**Cover Page**

Study Partner Matching App

System Proposal – Part 1+2

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CSC 3150

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## Executive Summary

The Study Partner Matching App is a platform dedicated to connecting students with their ideal study buddies based on their academic interests and study preferences. We aim to enhance students' learning experiences by facilitating meaningful and productive study partnerships. The concept is inspired by the success of social matching apps like Tinder, but with a focus on academic collaboration.

## 1.0 Introduction and Overview

### Problem Statement

In today's fast-paced academic environment, finding a suitable study partner can be challenging and frustrating for many students, keeping them from having a better learning experience and reaching their best academic performance. With the rise of the internet, yet lacking platforms dedicated to academic collaboration, students often have to rely on general social media or chance encounters to find a study buddy who fits their study habits and references. This process can be highly ineffective and time-consuming, often leading to unfilled, unproductive study sessions.

Recognizing the challenges that university and college students encounter, the Study Partner Matching App aims to meet their requirements by providing them with the opportunity to connect with similar-minded peers for studying and collaborating. The app aims to provide an easy and exciting experience of finding and connecting students with similar preferences regarding study habits, academic goals, schedules, etc. This improves students' overall academic performance and gives them a sense of belonging and support within the educational institution.

### Project Vision and Scope

This project aims to make finding ideal study buddies effortless and exciting. Striving to provide a seamless user experience and an efficient matching process, the Study Partner Matching App will serve as a centralized platform that connects students based on their profiles and preferences in study styles, habits, schedules, etc. The app will allow users to create profiles, customize preferences and priorities, and quickly browse through potential study buddies using swipe-based matching functionality. To enhance users' engagement and connection with each other, the Study Partner Matching App will incorporate features such as real-time messaging and shared study calendars. The scope of the Study Partner Matching App includes designing an intuitive and user-friendly interface and implementing a solid matching algorithm. Study Partner Matching App will be a standalone mobile app that works exclusively on the iOS operating system. The app will adhere to privacy and security guidelines to protect user data.

### Requirements Summary

Study Partner Matching App aims to enhance students' experience of finding their ideal study partners by providing an intuitive and seamless platform. The app will feature a fun and engaging interface, allowing users to quickly browse recommended profiles by swiping left and right, chat with potential matches, and share calendars to schedule easily. The design of the Study Partner Matching App has specific requirements for key features and functionalities. Said requirements include:

- **Security Requirements:** Study Partner Matching App should adhere to strict security standards to protect user data and ensure that given data is only used for matching purposes.
- **Operation Requirements:** The app should support chatting and showing matching results promptly.
- **User Profiles:** Users should be able to create profiles with relevant information and preferences such as school, major, study habits, etc.
- **Swiping Interface:** The Study Partner Matching App should allow users to swipe left and right to pick the profiles they find compatible.
- **Matching Algorithm:** The app should use a matching algorithm that considers several different factors such as school, major, study habits, study schedule, etc.
- **Messaging System:** Users should be able to send messages back and forth with their connections.

- **Reporting:** Users should be able to report any violations, inappropriate behaviors, or issues regarding the app or other profiles.

## Stakeholders and Their Interests

This section identifies the stakeholders and outlines their interests regarding the result product of the Study Partner Matching App. It is essential to understand each stakeholder's needs and interests to design a successful app that meets various requirements and distinct interests. The stakeholders of the Study Partner Matching App include:

- Students: Students are the direct end-users of the Study Partner Matching App. Their interests include compatible study partners, enhanced study experience, and improved academic performance
- Educators: They are interested in the improvement of students' academic growth and performance.
- Parents: Parents are interested in their child's improved academic performance and well-being.
- Development Team: They are directly involved in making the Study Partner Matching App. Their interests may include meeting deadlines and the needs of the app's intended users.

## Expected Costs and Benefits

This section outlines the expected costs and benefits of developing and running the Study Partner Matching App. It covers the tangible and intangible business benefits, as well as the expected costs. Acknowledging these costs and benefits is essential for the decision-making regarding this project.

