

# **EDU***Snap*

**Florida Atlantic University  
CEN5035 RESULT**

**EDUSnap**

Written by:

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Academic Year: Fall 2016

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## 1 EDUSnap Team Members

Ashish Arora – Product Developer

Yom Chouloute – Scrum Master

Christopher Foley – Product Owner

Divyang Purohit – Product Developer

Venkat Retesh Velapakam – Product Developer

## 2 Project Peer Evaluation

The team after discussion has chosen to allocate our weighting as follows:

Ashish Arora – 20/20

Yom Chouloute – 20/20

Christopher Foley – 20/20

Divyang Purohit – 20/20

Venkat Retesh Velapakam – 20/20

## 3 Purpose

### 3.1 Overview

Universities and schools are not small places. Take FAU as an example, this university covers approximately 850 acres. To give you a little perspective, the dimension of a football field, including the end zones covers approximately 1.32 acres. Hypothetically speaking, you can fit 644 football fields inside FAU.

Administrators and facilities employees at these large institutions usually do their

best to provide students with a clean, hazard free and a safe environment. They have employees assigned to maintain each region on campus, they use video cameras and the help of the police department to survey all areas.

Although Administrators and maintenance staffs do their best, there is always room for improvement, since it is quasi impossible to monitor every corner on campus.

Introducing “**EduSnap**” a responsive website created by a group of students at FAU that can make it very easy for anyone on campus report issues that require immediate attention.

We are hoping to add to a link to our responsive site in the University mobile App. Doing so will make it very easy for everyone to access the application.

### 3.2 Product Goals

- Easy to use (Ability to create a ticket in less than 30 seconds)
- Ad Hoc Ticket Submission for faster ticket creation
- User Registration if our users want to track their own tickets
- Different view for each user type
- Email Functionality
- Point system and prize for the person who reports the most completed tickets.

### 3.3 Targeted Users

The following users are targeted as users of the intentional system:

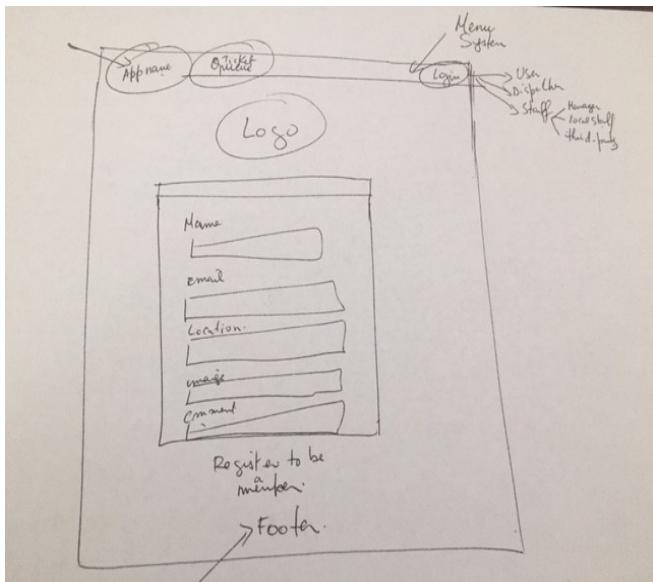
Name	Brief Description
Dispatcher	Responsible for prioritizing and dispatching field technicians to repair observed anomalies.
Technician	Individual who completes the repair

Name	Brief Description
Third Party Vendor Staff	The Third Party Vendor Staff is a third party agent outside FAU Campus which accepts requests from FAU Dispatcher staff if repair is not being provided by FAU repair staff and confirms the request after visiting the site which needs the service. Once the repair is completed Third Party Vendor uploads the picture of task completion on Edu Snap application and notifies the dispatcher.
Manager	Check reports for work done and give away awards to users who have actively reported messages.
Student	Responsible for reporting incidents like repair and damages on campus
Staff	Responsible for reporting incidents like repair and damages on campus
Visitor	Responsible for reporting incidents like repair and damages on campus
FAU Repair Staff	This staff is responsible to fix the issue reported by the users of the <b>EduSnap</b> application

## 4 Screen Shots

### 4.1 Screen Shots of Mockup

Due to the time constraints of learning a new tool, see Lessons Learned page 20, it was decided to rely on traditional methods of interface design which allowed for more rapid implementation as evidenced by the following:



## 4.2 Screen Shots of Final System

The following screen shots were taken for the final presentation:

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The screenshot shows a web application interface for 'EDUSnap'. At the top, there is a dark blue header bar with the 'EDUSnap' logo on the left, a red 'Welcome' button in the center, and a 'Ticket Queue' link on the right. On the far right of the header is a yellow 'LOGIN' button. Below the header, the word 'EDUSnap' is prominently displayed in large, bold, blue and red letters. The main content area has a white background and features a red header bar labeled 'Ad Hoc Submission'. Below this, there are five input fields: 'Name' (text input), 'Email' (text input), 'Location' (dropdown menu showing 'No selection'), 'Image of Incident' (file upload input with a 'Choose file' button), and 'Comments' (text input). At the bottom of the form is a 'Submit' button. Below the form, there is a light blue footer section containing the text 'Register Now to be a Member', 'A Web Project Created by RESULT5035', and 'SIMPLICITY IS KEY'.

