Business Requirements Specification

Residential Connection

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1. Introduction

The Department of Housing and Residence Life at Florida Gulf Coast University serves an important purpose of organizing peer environment in residence halls as a means to facilitate various aspect of students' cognitive and psychosocial growth and development in college living. It has been discuss that in a residential learning environment is important tool for student learning. Housing and residence life help students focus their time and energy in on college, increasing informal interaction among student as well as offers a multitude of opportunities to explore values, lifestyles and interest in a supportive environment under the supervision of administration that have trained in the experiential education of students.

It has been discuss that students spend around 80 percent of their time outside of the classroom and most of that time is spent in the residence hall. During such time a wide range of social and behavioral situations arise in the hall that need the attention of administration who are trained to assist the students. In the building of every hall there is an undergraduate student known as a Resident Assistant (RA) who are trained in basic helping skills,have a wide range of information regarding school resources and responsible with providing educational programs.

Resident Assistant (RA) are the one responsible for facilitating a welcoming community among the resident who live in on-campus housing. In order to accomplish this RAs must organize programs that are engaging, educational and over all diversified to allow for a large number of participants. Given that RAs are college students themselves it is difficult to coordinate a program from the planning to the execution stage because there are many steps involve with

developing a successful program. According to RAs a program can take 2-4 weeks to plan as an idea must be established and approved by the Resident Director (RD), room that will be occupy must be reserved by the housing specialist, flyers to advertise must be printed out by Resident Team Leader Assistant (RLTA) and supplies for the event must be obtained by the RAs with the help of other housing staff. Although the main problem according to the RAs is not the stress of planning a program it is more so planning the program that a high number of resident will be willing and able to show up to the ideal number of residents would be 30-50 residents but the expect number is usually 6-20 residents per program.

In order to provide a great residential experience to college student in an effective and organized manner. Florida Gulf Coast University Resident Assistants need a system that will allows them to go step by step through the plan processes, a way to connect with residents to promote there programs and one that allows RAs to keep track of attendance. A system that will encourage resident to interact more with each other in which leds to a positive living environment for all residents. The system shall allow users to post updates about things pertaining to housing. As the system is a social networking application it will help increase resident social interaction with one another and with their respective RAs.

1.2 Business scope - Define the business domain under consideration by:
   a) identifying the business domain by name;
      a. The business is with Florida Gulf Coast University with the department of Housing and Residence Life the business the company in trying to improve it's social interaction among residents and staff as well as among the residents in the community. The business domain name is a way for users to identify the website

they need to go to or in this case the name to be associated with the mobile application. The domain name for this software would be NestHallz as the mascot for the University is an eagle in which it is to new students to say "yes to the nest".

b. defining the range of business activities included in the business domain concerned. The scope can be defined in terms of divisions in the organization and external entities that relate directly to the business activities, or functions to be performed by the business activities. It is helpful to show environmental entities that are outside of the scope;

    i. The college residence halls are organized in three major parts the residence life program, housing operation and room assignments. The purpose of the residence life program is to provide educational programming, nonclinical counseling and the support for student learning. All of this is to help improve the quality of student life to increase student learning and build a community among students in the residence hall.

    ▪ Within the residence halls there is a resident director, a person who holds a master degree in an area closely related to student affairs. Resident Director receive more training as they are responsible for the RAs and the RLTA in the building and for the residents of the building. It is the resident director (RD) job to keep up to date with the staff development of the RAs, student counseling, educational programming and enforce institutional policies among other functions. The NestHallz application is intended to help RD better communicate with the resident of the building

as well as a tool that helps supervise the RAs in order to see where

improvements can be attain throughout the semester.

- ▪ The Assistant Director assists with the development, delivery, and

  evaluation of educational and support programs and services for

  residential students. They also provide direct supervision and leadership to

  Resident Directors and indirect supervision to Resident Assistant, Desk

  Assistants, Residence Life Team Assistance and Housing Specialist. It is

  important for Assistant director to keep track of all activities going on in

  on-campus housing and having one application that connects every

  resident and housing staff may help lessen the amount of communication

  application currently being used as shown by the business analysis

  document.

- c) describing the scope of the system being developed or changed. The description

  includes assumptions on which business activities are supported by the system.

