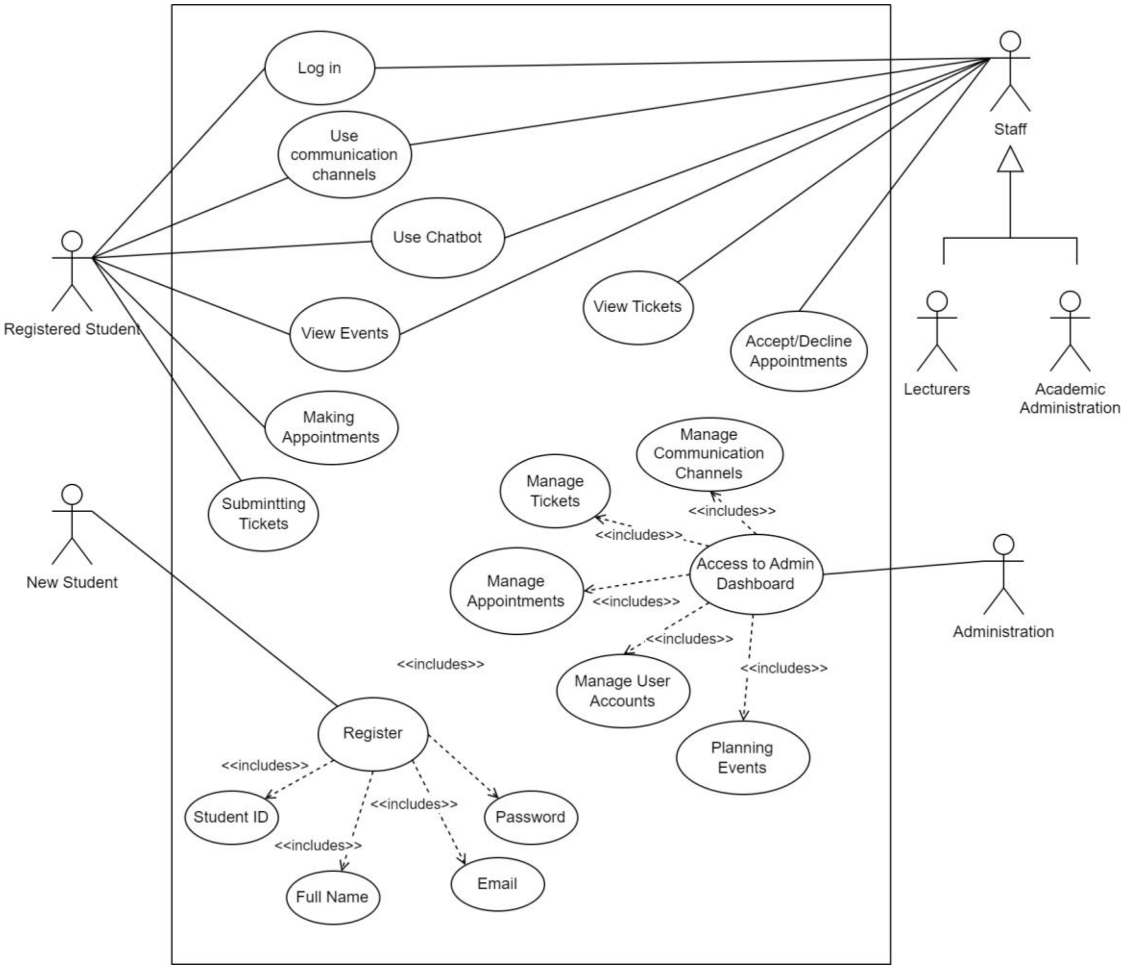


Figure 2: Student support system use case diagram

Branching Plan

For

Student Support System

Version 1.0

Prepared by Group SD07-2024

24/05/2024

1. Purpose

Presented below is the branching strategy to be followed in the development of the Student Support System CurtinAssist.

This document details branch purposes, naming conventions, merging procedures and general guidelines for using and managing the BitBucket repository.

2. Branching Strategy

A branching strategy to maintain both frontend and backend branches will be adopted to maintain clarity and organisation between members during the development process. This will include the maintenance of two main branches - frontend and backend, which contain their respective functionalities.

3. Branch Types

Main Branches

- **backend:** Integration branch for the production-ready backend code. Only the backend-related stable and tested code will be merged into this branch.
- **frontend:** Integration branch for the production-ready frontend code. Only the frontend-related stable and tested code will be merged into this branch.

Sprint Branches

- **be/sprint<*sprint no*>:** These branches will be pulled from the backend branch at the start of every sprint and will be merged into the backend branch at the end of that sprint. The purpose of this branch is to demonstrate the progress of the backend development of each sprint.
- **fe/sprint<*sprint no*>:** These branches will be pulled from the frontend branch at the start of every sprint and will be merged into the frontend branch at the end of that sprint. The purpose of this branch is to demonstrate the progress of the frontend development of each sprint.

At the end of each sprint, there will be a pull request to merge sprint branches into backend/frontend branches.

Feature/Bugfix Branches (Individual Branches)

- **be/sp<*sprint no*>/<*component*>/<*task id*>:** These branches will be pulled from their corresponding backend sprint branch and will be merged into that again after developing the related feature or the bug fix. Each task on the corresponding sprint should have its own branch. After developing the related feature or the bug fix committed developer should open a pull request to merge those features/bug fixes into the backend sprint branch.

- **fe/sp<*sprint no*>/<*component*>/<*task id*>:** These branches will be pulled from their corresponding frontend sprint branch and will be merged into that again after developing the related frontend feature or the bug fix. Each task on the corresponding sprint should have its own branch. After developing the related feature or the bug fix committed developer should open a pull request to merge those features/bug fixes into the frontend sprint branch.

4. Branching Diagram

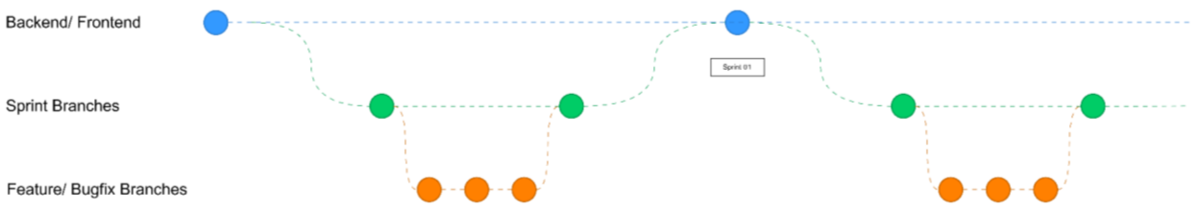


Figure 1: branching diagram

5. Branching Guidelines

5.1 Naming conventions

1. All branch names should follow the following special format

    - Main branches:
        - backend
        - frontend

    - Sprint branches:
        - be/sprint<*sprint no*>
        - fe/sprint<*sprint no*>

    - Feature/Bugfix branches:
        - be/sp<*sprint no*>/<*component*>/<*task id*>
        - fe/sp<*sprint no*>/<*component*>/<*task id*>

    **task id* is from the Jira sprint backlog
    https://docs.google.com/spreadsheets/d/1aE34pA0O_Nsi3gRUOzAeNgILfkJ1zF_i00ncvK8TcDg/edit?usp=sharing

2. Use lowercase letters and hyphens for multi-word branch names.

5.2 Merging and Pull Requests

Pull Requests (PR) for feature/bugfix branches should be reviewed by at least one other team member before marge into the corresponding sprint branch. Only the approved PR will be merged into the sprint branch.

At the end of each sprint, the stable and tested sprint branch will be merged into the backend/frontend branch. So the backend and frontend branches only contain the stable and well-tested versions of the product.

Pull request sheet:
https://docs.google.com/spreadsheets/d/18Tv-WmjCCR7E-wVh_TlmhCDXOos3ybxTpn7xORgYHKM/edit?usp=sharing

6. Responsibilities

Backend merge master
Responsible for merging backend feature/bugfix branches into the backend sprint branch and merging the backend sprint branch into the backend branch at the end of each sprint.

Frontend merge master
Responsible for merging frontend feature/bugfix branches into the frontend sprint branch and merging the frontend sprint branch into the frontend branch at the end of each sprint.

Merge masters are also responsible for testing the code, checking bugs and resolving merge conflicts before the merging.

Code Reviewers
Each person in the team should do the code reviewing one of their peers for approving the pull requests of feature/bugfix branches. Backend and frontend branch codes will be reviewed by merge masters.

Developers
Each member of the team will be responsible for developing at least one feature for the sprint. They should create a feature branch according to the above naming conventions for developing their feature. Developers are also responsible for testing (unit/integration) their one codes before making pull requests.

Roles

- Backend merge master - Kalana Tharusha
- Frontend merge master - Gimantha Karunasekara
- Code Reviewers - Each team member
- Developers - Each team member

7. Conclusion

Following this branching plan will ensure that the Student Support System development process is structured and well-organised. We hope that adhering to these rules will help to preserve the quality of the code, improve teamwork, and enable effective release management.

Product Installation and User Guide

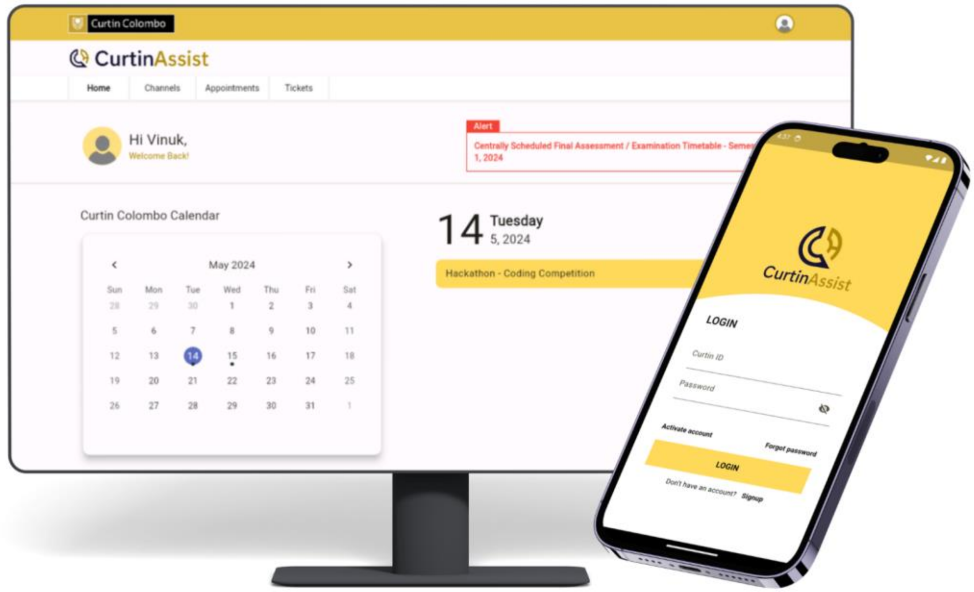
For

Curtin Assist

Version 1.0

Prepared by Group SD07-2024

24/05/2024



Introduction

Welcome to Curtin Assist, a comprehensive support system designed to enhance the academic journey of students. Curtin Assist serves as a centralised platform, providing students with seamless communication channels, access to essential resources, and assistance for navigating various aspects of their education. Whether they are seeking course updates, scheduling appointments with lecturers, or submitting queries, Curtin Assist is here to streamline the experience and support their success.

System Requirements

Curtin Assist can be accessed via any Personal Computer (PC) or mobile device with internet connectivity.

Installation instructions

For PC Users: Simply open your preferred web browser and navigate to the Curtin Assist website.

For Mobile Users: Visit the *App Store (for iOS devices)* or *Google Play Store (for Android devices)* and search for "Curtin Assist"

Download and install the app on your device.

Features of the software

Announcements

Our system empowers administrators to effortlessly share updates on both Academic and Non-academic matters. They have the ability to seamlessly add or remove events which will be showcased on an event calendar accessible to all students.

Channels

Engagement is fostered through dedicated channels tailored to individual needs, whether it's academic modules, sports, activities, or clubs and societies. This serves as a convenient alternative to utilising Whatsapp for official communications.

Appointments

Students can easily schedule appointments with their lecturers, offering flexibility in meeting times. Lecturers, in turn, have the autonomy to accept or decline these appointments and can conveniently set available time slots for specific days of the week.

Tickets

We provide a streamlined process for students to address any inquiries they may have, spanning academic, non-academic, payment, or system-related concerns. Administrators manage these tickets efficiently, providing prompt responses or escalating to relevant parties until resolution, at which point tickets can be closed. This serves as a convenient alternative to utilising e-mail for official communications.

Chat Bot

Our intelligent chat bot serves as a helpful resource for accessing fundamental information such as Module Details, Lecturer profiles, Sports updates, event details, and extracurricular activities. Additionally, it provides insights into non-academic initiatives like the Student Guild and Student Ambassadorship program.

