

Goal-Oriented Analysis Model

Team Members

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Meeting Minutes

Team Number: 12:00 No. 11

Date: 2023-05-07

Time: 6:30pm - 9:40pm

Team Members in Attendance:

- Waynelle Ize-Iyamu
- Nena Ojukwu
- Ahmed VisualPlugin

Roles:

- Waynelle Ize-Iyamu - Participant
- Nena Ojukwu - Note Taker
- Ahmed VisualPlugin - Facilitator

Agenda:

- Make Goal Diagram
- Rework Homework 2

Assignment of Responsibilities:

- Add more questions from discussion.
- Continue to work on diagram

Outcomes:

- Ahmed VisualPlugin: copied and dated field notes;
- Waynelle: worked on the goals diagram.
- Nena: reworked Homework 2

Next Meeting Date: Monday

Next Meeting Purpose: Finalize and submit

Date: 2023-05-08

Time: 12:00pm - 1:00pm

Team Members in Attendance:

- Layth Al Nabulsi
- Waynelle Ize-Iyamu

Roles:

- Waynelle Ize-Iyamu - Note Taker
- Layth Al Nabulsi - Facilitator

Agenda:

- Make Goal Diagram
- Write more questions
- Get answers to unanswered questions

Assignment of Responsibilities:

- Continue to work on diagram

Outcomes:

- Layth Al Nabulsi: Answered the unanswered questions
- Waynelle: Wrote down new questions

Next Meeting Date: Monday

Next Meeting Purpose: Finalize Hmwk 3 and submit

Date: 2023-05-09

Time: 5:00pm - 8:40pm

Team Members in Attendance:

- Waynelle Ize-Iyamu
- Nena Ojukwu
- Ahmed VisualPlugin
- Layth Al Nabulsi

Roles:

- Waynelle Ize-Iyamu - Participant
- Nena Ojukwu - Note Taker
- Ahmed VisualPlugin - Facilitator
- Layth Al Nabulsi - Participant

Agenda:

- Make Goal Diagram

Assignment of Responsibilities:

- Add more questions from discussion.
- Continue to work on diagram

Outcomes:

- Worked on Goal models

Next Meeting Date: N/A

Next Meeting Purpose: N/A

Field Notes

Students must be able to access as many of the available services for the three centers as possible through the one integrated portal.

1. How do you want the layout of the portal to look, in terms of color, atmosphere, etc.?
 - **2023-04-23:** Colors reflecting UCI color scheme, clean and simple atmosphere. Utilize a search bar to help users find what they are looking for faster.
2. What qualifications must a student have to get access to the available services?

- **2023-04-23:** Any student with UCI netID will be able to access the portal.
- 3. In what languages would you like the portal to be in to meet the needs of the students and staff at UCI in an accessible manner?
 - **2023-04-23:** Should be accessible in languages that are most common among the UCI population.
- 4. If a student has a problem that falls under multiple centers, can they make an appointment at all centers?
 - **2023-04-23:** No they will start with one, and if needed they will be forwarded to the next center for more help.
- 5. Where is AHP accessible from? how?
 - **2023-04-23:** Students and staff members can access AHP everywhere on all devices that have a browser. It should be accessible with people with disabilities as well.
- 6. How can students find out which source to use?
 - **2023-04-23:** Students can pick if they want to.
- 7. How do you collect feedback from students and doctors about their experience with the website, and use it to improve the service?
 - **2023-04-23:** After the students visit they should be able to give feedback through the portal based on their visit.
- 8. How many students can access the portal at the same time?
 - **2023-04-23:** 5,000 students should be able to access the portal at the same time.
- 9. How do we restrict access to the system to only UCI students?
 - **2023-04-23:** If students have a UCI email and are currently enrolled in the school system, they can book the appointment.
- 10. Does the location of the student matter when they are trying to access the system, in terms of them needing a VPN?
 - **2023-04-23:** No, they won't need to use a VPN or be on campus to access, but need to be enrolled in or employed by UCI.
- 11. Where can patients access the doctor's notes post-visit?

- **2023-04-23:** They will be able to visit the appointment history and can access the doctor's note as well as prescriptions, etc.

12. How do students request a prescription refill?

- **2023-04-23:** Students will need to upload their receipts to the portal to get their prescription refilled.

13. Is there anything special we should consider for screen readers?

- **2023-05-08:** Test the screen reader on different devices and make sure it works well on all devices. Ensure that it pronounces words correctly and does not skip content.

14. Where in the portal should patients upload their prescription refill receipts?

- **2023-05-08:** When they make an appointment they will be given an option to either schedule an appointment or upload a prescription refill.

15. Will the portal have a feature for students to rate the quality of care received during appointments?

- **2023-05-08:** The portal will give the student the ability to leave a comment after their visit and rate their visit on a scale of 1 through 5.

Staff must be able to manage students' cases and care plans, and communicate with other staff members about them.

16. Will personal identifying data be among the cases and care plan? If so, what security plan is currently in place, and how would you like to improve on it?

- **2023-04-23:** The system should give the user to be anonymous or not, due to state laws.

17. How should we organize staffers' time between in-person and virtual?

- **2023-04-23:** Make sure the timing is consistent with in-person and virtual. Ensure no in-person appointments are made while the doctor has a virtual appointment.

18. Can students edit their case and care plan as well?

- **2023-04-23:** Yes students can edit the questioner that they answered up to 4 hours before their appointment.

19. How should the system allow staff to add and update information to a student's case and care plan?

- **2023-04-23:** When the students see a caretaker, the system should request the caretakers to update their case on how the appointment went.

20. Should care providers have a list of upcoming student appointments when they have AHP open?

- **2023-05-08:** Stakeholder said they will get back to us on this

Students must be able to schedule in-person and virtual appointments through the portal.

21. What has been the experience of making appointments in the past and how would you like it to change?

- **2023-05-08:** In the past the experience has been inefficient, it doesn't support concurrent appointments. The new system should be able to support concurrent appointments and have better note taking. It should keep better track of information given in previous sessions.