  - o The scope is part of the project planning that involves determining project goals

    the system needs to improve the social environment and communication within

    the residence halls. The system should help encourage more interactions among

    residents and housing staff as well as with one another in their building. The

    system should help better communicate information to residents quickly an

    effectively in the single application. The format of the application should be

    similar to most social media sites that most young adults are familiar with in

    which case the ease of usability may create an easier transitions in terms of

    communications methods. Aside from sharing information the system will also

help with collecting information in the form of polls, discussions forms and surveys in which would help staff better collect information from each resident to better asses ways to improve the educational programs provided, any housing issues that need improvements and other necessities. The system will specifically help RAs keep track of attendance to programs as keeping track of attendance is important as it helps to analysis what are the best suited programs and helps support the cost of funding of programs.

- **1.3 Business overview**
  - Describe major internal divisions and external entities of the business domain concerned and how they are interrelated. A diagrammatic description is recommended.
    - A major part of the business will involve the operation of the front desk which include the Housing Specialist and Desk Assistants who are in charge of the operation specifically of the desk. In South Village housing there are five building and in each building there are two staff at the front desk. The front desk is typically opened from 8:00 am - 2:00 am the purpose of the front desk is to help guest that come to visit the campus as well as the resident with any issue they have from social to academic issues the residence may need assistance. During a good portion of the time Desk Assistants and Resident Assistant work together to keep housing in order as well as help share information with the residents about programs going on in the building giving out left over food and treats. \Desk assistant are critical to the spread of information as they are

typically the first to receive information about what is going on in the
building whether it be door alarms, noise complaint or an emergency
situation in which case they share pertain information to RAs, Housing
Specialist, RDs and residents.

- Other housing staff is included

  - Assistant Directors

  - Associate Director

  - Resident Director

  - Housing Specialist

  - Desk Assistants

  - Resident Team Assistant Leader

  - Senior Desk Assists

- **1.4 Definitions**

  o Residents : University undergraduate students who live in on campus housing.
  The housing area includes South Village, North Village and West Lake Village.

  o Housing Staff: Refers to any employees students / non-student who work directly
  or indirectly throughout the school year.

  o Program: Are events hosted by Housing like meetings, parties, game night, movie
  night and arts and crafts. Typical have free food, music and swag items. Use as a
  way to increase socialization in the resident halls.

  o Hallway/Wing: The buildings specifically in SoVi have 5-6 floor (Hallway)
  which are divided into two which is known as wing (a high and low wing) each
  wing has an RA.

1.5 Major stakeholders

Users: This group comprises those who will operate the software. It is often a heterogeneous group involving people with different roles and requirements.

- o Residents - Students who live in on-campus housing the housing area include South Village, North Lake and West Lake.
- o Resident Assistants- Undergraduate students who are assign an area in the building to look after for the Fall and Spring semesters they also live on campus. They ensure residents are well adjusted and comfortable in the environment.
- o Resident Director- Live in housing as well and are typical responsible for looking out for the RAs and resident of a building. They ensure that everything is running smoothly in the building and address any activities or issues that needs attention.

Customers: This group comprises those who have commissioned the software or who represent the software's target market.

- o Resident Assistants- want a system where they can easily interact with their residents as well as a way to encourage more interaction among the residents. A system that will keep track of progress of the programs and other pertain information.
- o Assistant Director: Is open to any suggestion of software that will help improve the jobs of the housing staff specifically the RAs.

Other Stakeholders in the University

- Software engineers: These individuals have a legitimate interest in profiting from developing the software by, for example, reusing components in or from other products. If, in this scenario, a customer of a particular product has specific requirements that compromise the potential for component reuse, the software engineers must carefully weigh their own stake against those of the customer. Specific requirements, particularly constraints, may have major impact on project cost or delivery because they either fit well or poorly with the skill set of the engineers. Important tradeoffs among such requirements should be identified.

- Student: assign in organize the success of a system to find way to start the system, improve the system, deliver the system and gain experience for future systems.

- Employers - Those who work in housing may be affected in the implementation of a new business as it would require a budget to maintain, new marketing tactics to develop, and the allows a new way to communicate with residents and obtain more information on how to improve the operation of Housing and Residence Life.
  - Directors
  - Administrators
  - Housing Specialists
  - Coordinators
  - Marketing
  - Information System Administrators

- Parents - The parents of the residents or any guardian that looks after the well being of the residents

- Include an Org Chart.