*Illustration 1: Request Form*

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The screenshot shows the EDUSnap user registration interface. At the top, there is a dark blue header bar with the "EDUSnap" logo on the left, a red "Registration" button in the center, and a "LOGIN" button on the right. Below the header, the main title "EDUSnap" is displayed in a large, bold, blue font. The registration form is contained within a red-bordered box. It includes three input fields labeled "User Name", "Email", and "Password", each with a corresponding text input field. Below these fields is a "Register" button. At the bottom of the registration box, there is a "Return Home" link. In the footer area, which has a light blue background, there is a copyright notice: "A Web Project Created by RESULT5035" and the slogan "SIMPLICITY IS KEY".

*Illustration 2: User Registration*

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EDUSnap   Welcome   Ticket Queue   LOGIN

# EDU**Snap**

Last 5 Tickets

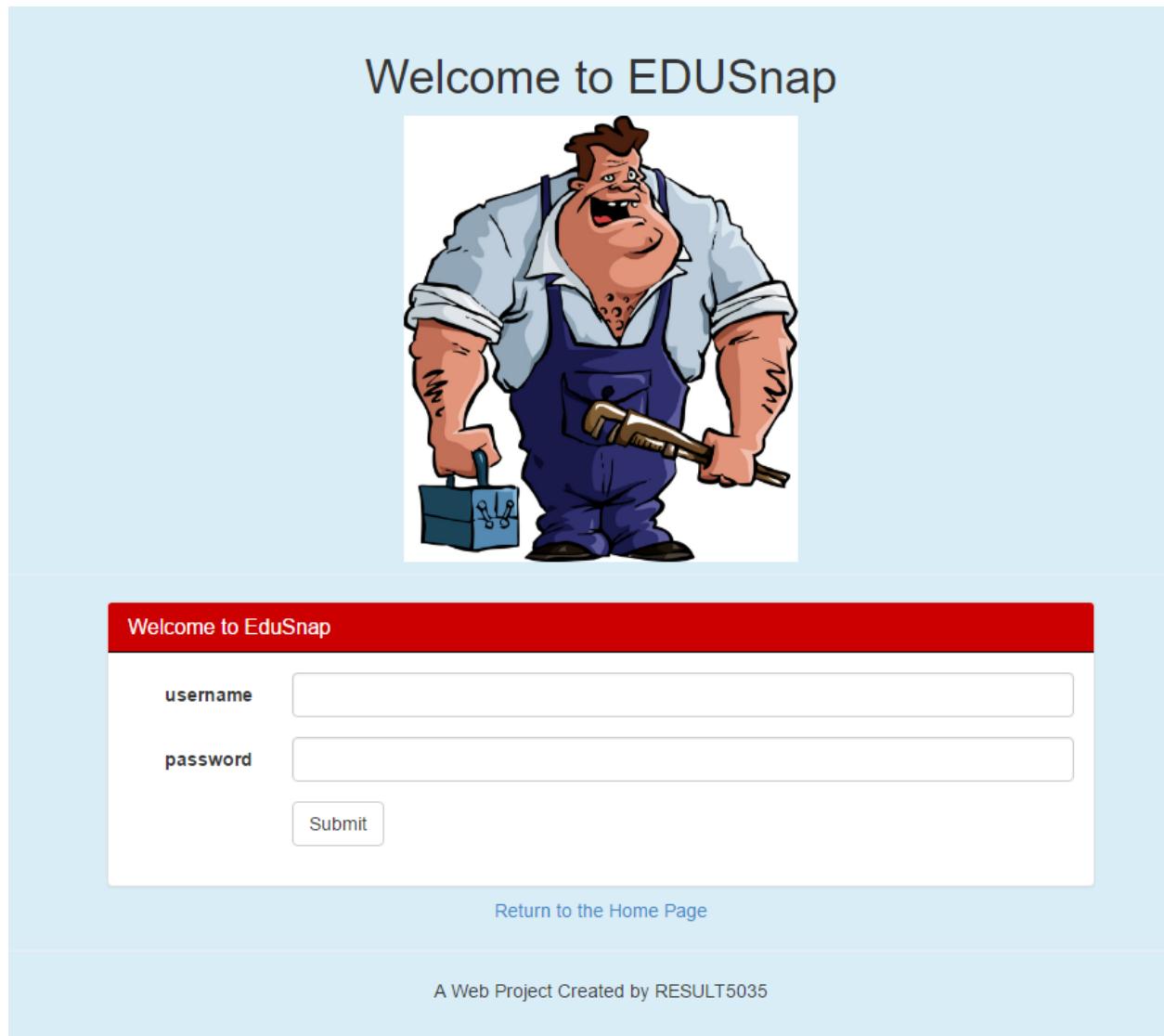
ticket_id	insert_date	before_image	status
10	12/2/16 10:51:14 AM		new