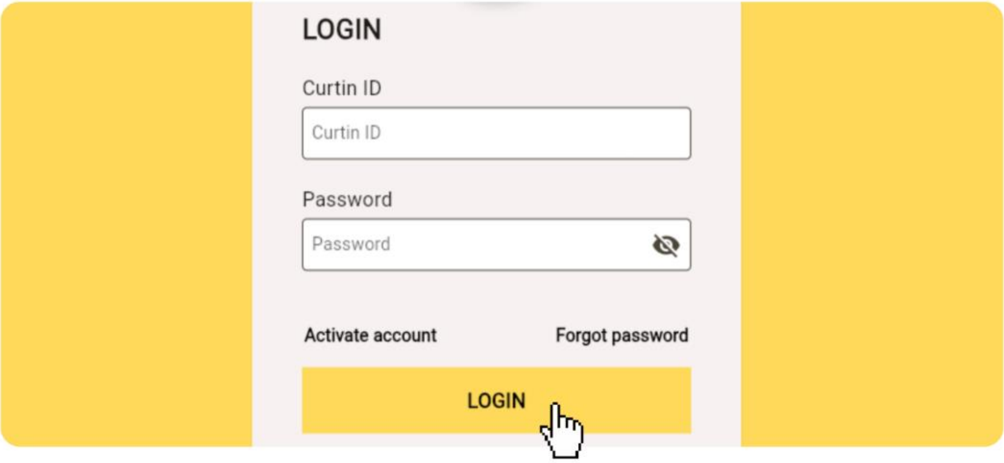
User Interface Overview

For Browser Users:

Login

If you are an existing user, trying to access Curtin Assist, you can

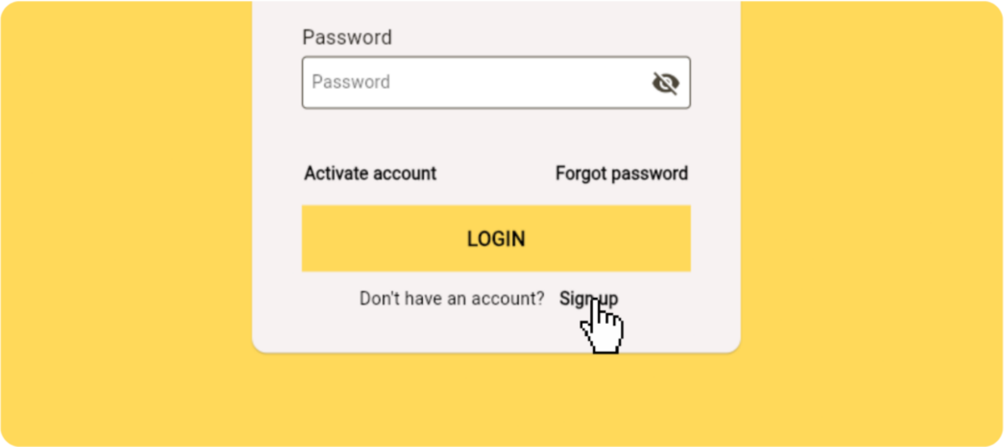
- ➔ Log in by entering your *Curtin ID and Password*



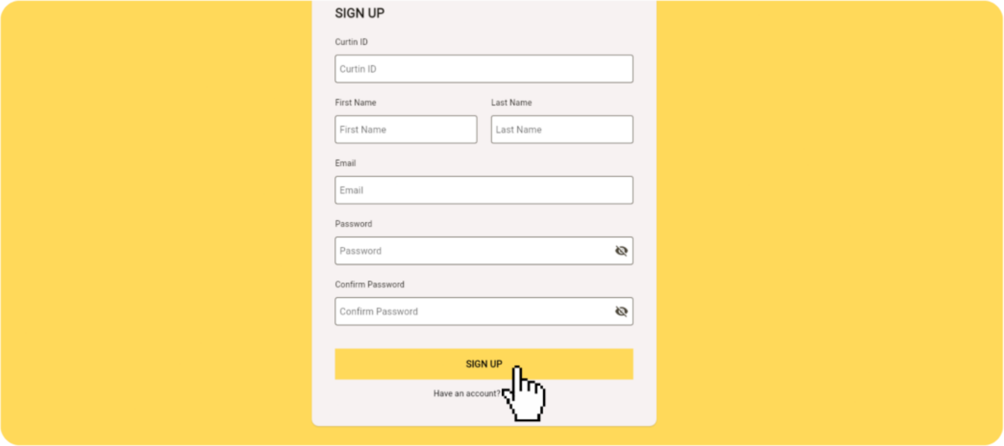
Sign Up

If you are a new user, trying to access Curtin Assist, you can

- ➔ Sign up by clicking on the "Sign Up" text-link at the bottom of the white card



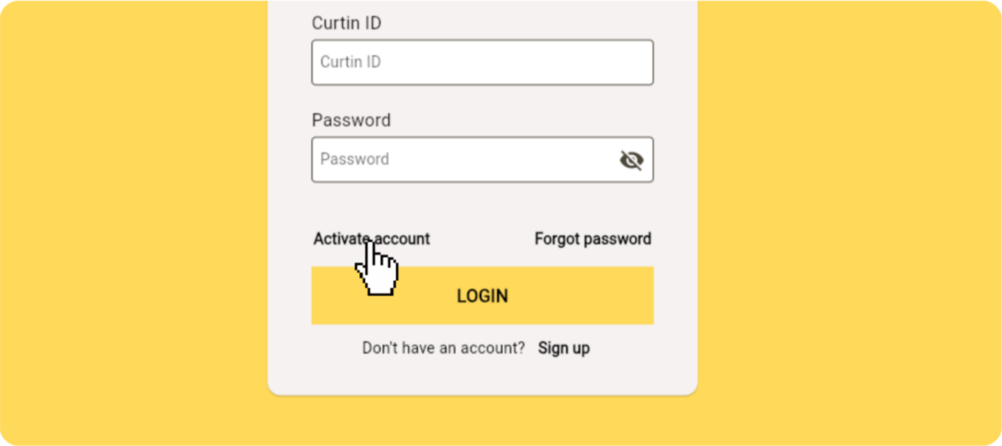
- ➔ Provide your *Curtin ID, First Name, Last Name, Email, Password, and re-enter your password to Confirm Password*
- ➔ Next, click on "Sign Up"



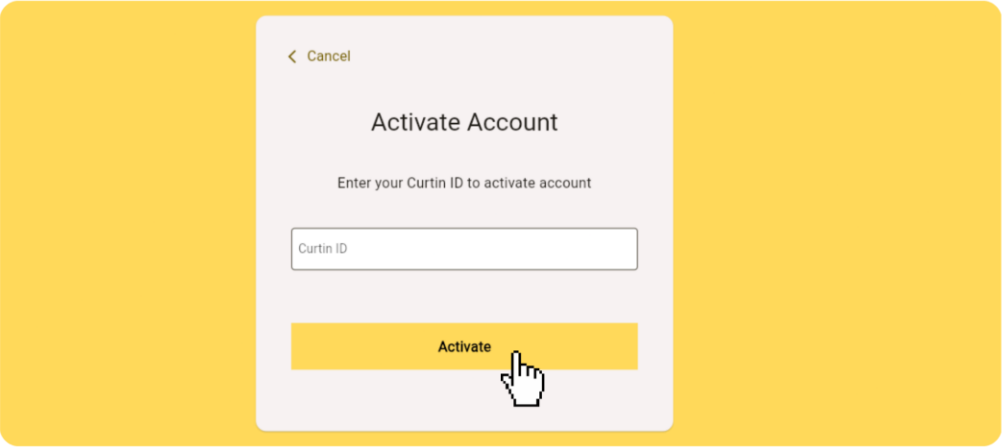
Account Activation

If you have already signed up, but need to activate your account, you can

- ➔ simply click on "Activate Account"

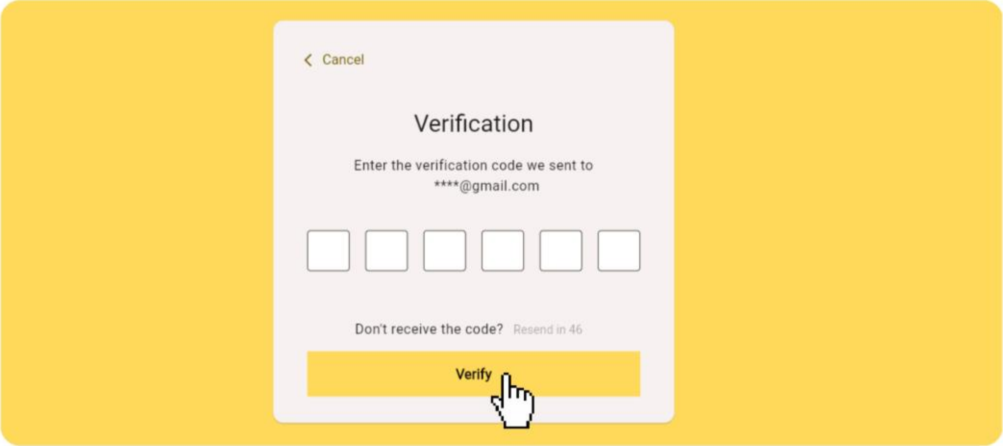


- ➔ Enter your *Curtin ID* and click "Activate"



Enter your Curtin ID to activate account

- ➔ An *OTP (One-Time Password)* will be sent to your email for verification.
- ➔ Enter the OTP in the field provided
- ➔ Next, click "Verify"



Enter the verification code we sent to ****@gmail.com

Don't receive the code? Resend in 46

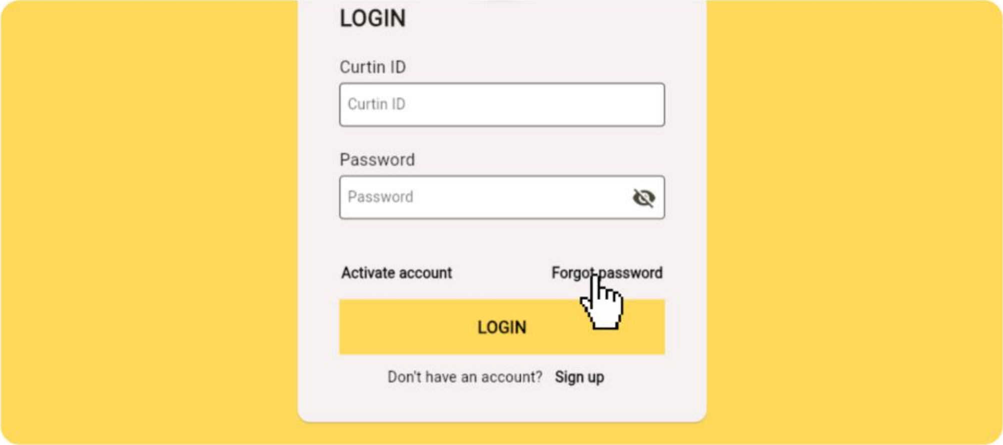
Once your account is activated, you can

- ➔ log in by entering your *Student ID and Password*

Forgotten Password

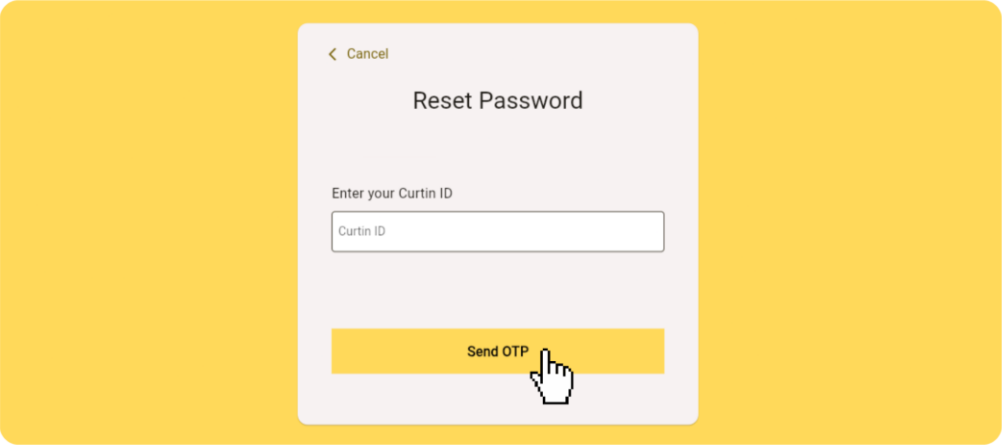
If you have forgotten your password,

- ➔ click on "Forgot Password"

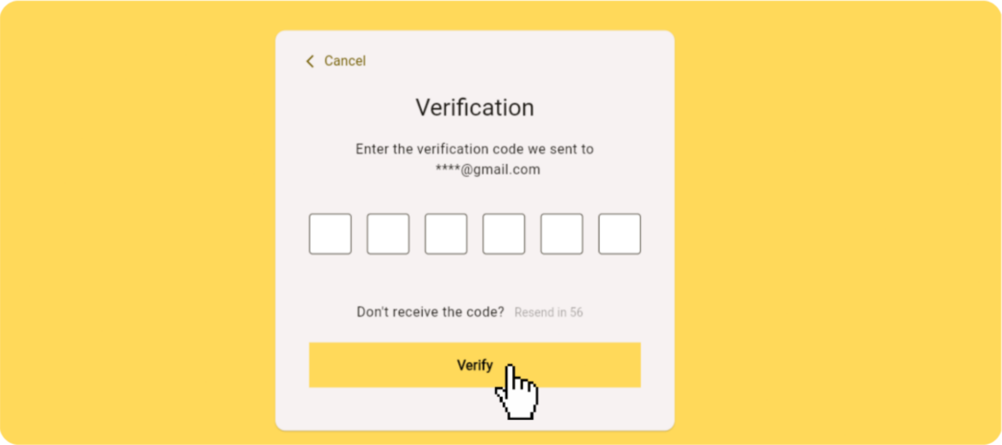


Don't have an account?