**Business Benefits:**

- Improve student's study efficiency
- Increase student's motivation to work on course works and personal projects.
- Enhanced student's social skills, especially communication and collaboration skills
- Lessen student's feeling of isolated

**Expected Costs:**

- **Initial Development:** $ 40,000
- **Maintenance Expenses:** $ 8,000 per year
- **Security Features:** $ 1,200
- **App Store Developer fee:** $ 99

## Constraints

This section identifies and discusses the various constraints of the Study Partner Matching App. Understanding these constraints is essential for successfully developing and effectively managing the app. They are:

- **Technical and Resource constraints:** Limited technology and human resources could impact the app's development, implementation, and maintenance.
- **Security concerns:** Ensuring strict security of user data could impact the app's design.
- **User Adoption concerns:** Students' resistance or reluctance to use the app could impact the app's effectiveness. Promoting the app via popular social media among students and collaborating with academic institutions can mitigate user adoption concerns.
- **Budgetary constraints:** Limited funding could impact the app's development, implementation, and maintenance.

## Recommendation

Upon receipt of this document, the decision-maker should take the following actions to ensure the successful development and implementation of the Study Partner Matching App:

- **Review the Proposal:** Thoroughly examine the problem statement, project vision, feasibility analysis, and requirements summary to understand the app's scope, objectives, and potential impact.
- **Gives Feedback:** Offer feedback or suggestions for improvement, identifying any additional requirements or concerns that may need to be addressed.
- **Approve or Suggest Changes:** Decide whether to approve the project as presented or request specific modifications. If approval is given, allocate the necessary budget, resources, and support to move forward.
- **Form a Team:** Assemble a team that includes key stakeholders, such as developers, designers, and marketing professionals, to begin detailed planning and development.
- **Set a Timeline:** Establish timelines to ensure the project progresses smoothly and stays on track.
- **Kick-Off Meeting:** Schedule a kick-off meeting to align the project team with the goals, objectives, and expectations of the Study Partner Matching App, clarifying roles, responsibilities, and communication channels.
- **Monitor Progress:** Implement regular check-ins and progress reports to monitor the app's development, ensuring that the project adheres to the agreed-upon schedule and promptly addresses any issues or challenges.

## Document Overview

This document is a proposal for the Study Partner Matching App project, a mobile application designed specifically for college and university students to easily find compatible study partners. The proposal has been organized into multiple sections, starting with Introduction and Overview, outlining the app's motivation, scope, vision, requirements, stakeholders, costs, benefits, and constraints. This document includes Study Partner Matching App's Project Initiation Request in section 2.0. In section 3.0, this proposal will discuss the app's feasibility, including the introduction, analysis, and conclusion of its feasibility assessment. Sections 4.0 and 5.0 discuss the app's requirements definition and requirements model in depth. Section 6.0 will touch on the future vision of the Study Partner Matching App, discussing any plans, updates, or expansions. Lastly, section 7.0 covers the conclusions and any recommendations for this project. Additionally, this proposal includes separated sections for appendices, glossary, and bibliography.

## 2.0 System Initiation

### Project Initiation Request (PIR)

PIR-00000 *[PIR Number to be assigned by the Project Office]* Project Initiation Request (PIR) – Level1 v6.0

Project Name: *Study Partner Matching App* Student Name: Minnie Cao

**This Project Initiation Request (PIR) is to be completed for all requests expected to require over 40 hours of effort or over 4 weeks of total duration. For larger requests requiring over 40 person-days or estimated project costs greater than $5,000, this template is used to assess the product's feasibility and get approval to scope and plan the proposed project.**

**If approved, the Level 2 template (System Proposal: Part 1 and Part 2) must be completed.**

**NOTE: Sections 0-4 are required.** Section 5 is optional, but any ideas on estimating costs should be included. **Replace the *italic* prompts with your answers/information**. [Expand each section in this template as needed**.]**