22. How far in the future can we allow appointments to be made?

- **2023-04-23:** 1 month in advance.

23. Are there any disciplinary actions for affiliates who don't show up to their appointment?

- **2023-05-08:** Each student will have a rating system depending on whether the student shows up to their appointment and affects their future bookings.

24. Should there be a limit for how late students could be to their appointment?

- **2023-05-08:** 10 minute limit from when the appointment has started.

25. How does the waitlist work?

- **2023-04-23:** Patients make an appointment for the next empty slot, but add themselves to the waitlist at a slot that is more convenient. If the time slot becomes available they will be notified by email, where they can accept this new appointment, or keep their old appointment. But admin staff has priority on how to design this. Students can make 10 appointments per month (including appointments and waitlist).

26. Can students choose which healthcare provider they want?

- **2023-04-23:** Yes they can, but only for therapy appointments - or through the messaging feature as well.

27. Can a service provider at the center make an appointment for the students?
For example after a therapy session, can the doctor make an appointment for the student or UCI member?

- **2023-04-23:** No, the doctor can not directly make an appointment, however they can make a note on their prefilled form to tell the administration staff to make an appointment.

28. What features should be included in the Anteater Health Portal to enable students to schedule appointments?

- **2023-05-08:** First there will be a dropdown to choose the center and then will be able to see the available slots open to book an appointment.

29. What is a hypothetical walkthrough a student may undergo if they are scheduling an appointment?

- **2023-04-23:** To make an appointment, there will be a “make an appointment” button that links patients to a form where they fill out their name, email, birthdate, personal information, and what center they want their appointment at. The next page will show a calendar that shows availability and if those dates and times do not work for them, there will be an option to input a time that works for them.

30. Will appointees have to confirm their birthday when they sign in like the current UCI systems?

- **2023-04-23:** Once the “make an appointment” button is pressed, patients should fill out their birthdate on the form that follows to confirm.

Students and staff must be able to conduct virtual Zoom appointments through the portal.

31. What is the performance requirement for video conferencing using the portal?

- **2023-04-23:** If you can access zoom on your device then you should be able to use the video conferencing in the portal.

32. How many virtual calls do you estimate you will have in a singular day and at a single time?

- **2023-04-23:** 20 appointments at a time; that reflects the staff available. Plan to scale down in case of a slow day to 4 at a time, and scale up to 20 for a busy day.

33. How often should we remind students (through email) of upcoming appointments?

- **2023-04-23:** Twice, they will be sent a confirmation when they make the appointment through google calendar sent to their email address, but after that send them 2 email reminders.

34. How should we manage invoices (if there need be) at the end of a session?

- **2023-04-23:** Show an itemized bill that has the total amount in the start and subtract how much insurance covers and show how much the patient still owes. Display this on a zot account.

35. How will the system handle scheduling, rescheduling, and canceling Zoom appointments through the portal?

- **2023-04-23:** If a student canceled or rescheduled their appointment it should be updated through the system and should send a confirmation email to the student.

36. How does the system handle recurring appointments?

- **2023-04-23:** The admin staff will create recurring appointments for students by inputting each individual appointment into the schedule.

Students must be able to chat with care providers about issues that may not require an appointment, and can instead just be resolved through chat.

37. What issues do not require an appointment?

- **2023-04-23:** The staff can publish blogs for common issues so they can avoid booking an appointment, but if their issue is an emergency then they will require an appointment.

38. If a student doesn't know what service fits them best, can they make shorter appointments at the centers to get a feel for which fits them best?

- **2023-04-23:** They can use chat bot so they see what service fits them the best by asking them questions.

39. Is the chat available the whole time from the front page, while making an appointment, and afterwards?

- **2023-04-23:** Chat is available the whole time even when a student is not signed in, but if they want to make an appointment and talk to an administrator they have to sign in.

40. Will students be able to request a specific healthcare provider for follow-up appointments?

- **2023-04-23:** Yes they should be able to request certain care providers.

41. Will the chat history be saved for future reference when using a chat bot?

- **2023-05-08:** Yes the history of chat bot will be saved for future reference.

42. Will the chat system include any additional features, such as the ability to share documents or images?

- **2023-05-08:** Yes the chat will be compatible to share media, such as images and videos.

43. How will the portal be able to determine which center or service the student needs?

- **2023-04-23:** The student can use the chat feature and answer questions, then the portal will be able to determine what service the student needs.

Staff members must be able to refer students to other providers and other centers when needed.

44. Are there any laws or university rules that need to be abided by when students are referred to other providers and centers?

- **2023-04-23:** No.

45. How will staff-to-staff referrals work?

- **2023-04-23:** When staff members refer students to other staff members, they create a referral through the portal and the system will notify members through email.

46. How will the Anteater Health Portal ensure that referrals are made in a timely and efficient manner?

- **2023-04-23:** The caretaker will mark each referral and note whether it's an urgent matter or not so they see a caretaker as soon as possible.

If a student doesn't know which center or service meets their particular need, the portal must provide a way to guide them to it.

47. How do you want the portal to "guide" students to the appropriate service?

- **2023-04-23:** Implement a search bar so students can search for the services they are looking for.

48. Can students choose which healthcare provider they want for the initial appointment?

- **2023-04-23:** For therapy appointments, yes. Otherside, no.

49. Will there be a section to receive automated responses to frequently asked questions?

- **2023-04-23:** Yes, there should be a section where FAQs have pre-set answers to help students

50. Are there any illustrative or creative ways that you would like the portal to guide students?

- **2023-04-23:** There could be a video demonstration video on the homepage that reviews the centers and how to navigate the page.

51. How should the system automatically suggest different results based on previous appointments?

- **2023-05-08:** If they already made an appointment in the past then it should fill out the appointment forms based on the last appointment form. But, if they are making their first appointment you can pre fill the appointment form with information that comes with the account that they signed in with.

The portal must interoperate with the current back-end case management systems in place at all three centers.