- ➔ Enter your *Curtin ID* and click "Send OTP"



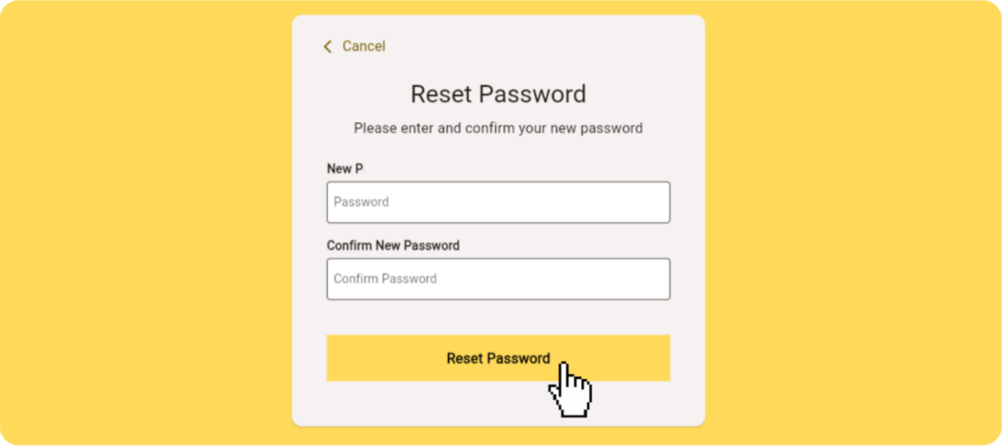
- ➔ An *OTP (One-Time Password)* will be sent to your email for verification.
- ➔ Enter the OTP in the field provided and click “Verify”



Enter the verification code we sent to ****@gmail.com

Don't receive the code? Resend in 56

- ➔ Next, type in your *new password and confirm new password*
- ➔ Click on “Reset Password”

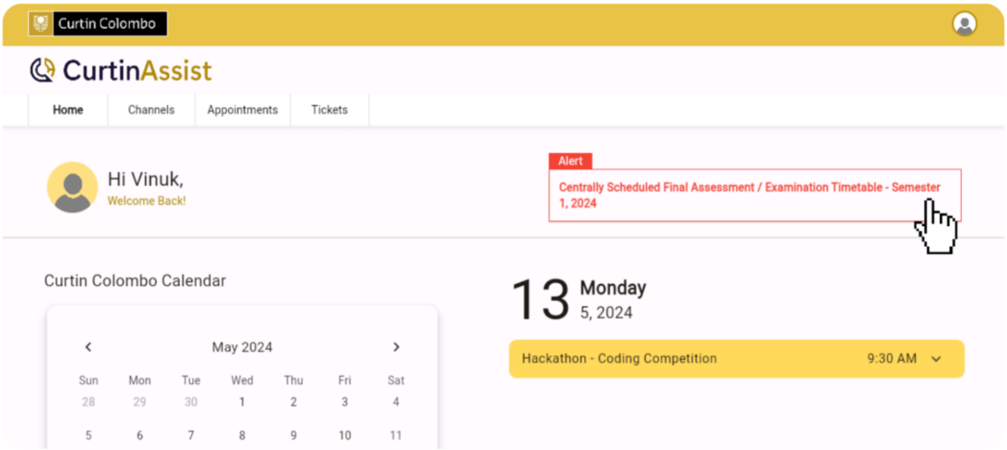


Please enter and confirm your new password

Home Page

Once logged in, you'll be directed to the Home Page

- ➔ Here, you can see a greeting with your name and any important notices.
- ➔ The Event Calendar displays upcoming events and activities. Use the date picker on the left and view event details on the right. If there are no scheduled events, it will display *"No events"*



Hi Vinuk,
Welcome Back!

Alert
Centrally Scheduled Final Assessment / Examination Timetable - Semester 1, 2024

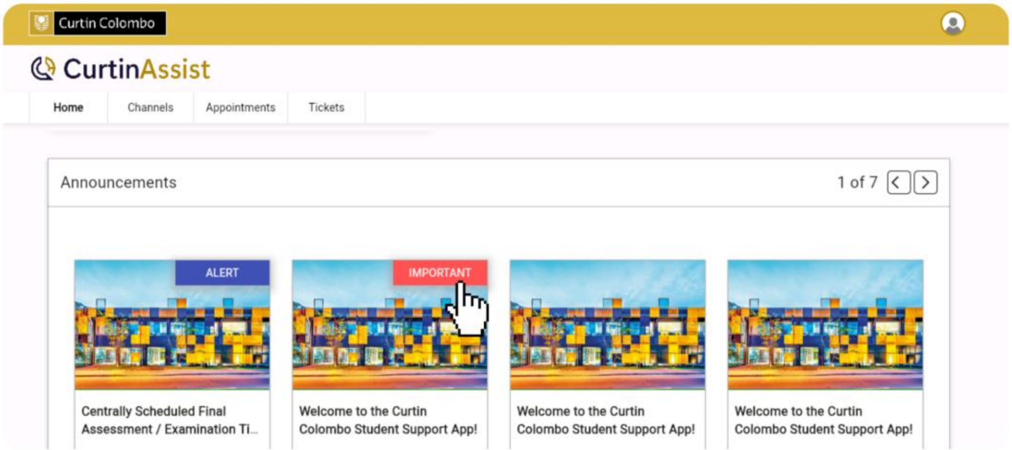
Curtin Colombo Calendar

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1	2	3	4
5	6	7	8	9	10	11

13 Monday
5, 2024

Hackathon - Coding Competition 9:30 AM

- ➔ Announcements are categorised as "Important", “Alert” and "Unimportant"



Centrally Scheduled Final Assessment / Examination Ti...

Welcome to the Curtin Colombo Student Support App!

Welcome to the Curtin Colombo Student Support App!

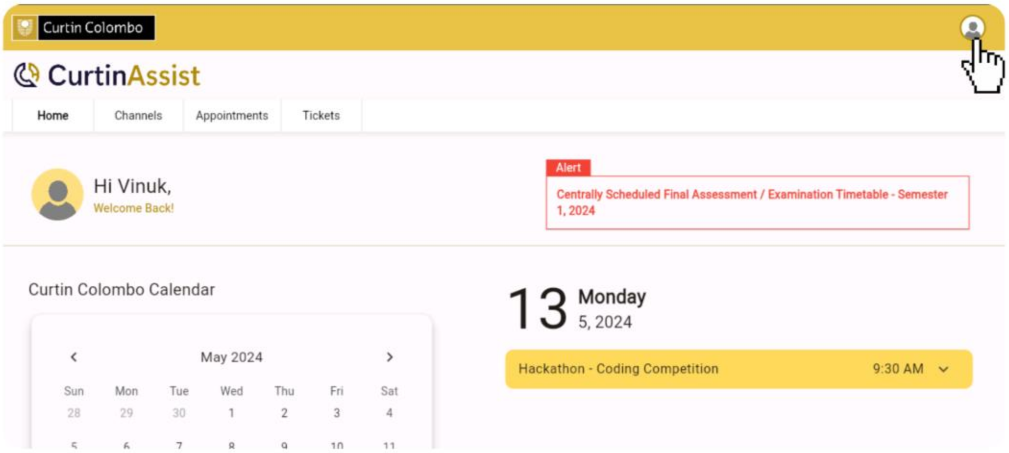
Welcome to the Curtin Colombo Student Support App!

➔ Find assistance and information about *campus activities, events, and navigation* using the “floating chatbot icon” in the bottom right corner.

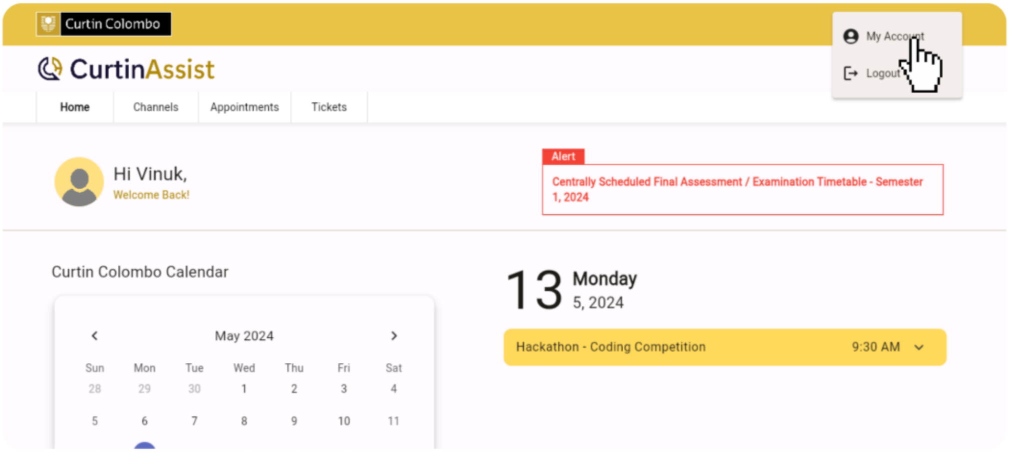
Profile Customization

If you would like to change any account details,

➔ Click on your *profile picture thumbnail* at the top right corner of the page



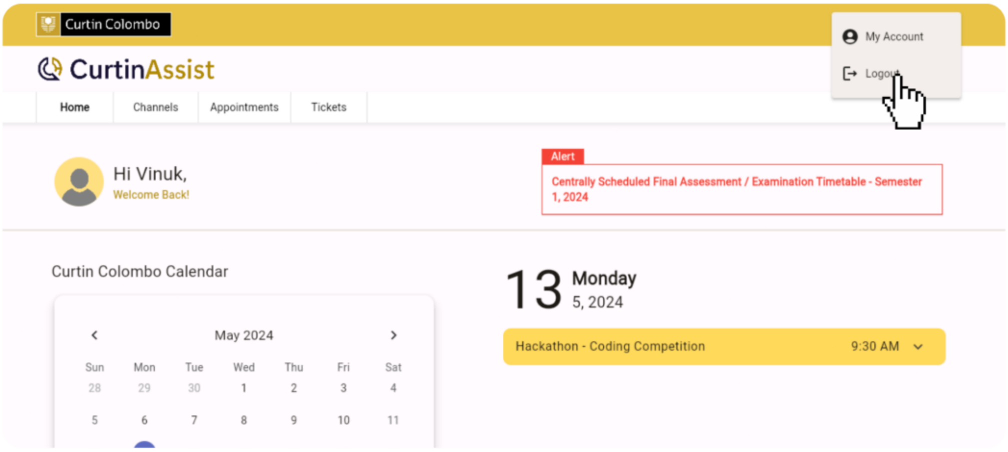
➔ Choose "My Account"



➔ This allows you to update your *Profile Picture, First Name, Last Name, Email Address, and Password*

If you would like to log out,

- ➔ Click on your *profile picture thumbnail* at the top right corner of the page
- ➔ Choose "Log Out"



Hi Vinuk,
Welcome Back!

Centrally Scheduled Final Assessment / Examination Timetable - Semester 1, 2024

Curtin Colombo Calendar

May 2024

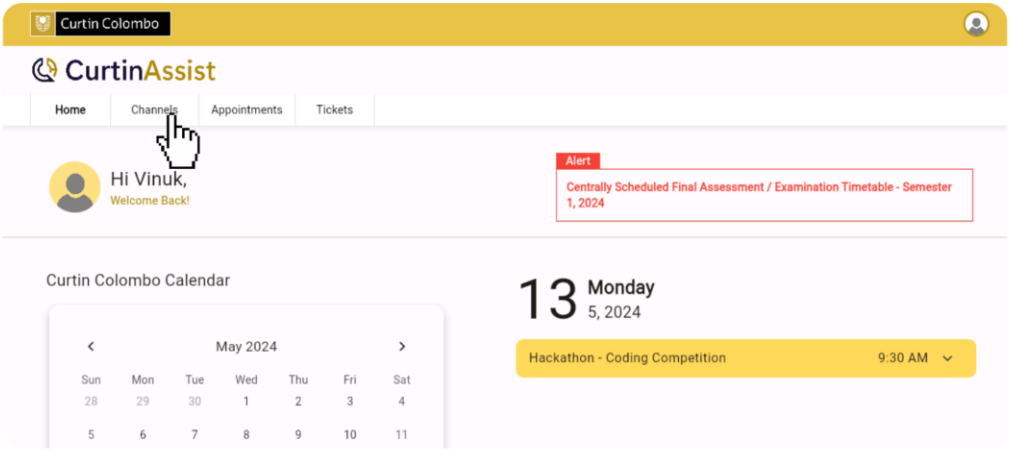
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1	2	3	4
5	6	7	8	9	10	11