Register Now to be a Member

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SIMPLICITY IS KEY

*Illustration 3: Ticket Queue*

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*Illustration 4: User Login*

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The screenshot shows the EDUSnap application interface. At the top, there is a dark blue header bar with the text "EDUSnap" and "Logout". Below the header, the main content area features a large, stylized title "EDUSnap" in red and blue. To the left, there is a "Repair Submission Form" section with fields for Name (jdoe), Email (jdoe@fau.edu), Select Location (No selection), Comments (empty), and Image of Incident (choose file). To the right, there is a "My Profile" section displaying user information: oid (7), userName (jdoe), email (jdoe@fau.edu), and a "My Tickets" button. At the bottom of the page, there is a footer with the text "A Web Project Created by RESULT5035" and "SIMPLICITY IS KEY".

Repair Submission Form

Name: jdoe

Email: jdoe@fau.edu

Select Location: No selection

Comments:

Image of Incident: Choose file

Submit

My Profile

oid: 7  
userName: jdoe  
email: jdoe@fau.edu

My Tickets

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*Illustration 5: Login - User View*

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**Dispatcher Area** / Dispatcher

## Dispatcher

**Dispatcher Search**

Ticket Status	No selection
Ticket Technician	No selection
Ticket Location	No selection
<input type="button" value="Search"/>	

**All Tickets**

owner_email	status	Detail	Delete	Update
jones@fau.edu	completed			
ychoul@testing.com	new			
test@testtesttest.com	completed			
test@tes.com	completed			
chris@fau.edu	completed			

**Update Ticket**

Owner	<input type="text"/>
Email	<input type="text"/>
notes	<input type="text"/>
category	No selection
location	No selection
status	No selection
technician	No selection
before_image	<input type="file"/> Choose file
after_image	<input type="file"/> Choose file
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

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**EDU**Snap****

Illustration 6: Dispatcher Main Page

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Tech Area / Tech Page

## Tech Page

**My Profile**

oid	1
userName	ychoulou
email	ychoulou@fau.edu

**Update Ticket**

<b>status</b>	No selection
<b>notes</b>	
<b>after_image</b>	<input type="file"/> Choose file

Cancel  Update

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# EDUSnap

Illustration 7: Local Technician Page

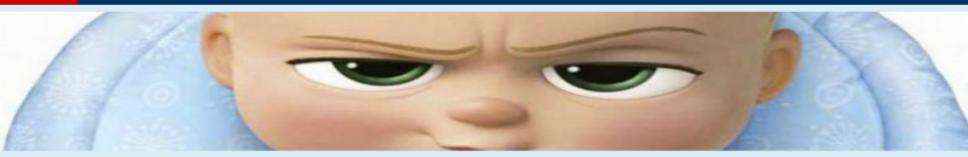
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The screenshot shows a web application interface for a third-party vendor. At the top, there is a dark blue header bar with the following navigation items: "EDUSnap" (in white), "third-party" (highlighted in red), "All Active Tickets", "My Completed Tickets", and "Logout". Below the header is a photograph of several people working at a long table with laptops and papers. Underneath the photo, the URL "third-party / Third-party" is displayed. The main content area has a light blue background. It features a "My Profile" section with a red header containing the user's ID (4), username (aarora), and email (aarora2016@fau.edu). Below this is an "Update Ticket" section with a red header. This section contains fields for "status" (set to "No selection"), "notes" (empty), and "after\_image" (a file input field with a "Choose file" button). At the bottom of the update form are "Cancel" and "Update" buttons. At the very bottom of the page, centered, is the text "A Web Project Created by RESULT5035". The word "EDUSnap" is prominently displayed in large, bold, blue and red letters at the bottom center.