52. Is AHP going to be a standalone website?

- **2023-04-23:** AHP is a standalone website but also integrates the existing websites of all 3 centers.

53. How often will there be updates and changes to the current system?

- **2023-04-23:** Every 3 months.

54. What does interoperability mean to you, and in what ways would you like the new portal and current system to be interoperable?
- **2023-05-08:** The idea is to better develop the context for student users of the new system.
55. Should we incorporate some of our new codebase into existing UCI websites? If so, to what extent?
- **2023-05-08:** The old database should be working with the new system.
56. What back up measures would you like in place in case the portal or current system goes out of service?
- **2023-04-23:** Common email that the system is down and the student can call and make an appointment, but maybe allow from the back end that staff can add data to the program.
57. How will staff be able to access and update the system, if it goes down?
- **2023-04-23:** They might be able to keep a spreadsheet of data on a work.
58. What is the scale and budget of the project?
- **2023-04-23:** \$1 million.
59. When a staff member is viewing a student's case, can they make comments?
- **2023-04-23:** Yes, they can.
60. Can a service provider at the center make an appointment for the students? For example after a therapy session, can the doctor make an appointment for the student or UCI member?
- **2023-04-23:** No, the doctor can not directly make an appointment, however they can make a note on their prefilled form to tell the administration staff to make an appointment.
61. When should we have the system finished by?
- **2023-04-23:** Once AHP receives the specifications document, we as the software engineers decide the deadline and relay it back to them.
62. Do we integrate payments into the system?
- **2023-04-23:** Yes, a specific payment will go to its designated center.
63. How will the system authenticate user identity if the user forgot their password?

- **2023-04-23:** They will have to go through their email and change to a new password from there.

64. How should the system handle cases where multiple staff members are involved in a student's care plan?

- **2023-05-08: Stakeholder said they will get back to us on this**

65. How should the feedback form be designed? Should we ask about the appointment-making process or of the quality of care?

- **2023-05-08:** Both; there should be a survey given on how the appointment went and how easy it was to make an appointment.

66. How should we ensure quality?

- **2023-05-08:** Get feedback from results and make sure everything is running efficiently time wise.

67. Will there be Zoom restrictions on who can access a call?

- **2023-05-08:** Only people with the password can join. If the doctor thinks they need a second opinion or assistance they have the capability to add people to the call, but the student can decline.

68. Do admins need to use the on-campus VPN?

- **2023-05-08:** If they are on campus, no. But if they are trying to access files after 5pm (work hours) then they have to use VPN.

69. How should AHP handle security breaches?

- **2023-05-08:** Give access to OIT so they can shut down access remotely.

70. Can students view their attendance rating?

- **2023-05-08:** Yes, so they can reflect on their actions.

71. Are the feedback forms mandatory?

- **2023-05-08:** It's only mandatory if the student or care professional does not show up. If a student is absent it will automatically give them a 0, but the care professional can go back and change the rating if they were perhaps informed beforehand. In all other cases it is not mandatory.

72. Can students see a care professional's or center staff member's rating?

- **2023-05-08:** No, but administrative staff can see it.

73. How does the admin contact Zoom?

- **2023-05-08:** Look up contact information

74. How many cases should the backend store?

- **2023-05-08:** Store as many cases that fit in 5 terabytes of data, and then offload the oldest cases when that maximum is reached.

75. If a student can't find information about appointments on Chat or the FAQ how should they get information?

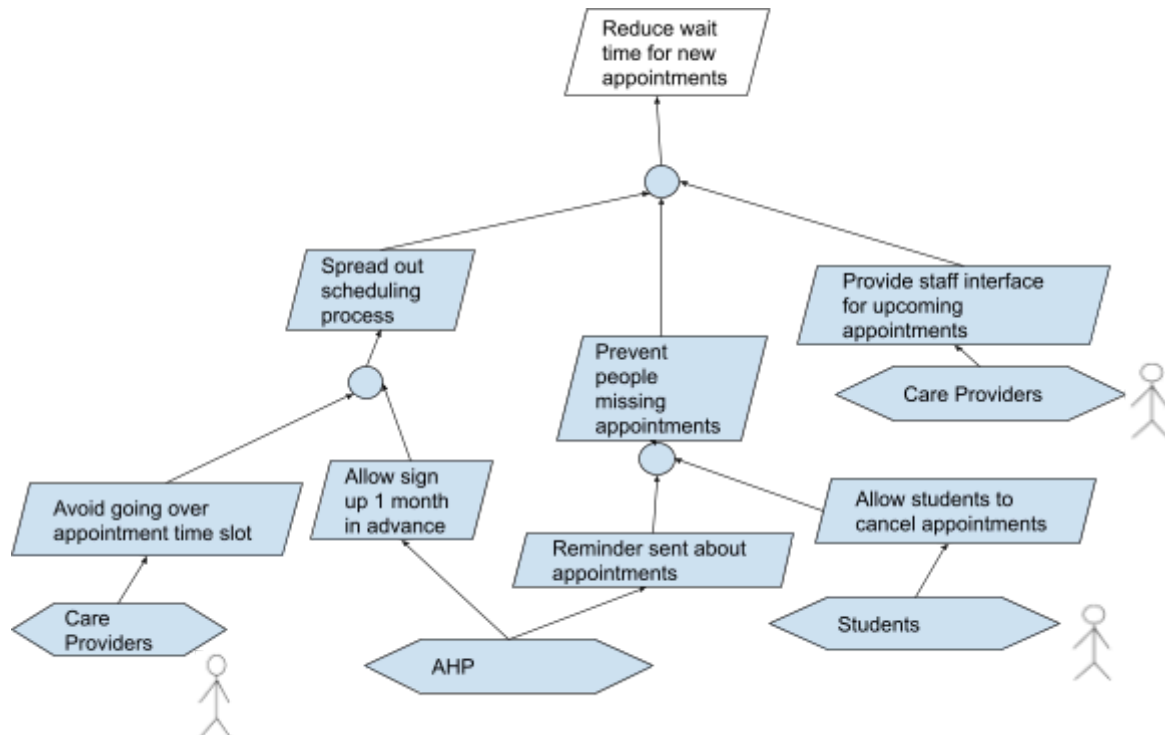
- **2023-05-08:** They can call the centers help line, to speak to a real person.