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                          │  Director of Housing │
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                          │  Associate Director  │
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        ┌──────────────────────┐      ┌────────────────────────────────┐
        │ Assistant Directors  │      │ Coordinator for Residential    │
        └──────────────────────┘      │       Student Conduct          │
                                      └────────────────────────────────┘
  ┌──────────────────┐   ┌──────────────────────────┐   ┌────────────────────────────────┐
  │ Resident Director│   │ Residence Life Coordinator│  │ Coordinator for Desk Operations│
  └──────────────────┘   └──────────────────────────┘   └────────────────────────────────┘
  ┌──────────────────────────────┐                      ┌──────────────────────┐
  │ Resident Team Leader Assistant│                     │  Housing Specialist  │
  └──────────────────────────────┘                      └──────────────────────┘
  ┌──────────────────┐                                  ┌──────────────────────┐
  │ Resident Assistant│                                 │ Senior Desk Assistant│
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                                                        ┌──────────────────────┐
                                                        │   Desk Assistants    │
                                                        └──────────────────────┘
                          ┌──────────────────┐
                          │    Residents     │
                          └──────────────────┘
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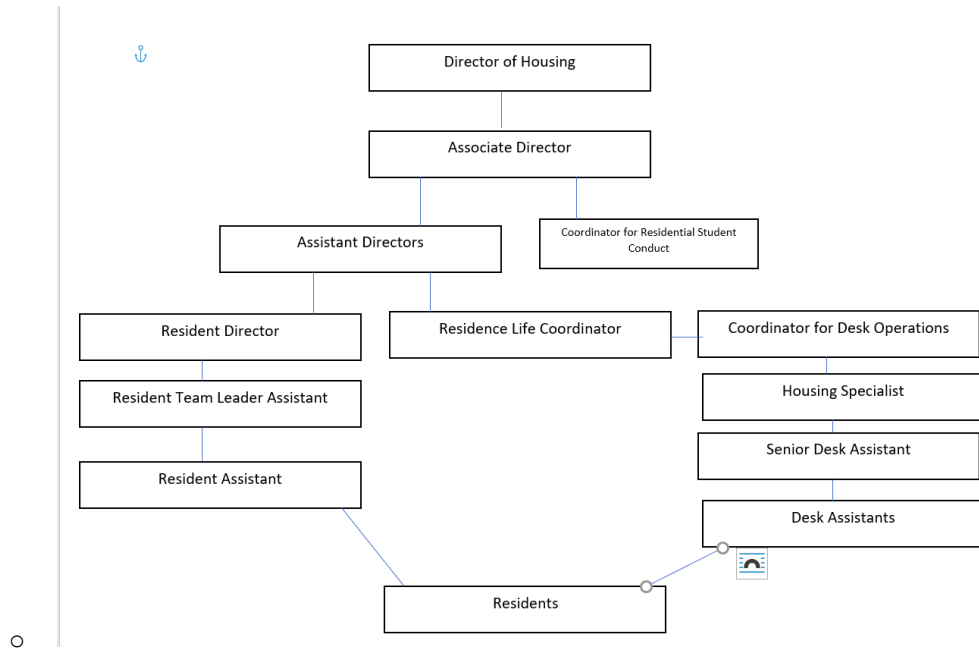
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[2] " MITRE Systems Engineering Guide " The MITRE Corporation,2014

[3] Pierre B., Richard E. F, "SWEBOK V3.0 F Guide to the Software Engineering Body of Knowledge", 2014.

[4] Kenny Wong, "Client Needs and Software Requirements" Coursera Course, University of Alberta,2020.

[5] Karl Wiegers, Joy Beatty, "Software Requirements Third Edition" Microsoft Press, 2013

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https://mireyahernandezcruz.atlassian.net/wiki/spaces/SP/pages/9044043/Problem+Statement

3. Business management requirements

3.1 Business environment

Organizational: The Software application should be develop in order to help the Department of Housing and Residence Life improve their services to the residents at Florida Gulf Coast University. The Software will be primarily used by residents, who are student that live in on-campus housing, and Resident Assistants who are student staff. The software purpose is to increase effective communication, encourage student involvement in housing and support RA in accomplishing their duties and responsibilities. As it is the goal of the Office of Housing and Residency life to provide the residents the resource to succeed academically and achieve personal growth while in college through networking and allowing time for extracurricular activities.