13 Monday
5, 2024

Hackathon - Coding Competition 9:30 AM

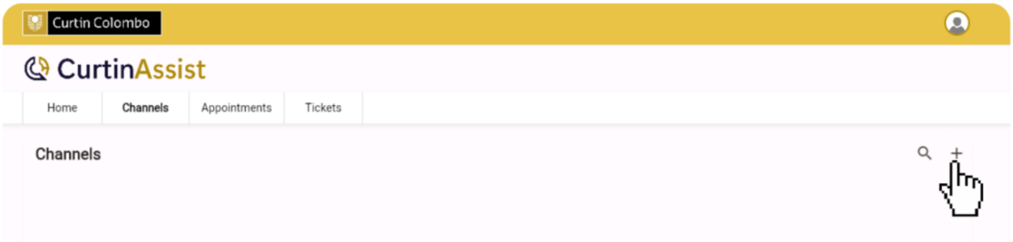
Communication Channels

- ➔ Navigate to the Channels page

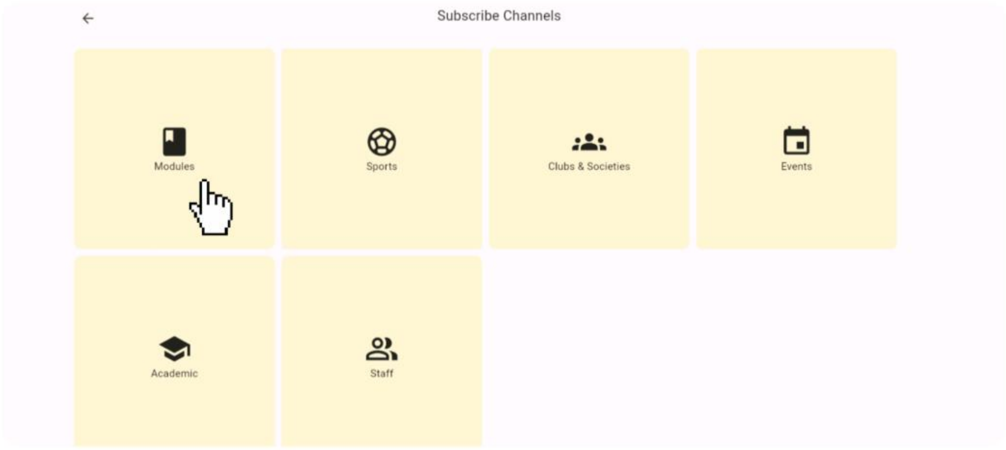


Centrally Scheduled Final Assessment / Examination Timetable - Semester 1, 2024

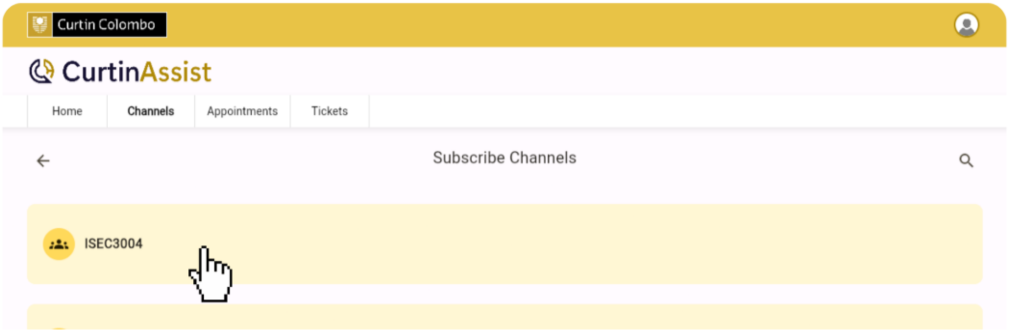
- ➔ Use the plus(+) icon to add a channel



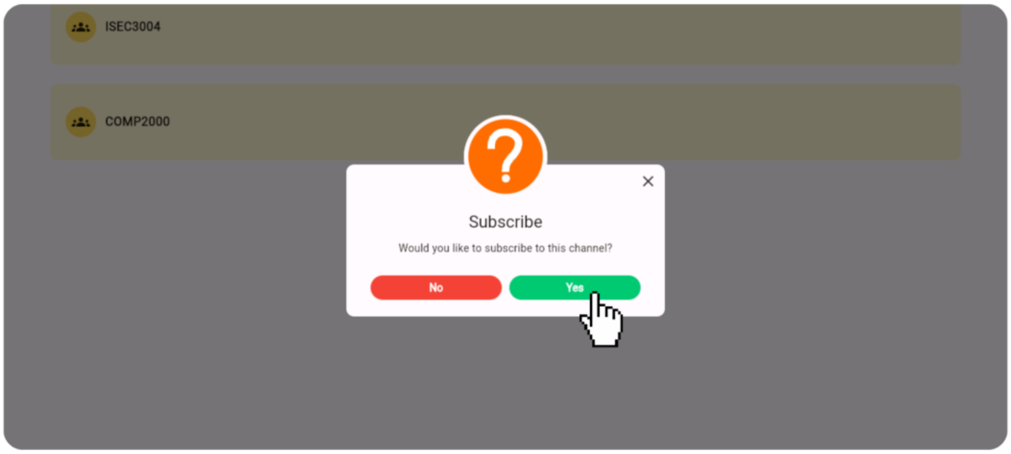
- ➔ select a category from *Modules*, *Sports*, *Clubs and Societies*, *Events*, *Academic*, *or Staff*



➔ Choose your desired channel and click on it.

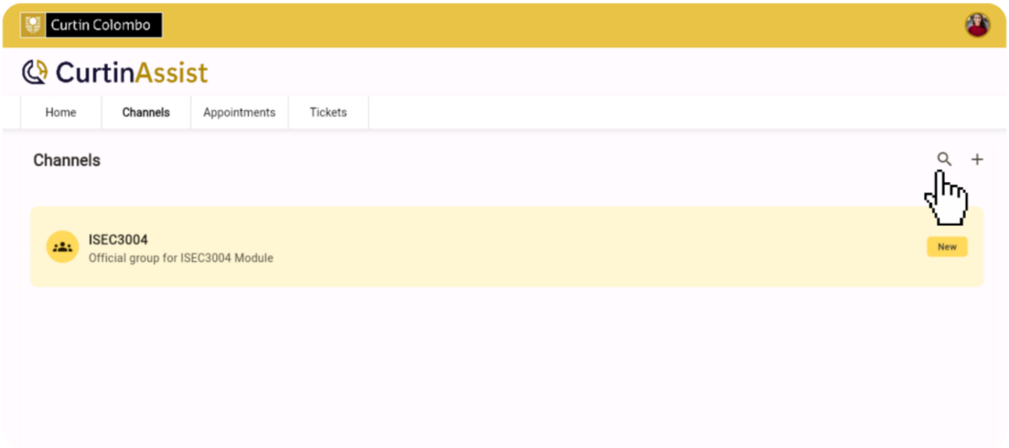


➔ Confirm your subscription when prompted.



Would you like to subscribe to this channel?

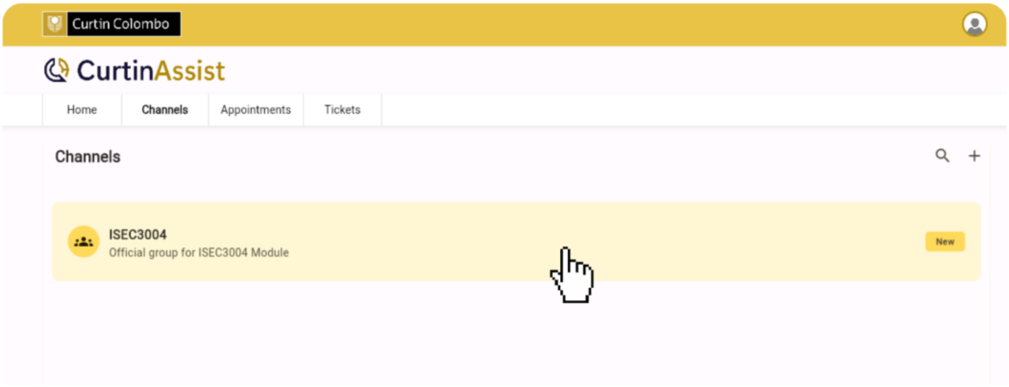
➔ Click on the search icon to find specific modules, clubs, or activities.



Official group for ISEC3004 Module

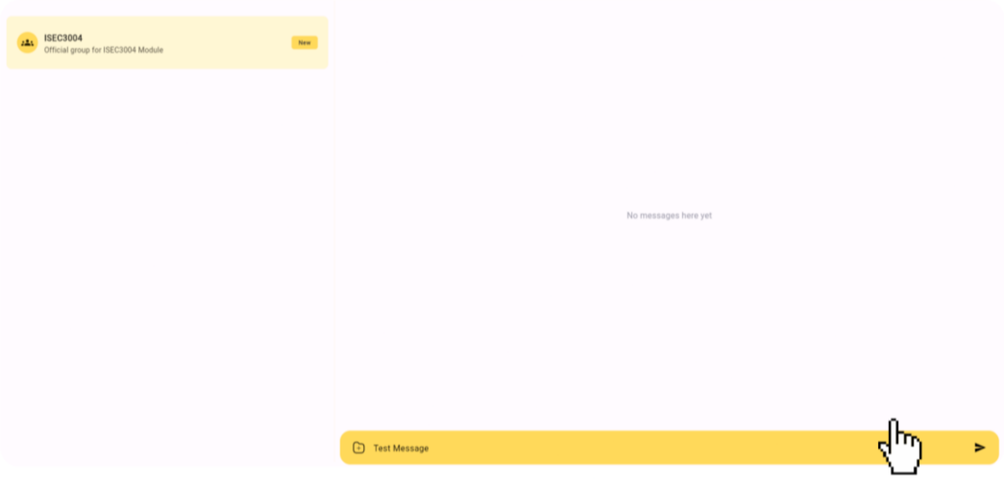
Navigating a Channel

- ➔ Click on a channel to open it



ISEC3004
Official group for ISEC3004 Module

- ➔ Type your message here and click the arrow to send

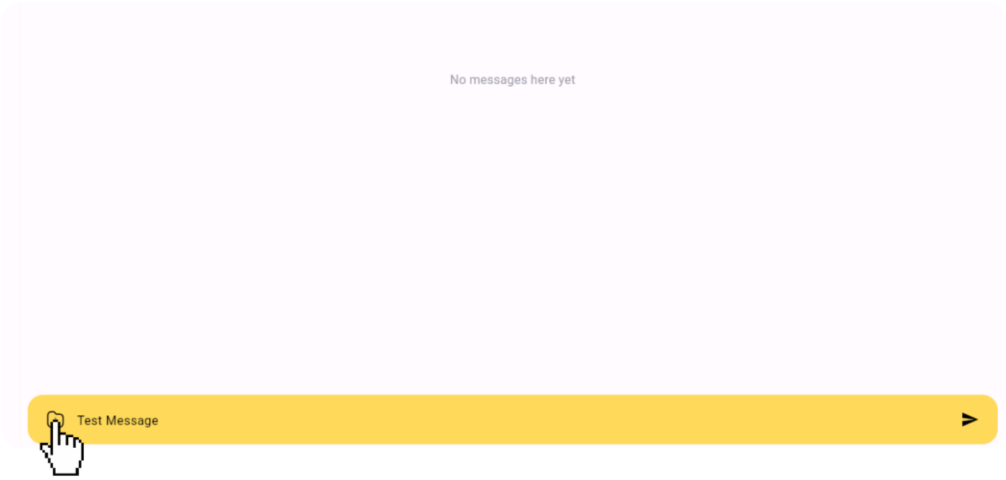


ISEC3004
Official group for ISEC3004 Module

No messages here yet

Test Message

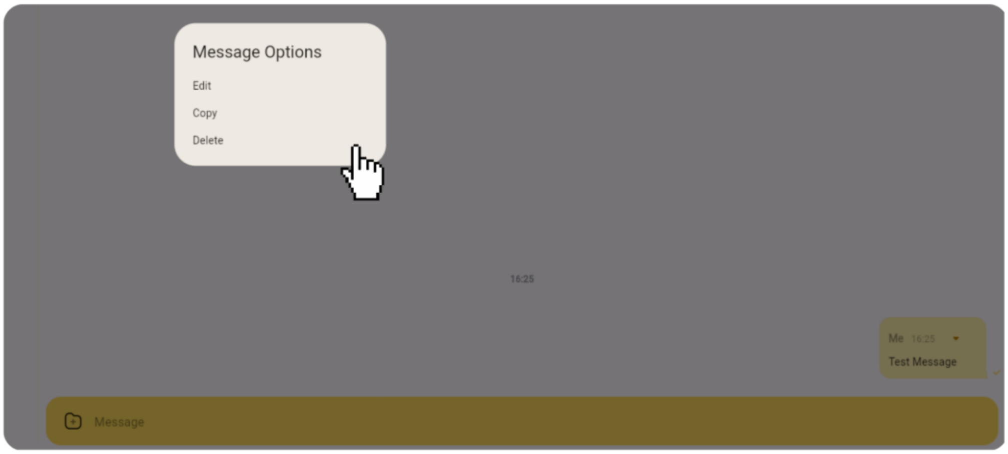
- ➔ Click the folder icon to send any media