76. Should images on AHP have alt text for accessibility?

- **2023-05-08:** Yes.

Goal Models

Model 1



High Level Goal: Reducing Wait Times for Appointments

- **Definition:** Once appointments are made, we aim to get as many students and staff to reach care providers on-time as possible and vice-versa.
- **Source:** AHP Case Study; *"Sometimes students have to wait days, weeks, or even months for an appointment, the staff at all of these centers are overworked, and the space for seeing patients is maxed out"*.
- **Type:** Soft
- **Priority:** High

Subgoal: Spread Out Scheduling Process

- **Definition:** We aim to leave care providers with enough space in between appointments to plan ahead.
- **Source:** AHP Case Study; *"the staff at all of these centers are overworked, and the space for seeing patients is maxed out"*.
- **Type:** Soft

- **Priority:** High

Subgoal: Allow Sign-Up One Month in Advance

- **Definition:** Data should persist long enough for affiliates to be able to book an appointment at most one month in advance.
- **Source:** Elicitation Session Question 22; *“1 month in advance”*.
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Avoid Going Over Time Slot

- **Definition:** We aim to have no overlaps between appointments for any single care provider.
- **Source:** AHP Case Study; *“the staff at all of these centers are overworked, and the space for seeing patients is maxed out”*.
- **Type:** Behavioral (avoid)
- **Priority:** High

Subgoal: Prevent People Missing Appointments

- **Definition:** Because we aim to get as many people to care providers on time as possible, we also need to make sure affiliates cooperate as well. This can be achieved by sending periodic reminder emails and allowing students to cancel their appointments.
- **Source:** Elicitation Session Question 33; *“they will be sent a confirmation ... but after that send them 2 email reminders”*.
- **Type:** Behavioral (maintain)
- **Priority:** Medium

Subgoal: Reminders Set About Appointments

- **Definition:** Students and other appointment-makers should be notified in advance prior to their meeting.
- **Source:** Elicitation Session Question 33; *“they will be sent a confirmation ... but after that send them 2 email reminders”*.
- **Type:** Behavioral (achieve)

- **Priority:** High

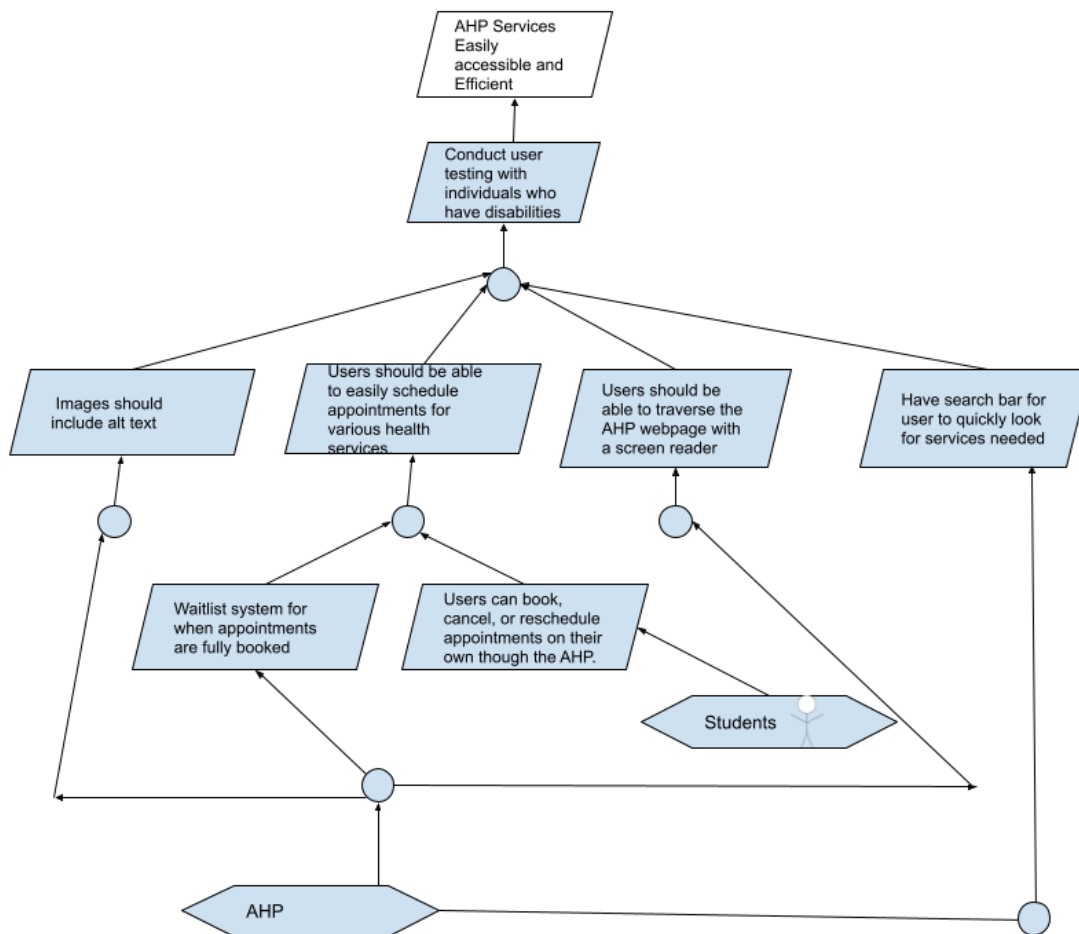
Subgoal: Provide Staff Interface for Upcoming Appointments

- **Definition:** Care providers might want to know their day ahead of time to best prepare, mentally or physically, to deal with them come meeting time. AHP should display upcoming appointments at a glance when they have AHP open.
- **Source:** Elicitation Session Question 33; *“they will be sent a confirmation ... but after that send them 2 email reminders”*.
- **Type:** Behavioral (achieve)
- **Priority:** High