Environmental: In order to develop the system idea for this business stakeholders looked into existing software. Software such as popular used social media sites as well as university utilized applications. From these software stakeholders were able to pinpoint software feature that should help reach the business goal if implemented into a new system. To the knowledge of the software developer most of the feature required in the new system is achievable based on what is already available in other systems. Those the stakeholder should understand that not all need feature will be implemented at once instead it would be a gradual development in order to see how it operates and if user find it useful.

Both residents can choose when and where to communicate as long as they have a phone with internet access.

The system would be most busy when housing host a huge of event like for the week of welcome or spooktacular.

70% Use after 5pm because that is when RAs are on-call

Not all residents who have access to the application will use it as they have other social media

Constraints: As of now it is predicted that it would take a year to develop the new system. In which software developer meets with stakeholder twice a month to ensure all software needs are developing in the correct manner as well as staying on track with the full development of the system. It is still unknown about the funding that would be provided for the software development at the moment because business funds vary year to year. Those to start the development of the system and provide continuous maintenance would cost around $1000. The intention is to facilitate the system to work with the user in that it would be easy to implement the system use into the current user schedule which is why it seem best that the system be present in the form of a mobile application.

3.2 Mission, goals, and objectives

The Office of Housing and Residence Life goal is to provide students with the option to have an exceptional residential experience. An experience that will prepare students to be successful not only at the university level but also globally. The Office of Housing and Residence Life attempt to offer students an easy transition into the community where support and resources are offered to encourage academic achievements, student involvement and personal growth. The software will allow students to have access to information shared by RAs in a matter of a couple seconds. With the software residents will be able to ask questions about resources offered like CAPs,

Adaptive Services and Tutoring, receiving a responses within 24 hours. RAs will be given the opportunity to ask residents what types of programs they would like to see ones that involve arts & crafts, sport activities or other activities by the use of polls and survey receiving a 60% response rate from residents. This would allow attendance to programs by residents to increase by 30%..

Objectives

- To build a simple software for this organization to help expand a better learning opportunity, knowledge and skills
- To develop a secure software all resident are able to utilize to communicate with one another as well as their RAs during the school year.
- Allow users to share important information related to the university and the well-being of others.
- Provide easier access to users to get in touch with someone to receive quick feedback
- Increase interaction among residents and program attendance rate
- Helps housing staff determine improvements in residence halls and policies

3.3 Business model -

As RA they are trained to handle unforeseen situation in a professional manner. The major challenges that is brought about is when critical incidents occur like residents having drug, alcohol and medical emergencies in their room. The involvement of police and EMT during these times it's important that RAs-on-call collect all the necessary information needed to

conduct their jobs quickly and efficiently. RAs tend to collect information manually using pen and paper before getting access to more information using a computer.

In order to measure the success of an RAs program the RAs must keep track of the number of residents that attend their program. At times RAs have access to a laptop an a swiper that easily allows the resident to swipe their university ID card that transfer the residents information to an excel spreadsheet but other time when RAs do not have access to the equipment they have the residents type their information manually into the computer, use paper and pencil, or the board and makers to get the information needed. Some RAs then gather the information and transfer it to their phones to attach it to the forms to submit to Resident Directors.

With Eagle Post DAs are able to log packages under resident names when this is done the Eagle Post System send out emails of package pick up to resident who has a package logged by having it swipe out. Another tool used by DAs with Eagle Post is that they are able to lookup things like resident room number, email, phone number aside from packages delivered. Eagle Post is a very important tool for Desk Assistants as it avoid clutter in the mail room, and ensures that residents get their mail in a timely manner. When the system Eagle Post fails to work properly like send emails they place a dry erase board near the entrance with the message "Please pick up your package if you are expecting one" When the logging function of the system fails to work DAs are required to gather all the information of a package and record it using a pen and pad in which residents would have to sign there name to indicate the package has been picked up.

