One Stop Student Service Centre

Software Engineering – A

Iteration 0: Problem Statement & User Stories to capture Envisioned Features

Member	Roll Number	Role
Ayra Alamdar	21i-2968	Product Owner
Mir Mujtaba	21i-0661	Scrum Team
Muhammad Abdur Rafey	21i-0705	Scrum Master

Title

Our software engineering project revolves around developing a "One Stop Service" web application using the .NET framework. Working in pairs of three within a Scrum model, our team began by defining user stories, assigning roles, and formulating the problem statement. With a focus on efficient collaboration and iterative development, we aim to create a versatile platform that seamlessly integrates various services into a single, user-friendly interface. Through regular sprint cycles and continuous feedback, we strive to deliver a high-quality solution that meets the diverse needs of our users.

Problem Statement

The problem of	Lack of a centralized and streamlined system for students to access and track their requests
affects	1. Students 2. One Stop Services Centre Staff 3. Finance and FYP department. 4. Director of Institute
the impact of which is	1. Students waste time navigating different departments and channels. 2. Unclear steps and communication gaps lead to delays in resolving requests. 3. Lack of transparency and communication can cause student frustration.
a successful solution would be	Students will fill out an online form with their questions. The staff will then review the form and decide which category the question falls into. They can also get suggestions from an AI model to help categorize it accurately. The director can keep track of resolved and pending queries, while the finance and FYP committee can quickly identify urgent issues.

User Stories

Story ID	01
Story Title	Form Categorization
User Story	As a staff member, I want to have an AI model read inputted text so that it can suggest the appropriate category for form submissions.
Acceptance Criteria	And I know I am done when the AI model accurately identifies the category of the inputted text.
Type	Search
Done by	M Abdur Rafey

Story ID	02
Story Title	Urgency determination
User Story	As a staff member, I want to have an AI model read the form so that determine the importance of the issue.
Acceptance Criteria	And I know I am done when the AI model accurately assigns an importance to the issue.
Type	Search, Workflow
Done by	M Abdur Rafey

Story ID	03
Story Title	Director's Eyes
User Story	As a director, I want to be able to see pending and resolved forms so that I can track the progress of queries.
Acceptance Criteria	And I know I am done when the clear statistics of pending and resolved forms are shown.
Type	Report
Done by	M Abdur Rafey

Story ID	04
Story Title	Director's Approval
User Story	As a director, I want to be able to approve or disapprove processed requests so that I can check if there has been some oversight.
Acceptance Criteria	And I know I am done when I can approve or reject the decision made on the different cases.
Type	Workflow
Done by	M Abdur Rafey

Story ID	05
Story Title	Recording forms
User Story	As a staff member, I want all form submissions to be recorded as emails so that there is an online record.
Acceptance Criteria	And I know I am done when all form submissions are sent to the office email.
Type	Data Management
Done by	M Abdur Rafey

Story ID	06
Story Title	Authorization Control
User Story	As a staff member, I want proper limitation on what users are allowed to do so that there is no necessary control given to the incorrect party.
Acceptance Criteria	And I know I am done when proper authorization is provided to the different users based on their need.
Type	Authorization Control
Done by	M Abdur Rafey

Story ID	07
Story Title	Submitting the degree issuance form
User Story	As a student, I want to be able to submit the degree issuance form easily through the system to that my degree can be insured.
Acceptance Criteria	The interface should be user-friendly for the students to understand and fill while submitting the form, and a confirmation message should be generated too after completion of submission.
Type	Workflow
Done by	Ayra Alamdar

Story ID	08
Story Title	Complaint form submission
User Story	As a student, I want to be able to submit a complaint form for any errors such as spelling mistakes in my degree issuance process so that any issues can be remedied timely.
Acceptance Criteria	The system should confirm, and reference number should be generated too for tracking.
Type	Workflow
Done by	Ayra Alamdar

Story ID	09
Story Title	Tracking the activity process
User Story	As a student, I want to track the progress of my degree issuance request through different stages, such as pending, processing, and delivery so that I can be updated regarding the status of my degree.
Acceptance Criteria	The system should give updates on the status of the degree confirmation request, and each change should be notified.
Type	Workflow
Done by	Ayra Alamdar

Story ID	10
Story Title	Notification regarding receiving degree
User Story	As a student, I want to be notified once my degree is ready for collection so that I can collect it.
Acceptance Criteria	The system should provide clear instructions on where the degree can be collected and how to collect it.
Type	Search
Done by	Ayra Alamdar