Subgoal: Allow Students to Cancel their Appointments

- **Definition:** The ability for users to manage their appointments independently is a core feature of the AHP system. The system must enable users to easily cancel or reschedule them if necessary.
- **Source:** Elicitation Session Question 35; *“if a student canceled or rescheduled ... it should be updated through the system”*.
- **Type:** Behavioral (achieve)
- **Priority:** High

Model 2



High-Level Goal: Make AHP Services Easily Accessible and Efficient

- **Definition:** Users should be able to explore and use the services without trouble or confusion due to the system's simple, intuitive design. The system should function smoothly and quickly, with minimal waiting times or delays. The system should also be accessible to all potential users, including those with disabilities.
- **Source:** Elicitation Sessions Question 3: *"should be accessible in languages that are most common among the UCI population"*.
- **Type:** Soft
- **Priority:** Medium

Subgoal: Create a system that is easy to navigate

- **Definition:** Creating a system that is easy to navigate and understand for all students including ones with disabilities refers to designing a user-friendly

interface and organizing information in a clear and logical manner so that students can easily access the resources they need and understand how to use the system effectively.

- **Source:** Elicitation Session Question 5: *“...should be accessible with people with disabilities as well.”*
- **Type:** Soft
- **Priority:** High

Subgoal: Images should include alt text

- **Definition:** Including alt text for images is a critical accessibility requirement that ensures that visually impaired users can access the information presented in images. As the AHP system aims to provide health services to a diverse range of students, including those with disabilities, ensuring accessibility is of utmost importance.
- **Source:** Elicitation Session Question 76: *“Should images on AHP have alt text for accessibility?”*
- **Type:** Behavioral (achieve)
- **Priority:** High

Subgoal: Users should be able to easily schedule appointments

- **Definition:** The ability for students to schedule appointments for various health services is a key functionality of the AHP system. It is essential that this feature is user-friendly and easy to use to ensure that students can access the care they need efficiently.
- **Source:** Elicitation Session Question 21: *“In the past the experience has been inefficient...”*
- **Type:** Soft
- **Priority:** High

Subgoal: Users should be able to traverse the AHP webpage with a screen reader

- **Definition:** Providing equal access to information and services to all users, including those who are visually impaired, is a critical requirement for the AHP system. To ensure accessibility, users should be able to use a screen reader

to navigate the AHP webpage, access its features, and receive information about its content.

- **Source:** Elicitation Session Question 13: *“Test the screen reader on different devices and make sure it works well on all devices...”*
- **Type:** Behavioral (achieve)
- **Priority:** High

Subgoal: Have search bar for users to quickly search for services

- **Definition:** The search bar is a necessary functional requirement that enables users to find specific health services or information quickly. As the AHP system is designed to provide comprehensive health services to UCI students, having a search bar would help users navigate through the system's vast amount of information more efficiently.
- **Source:** Elicitation Session Question 47: *“Implement a search bar so students can search for the services they are looking for”*
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Waitlist system for when appointments are fully booked

- **Definition:** The waitlist system is a key feature that enhances the user experience by providing an option for students to join a queue for appointments when they are fully booked. This feature ensures that students do not miss out on important healthcare services due to an unavailability of appointments
- **Source:** Elicitation Session Question 25: *“How does the waitlist work?...”*
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Users can book, cancel, or reschedule appointments

- **Definition:** The ability for users to manage their appointments independently is a core feature of the AHP system. The system must enable users to schedule appointments with healthcare providers and easily cancel or reschedule them if necessary.
- **Source:** Elicitation Session Question 35: *“... a student canceled or rescheduled their appointment”*

- **Type:** Behavioral (achieve)
- **Priority:** High

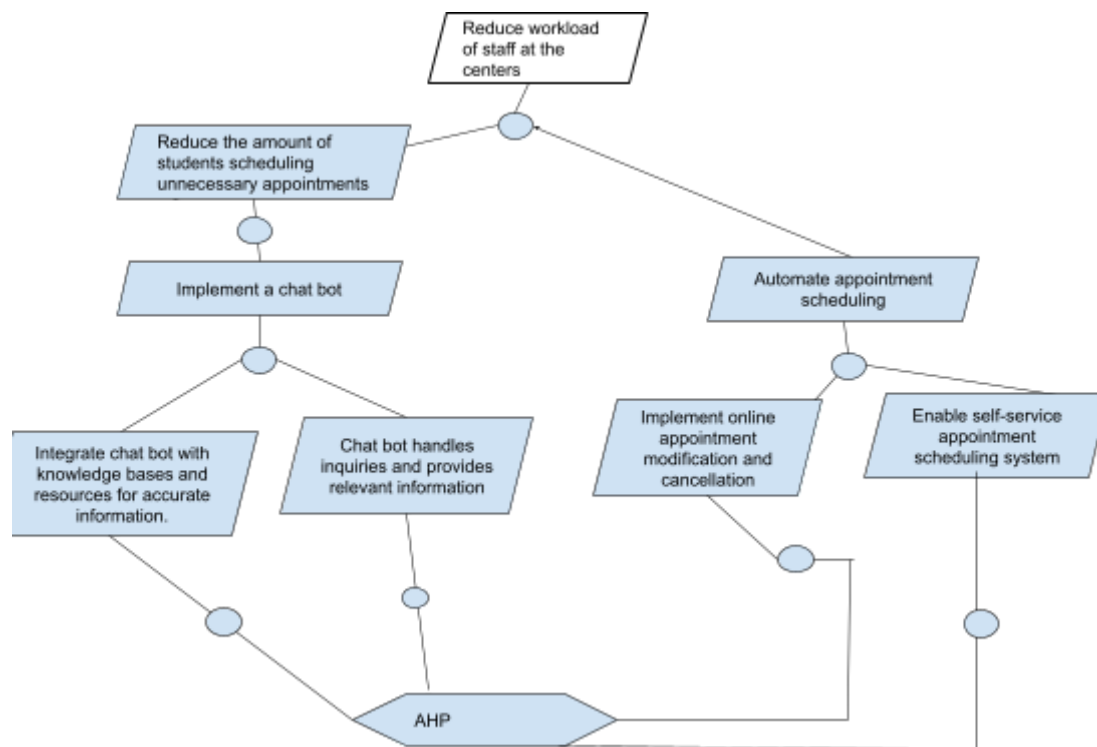
Subgoal: Different language options for screen reader

