

# **Anteater Portal Elicitation Questions**

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## Requirements Elicitation

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.?
  - **ANS:** 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?
  - **ANS:** Any student with UCInetID 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?
  - **ANS:** The 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?
  - **ANS:** 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?
  - **ANS:** Students and staff members can access AHP everywhere on all devices that have a browser.
6. How can students find out which source to use?
  - **ANS:** 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?
  - **ANS:** 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?
  - **ANS:** 5000 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?
  - **ANS:** 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 ?
  - **ANS:** 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?

- **ANS:** 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?

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

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

- **ANS:**

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

- **ANS:**

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

- **ANS:**

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?

- **ANS:** 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?

- **ANS:** 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?

- **ANS:** 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?

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

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

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

- **ANS:**

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

- **ANS:** 1 month in advance.

22. How does the waitlist work?

- **ANS:** 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).

23. Can students choose which healthcare provider they want?

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

24. 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/UCI member?

- **ANS:** 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.

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

- **ANS:**

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

- **ANS:** 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, birthday, 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.

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

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

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

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

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

29. Should we discipline affiliates who don't show up to their appointment?

- **ANS:**

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

- **ANS:**

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

- **ANS:** 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.

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

- **ANS:** 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.

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

- **ANS:** Show a. 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.

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

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

35. How does the system handle recurring appointments?

- **ANS:** 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.

36. What issues do not require an appointment?

- **ANS:** 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.

37. 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?

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

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

- **ANS:** 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.

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

- **ANS:** Yes they should be able to request certain care providers.

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

- **ANS:**

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

- **ANS:**

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

- **ANS:** The student can talk to the chat 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.

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

- **ANS:** No.

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

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

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

- **ANS:** 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/service meets their particular need, the portal must provide a way to guide them to it.

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

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

47. Can students choose which healthcare provider they want?

- **ANS:** For therapy appointments, yes. Otherside, no.

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

- **ANS:** Yes; there should be a section where FAQs have pre-set answers to help students

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

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

50. How should the system automatically suggest different results based on where previous appointments were done?

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

51. Is AHP going to be a standalone website?

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

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

- **ANS:** Every 3 months.

53. What does interoperability mean to you, and in what ways would you like the new portal and current system to be interoperable?

- **ANS:**

54. Should we incorporate some of our new codebase into existing UCI websites? If so, to what extent?

- **ANS:**

55. What back up measures would you like in place in case the portal or current system goes out of service?

- **ANS:** 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.

56. How will staff be able to access and update the system, if it goes down?

- **ANS:** They might be able to keep a spreadsheet of data on a work.

57. What is the scale and budget of the project?

- **ANS:** \$1 million.

58. When a staff member is viewing a student's case, can they make comments?

- **ANS:** Yes, they can.

59. 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/UCI member?

- **ANS:** 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.

60. When should we have the system finished by?

- **ANS:** Once AHP receives the specifications document, we as the software engineers decide the deadline and relay it back to them.

61. Do we integrate payments into the system?

- **ANS:** Yes, a specific payment will go to its designated center.

62. How will the system authenticate user identity if the user forgot their password?



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

63. Will AHP be scalable to accommodate future growth in the number of UCI students?

- **ANS:**

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

- **ANS:**



### UCI Care Providers

- Their motivation is to connect with students who are scheduled to seek services from their respective health office.
- Using AHP's appointment database, care providers should expect to be notified of when they'll be seeing students, when they can take a break, or at what time to finish for the day.
- Unlike students, care providers are best equipped to understand the network of services within their disposal, as well as other health centers within UCI which they could refer appointees to.
- If the system is detrimental to mitigating their clients' health concerns, care providers have the authority to reach out to the OIT and voice their concerns or reach out to the admin team to do that on their behalf.
- Care providers are available throughout the day and will be working mornings and afternoons. There are typically 20 staff members available at a time.
- They are either in an in-campus office space or at a remote location taking virtual appointments.
- Along with meetees, they are of the highest priority. They are the ones who will be with students and staff to fulfill their goals.

### The OIT

- Since the OIT are in charge of technical affairs for in-campus services, they have the authority to (or not to) link other websites to AHP.
- Therefore, OIT's stakeholder priority is less so than of affiliates, but is still substantial.
- They also have the authority to host AHP on UCI's servers.
- The OIT should know how to run and provision AHP in whichever language it was made in. However, they are not qualified to answer questions about UCI's health-center network.
- They expect AHP to comply with their authentication schemes, among other things, before it can be launched.
- The OIT have their own offices separate from UCI's health center network.
- We expect the OIT to be responsive over email.