### 0. General Project Information

| | |
|---|---|
| **Project Name:** | *Study Partner Matching App* |
| ***Two Sentence Request Description:*** | *This project aims to increase student engagement and motivation by making looking for study partners easy, fun, and exciting. The app provides a user-friendly platform for students to find their best-matched study buddies.* |
| **Requested Launch Date(s):** | *April 2025* |
| **Department(s) Affected By Project:** | *Engineer and Computer Science - SPU* |
| **Project's Customers:** | *College Students* |
| **Date Request Submitted:** | *04/16/2024* |

### 1. Project Sponsor and Manager

**Project Sponsor**

| | |
|---|---|
| **Name:** | Andy Cameron |
| **Title:** | Professor |
| **Department:** | Computer Science - SPU |
| **eMail:** | acameron@spu.edu |

**Business Project Manager & Requestor**

| | |
|---|---|
| **Name:** | *Minnie Cao* |
| **Title:** | *Student* |
| **Department:** | *Computer Science - SPU* |
| **eMail:** | *caog@spu.edu* |

## 2. Business Problem or Opportunity: The motivation for this request

*Describe the problem or opportunity that you would like to solve. Include a simple, high-level description of this request's business problems or opportunities. Focus on the problem or opportunity, not the solution. Be sure to include any date or deadline-related dependencies or needs related to the project.*

*The business opportunity for the Study Partner Matching App stems from students' need for more effective apps and platforms specifically designed for finding compatible study partners. Nowadays, students have to rely on social media platforms, virtual study rooms, or chance encounters to find a study partner, which can be highly ineffective and time-consuming. Thus, now is a wonderful opportunity for a centralized platform that makes it easy and exciting to find and connect students who share college, major, study habits, and schedules.*

## 3. Justification, Impact, and Importance

*What is the financial impact and justification for this request? How will the investment of time, resources, and capital be returned to our company? (Please note any contractual or regulatory requirements associated with the request. If you have an NPV, IRR, or ROI calculation, please provide the link(s) in this section.)*

### Assumptions

- *Students want to find study partners*
- *Students are comfortable meeting new people online*
- *Students provide accurate information*

### Competitive Landscape / Context

- *Other study-partner-finding platforms, such as StudyBuddy*
- *Social media platforms*
- *Online forums*
- *Virtual study rooms*

| Tangible Return, Opportunity, or Value | One Time | On-Going |
|---|---|---|
| *Improve study efficiency* | $ 0 | $ 0 |
| *Increase students' motivation* | $ 0 | $ 0 |

| Intangible Benefits | Impact or Value |
|---|---|
| *Enhanced social skills* | $ 0 |
| *Lessen feeling of isolated* | $ 0 |

## 4. Product Requirements

*The Project team will gather detailed requirements once the project is approved. Use this section to articulate the critical solution components to help scope the project's size and complexity. Do not describe how the solution will be implemented; instead, only list the functionality or results you expect to receive when the product is complete/delivered.*

## 4.1. Must Haves

| | |
|---|---|
| 4.1.1. | *Matching algorithm* |
| *4.1.2.* | *User profiles* |
| *4.1.3.* | *Messaging system* |

## 4.2. Could Haves (Nice to Haves)

| | |
|---|---|
| 4.2.1. | *User identity verification* |
| 4.2.2. | *Group study functionality* |

## 4.3. Won't Haves (Don't Do's, aka Out of Scope)

| | |
|---|---|
| 4.3.1. | *In-app purchases* |
| 4.3.2. | *Tutoring services* |

## 5. Project Costs (Operating and Capital: Onetime and Recurring) [Optional]

*This section is typically fleshed out after the requestor has submitted a PIR and received approval for the initial scoping effort. It captures the effort estimates, capital expenditures, and other costs associated with performing this work and creating the product/solution. If the submitter has thoughts or estimates on what these costs are or suggestions on how they might be estimated, please include those here. Add brief descriptions as needed.* ***Include at least 2 comments on your thinking around these items, even if you don't have specifics yet.***