- **Definition:** Providing different language options for screen reader output is an essential accessibility requirement for students who are foreign exchange students.
- **Source:** Elicitation Sessions Question 3: “...*should be accessible in languages that are most common among the UCI population*”.
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Conduct user testing with individuals who have disabilities

- **Definition:** Conducting user testing with individuals who have disabilities is a critical requirement to identify any accessibility barriers and gather feedback to improve the usability of the system.
- **Source:** Elicitation Session Question 19: “*Will we have to conduct testing with users such as students and caretakers?*”
- **Type:** Behavioral (achieve)
- **Priority:** High

Model 3



High-Level Goal: Reduce Staff Workload

- **Definition:** The aim of AHP is to save both affiliates and care providers time on the phone. The website seeks to inform care providers of upcoming appointments at a glance. We also aim to make accessing affiliates' records a few keystrokes away.
- **Source:** AHP Proposal; *"...the staff at all of these centers are overworked."*
- **Type:** Soft
- **Priority:** High

Subgoal: Reduce the amount of students scheduling unnecessary appointments

- **Definition:** Decrease the instances of students making appointments that are not necessary for their healthcare needs.
- **Source:** AHP Functionality Outline #5, *"Students must be able to chat with care providers about issues that may not require an appointment."*
- **Type:** Soft
- **Priority:** High

Subgoal: Implement a chat bot

- **Definition:** Allow students to ask questions and receive information related to health services offered by the three centers through a chatbot interface.
- **Source:** AHP Proposal: *“Students must be able to chat with care providers about issues that may not require an appointment, and can instead just be resolved through chat.”*
- **Type:** Behavioral (achieve)
- **Priority:** High

Subgoal: Integrate chatbot with knowledge bases and resources for accurate information

- **Definition:** Connect the chatbot with existing knowledge bases and resources to ensure it can provide accurate and up-to-date information.
- **Source:** Elicitation question 43, *“The student can use the chat feature and answer questions, then the portal will be able to determine what service the student needs.”*
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Chatbot handles inquiries and provides relevant information

- **Definition:** Enable the chatbot to effectively respond to user inquiries and offer information that is pertinent to their needs.
- **Source:** Elicitation question 43, *“The student can use the chat feature and answer questions, then the portal will be able to determine what service the student needs.”*
- **Type:** Behavioral (achieve)
- **Priority:**

Subgoal: Implement online appointment modification and cancellation

- **Definition:** Enable students to modify or cancel their appointments online through the Anteater Health Portal.
- **Source:** Elicitation Session Question 35: *“... a student canceled or rescheduled their appointment.”*

- **Type:** Behavioral (achieve)
- **Priority:** High

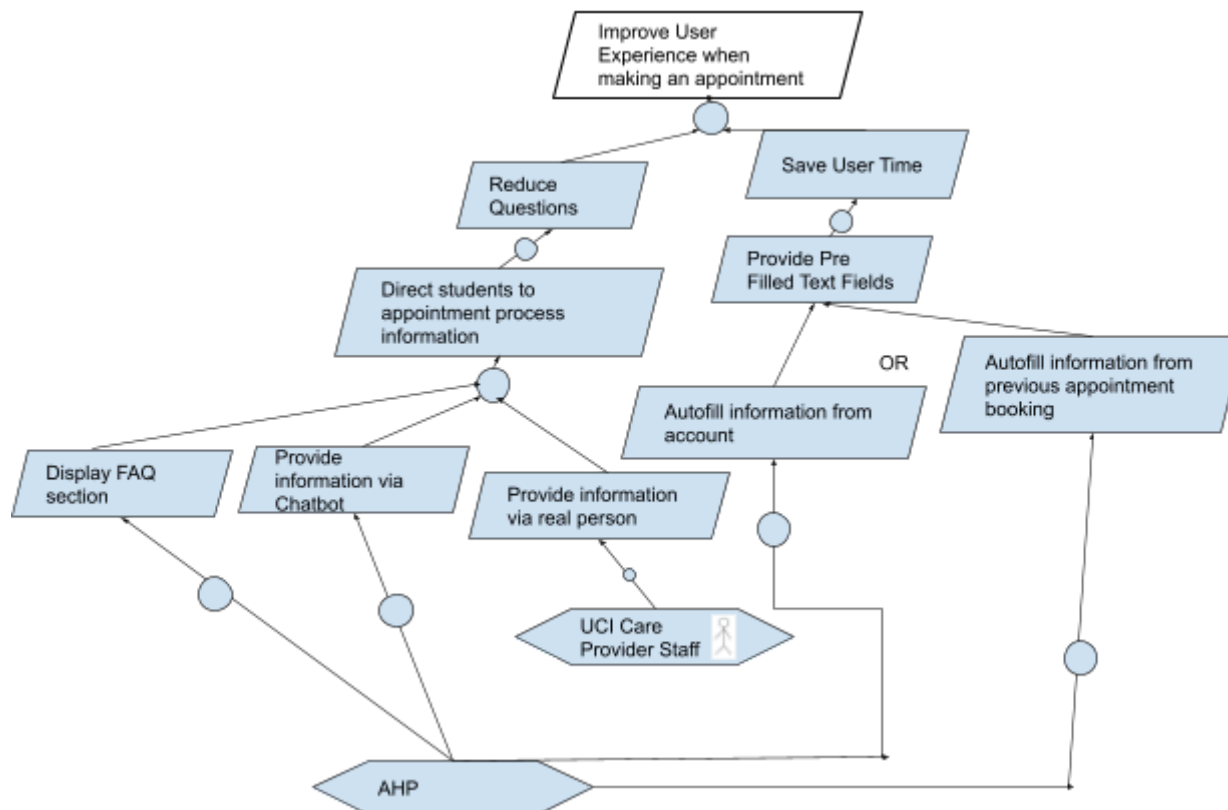
Subgoal: Enable self-service appointment scheduling system

