

# Concern2Care – Product Requirements Document (Build-Ready)

## 1. Product Overview

Concern2Care is a **web-based application** that helps K–12 teachers document student concerns and instantly receive **AI-generated Tier 2 intervention strategies**. It reduces documentation time, produces professional reports, and enables collaboration with school support teams.

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## 2. User Roles

- **Teacher (Primary)** – Documents concerns, receives strategies, generates reports.
  - **Support Staff (Counselor / Psychologist / Special Ed)** – Reviews reports, coordinates follow-up.
  - **Administrator (Optional)** – Monitors usage, downloads analytics.
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## 3. Core User Flows

### 3.1 Document Concern

**Input:** Teacher fills a structured form:

- Student first name + last initial
- Concern type: [Academic, Behavior, Social-Emotional, Attendance]
- Concern description (free text)

**Output:** Concern stored in database (linked to teacher).

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### 3.2 Generate AI Intervention

**Trigger:** After form submission.

**Process:**

- Concern text sent to AI model (LLM).
- Prompt includes concern type + description.
- Response limited to **research-based Tier 2 strategies**.

**Output:**

- Top 3–5 actionable interventions returned to teacher.
  - Stored in database with timestamp.
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### **3.3 Ask Follow-Up Questions**

**Input:** Teacher enters free-text question.

**Output:** AI provides step-by-step implementation guidance (linked to original concern).

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### **3.4 Generate Report**

**Trigger:** Teacher clicks “Export PDF.”

**Output (PDF):**

- Student info (first name + last initial)
- Concern details
- AI recommendations
- Teacher notes / follow-ups
- Branded header/footer

**Requirements:**

- PDF download + email sharing option.
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### **3.5 Collaboration**

**Action:** Teacher clicks “Share.”

**Output:** Report sent to designated staff emails with secure link.

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## **4. Features & Requirements**

### **4.1 MVP Features (Build First)**

- User login (teacher role)
- Concern documentation form
- AI recommendation generation (via LLM API)

- PDF report generation
- Email sharing

## 4.2 Phase 2 Features

- Admin dashboard (usage reports, exports)
  - Support staff portal (shared view of concerns/reports)
  - Intervention library (browse/search without new concern)
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## 5. Technical Requirements

- **Frontend:** React (or similar modern framework)
  - **Backend:** Node.js/Express (API + business logic)
  - **Database:** PostgreSQL (student concerns, user accounts)
  - **AI Integration:** OpenAI API (LLM completions, RAG if needed)
  - **Auth:** Secure login (email + password, optional SSO for schools)
  - **Hosting:** Cloud (AWS/GCP/Azure/Railway acceptable)
  - **PDF:** Auto-generated using server-side library (e.g., pdfkit)
  - **Email:** SMTP integration (SendGrid or SES)
  - **Security:**
    - FERPA compliant
    - Student data anonymized (first name + last initial only)
    - Encrypted storage & transmission
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## 6. Non-Functional Requirements

- **Performance:** Recommendation < 3 seconds.
  - **Scalability:** Support up to 10,000 teachers.
  - **Reliability:** 99.9% uptime.
  - **Accessibility:** WCAG 2.1 AA compliance.
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## 7. Pricing / Limits

- \$10 per teacher/month
  - 20 support requests / teacher / month (tracked in DB)
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## 8. Success Metrics

- % of teachers actively using monthly
  - Avg. time saved per documentation
  - Reduction in unnecessary counselor referrals
  - Teacher satisfaction (survey)
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## 9. Risks / Constraints

- Teacher adoption may require training
  - AI must be filtered for safe, evidence-based outputs
  - Budget sensitivity in schools may affect renewals
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## 10. Build Roadmap

| Phase                 | Duration | Deliverables  |
|-----------------------|----------|---|
| Phase 1: MVP          | 3 months | Login, documentation, AI strategies, PDF, email share |
| Phase 2: Enhancements | 2 months | Admin dashboard, support staff portal, analytics      |
| Phase 3: Scale        | Ongoing  | Multi-school deployment, API integrations             |