### Labor Costs

| Type | Team(s) Affected | Low (hrs) | High (hrs) |
|---|---|---|---|
| Analysis & Design | | 0 | 0 |
| Development | | 0 | 0 |
| Testing and Quality Assurance | | 0 | 0 |
| Systems Integration | | 0 | 0 |
| Deployment | | 0 | 0 |
| Support and Maintenance | | 0 | 0 |
| Sales and Marketing | | 0 | 0 |
| **Total** | | **0** | **0** |
| Comments: | | | |

### Capital Costs (Equipment, Software, Licenses, …)

| Description | Quantity | Cost ($) |
|---|---|---|
| *Item 1* | | $ 0 |
| *Item 2* | | $ 0 |
| **Total** | | $ 0 |
| Comments: | | |

### Maintenance Costs (Costs after the product is live)

| Type | Hours / Month Low | Hours / Month High |
|---|---|---|
| System / User Support | 0 | 0 |
| Business / Process Support | 0 | 0 |
| **Total Support & Maintenance** | **0** | **0** |
| Comments: | | |

## 3.0 Feasibility Assessment

### Introduction

The Feasibility Analysis will discuss the feasibility of the Study Partner Matching App and any risks that the app may encounter. This section assesses various aspects of the Study Part Matching App project, including technical, resource, schedule, organizational, legal, and contractual feasibility. This assessment aims to provide stakeholders with a comprehensive understanding of the potential challenges, risks, and opportunities associated with the project. From the development standpoint, this section identifies the potential obstacles and plans the actions needed for risk response.

In this feasibility analysis, each factor is rated on the scale of risky to ideal, including risky, feasible, and ideal. A risky rating indicates that significant barriers will likely impact the project's feasibility, and careful consideration and mitigation strategies are required. A feasible rating suggests some challenges may affect the project but are manageable with proper planning and resources. An ideal rating indicates that the area is likely feasible, with few or no significant barriers. Therefore, a perfect rating is the most desirable result for feasibility.

### Feasibility Analysis

#### Technical Feasibility

The Study Partner Matching App is technically **feasible**.

*The app's risk regarding analysts' familiarity with the application area is **feasible**.*

- The analysts' familiarity with the application area could vary. However, they are likely another college student with little to no experience.

*Users' familiarity with the application area is **ideal**.*

- College and university students are excellent at adopting new technologies.
- College and university students are familiar with using mobile applications to create connections.
- College and university students are very likely used to the concept of swiping-based matching applications.

*The development team's familiarity with the application area is **feasible**.*

- This is the development team's first time developing a complete mobile application. However, the members have other relevant experiences from coursework and personal projects.
- The development team is familiar with the Study Partner Matching App's type of application, meaning they are familiar with the interface, software, and algorithm.

*The project size is **feasible**.*

- The size of the development team is small.
- The project must be completed within one year to meet graduation time.

*The project structure is **feasible**.*

#### Resource Feasibility

The Study Partner Matching App's resource feasibility is **feasible**, as it requires significant funding, human resources, and time. The development team must meet regularly and stay closely in touch with experienced advisors. Financial resources will be needed for app development, marketing, and maintenance, which the institution and other investors need.

**Schedule Feasibility**

The Study Partner Matching App's schedule feasibility is **feasible**. Various factors can impact the development timeline, and delays at any stage will affect the overall timeline. However, careful planning and project management should be able to prevent an unreasonable timeframe.

**Organizational Feasibility**

The Study Partner Matching App's organizational feasibility is **ideal**. The app's vision and benefits align with the goals and interests of the stakeholders, who are students, parents, educators, and the development team. The project is beneficial for all sides involved.

**Legal Feasibility**

The Study Partner Matching App's legal feasibility is **ideal**. There are no significant legal barriers to developing this app. However, ensuring compliance with relevant privacy laws and regulations is vital since users' data will be used for matching algorithms.