Story ID	11
Story Title	Financial decisions
User Story	As a member of the finance department, I want to provide a decision on degree insurance requests based in outstanding payments and insurance fees.
Acceptance Criteria	The system should provide clear instructions on where the degree can be collected and how to collect it.
Type	Search
Done by	Ayra Alamdar

Story ID	12
Story Title	Appointment Booking
User Story	As a student, I want to be able to book appointments online, so that I can reduce wait time during rush hours.
Acceptance Criteria	The system should display available time slots for appointments.
Type	Search
Done by	Mir Mujtaba

Story ID	13
Story Title	Semester Freeze request
User Story	As a staff member, I want to be notified when any student requests a semester freeze, so that I can provide support and guidance for the procedure to that particular student.
Acceptance Criteria	Staff members should have access to resources and guidelines for assisting students with the semester freeze procedure.
Type	Search
Done by	Mir Mujtaba

Story ID	14
Story Title	Admit Card issuance
User Story	As a student, I want to be able to download my exam admit card online, so that I don't have to waste my time in long queues.
Acceptance Criteria	The system should make exam admit cards available for download well in advance of the exam date.
Type	Workflow
Done by	Mir Mujtaba

Story ID	15
Story Title	Exchange Programs offerings
User Story	As a student, I want to be able to apply for abroad study programs and exchange opportunities through one stop.
Acceptance Criteria	The system should provide students with access to resources and guides to help them manage their application.
Type	View/Report
Done by	Mir Mujtaba

Story ID	16
Story Title	Successful Events Management
User Story	As a staff member, I want to be able to coordinate orientations, graduation ceremonies and communications so that I can have successful outcomes.
Acceptance Criteria	Staff members should be able to view and manage event schedules using an integrated calendar interface.
Type	Workflow
Done by	Mir Mujtaba

Story ID	17
Story Title	Financial queries
User Story	As a staff member, I want to be able to assist students with fee related issues, so that I can provide prompt and support through the system's desk.
Acceptance Criteria	Documentation should include details of the issue, steps taken to resolve it, and any follow-up actions required.
Type	View/Report
Done by	Mir Mujtaba

Story ID	18
Story Title	Scholarship Programs
User Story	As a student, I want to be able to recive guidance about scholarships, program options, application procedures and eligibility criteria, so that I can apply for different scholarships.
Acceptance Criteria	The system should provide detailed information about different program options eligible for scholarship funding.
Type	Manage Data
Done by	Mir Mujtaba

Story ID	19
Story Title	Admit card Issues
User Story	As a staff member, I want to be able to issue exam admit cards to students promptly keeping in mind the policy regarding fee clearance.
Acceptance Criteria	The system should display whether a student's fees are cleared or if there are outstanding balances that need to be resolved before issuing the admit card.
Type	Workflow
Done by	Mir Mujtaba

Story ID	20
Story Title	Budget Management
User Story	As a administrator, I want to be able to generate reports and analyze data regarding finance, so that I can make smart decision and manage budget for the University
Acceptance Criteria	Administrator must have access to details regarding fees through online onestop portal.
Type	Manage Data
Done by	Mir Mujtaba

Story ID	21
Story Title	One Stop token generation for admin
User Story	As an admin of One Stop, I want to generate a ticket for each student's degree issuance request so that there is a systematic order in the degree issuance.
Acceptance Criteria	The system should automatically generate tokens for each student's degree issuance and calculate the time required for generating the degree.
Type	Workflow
Done by	Ayra Alamdar

Story ID	22
Story Title	One Stop management request for admin
User Story	As an admin of One Stop, I want to manage all degree issuance requests, including viewing the pending, processed, and all the new requests so that I can keep a strict eye on things for smooth running of the system.
Acceptance Criteria	The system should provide a proper systematic assortment which displays the pending, processed, and the new requests.
Type	Workflow
Done by	Ayra Alamdar