No messages here yet

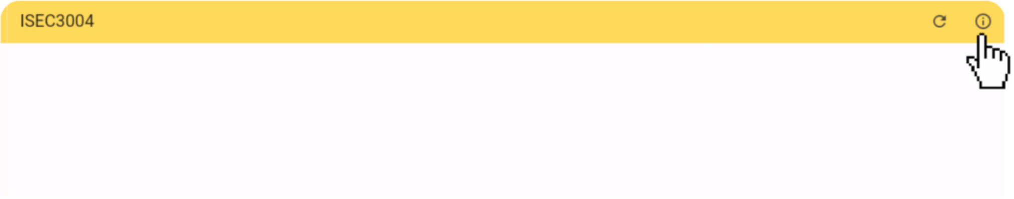
Test Message

➔ To Edit, copy or Delete a message, Click on the arrow next to the message and a prompt will appear

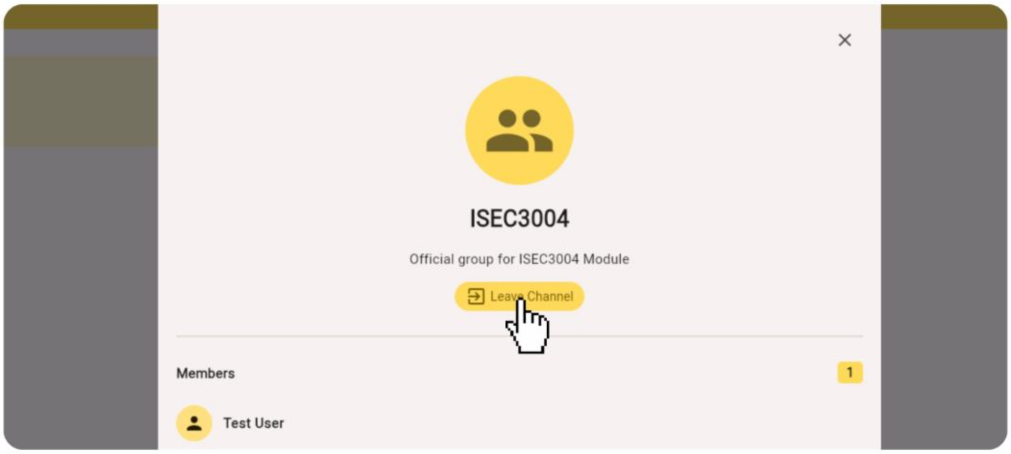


Test Message

➔ Click the information (i) icon to view group details



➔ To leave the channel, click on the “Leave Channel” Button

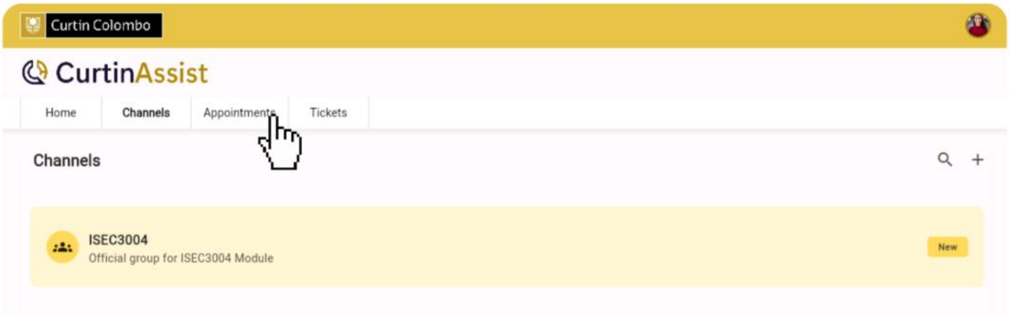


Official group for ISEC3004 Module

Appointments Page

If you would like to make an appointment with a lecturer, you should

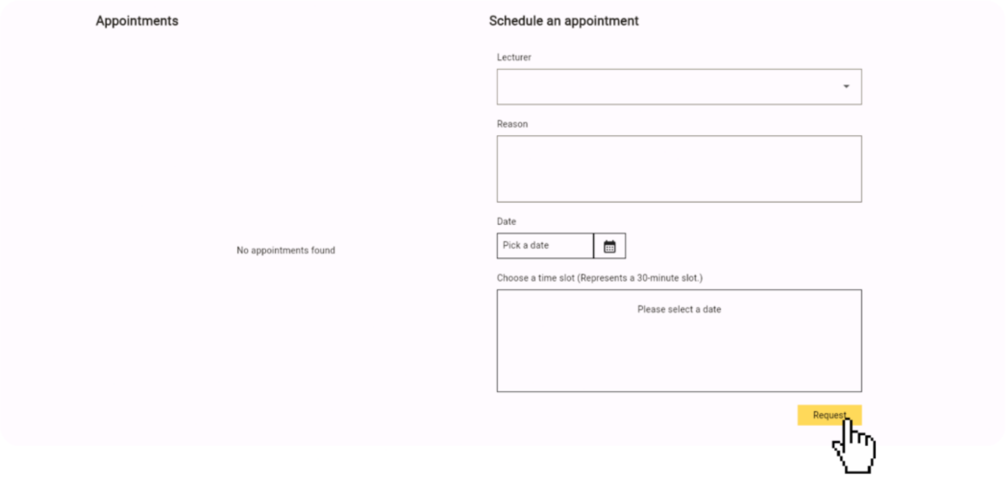
➔ Go to the Appointments Page



ISEC3004
Official group for ISEC3004 Module

➔ Fill in the form on the right hand side:

- Select a lecturer from the dropdown list
- Enter the reason for the appointment
- Pick a suitable date from the calendar
- Pick a time slot from the options provided
- Click “Request” to submit the appointment

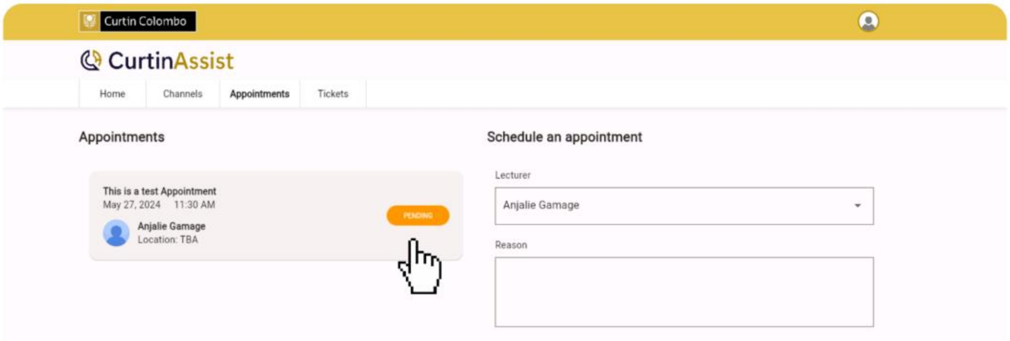


No appointments found

Please select a date

To view the updates of an appointment you have placed,

- ➔ Go to the Appointments Page
- ➔ You will find a card on the left hand side with all the appointment details



Appointments

This is a test Appointment
May 27, 2024 11:30 AM
Anjalie Gamage
Location: TBA

Schedule an appointment

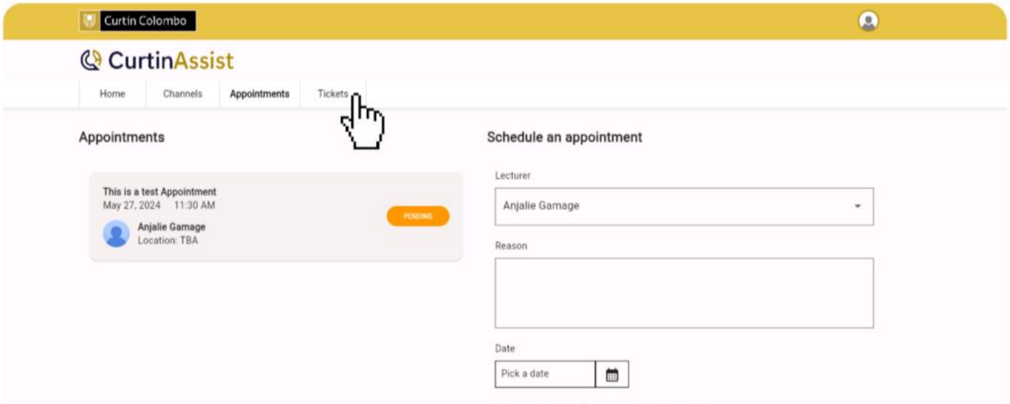
Lecturer: Anjalie Gamage

Reason

Tickets Page

If you would like to raise a ticket, you should

- ➔ Go to the Tickets Page



Appointments

This is a test Appointment
May 27, 2024 11:30 AM
Anjalie Gamage
Location: TBA

Schedule an appointment

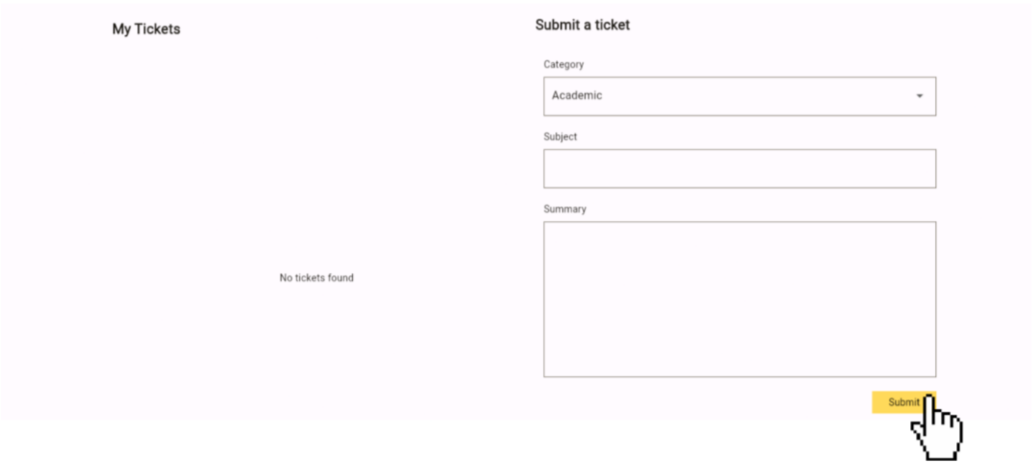
Lecturer: Anjalie Gamage

Reason

Date: Pick a date

➔ Fill in the form on the right hand side:

- Go to the Tickets page
- Select the category from the dropdown list.
- Enter a subject and summary for the ticket.
- Click "Submit" to submit the ticket.



My Tickets

No tickets found

Submit a ticket

Category: Academic

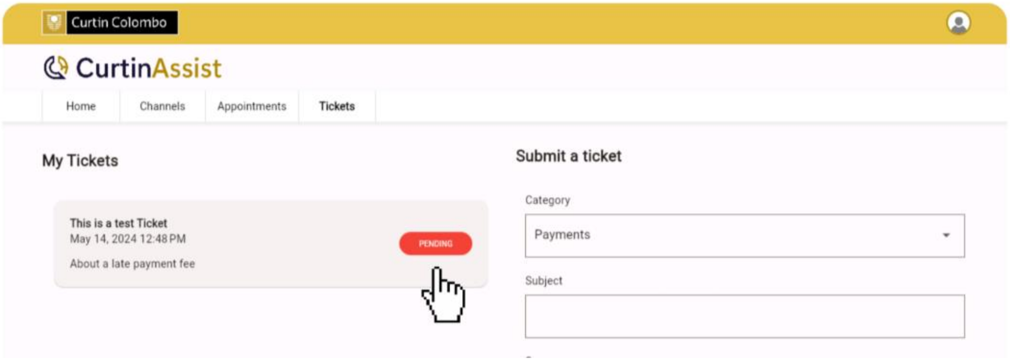
Subject

Summary

To view the updates of an tickets you have raised,

➔ Go to the Tickets Page

➔ You will find a card on the left hand side with all the appointment details



My Tickets

This is a test Ticket
May 14, 2024 12:48 PM
About a late payment fee
PENDING

Submit a ticket

Category: Payments

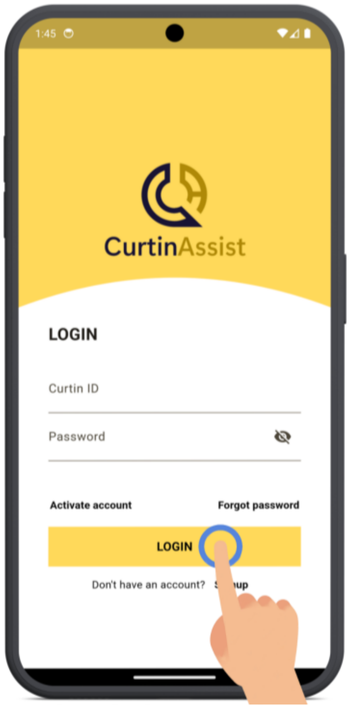
Subject

For Mobile Users:

Login

If you are an existing user, trying to access Curtin Assist, you can

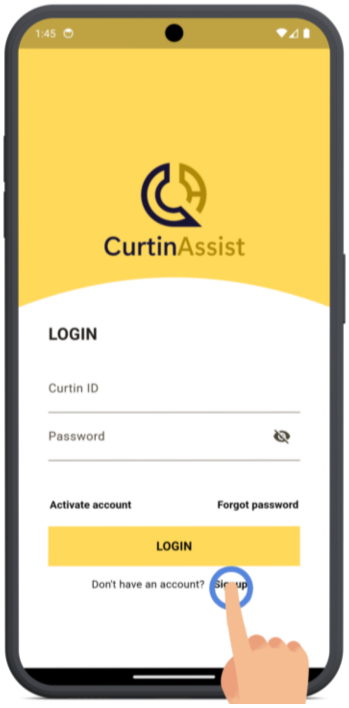
- ➔ Log in by entering your *Curtin ID and Password*