**Contractual Feasibility**

The Study Partner Matching App's contractual feasibility is **ideal**. There are no significant contractual barriers to developing and implementing this app. However, ensuring that all contractual agreements, if any, are clear is essential.

## Additional Comments

- The development team must keep in close contact with at least an experienced advisor to consult and keep track of the product's quality.

## Conclusion

Overall, developing and implementing the Study Partner Matching App is feasible. The technical aspect is feasible, though it can be managed with the development team's experience and understanding of the area, along with the resources of experienced advisors. While presenting some challenges, resource and schedule aspects of the Study Partner Matching App is feasible with careful planning, effective project management, and experienced advisors. Otherwise, the project's organizational, legal, and contractual feasibility are ideal, provided compliance with privacy laws and clear contractual agreements are maintained.

In conclusion, this feasibility analysis indicates that the Study Partner Matching App is a promising project with substantial potential to enhance collaboration and student academic success. While there are some risks, they can be mitigated with strategic planning and resource management.

## 4.0 Requirements Definition

### Introduction

This section outlines the functional and non-functional requirements for the Study Partner Matching App. The following criteria are crucial for ensuring that the app meets users' needs and expectations. The functional requirements specify what the app should do, while the non-functional requirements describe how the app should perform.

### Functional Requirements

1. Create and manage profile **(must)**
    1.1. New users **must** create an account with their personal information.
    1.2. Users **must** be able to adjust their preferences, such as school, major, and study habits.
2. Match users **(must)**
    3.1. The app **must** include a matching algorithm that suggests study partners based on compatibility factors such as school, major, and study habits.
    3.2. Users **should** be able to filter and adjust matching criteria as they desire.
3. Swipe to browse **(should)**
    3.1. The app **should** feature a swiping interface where users swipe to browse through potential study partners.
4. Chat **(must)**
    4.1. Users **must** be able to chat with potential and matched partners within the app.
5. Report **(must)**
    5.1. Users **must** be able to report inappropriate behavior or issues with other users.

### Data Requirements

1. User Data:
    - Collect personal information such as name, email address, and attending college/university.
    - Academic interests, study preferences, and study habits.
2. Interaction Data:
    - Track user interactions within the app, such as swipes, matches, and chat usages.
    - Collect data on feedback and reports.
3. Analytics Data:
    - Monitor the effectiveness of the matching algorithm and user engagement metrics.
4. Security Data:
    - Ensure data collection complies with privacy regulations.
    - Implement data encryption and secure storage practices to protect personal information.

### Non-functional Requirements

- **Ssecurity Requirements:** Study Partner Matching App should adhere to strict security standards to protect user data and ensure that given data is only used for matching purposes.
- **Operation Requirements:** The app should support chatting and showing matching results promptly.