Wifi- Malfunction

3.4 Information environment -

- *The storage consist of residents personal information, what room they are in, any issue that arises, events that they attended.*

- The information is stored in the University Department of Housing Database in which administration staff manually put information of each resident and employee working in housing

- The database runs in MariaDB 4.0

- This help with updating the EaglePost the system used to organized and deliver packages to the correct residents.

- Data based on which residents decide to transfer rooms early to mid-semester

4. Business operational requirements

- ### 4.1 Business processes
  - The Office of Housing & Residence Life have over 150 trained students and professional staff who work to ensure the overall need, value and mission of the department are met on a daily bases. The department consist of multiple student staff that perform a variety of role as Resident, Desk, Conference, Maintenance and Orientation Assistants. The student staff are selected to assume a leadership role that focuses on the residential life in there assigned area.
  - The Resident Assistant is a live in position must remain flexible and available for other students to be their friend, an advisor an the primary source of information for students living in there assigned area. Resident Assistants also have the main responsibility to coordinate programs that encourages residence to interact with one another creating a welcoming environment to live. Aside from focusing on the residence themselves the Resident Assistants must perform administrative task defined by the Resident Director, complete weekly reports, attend events like Eagle Expo, training and be able to respond to students concerns as well as crisis situations.
  - The Desk Assistants work at the front desk and are primarily responsible for providing excellent customer service by assisting the residents, prospective students and other guest at the desk. The task assigned to desk assistants include welcoming residents in a polite manner,having

knowledge of FGCU and Housing policies and procedures,perform clerical work, answering the phone,processing mail, maintain confidentiality. The desk assistants represent the Office of Housing and Residence Life department therefore, they must adhere to all policies and procedure while on and off duty.

- The Summer Conference Assistants is a live in position responsibilities involve assisting with the preparation and delivery of conference accommodation services. Conference Assistance need to be able to setup and break down of apartment, do inventory of supplies, administrative duties, customer services and assist with facilities issues .

- The Maintenance Assistants is a live in summer position that requires assisting the Office of Housing Residence Life in a variety of maintenance and construction trades.

- The Orientation Assistant is a live-in position who are responsible for the preparation and delivery of orientation accommodations services. The duties consist of set up and break down of rooms, inventory of supplies and room utilized, administrative duties, customer service as well as assisting with facilities issues.

- **4.2 Business operational policies and rules**

  - **Actions:** RAs must remain flexible and available enough to be a friend, an advisor, and the coordinator of activities, the primary source of information, educator, and authority figure.

- **Growth:** RAs should be committed to their own personal growth and education.

- **Task:** Perform all administrative tasks as defined by the Resident Director or Residence Life Coordinator.

- **Events:** Attend weekly one-on-ones, complete weekly reports, and assist with both Eagle Expo events.

- **Meetings:** Attend weekly area staff meetings and in-services on Mondays from 6-9pm

- **Expectations**: Remain in the hall late / or return early to open during holidays and breaks, as determined by the Resident Director and/or the Office of Housing & Residence Life.

- **Focus**: Respond to student concerns and crisis situations

- **Training:** Attend and actively participate in the Fall RA Training and the Spring RA Training.

- **Purpose**: Participate in all training programs and other events as deemed necessary for purposes of further developing leadership, advising, programming, and administrative skills.

- **Interviews:** Participate in RA Selection processes (i.e. Informational Sessions, interviews, etc.)

- **DA Role:** Three (3) hours a week at the desk as part of the RA job

- **Informative:** Understand, explain, enforce and support all Office of Housing & Residence Life and University policies and procedures.

- **Conduct:** Maintain a high standard of personal conduct.

- ▪ **Committee:** Serve on a committee or collateral assignment as needed by the Office of Housing and Residence Life

- **4.3 Business operational constraints**

  - ¬ Must be and have been an FGCU student for at least 1 semester before beginning the position (summer terms do not count) and enrolled in classes.

    ¬ Must have lived on campus for at least one semester before beginning the position. On-campus living at another university or military service does qualify.

    ¬ Must maintain a cumulative grade point average of 2.5 or above at all times (which includes during the application and interview process)

    ¬ Must not hold any paid position that requires a commitment of more than 9 hours per-week while in the position.

    ¬ Must not have an internship or any other academic commitment that requires you to be away from campus for more than 25 hours per week.