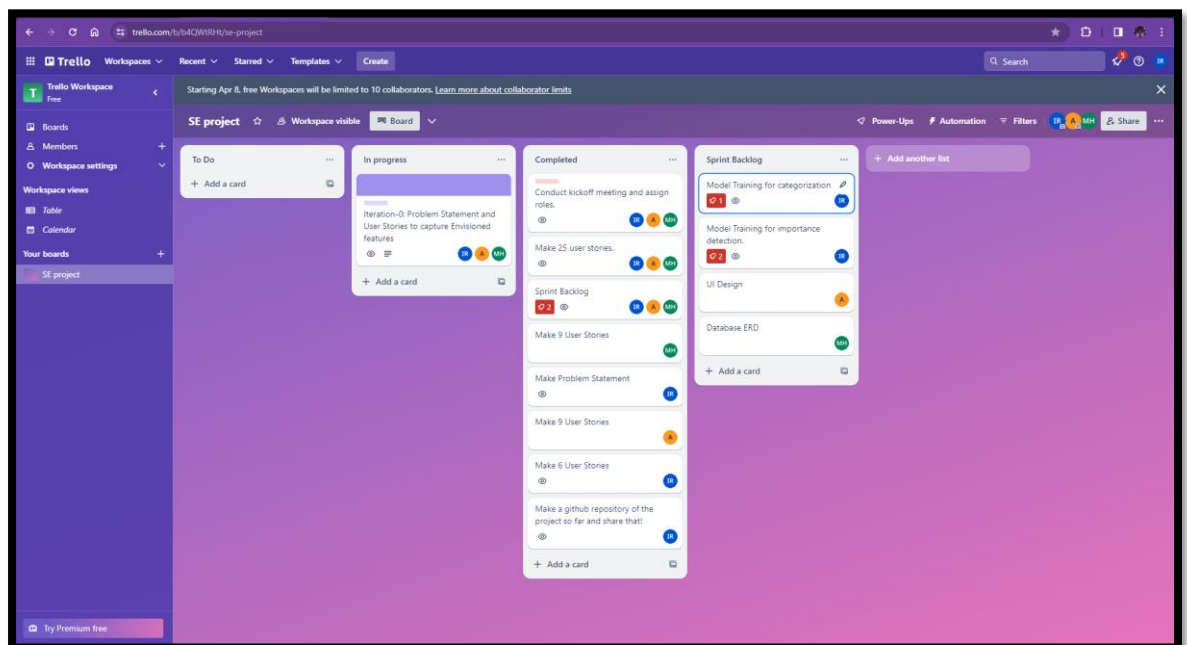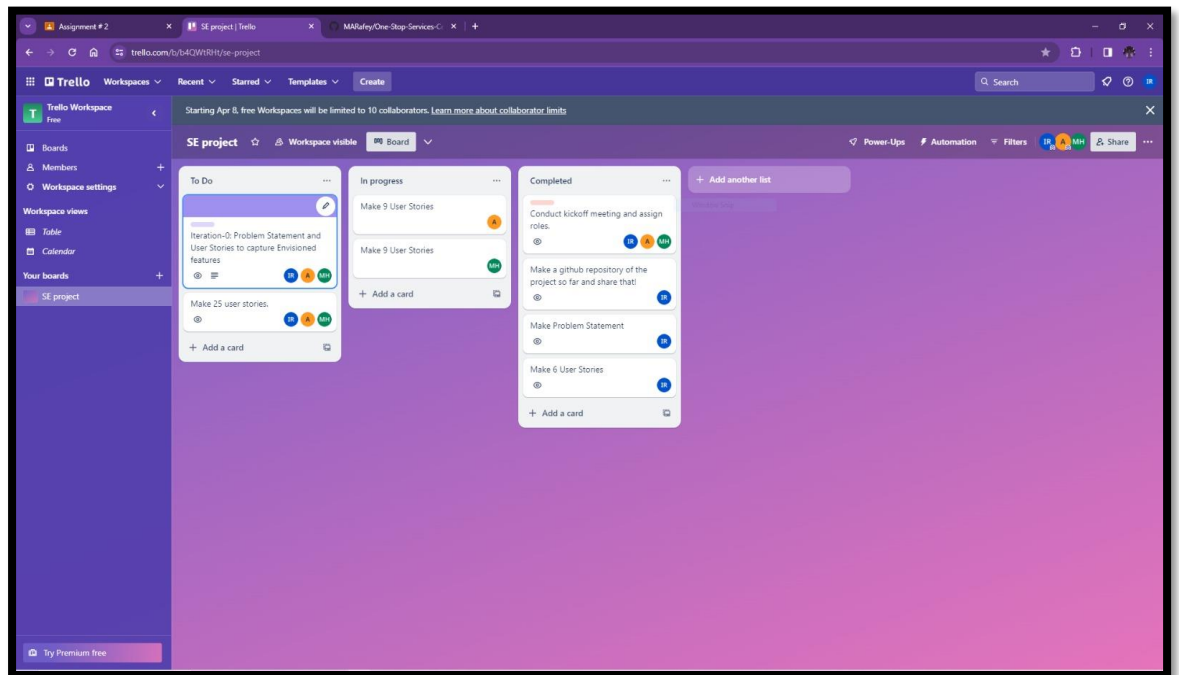| Story ID	23
Story Title	Director's request for daily analysis
User Story	As the director, I want to be overseeing all degree related requests, whether they be pending or processed requests of all departments so that I can ensure things are going well and everything is in order.
Acceptance Criteria	The system should properly show all complete details to the director including all the minute details.
Type	Workflow
Done by	Ayra Alamdar