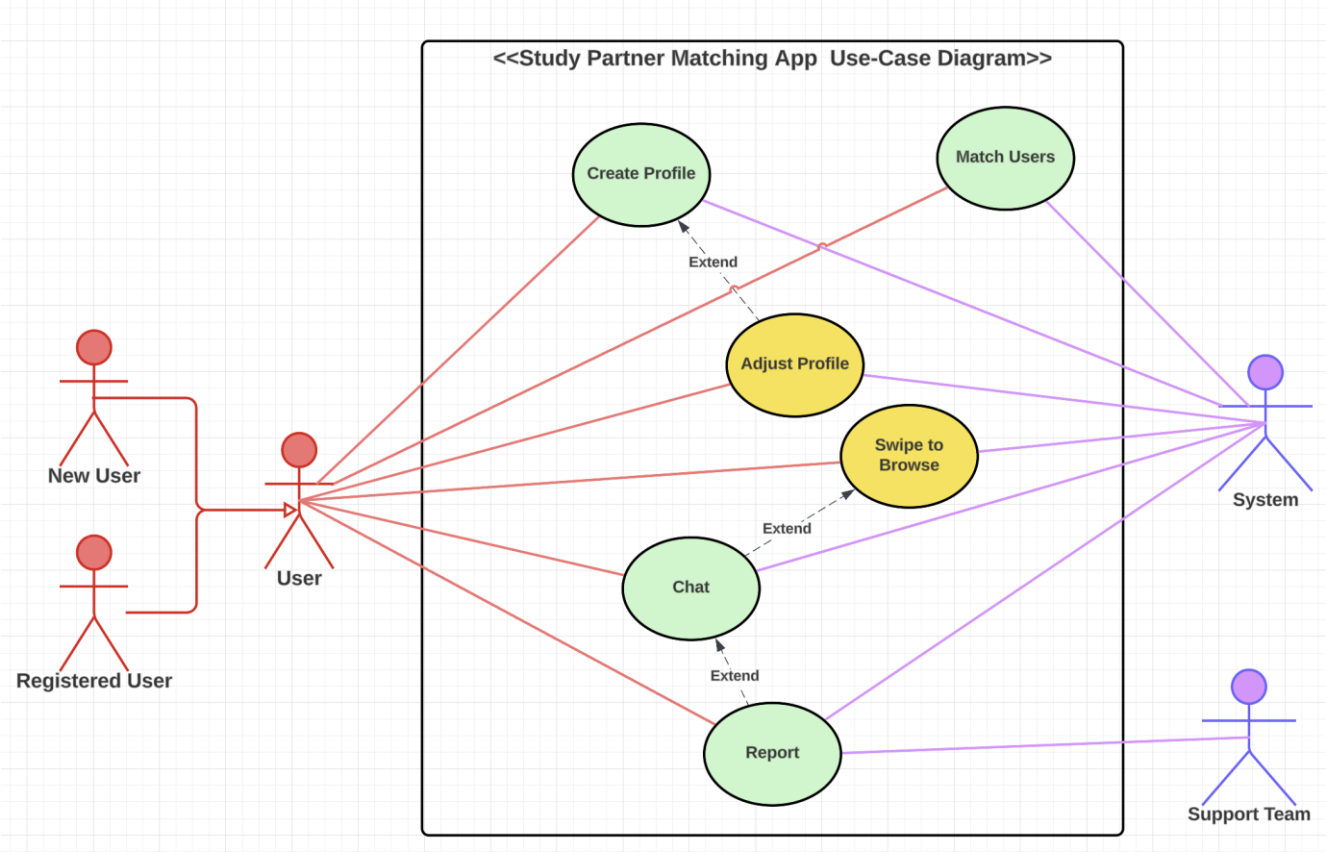
## 5.0 Requirements Model

### Introduction

This section showcases the Study Partner Matching App's use-case diagram, providing a visual and descriptive overview of the critical functionalities of the app. This diagram illustrates the different actions users can perform within the app and how these actions interact with one another. Breaking down the app's functionalities into specific use cases makes user interactions and system responses straightforward and easy to understand.

The use-case diagram includes stick man drawings to represent users, also known as actors, and their interactions with the system, depicted as use cases. Each use case represents a distinct function or task that users can perform, such as registering for an account, creating a profile, and matching study partners.