    ¬ Must be in good conduct standing with the University at all times. 'Bad' conduct standing is defined as past responsible findings for high-level Student Code of Conduct violations and being on Disciplinary Probation (which includes during the application and interview process)

    ¬ Must be able to complete entire length of contract, which typically lasts from August to May (May to May for West Lake Village RAs)

¬ Must be able to serve as part of the on call rotation from 5:00pm-8:00am at least once a week, and some weekends and holidays.

¬ Must not have an internship or any other academic commitment that requires you to be away from campus for more than 25 hours per week.

¬ RAs are given $40 to create programs that will encourage their residents to interact and socialize with others

¬ Must use the supplies provided to decorate the halls and create unique door decorations

- **4.4 Business operational modes**
  - The need to share information quickly due to a crisis such as a pandemic
  - Times are also busiest when it is time to move in or move out of the dorms
  - The major challenges that is brought about is when critical incidents occur like residents having drug, alcohol and medical emergencies in their room. The involvement of police and EMT during these times it's important that RAs-on-call collect all the necessary information needed to conduct their jobs quickly and efficiently. RAs tend to collect information manually using pen and paper before getting access to more information using a computer.
  - Event that require 50+ people is difficult to manage .
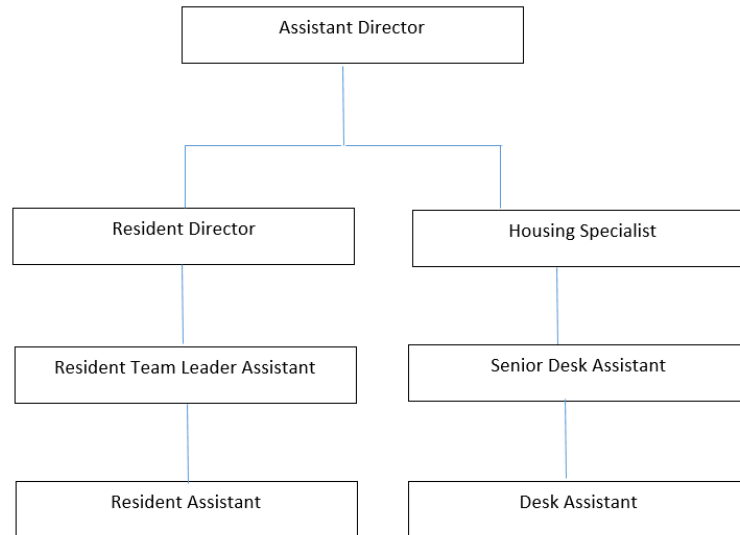
- **4.5 Business operational quality**
  - For the business of RA their highest priority is ensuring that all the resident in their assigned hall is doing well academically, mentally and socially. - This allows

housing to be a relaxing and quite environment for all residents living on campus.-This means that RA should get to know all of their 42 residents whether it be through small talk, hanging out or programs that they host.

- o In this business it's important to have communication of information delivered in a quick and efficient manner to the DAs, RAs, RDs and Residents to avoid confusion and a mix up of information. Information shared often include, out of order equipment, inspection days, events going on, mandatory meeting days, issues involve the building among other topics.

- o RAs have the responsibility to encouraging there resident to intact and feel comfortable in the new setting they are placed. (Note: South Village is primary for Freshman) -To accomplish this RA must be creative when developing a program (event) for there residents to participate in which is difficult at times because residents may be as low as five to as high as 50 residents that participate - The greater the number of participate usually indicates that it was a successful one.

- o One way RA may encourage residents to feel welcome is my decorating there hall around a central theme some example currently on display are candy shop, under water, museum, night sky among other things. Aside from the Hallway theme they also are required to develop door decoration pertaining to the theme of the month for every single resident of the hall.

- **4.6 Business structure**

  - o The structure of Housing during nights after 5:00 pm and weekends

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                    │  Assistant Director │
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      │ Resident Director│           │ Housing Specialist│
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               │                               │
┌──────────────────────────┐     ┌──────────────────────┐
│ Resident Team Leader      │     │ Senior Desk Assistant│
│ Assistant                 │     └──────────────────────┘
└──────────────────────────┘                 │
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      ┌──────────────────┐           │  Desk Assistant  │
      │ Resident Assistant│          └──────────────────┘
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- **Assistant Director**: Directs all functions related to the day-to-day operations of South Village including the development, implementation and assessment of the First Year Residential Experience (FYRE) program. Designs, implements, and assesses the area's community development model.

