

Project Specification: OH Queue

Last Updated: 3/18/2022

Product Backlog

- Login
 - Register an account and log in
 - Log in by authenticating with their Andrew account (OAuth)
- Student view
 - View the names of TAs currently available
 - View the number of students in the queue (color coded)
 - Add themselves to the OH queue for a course by filling out a simple form, providing information such as their location (or a zoom link) and a brief description of their questions.
 - View their position in the queue
 - View the estimated time remaining before they can get help (optional)
 - “Freeze” their positions in line for a short period of time (they will be skipped if it’s their turn, but will still keep the position) (optional)
 - Be notified when they are close to the front of the queue
 - Be notified when it’s their turn
 - Remove themselves from the OH queue if desired
 - Asynchronous flow
 - Be notified for real-time announcements by TAs
 - See a list of previous TA announcements for this office hour
- Instructor view
 - View the names of TAs currently available
 - View the number of students in the queue (color coded)
 - Open/close the OH queue for a course, which determines whether new students can be queued
 - Toggle on/off whether they are currently available to help students (do we need this?)
 - Click a button and have a student assigned to them, with the form that the student previously filled out
 - Pick a student from the queue to help them (help students out of order)
 - Priority can be based on familiarity with the question category etc.
 - Remove a student from the OH queue, in case they cannot find the student after a period of time (e.g. 1 minute) and give the student a reason why they’re removed
 - Be notified after helping a student for a period of time (e.g. 10 minutes), to confirm they are still helping the student (optional)
 - Click a button and indicate they have finished helping a student

- Click a button and indicate the office hour is over (clear all the questions in the queue) (optional)
- Asynchronous flow
 - View a dashboard page with all questions from students waiting for help and currently receiving help
 - Post announcements to all students in the office hour
 - See a list of previous notifications for this office hour
 - View statistics of a current or previous office hour session, e.g. total number of questions answered, average time spent per student, etc. (optional)

First Sprint Backlog

- Shared view (*Laura*)
 - a. Login: register an account and log in (no OAuth)
 - b. Base HTML
- Student view
 - a. Add themselves to the OH queue for a course by filling out a simple form, providing information such as their location (or a zoom link) and a brief description of their questions. (*Rhea*)
 - b. View the number of students in the queue (color coded) (*Juncheng*)
 - c. View their position in the queue (*Linyi*)
 - d. Remove themselves from the OH queue if desired (maybe)
- Instructor view
 - a. View the number of students in the queue (color coded) (*Juncheng*)
 - b. View a dashboard page with all questions from students waiting for help and currently receiving help (*Juncheng*)
 - c. Open/close the OH queue for a course, which determines whether new students can be queued (*Rhea*)
 - d. Click a button and have the student at the front of the queue assigned to them, with the form (question description) that the student previously filled out (*Linyi*)
 - e. Click a button and indicate they have finished helping a student (maybe)

Product owner

Juncheng Zhan (junchenz)

Data Models

See the code

Wireframes / Mock-ups

- Login
 - Native
 - OAuth (andrew)
- Student view
 - (1) If the queue is closed
 - Show queue is closed
 - A list of announcements
 - If the queue is open
 - (2) Before asking a question
 - Number of students (questions) in the queue
 - Form that they can fill out and submit
 - A list of announcements
 - (3) After asking a question
 - Number of students (questions) in the queue
 - Their position in the queue
 - Form that they can change and submit
 - Button to remove themselves from the queue (maybe)
 - A list of announcements
- (1) Instructor view
 - Number of students (questions) in the queue (color coded)
 - Button to open / close the queue
 - Button to toggle on/off-line status (availability of instructor)
 - A list of open questions in the queue
 - For each student, button to help the student
 - Button to be assigned a student
 - Button to remove the current student from the queue
 - Button to indicate that they've finished helping a student
 - A form to post announcements
 - A list of announcements
 - (2+) If the instructor is helping a student
 - The form provided by the student
- Stats (optional)
 - A table