### Use-Case Diagram




### Use-Case Descriptions

| **Use Case Name:** Create Profile | **ID:** UC-001 | **Importance**: Must Have |
|---|---|---|
| **Primary Actor:** User | **Use Case Type**: Detail, Essential | |
| **Supporting Actors:** System | | |
| **Stakeholders and Interests:** Users - want to create and manage their profiles easily. System - ensure users have verified profiles for security and authenticity. | | |
| **Brief Description:** Users register and create a new profile, including personal information, academic interests, study preferences, and availability. | | |
| **Trigger:** The user starts the registration process.<br><br>**Type** (mark one): _X_ External ___ Temporal (rare) | | |
| **Relationships**:<br>**Association**: User, System<br>**Include**:<br>**Extend**: Adjust Profile<br>**Generalization**: | | |
| **The Normal Flow of Events**:<br>1. User navigates to the registration page.<br>2. User enters personal information (name, email, password, etc.).<br>3. User provides academic interests and study preferences.<br>4. System sends a verification code to the user's email/phone.<br>5. User enters the verification code.<br>6. System confirms the code and creates the user profile. | | |
| **Sub-flows:**<br>5. User enters the verification code.<br>5.1. System sends a verification code.<br>5.2. User receives the code.<br>5.3. User enters the code into the system.<br>5.4. System verifies the code. | | |
| **Alternate/Exceptional Flows:**<br>5.4. System verifies the code.<br>5.4.1. If the user enters an invalid code, the system prompts the user to re-enter the correct code.<br>5.4.2. After three failed attempts, the system locks the account and sends an alert to the support team. | | |
| **Special Requirements:** | | |
| **To do/Issues:** | | |

| **Use Case Name:**<br>Adjust Profile | **ID:**<br>UC-002 | **Importance**:<br>Must Have |
|---|---|---|
| **Primary Actor:**<br>User | **Use Case Type**:<br>Detail, Essential | |
| **Supporting Actors:**<br>System | | |
| **Stakeholders and Interests:**<br>Users – want to update their profile as needed.<br>System – want to make user experience smooth and easy | | |
| **Brief Description:**<br>Users update their profile information, including changes to personal details and study preferences. | | |
| **Trigger:**<br>User selects the option to edit their profile.<br><br>**Type** (mark one): _X_ External ___ Temporal (rare) | | |
| **Relationships**:<br>**Association**: User, System<br>**Include**:<br>**Extend**:<br>**Generalization**: | | |
| **The Normal Flow of Events**:<br>1. User logs into their account.<br>2. User navigates to the profile settings page.<br>3. User updates personal information and study preferences.<br>4. User saves the changes.<br>5. System confirms and updates the profile information. | | |
| **Sub-flows:** | | |
| **Alternate/Exceptional Flows:** | | |
| **Special Requirements:** | | |
| **To do/Issues:** | | |

| **Use Case Name:**<br>Match Users | **ID:**<br>UC-003 | **Importance**:<br>Must Have |
|---|---|---|
| **Primary Actor:**<br>User | **Use Case Type**:<br>Overview, Essential | |
| **Supporting Actors:**<br>System | | |
| **Stakeholders and Interests:**<br>Users – want to find compatible study partners<br>System – ensures the matching algorithm is efficient and accurate | | |
| **Brief Description:**<br>The system matches users using compatibility factors such as study preferences, academic interests, and availability. | | |
| **Trigger:**<br>User sets preferences and criteria for matching.<br><br>**Type** (mark one): _X_ External ___ Temporal (rare) | | |
| **Relationships**:<br>**Association**: User, System<br>**Include**:<br>**Extend**:<br>**Generalization**: | | |
| **The Normal Flow of Events**:<br>6. User sets preferences and criteria for matching.<br>7. System retrieves user preferences and profile information.<br>8. System runs the matching algorithm.<br>9. System presents a list of potential matches to the user. | | |
| **Sub-flows:** | | |
| **Alternate/Exceptional Flows:** | | |
| **Special Requirements:** | | |
| **To do/Issues:** | | |