- **Definition:** Provide students with the ability to independently schedule their appointments without staff intervention.
- **Source:** AHP Functionality Outline #3 *“Students must be able to schedule in-person and virtual appointments through the portal.”*
- **Type:** Behavioral (achieve)
- **Priority:** High

Subgoal: Automate appointment scheduling

- **Definition:** Implement a system that automates the scheduling of appointments for physical, mental, and wellness health services.
- **Source:** AHP Functionality Outline #3 *“Students must be able to schedule in-person and virtual appointments through the portal.”*
- **Type:** Behavioral (achieve)
- **Priority:** High

Model 4



High Level Goal: Improve User Experience When Making an Appointment

- **Definition:** The new AHP system will improve the user experience when they are making an appointment.
- **Source:** AHP Proposal; *“the websites for these three centers are outdated, difficult to navigate...”*
- **Type:** Soft
- **Priority:** High

Subgoal: Reduce Questions

- **Definition:** The number of questions students have about making an appointment should be reduced.
- **Source:** AHP Proposal: *“If a student doesn’t know which center or service meets their particular need, the portal must provide a way to guide them to it.”*
- **Type:** Soft

- **Priority:** High

Subgoal: Save User Time

- **Definition:** AHP should use users' time more efficiently to save time.
- **Source:** Requirement Elicitation Question 66: "...make sure everything is running efficiently time wise."; Question 21: "...In the past the experience has been inefficient"
- **Type:** Soft
- **Priority:** High

Subgoal: Direct students to Appointment Process Information

- **Definition:** The system must direct students to where they can ask questions and get answers about the appointment process.
- **Source:** AHP Proposal: "If a student doesn't know which center/service meets their particular need, the portal must provide a way to guide them to it."
- **Type:** Behavioral (achieve)
- **Priority:** High

Subgoal: Display FAQ

- **Definition:** The system must display a frequently asked questions section on the AHP portal page that answers general questions students may have.
- **Source:** Requirement Elicitation Question 49: "Yes, there should be a section where FAQs have pre-set answers to help students"
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Provide Information via Chat

- **Definition:** The system must use the chat bot feature to answer general questions students have about the appointment booking process.
- **Source:** AHP Proposal: "Students must be able to chat with care providers about issues that may not require an appointment, and can instead just be resolved through chat."
- **Type:** Behavioral (achieve)

- **Priority:** High

Subgoal: Provide Information via Real Person

- **Definition:** Care providers' staff must answer questions that cannot be answered by chat or the FAQ (frequently asked questions) section about the appointment booking process.
- **Source:** Requirement Elicitation Question 75: *"They can call the centers help line, to speak to a real person"*
- **Type:** Behavioral (achieve)
- **Priority:** High

Subgoal: Provide Pre-filled Text Field

- **Definition:** When users are inputting information into text fields, AHP should pre fill the text fields that they have access to information on.
- **Source:** Requirement Elicitation Question 21: *"...It should keep better track of information given in previous sessions."*
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Autofill Information From Account

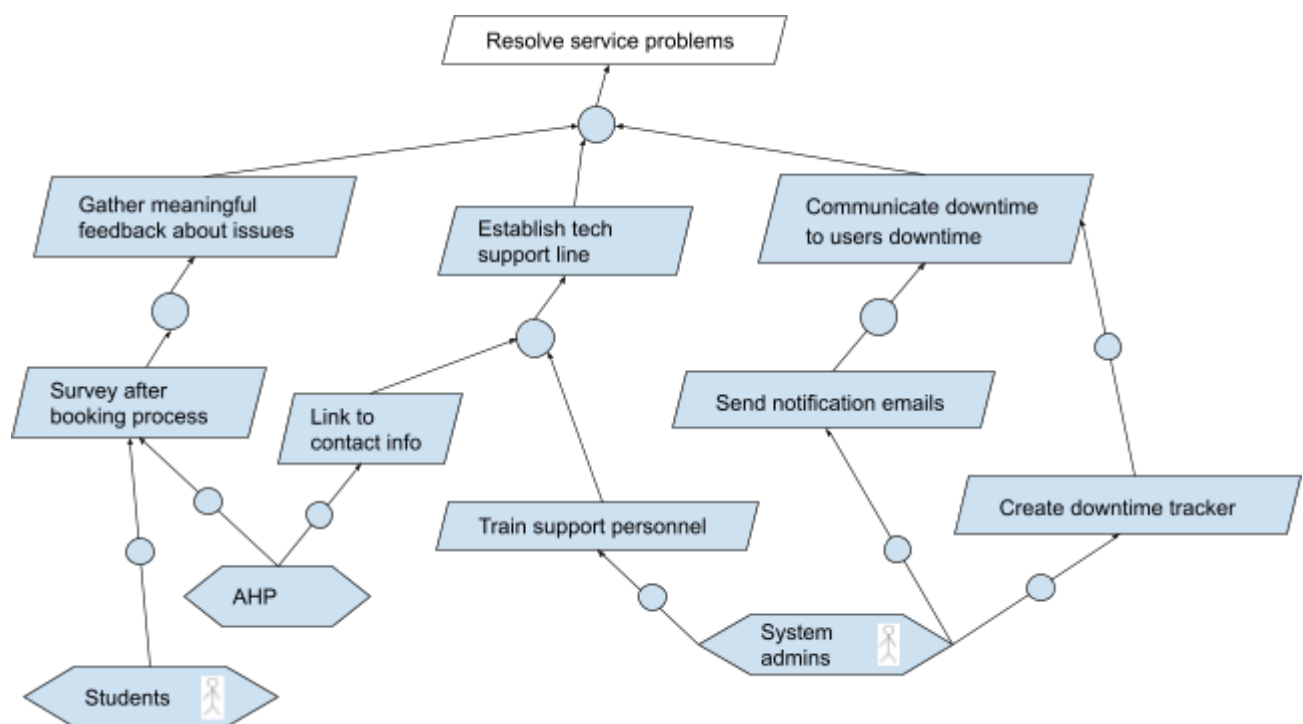
- **Definition:** When users are booking an appointment they have to sign in using their UCI net ID, so the information that is associated with their account should be used to automatically fill text fields in the appointment form.
- **Source:** Requirement Elicitation Question 21: *"...It should keep better track of information given in previous sessions"*; Question 51: *"But, if they are making their first appointment you can pre fill the appointment form with information that comes with the account that they signed in with."*
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Autofill Information Previous Appointment Booking