Sign U

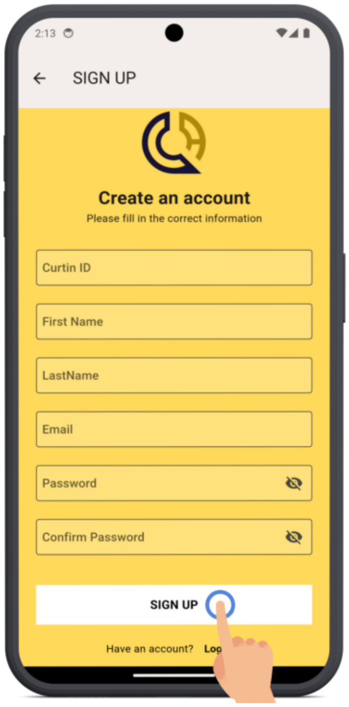
If you are ırtin Assist, you can

- ➔ Sign up by clicking on the "Sign Up" text-link at the bottom of the white card



➔ Provide your *Curtin ID, First Name, Last Name, Email, Password, and re-enter your password to Confirm Password*

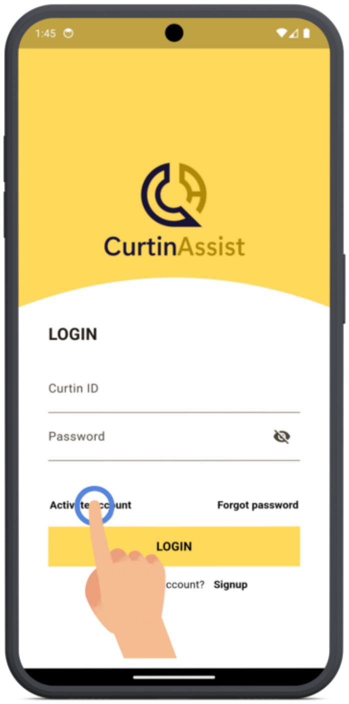
➔ Next, click on "Sign Up"



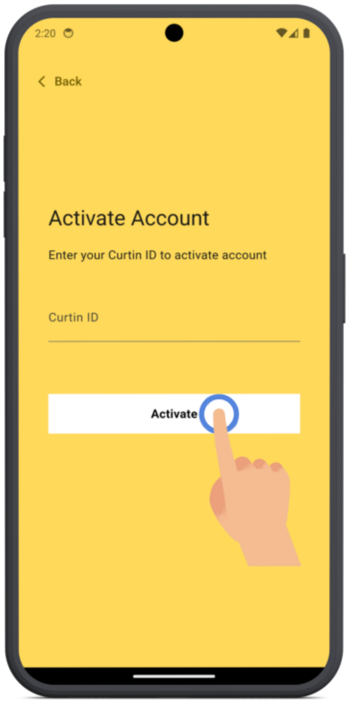
Account Activation

If you have already signed up, but need to activate your account, you can

- ➔ simply click on "Activate Account"

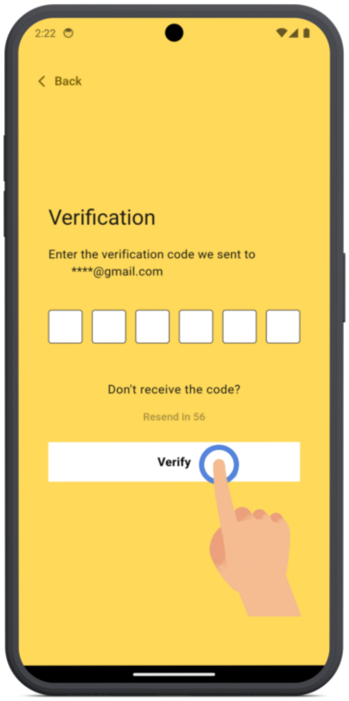


- ➔ Enter your *Curtin ID* and click "Activate"



Enter your Curtin ID to activate account

- ➔ An *OTP (One-Time Password)* will be sent to your email for verification.
- ➔ Enter the OTP in the field provided
- ➔ Next, click "Verify"



Verification

Enter the verification code we sent to ****@gmail.com

Don't receive the code?

Resend in 56

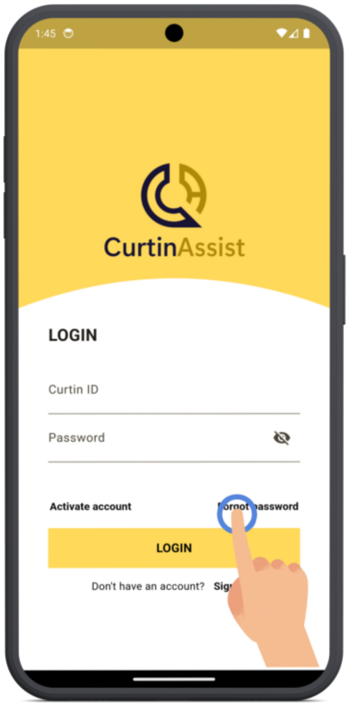
Once your account is activated, you can

- ➔ log in by entering your *Student ID and Password*

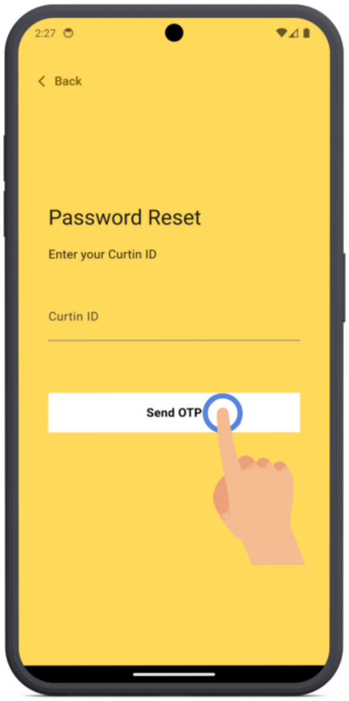
Forgotten Password

If you have forgotten your password,

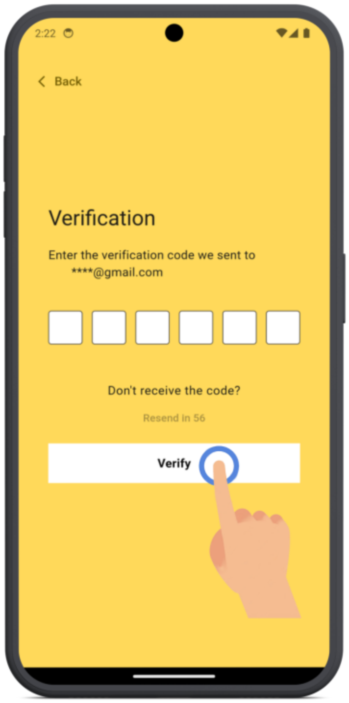
- ➔ click on "Forgot Password"



- ➔ Enter your *Curtin ID* and click "Send OTP"



- ➔ An *OTP (One-Time Password)* will be sent to your email for verification.
- ➔ Enter the OTP in the field provided



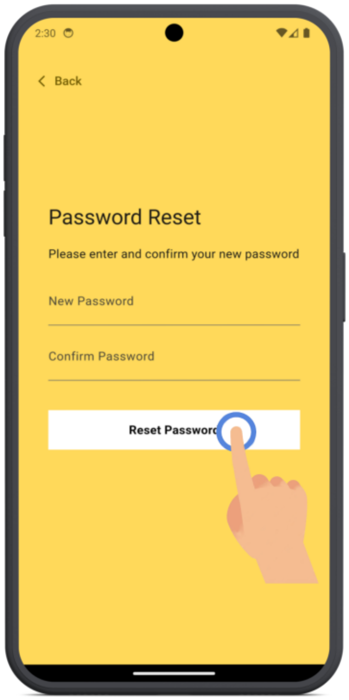
Verification

Enter the verification code we sent to ****@gmail.com

Don't receive the code?

Resend in 56

- ➔ Next, type in your *new password and Confirm Password*
- ➔ Click on “Reset Password”



Password Reset

Please enter and confirm your new password

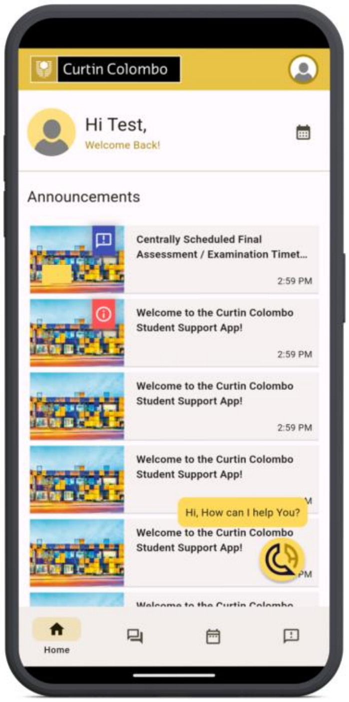
New Password

Confirm Password

Home Page

Once logged in, you'll be directed to the Home Page

- ➔ Here, you can see a greeting with your name and Announcements.



Hi Test,
Welcome Back!

Centrally Scheduled Final Assessment / Examination Timet... 2:59 PM

Welcome to the Curtin Colombo Student Support App! 2:59 PM

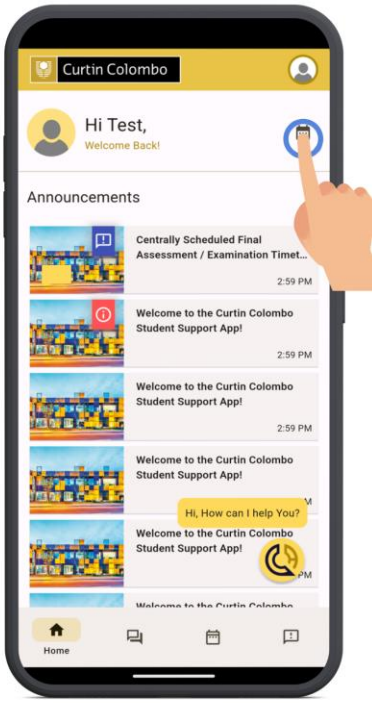
Welcome to the Curtin Colombo Student Support App! 2:59 PM

Welcome to the Curtin Colombo Student Support App!

Welcome to the Curtin Colombo Student Support App!

Hi, How can I help You?

- ➔ On the top right, you can click the calendar icon to open the event calendar.



Hi Test,
Welcome Back!

Centrally Scheduled Final Assessment / Examination Timet... 2:59 PM

Welcome to the Curtin Colombo Student Support App! 2:59 PM

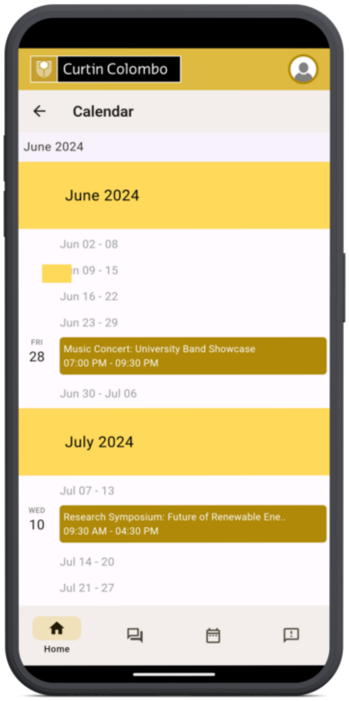
Welcome to the Curtin Colombo Student Support App! 2:59 PM

Welcome to the Curtin Colombo Student Support App!

Welcome to the Curtin Colombo Student Support App!

Hi, How can I help You?

➔ The events calendar displays all events that are associated with the university



Calendar

June 2024

June 2024

Jun 02 - 08

n 09 - 15

Jun 16 - 22

Jun 23 - 29

FRI 28 Music Concert: University Band Showcase
07:00 PM - 09:30 PM

Jun 30 - Jul 06

July 2024

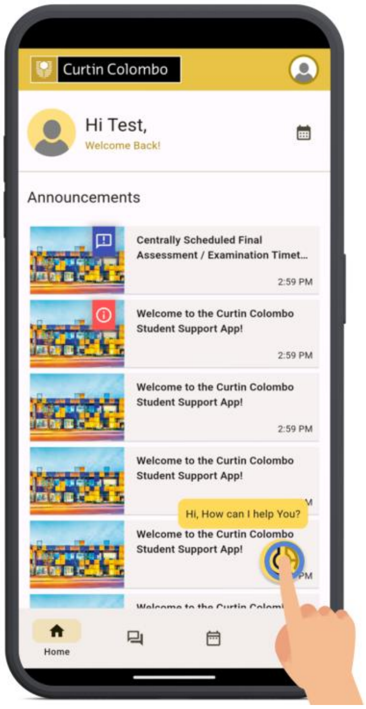
Jul 07 - 13

WED 10 Research Symposium: Future of Renewable Ene..
09:30 AM - 04:30 PM

Jul 14 - 20

Jul 21 - 27

➔ Find assistance and information about *campus activities, events, and navigation* using the "floating chatbot icon" in the bottom right corner.