| **Use Case Name:** Swipe to Browse | **ID:** UC-004 | **Importance**: Must Have |
|---|---|---|
| **Primary Actor:** User | **Use Case Type**: Detail, Essential | |
| **Supporting Actors:** System | | |
| **Stakeholders and Interests:** User - want a simple and engaging way to browse through potential study buddies. | | |
| **Brief Description:** Users swipe left or right to browse through potential study buddies. Swiping right indicates interest, while swiping left dismisses the match. | | |
| **Trigger:** User opens the swipe interface.<br><br>**Type** (mark one): _X_ External ___ Temporal (rare) | | |
| **Relationships**:<br>**Association**: User, System<br>**Include**:<br>**Extend**: Chat<br>**Generalization**: | | |
| **The Normal Flow of Events**:<br>10. User opens the swipe interface.<br>11. System displays potential study buddies.<br>12. User swipes left to dismiss or right to express interest.<br>13. If both users swipe right, the system notifies them of a match. | | |
| **Sub-flows:** | | |
| **Alternate/Exceptional Flows:**<br>• No Matched Found:<br>If no matches are available, the system notifies the user and suggests expanding the search criteria. | | |
| **Special Requirements:** | | |
| **To do/Issues:** | | |

| **Use Case Name:**<br>Chat | **ID:**<br>UC-005 | **Importance**:<br>Must Have |
|---|---|---|
| **Primary Actor:**<br>User | **Use Case Type**:<br>Detail, Essential | |
| **Supporting Actors:**<br>System | | |
| **Stakeholders and Interests:**<br>User – wants to communicate with their suggested and matched study partners | | |
| **Brief Description:**<br>Users communicate with their suggested or matched study partners through text messages. | | |
| **Trigger:**<br>User initiates a chat with a suggested or matched profiles.<br><br>**Type** (mark one): _X_ External ___ Temporal (rare) | | |
| **Relationships**:<br>**Association**: User, System<br>**Include**:<br>**Extend**: Report<br>**Generalization**: | | |
| **The Normal Flow of Events**:<br>14. User opens the chat interface with a suggested or matched study partner.<br>15. User sends a message.<br>16. System delivers the message to the recipient.<br>17. Recipient responds, and the conversation continues. | | |
| **Sub-flows:** | | |
| **Alternate/Exceptional Flows:** | | |
| **Special Requirements:** | | |
| **To do/Issues:** | | |

| **Use Case Name:**<br>Report | **ID:**<br>UC-006 | **Importance**:<br>Must Have |
|---|---|---|
| **Primary Actor:**<br>User | **Use Case Type**:<br>Detail, Essential | |
| **Supporting Actors:**<br>Support Team, System | | |
| **Stakeholders and Interests:**<br>Users – want to report inappropriate behavior or issues.<br>Support Team – needs to address and resolve user reports. | | |
| **Brief Description:**<br>Users report inappropriate behavior or issues with other users, which are then reviewed by the app's support team. | | |
| **Trigger:**<br>User initiates a report.<br><br>**Type** (mark one): _X_ External ___ Temporal (rare) | | |
| **Relationships**:<br>**Association**: User, Support Team, System<br>**Include**:<br>**Extend**:<br>**Generalization**: | | |
| **The Normal Flow of Events**:<br>18. User opens the report interface.<br>19. User selects the reason for the report and provides details.<br>20. System logs the report and notifies the support team.<br>21. Support team reviews the report and takes appropriate action. | | |
| **Sub-flows:** | | |
| **Alternate/Exceptional Flows:**<br>• False Report:<br>1. If a report is found to be false or malicious, the user who reported it may receive a warning or suspension. | | |
| **Special Requirements:** | | |
| **To do/Issues:**<br>• Implement a system to track and respond to reports effectively | | |

## 6.0 System Evolution

The Study Partner Matching App will become better through regular updates and enhancements based on user feedback and emerging technologies. Future changes may include availability on Android mobile devices, advanced matching algorithms, and features like scheduling study sessions and virtual study rooms continually improve the user experience and meet changing student needs.

## 7.0 Conclusions and Recommendations

## Appendices

## Glossary

**User experience**

*the overall experience of a person using a product such as a website or computer application, especially in terms of how easy or pleasing it is to use.*

## Bibliography

Larman, C. (2004). *Applying UML and Patterns: An Introduction to Object-Oriented Analysis and Design and Iterative Development, 3rd Edition.* Upper Saddle River: Prentice Hall.