- **Definition:** When users are booking another appointment when they sign in the information they input from their previous appointment, should be used to automatically fill text fields in the appointment form.

- **Source:** Requirement Elicitation Question 21 “...it should keep better track of information given in previous sessions.”; Question 51 “If they already made an appointment in the past then it should fill out the appointment forms based on the last appointment form”
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Model 5



High-Level Goal: Resolve Service Problems

- **Definition:** We should make it easy for students to do what they would normally do in the event AHP is rendered inaccessible or if .
- **Source:** Requirement Elicitation Question 7; “after the students visit they should be able to give feedback through the portal based on their visit”.
- **Type:** Behavioral (maintain)
- **Priority:** Medium

Subgoal: Gather meaningful feedback about issues

- **Definition:** We would like to allow students and staff to give their feedback or ask for help. Knowing that casual users of AHP won’t go out of their way to

write a review unprovoked, we seek to encourage sending feedback through the inclusion of surveys. Future upgrades to AHP may reflect trends in feedback which is collected.

- **Source:** Requirement Elicitation Question 7; *“after the students visit they should be able to give feedback through the portal based on their visit”*.
- **Type:** Soft
- **Priority:** Medium

Subgoal: Survey after booking process

- **Definition:** We need to design the survey which appointment-makers would take once they finish using the website.
- **Source:** Requirement Elicitation Question 7; *“after the students visit they should be able to give feedback through the portal based on their visit”*.
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Establish tech-support line

- **Definition:** Since care providers and health office admins use the system far more frequently, they are more inclined to send feedback or ask for assistance whenever they face a problem. We anticipate this to be done over email.
- **Source:** Requirement Elicitation Question 7; *“after the students visit they should be able to give feedback through the portal based on their visit”*.
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Train support personnel

- **Definition:** Reviewing feedback is a laborious task and requires an understanding of the system. We need to hire people to learn how AHP works and to solve problems that may come up, else escalate to a system admin. Our support team may consist of OIT employees.
- **Source:** Requirement Elicitation Question 7; *“after the students visit they should be able to give feedback through the portal based on their visit”*.
- **Type:** Behavioral (achieve)

- **Priority:** Medium

Subgoal: Link to contact info

- **Definition:** To get in touch with support, users of AHP need to be easily able to find an email address to send their feedback to.
- **Source:** Requirement Elicitation Question 7; *“after the students visit they should be able to give feedback through the portal based on their visit”*.
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Communicate downtime to users downtime

- **Definition:** In case the portal goes out of service, students are still coming into the office and will still need help. Back-up measures need to be in place for this reason.
- **Source:** Requirement Elicitation Question 56; *“email that the system is down and the student can call and make an appointment...”*.
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Send notification emails

- **Definition:** An email will be sent to all affiliates stating that the system is down and that people can call to make an appointment.
- **Source:** Requirement Elicitation Question 56; *“email that the system is down and the student can call and make an appointment...”*.
- **Type:** Behavioral (achieve)
- **Priority:** Medium

Subgoal: Create downtime tracker

- **Definition:** Although AHP is designed to hold a large volume of users, AHP could invest in more resilient internet services (e.g., UptimeRobot) to periodically check if the service is functional.
- **Source:** Requirement Elicitation Question 8; *“5,000 students should be able to access the portal at the same time”*.

- **Type:** Behavioral (achieve)
- **Priority:** Medium

Missing Information

Gaps & Assumptions

- There is a gap in our understanding of how care providers interact with the AHP system in terms of their upcoming appointment. Care providers might want to know their day ahead of time to best prepare, mentally or physically, to deal with them come meeting time. For this reason, we're assuming that AHP should display upcoming appointments on the staff interface.
- There is a gap in our understanding about how care providers seek help when interacting with AHP. We seek to establish an email tech-support line per the goal model. Since care providers and health office admins use the system far more frequently, we assume they are more inclined to send feedback or ask for assistance whenever they face a problem. We should confirm this request in a future discussion.
- There is a gap in our understanding about exact details on how AHP gives resources outside the scope of the chat. Since AHP is a mental-health-focused service, it will be useful to promote self-help resources outside the scope of the appointment system. We're assuming that those self-help resources will be accessible within the chat feature.
- There is a gap in our understanding about who is doing maintenance on AHP. Reviewing feedback is a laborious task and requires an understanding of the system. We need people to learn how AHP works and to solve problems that may come up, else escalate to the system admin. We're assuming that the support team may consist of OIT employees.
- Some gaps in the information have made unclear which specific external sources the students should have access to and the criteria for selecting reputable online sources has not been identified. Also, the extent to which external sources will be integrated with AHP is not specified. We are assuming that the external sources provided will be related to health and wellness. Also, the sources will be easily accessible through AHP and come from reputable and trustworthy websites.

Further Question

- Should care providers have a list of upcoming student appointments when they have AHP open?

- Do UCI center staff need a helpline for assistance with the AHP portal? What format would that be in?
- Should AHP provide external sources for patients to acquire more information about self-help and prevention?
- Which specific external sources would you like to be accessible to students or staff through the AHP portal?
- How should external sources be integrated into AHP?
- Are there any legal or ethical considerations that need to be taken into account when integrating
- What volume of support emails should OIT expect to work with?