Hi Test,
Welcome Back!

Announcements

Centrally Scheduled Final Assessment / Examination Timet... 2:59 PM

Welcome to the Curtin Colombo Student Support App! 2:59 PM

Welcome to the Curtin Colombo Student Support App! 2:59 PM

Welcome to the Curtin Colombo Student Support App!

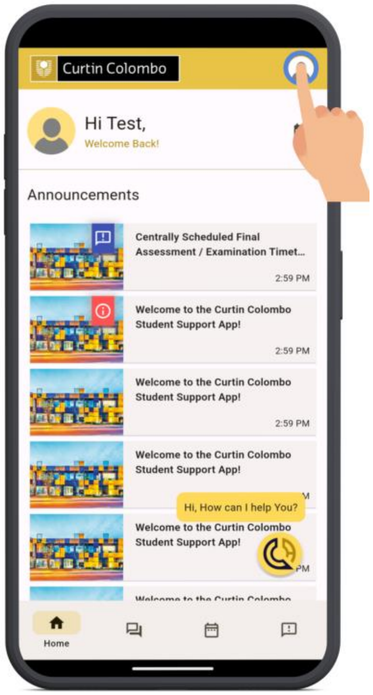
Hi, How can I help You?

Welcome to the Curtin Colombo Student Support App!

Profile Customization

If you would like to change any account details,

➔ Click on your *profile picture thumbnail* at the top right corner of the page



Centrally Scheduled Final Assessment / Examination Timet... 2:59 PM

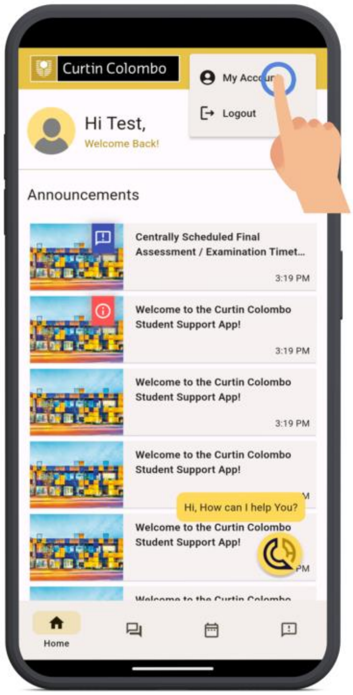
Welcome to the Curtin Colombo Student Support App! 2:59 PM

Welcome to the Curtin Colombo Student Support App! 2:59 PM

Welcome to the Curtin Colombo Student Support App!

Welcome to the Curtin Colombo Student Support App!

➔ Choose "My Account"



Centrally Scheduled Final Assessment / Examination Timet... 3:19 PM

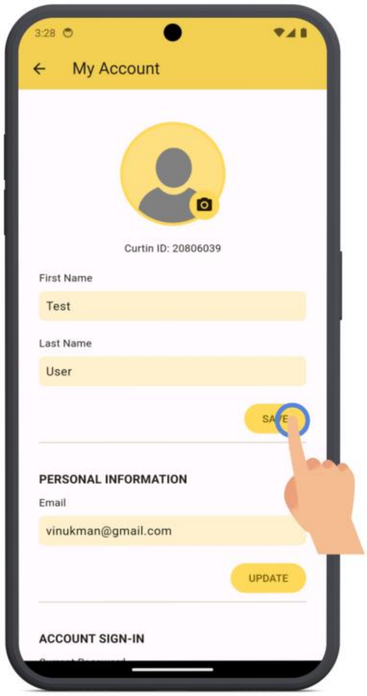
Welcome to the Curtin Colombo Student Support App! 3:19 PM

Welcome to the Curtin Colombo Student Support App! 3:19 PM

Welcome to the Curtin Colombo Student Support App!

Welcome to the Curtin Colombo Student Support App!

- ➔ This allows you to update your *Profile Picture, First Name, Last Name, Email Address, and Password*



Curtin ID: 20806039

First Name: Test

Last Name: User

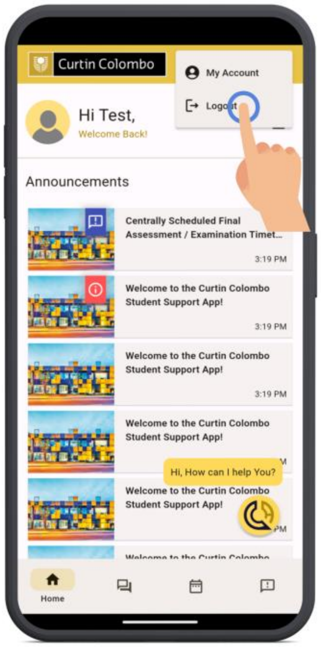
PERSONAL INFORMATION

Email: vinukman@gmail.com

ACCOUNT SIGN-IN

If you would like to log out,

- ➔ Click on your *profile picture thumbnail* at the top right corner of the page
- ➔ Choose "Log Out"



Hi Test,
Welcome Back!

Announcements

Centrally Scheduled Final Assessment / Examination Timet... 3:19 PM

Welcome to the Curtin Colombo Student Support App! 3:19 PM

Welcome to the Curtin Colombo Student Support App! 3:19 PM

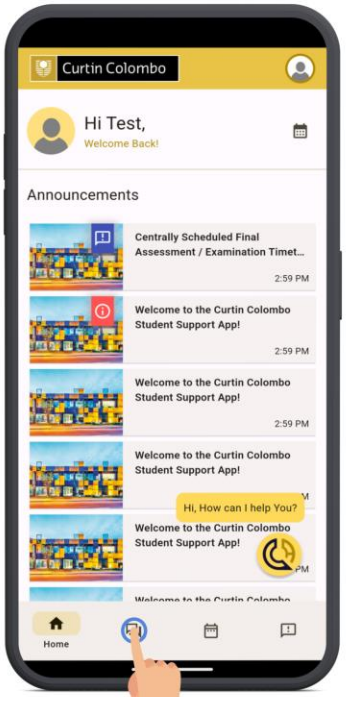
Welcome to the Curtin Colombo Student Support App!

Hi, How can I help You?

Welcome to the Curtin Colombo Student Support App!

Communication Channels

- ➔ Navigate to the Channels page



Centrally Scheduled Final Assessment / Examination Timet...

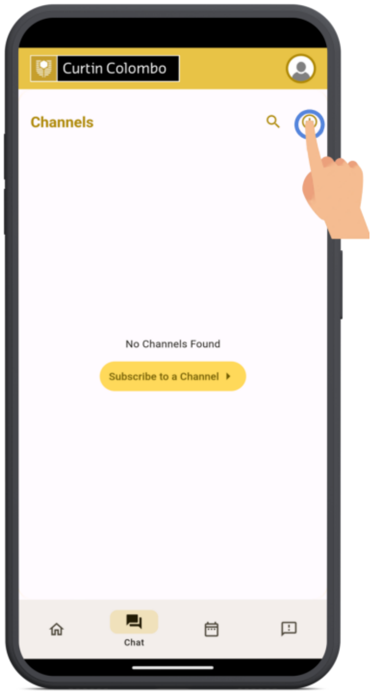
Welcome to the Curtin Colombo Student Support App!

Welcome to the Curtin Colombo Student Support App!

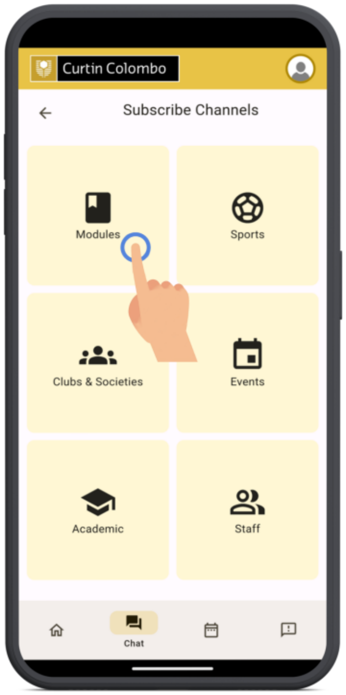
Welcome to the Curtin Colombo Student Support App!

Welcome to the Curtin Colombo Student Support App!

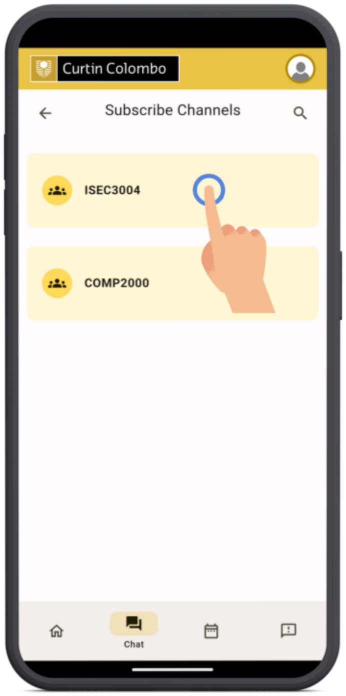
- ➔ Use the plus(+) icon to join a channel.



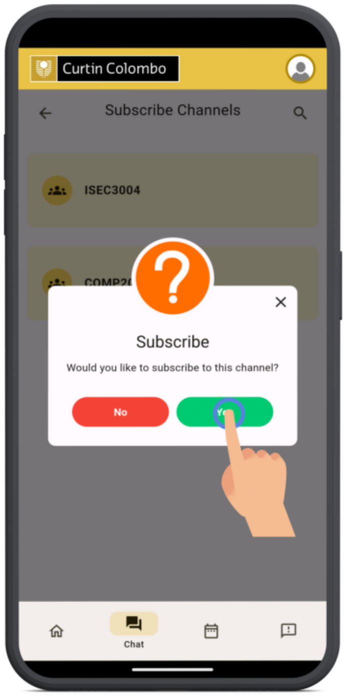
- ➔ Pick a category from *Modules, Sports, Clubs and Societies, Events, Academic, or Staff*



- ➔ Choose your desired channel and click on it.

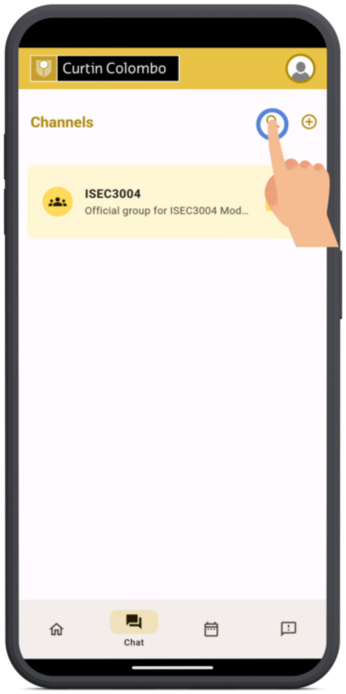


➔ Confirm your subscription when prompted.



Would you like to subscribe to this channel?

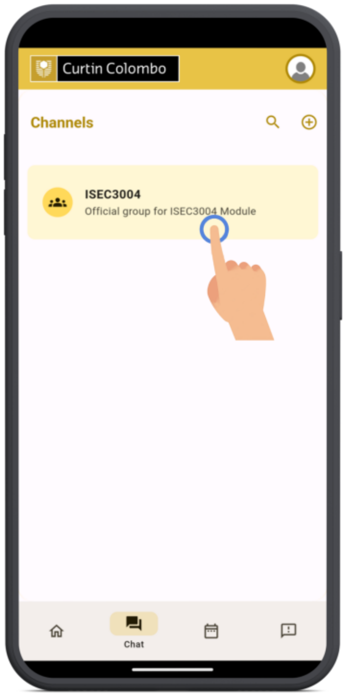
➔ Click on the search icon to find specific modules, clubs, or activities.



Official group for ISEC3004 Mod...