- **Resident Director**: Responsible for all administrative, educational, and supervisory tasks of assigned residence hall. While reporting directly to the Assistant Director of Residence Life, the Resident Director also has significant interaction and responsibility with all functional areas of the housing operation. Duties of the RD include: staff supervision, administrative duties, student discipline, stimulating the development of educational, social and personal growth programs, group advising, promoting the safety and welfare of all residents, and individual counseling. This is a live-in position with the probability of a supplemental summer contract.

- **Housing Specialist**: Role involve the operation of the front desk. Work to provide excellent service to the residents by ensure that the DAs have all the proper information and resource to help those who come to the desk seeking assistants. Ensure that the office supplies are fully instock and that the log sheet/reports are fully filled out.

- **Resident Team Leader Assistant**: Role is known to be the RA of RAs is responsible with helping RAs accomplish there daily task. RTLA report directly to resident director. RTLA provide any resources needed by the RAs or by the residents.

- **Senior Desk Assistant**: The SDA is role is to help the Housing Specialist with task and serve as a support to Desk Assistants. They are a person who demonstrates effective skills in communication, leadership and administration.

- **Resident Assistant**: These student staff are based on five competencies: community development & programming, diversity & inclusion, crisis management & conflict resolution, professionalism & integrity and leadership. RA work directly with resident and directly report to the resident director. RA inform about activities, issues and need of the residents and the community. RA are responsible for the development and creation of the residential environment that promotes student engagement and academic success.

- **Desk Assistant**: Work primarily at the front desk welcoming residents and guess assisting anyone who needs help this includes residents, parents,

guest and other university personal. They keep track of equipment being check out and brought. They are required to have knowledge of university'policies and procedure as it relates to housing.

- **5. Preliminary operational concept of proposed system**
  - 5.1 Preliminary operational concept
    - a) operational policies and constraints;
      - a constraint of the people who are allowed to use the system; Current Housing Administration, RAs and current residents living in SoVi, North Lake and West Lake.
      - There would be different types of operations that can be done but depending on the user they will have some restriction and access to certain types of operations on the system
      - This system can be used on most mobile devices like phones and tablets as well as laptops and desktops.
      - May be use only as a social networking application related to housing and educational activities for mainly residents. No inappropriate information or outside sources should be utilizing these sources.
    - b) description of the proposed system;
      - Residents to self monitor there activities
      - Allow residents to post pictures and thoughts
      - Allows resident to meet other resident with similar interests and hobbies

- Allow residents to say what types of events they want housing to put on

- Allows housing to see what residents are most interested in

- Allow RAs to know who is in there respective wing

- Allow RAs to prompt their events to increase attendance

- c) modes of system operation;

    - user **mode** and kernel **mode** (also called supervisor **mode**, system **mode**, or privileged **mode**)
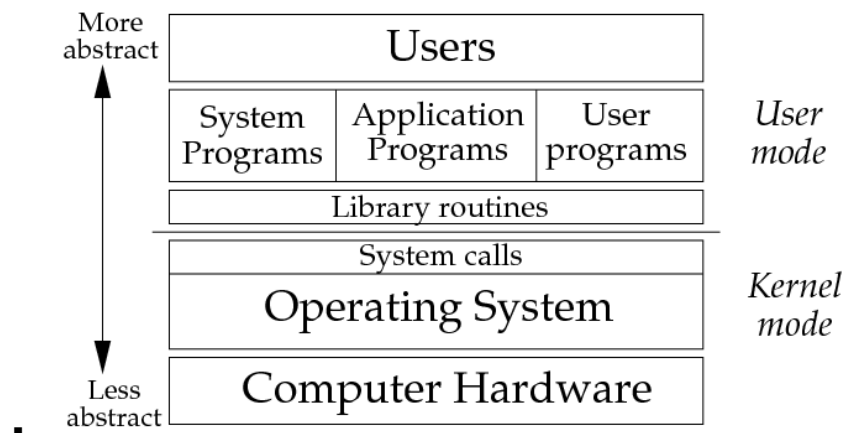
- d) user classes and other involved personnel; and

    - The Main user class for this application will be residents that live in on campus housing and RAs

    - Other personal that have access to the system but not be interacting with the system will be the RDs and Associate Directors

- e) support environment.