Story ID	24
Story Title	Transcript issuance for admin
User Story	As an admin of One Stop, I want to be able to issue transcripts to the students which includes all relevant data so that the students can receive their transcripts when they need them.
Acceptance Criteria	The system should provide a way to issue transcripts with all student's relevant info.
Type	Workflow
Done by	Ayra Alamdar

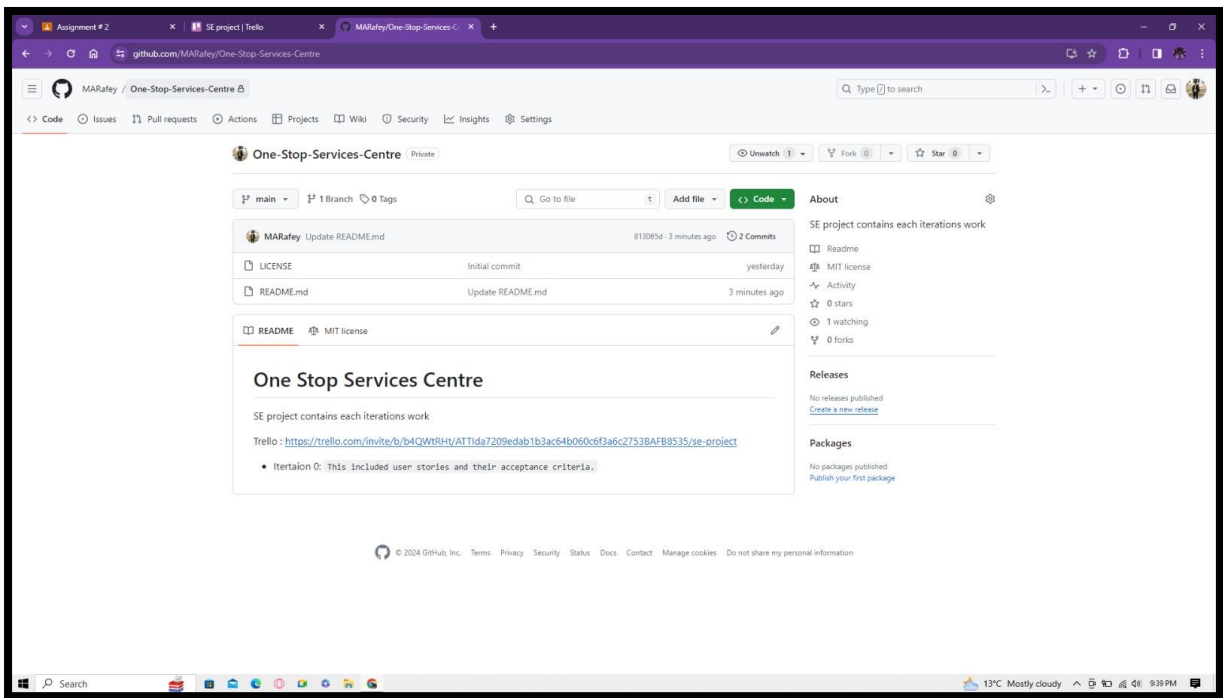| Story ID	25
Story Title	Payment management
User Story	As a staff member I want to be able confirm payments made so that I can give the student confirmation that payment has been received.
Acceptance Criteria	And I know I am done the student will receive confirmation that their payment is done.
Type	Payment
Done by	M Abdur Rafey

Envisioned Features

- Model for categorizing form.
- Model for determining importance of form.
- Online fee query.
- Transcript issuance
- Admit card Issues.
- Financial queries.
- Scholarship Programs.
- Complaint form submission.
- Recording forms.
- Events Management.
- Payment confirmation.

Trello

Github

Link: https://github.com/MARafey/One-Stop-Services-Centre