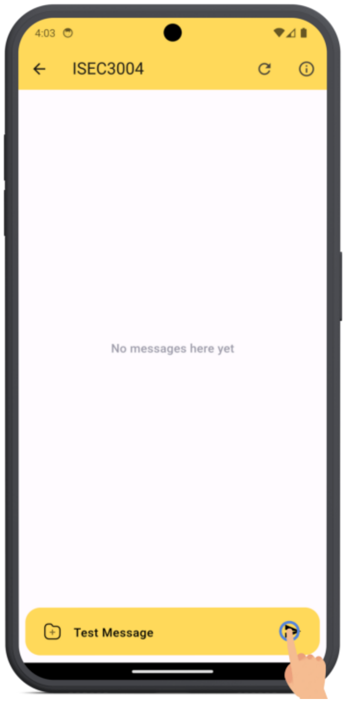
Navigating a Channel

- ➔ Click on a channel to open it



Official group for ISEC3004 Module

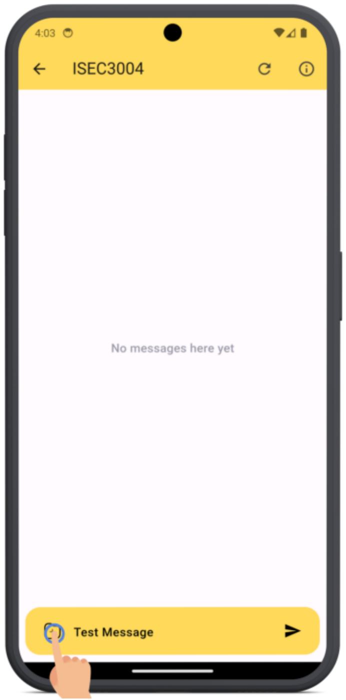
- ➔ Type your message here and click the arrow to send



No messages here yet

Test Message

➔ Click the folder icon to send any media



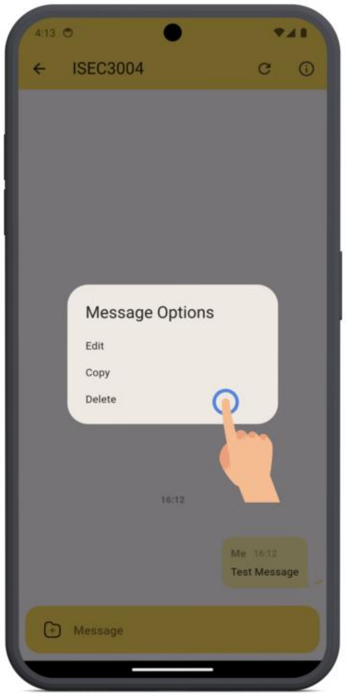
4:03

ISEC3004

No messages here yet

Test Message

➔ To Edit, copy or Delete a message, Press and hold the message till a prompt appears



4:13

ISEC3004

Message Options

Edit

Copy

Delete

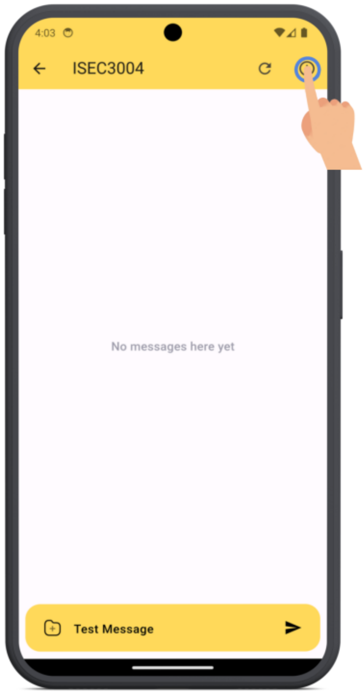
16:12

Me 16:12

Test Message

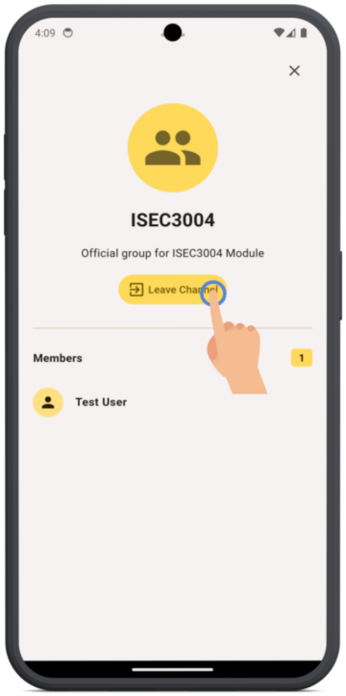
Message

➔ Click the information (i) icon to view group details



No messages here yet

➔ To leave the channel, click on the "Leave Channel" Button

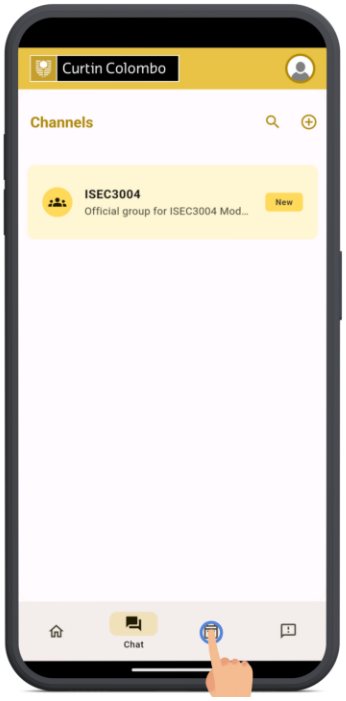


Official group for ISEC3004 Module

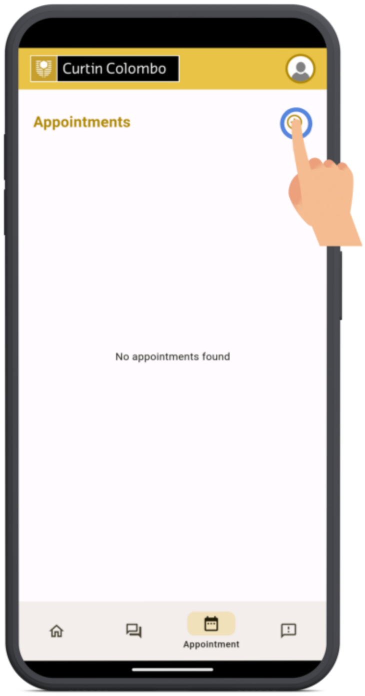
Appointments Page

If you would like to make an appointment with a lecturer, you should

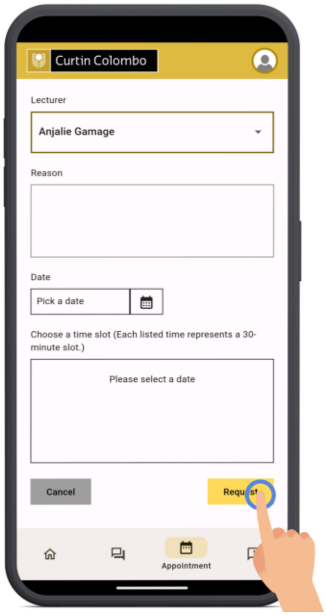
- ➔ Go to the Appointments Page



- ➔ Click on the plus (+) icon to make an appointment



- Select a lecturer from the dropdown list
- Enter the reason for the appointment
- Pick a suitable date from the calendar
- Pick a time slot from the options provided
- Click “Request” to submit the appointment



Lecturer: Anjalie Gamage

Reason

Date: Pick a date

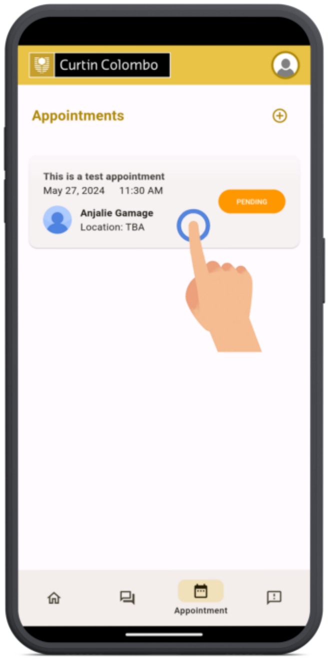
Choose a time slot (Each listed time represents a 30-minute slot.)

Please select a date

To view the updates of an appointment you have placed,

→ Go to the Appointments Page

→ You will find a card with all the appointment details



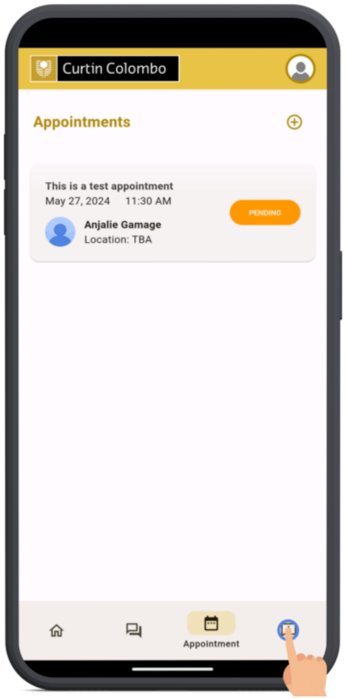
Appointments

This is a test appointment
May 27, 2024 11:30 AM
PENDING
Anjalie Gamage
Location: TBA

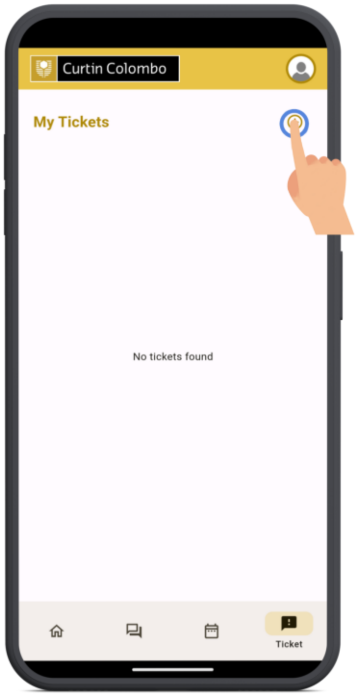
Tickets Page

If you would like to raise a ticket, you should

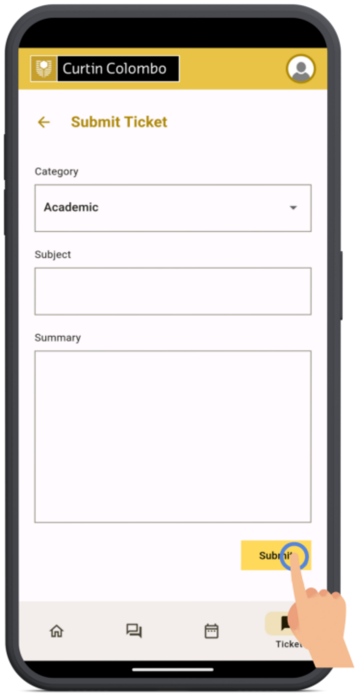
- ➔ Go to the Tickets page



- ➔ Click on the plus (+) icon to make an appointment



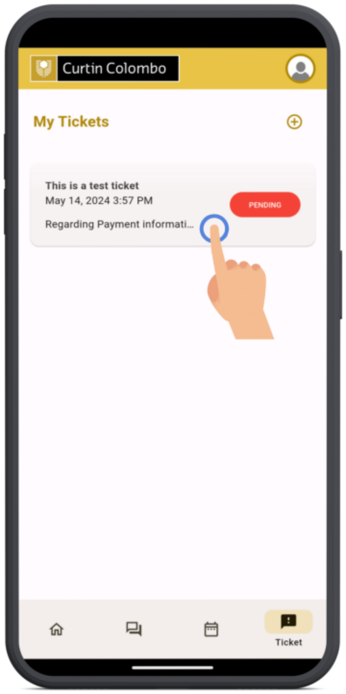
- Select the category from the dropdown list.
- Enter a subject and summary for the ticket.
- Click "Submit" to submit the ticket.



Category: Academic

To view the updates of a ticket you have raised,

➔ Go to the Tickets Page
➔ You will find a card with all the ticket details



This is a test ticket
May 14, 2024 3:57 PM
Regarding Payment informati...

Frequently asked questions

1. **How do I access Curtin Assist?**

   You can access the Student Support System via your PC's browser or by downloading the "Curtin Assist" app from the App Store or Google Play Store.

2. **What features does the Student Support System offer for course materials and resources?**

   Our chatbot provides information on modules, course materials, exams, and grade requirements, but does not offer teaching assistance.

3. **Can I track my progress and grades through Curtin Assist?**

   The system does not currently support grade tracking; its focus is on communication.

4. **Is there technical support available if I encounter issues with the Student Support System?**

   Contact our technical support team at support@curtinassist.lk for assistance.

5. **How do I communicate with instructors or fellow students through the Student Support System?**

   Utilise channels for module updates, appointments to schedule appointments with lecturers, and tickets to raise tickets for specific queries.

6. **Can I customise my learning experience within the Student Support System?**

   Customization options are not available at this time.

7. **How secure is Curtin Assist in terms of protecting my personal information and academic data?**

   Your data is securely encrypted and hosted in-house to global standards.

Troubleshooting

1. **Login Issues:** Check your credentials and internet connection. Reset your password if necessary.

2. **App Crashes:** Close and reopen the app. If it continues, reinstall it.

3. **Technical Errors:** Clear browser cache or update the app. Contact support if needed.

4. **Chatbot Assistance:** Try rephrasing queries. Contact support for further help.

5. **Mobile App Compatibility:** Ensure your device meets requirements. Contact support for assistance.

6. **Page Loading Delays:** Check internet speed. Contact support if delays persist.

7. **Feature Accessibility:** Check permissions. Contact support if you still can't access features.

8. **Data Syncing:** Ensure you're logged into the same account. Contact support if syncing issues continue.

Glossary

In the glossary section, we have included explanations for any technical terms, abbreviations, or specialised terminology used throughout the user manual.

1. **Curtin Assist:** The name of the Student Support System or Learning Management System (LMS) being referenced in this manual.
2. **OTP (One-Time Password):** A temporary password sent to the user's email for verification purposes.
3. **Event Calendar:** A feature displaying upcoming events and activities within the system.
4. **Announcements**: Notifications categorised as "Important", "Alert", or "Unimportant" to convey important information to users.
5. **Profile Customization:** The ability for users to modify their account details, including profile picture, name, email, and password.
6. **Channels:** Communication channels within the system where users can subscribe to specific modules, clubs, or activities.
7. **Appointments Page:** A section allowing users to schedule appointments with lecturers or staff members.
8. **Tickets Page:** A feature enabling users to raise tickets for specific queries or issues.
9. **Technical Support Team:** Dedicated support personnel available to assist users with technical issues or inquiries.
10. **Permissions:** User privileges determining access to specific features or functionalities within the system.
11. **Data Syncing:** Synchronisation of data across multiple devices or platforms within the system.