- **5.2 Preliminary operational scenarios**

    - Signing up : Residents when moving in they will obtain all the information to sign-up for the application. They will be able to create a user name and

password. Then add-in their personal information like name, major and hometown. They will also be able to put up a biography about them self including hobbies, interests, and other pertain information. Finally they will be able to upload a picture of them self.

- Networking: With all the information provided by the end-user the system will gather the information and will provide the users with potential matches to other users based on the interest, hobbies and majors. From the matches users can choose to either "make a new friend" or "not now". Once a match is made they are able to directly socialize.

- Posting: End-users will have the ability to post pictures, comments and thoughts. They will be provided with extra feature to state things like "need a study buddy","going to this event" , "who has this.." and statements to that extent.

- Promoting Events: RA will login to the application, click the post flier icon, select the file they want to post and click the post flier. The residents will login to the application and see the flier and be able to select will plan to attend, maybe or will not attend and provide a reason why they will not attend. Then the RAs will be able to see the amount of residents planning to attend and the comments.

6. Other preliminary life-cycle

- 6.1 Preliminary acquisition concept -
  - ITS: person will create the system on the upgraded application.

- o **6.2 Preliminary deployment concept**

    - The system will prove it's the solution by validating when the average attendants ,of housing events that are hosted by RAs, increases by 25% percent within one school year.

    - The application is primary going to be use by residents with the use of their mobile device (cellphone) the application should be compatible to android and apple devices. This makes it easier for resident to have access to the application constantly.

    - Once the system is fully developed the plan is to either implement it by the start of the Fall or Spring Semester whichever come first. As each semester RAs start to plans the new programs they will host for the residents

    - The application will be promoted about a month in advance by posting flyers throughout on-campus housing and on social media accounts. Once delivered it will be the RAs and DAs job to continue to promote the application to new residents.

    - A week after the application is delivered housing will hold sessions for residents on how to appropriately use the application and will also learn the purpose of the application and the way it will benefit them.

- **6.3 Preliminary support concept**

    - o Videos on how to navigate the application while be posted on the Departments website.

- Also the plan is to provided training sessions to be offered in the beginning of the semester .

- The plan is that the application won't have a high maintenance requirements as it will be for the Department of Housing use for residents and RAs

- Once users for the application increase the idea is to transfer the maintenance requirement to the IT department. In the start the single developer will focus on improving

- Specifically in South Village where 80% of the First Time In College (FTIC) live there should be a tutorial guide session on the application as it would be the first time a majority of the residents will interact with the application.

6.4 Preliminary retirement concept

- The application will not need any new updates when the plans to retire the system. All data will be wipe clean from the system and they will be no need of any disposal of hazardous material.

7. Project Constraints

- System to be completed by June 2021

- The cost will depend on the year it will start to development, an estimate of $5,000 to $10,000 dollar is provided to develop this resident social networking application. As this application will not fix a specific problem but the goal is that it will improve an issue RAs have every year.

- The cost is constrain to how many students decide to live on-campus, which helps determine the office of housing the budget for the school year.

- The budget is set to fluctuate depending on the circumstance that occurs (environmental, social and political factors) throughout the year.

- A system such as this will take about a year to develop if only a single developer is working on it. The plan will be that developer work on the system on a weekly bases but meet with the clients/ end-user either on a biweekly bases or a monthly bases depending on the phase the development of the system is on.

- There should be reliable internet access continuously

8. Appendix

- **8.1 Acronyms and abbreviations**

  - RA- Resident Assistant

  - RLTA- Resident Leader Team Assistant

  - RD- Resident Director

  - DA- Desk Assistant

  - SDA-Senior Desk Assistant

  - PA- Program Assistant (Housing Specialist)

  - RA-On-call- Resident Assistant on-call

  - AOC- Administrator on-call

  - FYRE- First Year Residential Experience

  - S'MORE- Students Maximizing Our Residential Experience

  - FTIC-First Time In College

  - SoVi-South Village

  - NLV-North Lake Village

  - Billing- Center for Billing Payment

  - Gulfline - Housing Portal