### Administrators of UCI Student Health Center

- The admin team is likely responsible for keeping track of appointments and provisioning upgrades.
- The administration team should expect to be able to correct how AHP works in the event of a service change. Examples might include changing closing time, including a new office, etc.
- If any technical or change-in-policy issues arise, they should have a line of contact with the OIT or with our development team.

- If the system is detrimental to mitigating students' health concerns, administrators have the authority to reach out to the OIT and voice their concerns.
- They are typically available via appointment and are probably most responsive to email.
- Admins are a mid-priority stakeholder group. Their role in using AHP is merely assistive.

#### Pharmacies

- Motivation is to ensure patients receive prescriptions in a timely manner.
- Care providers can send prescriptions to a pharmacy for students to pick up.
- Pharmacies should typically open during the school week and locate themselves near health offices.
- Pharmacy employees may or may not be trained to use AHP.
- Their inclusion into AHP's framework is not yet confirmed, since medicine can be picked up at any time, irrespective of when client-to-provider appointments are done.
- Employees are familiar with the network of UCI's health offices, but perhaps less so than care providers.
- Pharmacies are a low-priority stakeholder because their involvement with AHP's appointment system is circumstantial.

## Team Meeting Minutes

**Team Number:** 12:00 No. 11

**Date:** 2023-04-23

- Time: 12:00pm - 2:00pm
- Team Members in Attendance:
  1. Waynelle Ize-Iyamu
  2. Nena Ojukwu
  3. Layth Al Nabulsi
- Roles:
  1. Waynelle Ize-Iyamu - Partipator, NoteTaker
  2. Nena Ojukwu - Participator, NoteTaker
  3. Layth Al nabulsi - participator
- Agenda:
  1. Discuss the best elicitation questions each of us came up with
  2. Add ellication questions to document
  3. Narrow them down to sixty
- Assignment of responsibilities/Take Away Items:
  1. Waynelle Ize-Iyamu - Continue adding questions to doc and we will discuss them as a team later on
  2. Nena Ojukwu - Continue adding questions to doc and we will discuss them as a team later on
  3. Layth Al Nabulsi - Continue adding questions to doc and we will discuss them as a team later on
- Outcomes:
  1. We added all of our Elicitation Notes to a shared document and through discussion we were able to start adding to the 60 questions.
  2. We came up with about 20 questions for this meeting.
- Next Meeting Date: 04/25
- Next Meeting Purpose: Review 60 Elicitation questions and do the rich picture

**Team Number:** 12:00 No. 11

**Date:** 2023-04-25

- Time: 3:00pm - 5:00pm
- Team Members in Attendance:
  1. Waynelle Ize-Iyamu
  2. Nena Ojukwu
  3. Layth Al Nabulsi
  4. Ahmed VisualPlugin
- Roles:
  1. Waynelle Ize-Iyamu - Facilitator
  2. Nena Ojukwu - Note Taker
  3. Layth Al Nabulsi - Participator
  4. Ahmed VisualPlugin - Participator
- Agenda:
  1. Discuss the best elicitation questions each of us came up with
  2. Do the rich picture as a team.
- Assignment of responsibilities/Take Away Items:
  1. Waynelle Ize-Iyamu - Nena Ojukwu - Layth Al Nabulsi - Finished up adding questions to doc and finished the rich picture model

- 2. Ahmed VisualPlugin - finish textual stakeholder analysis
- Outcomes:
  - 1. We created a rich-picture stakeholder model on LucidChart and uploaded it to the document.
  - 2. We also completed the textual stakeholder analysis.
- Next Meeting Date: 2023-04-25
- Next Meeting Purpose: Review 60 Elicitation questions and submit

**Team Number:** 12:00 No. 11

**Date:** 2023-04-26

- Time: 8:00pm - 9:00pm
- Team Members in Attendance:
  - 1. Waynelle Ize-Iyamu
  - 2. Nena Ojukwu
  - 3. Layth Al Nabulsi
  - 4. Ahmed VisualPlugin
- Roles:
  - 1. Waynelle Ize-Iyamu - Participator
  - 2. Nena Ojukwu - Facilitator
  - 3. Layth Al Nabulsi - Note Taker
  - 4. Ahmed VisualPlugin - Participator
- Agenda:
  - 1. Review Document.
  - 3. Submit.
- Assignment of responsibilities/Take Away Items:
  - 1. Waynelle Ize-Iyamu - Nena Ojukwu - Layth Al Nabulsi - Ahmed VisualPlugin:
    - a. No takeaway items at this time.
- Outcomes:
  - 1. We reviewed our Elicitation Questions and edited the documents.
  - 2. Submitted.
- Next Meeting Date: No meeting scheduled
- Next Meeting Purpose: No upcoming meeting