*Illustration 8: Third Party Vendor Page*

# EDUSnap

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All Tickets / All Tickets

## All Tickets

All Tickets

ticket_id	insert_date	before_image	after_image	status
11	12/2/16 12:43:28 PM			completed
10	12/2/16 10:51:14 AM			new
9	11/21/16 8:30:25 AM			completed
8	11/18/16 12:40:35 PM			completed
7	11/18/16 2:39:25 AM			completed

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**EDU**snap****

Illustration 9: Manager View

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EDUSnap All Tickets All Active Tickets Location Prize Finder Logout

Prize Finder / Prize Finder

## Prize Finder

### Search Tickets

Start Date: 11/16 12:00:00 AM

End Date: 1/17 12:00:00 AM

### All Tickets

ticket_id	insert_date	status	owner_name	owner_email	category	location	technician_username
7	11/18/16 2:39:25 AM	completed	Chris	chris@fau.edu	safety		ychoulou
8	11/18/16 12:40:35 PM	completed	johan doe	test@tes.com	safety	Stadium	ychoulou
11	12/2/16 12:43:28 PM	completed	jones	jones@fau.edu		Parking	ychoulou
9	11/21/16 8:30:25 AM	completed	My test	test@testtesttest.com	safety	Stadium	ychoulou

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# EDUSnap

*Illustration 10: Incentive Page*

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EDUSnap All Tickets All Active Tickets **Location** Prize Finder Logout



Location / Location Page

## Location Page

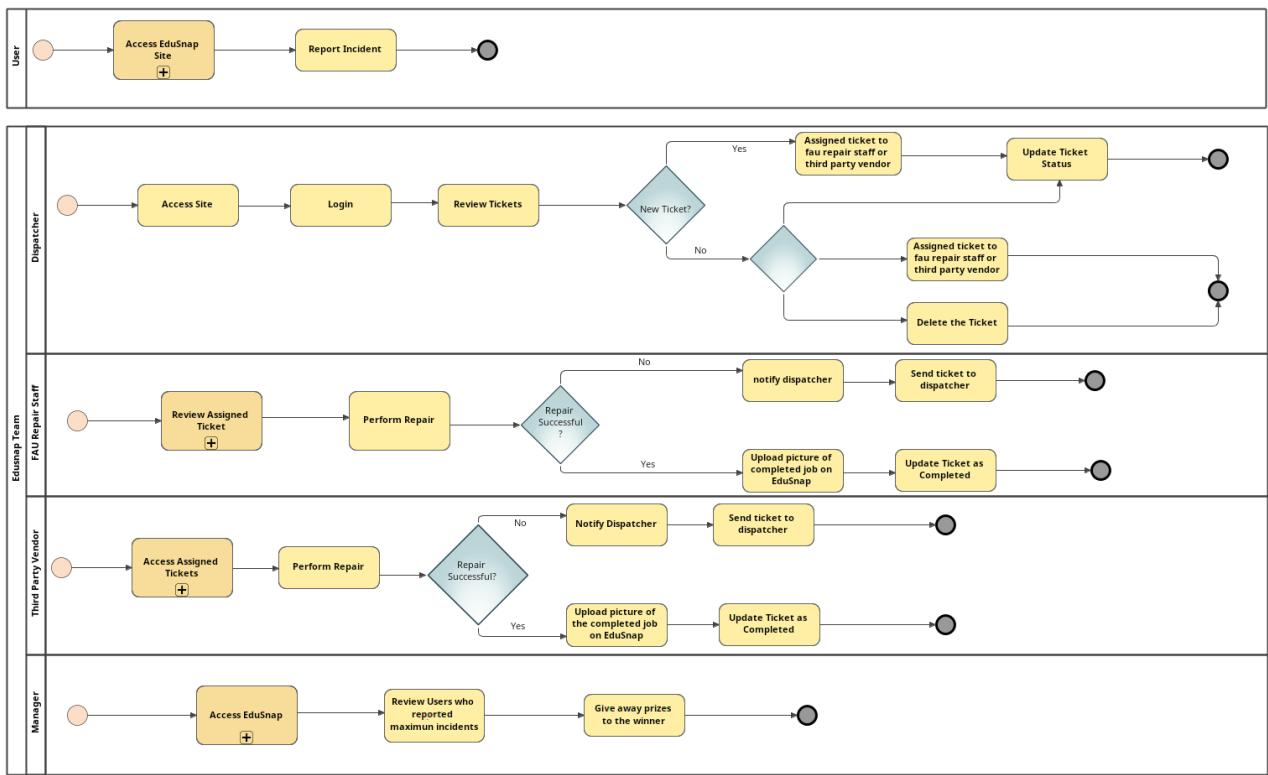
Location Form		Locations	
location_name	location_image	location_name	location_image
Stadium		Parking Garage 1	
Parking			

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# EDU**Snap**

*Illustration 11: Location Page*

## 5 BPMN



## 6 Scrum Project Space



*Illustration 12: Our Scrum physical space was the Cube in Engineering East.*

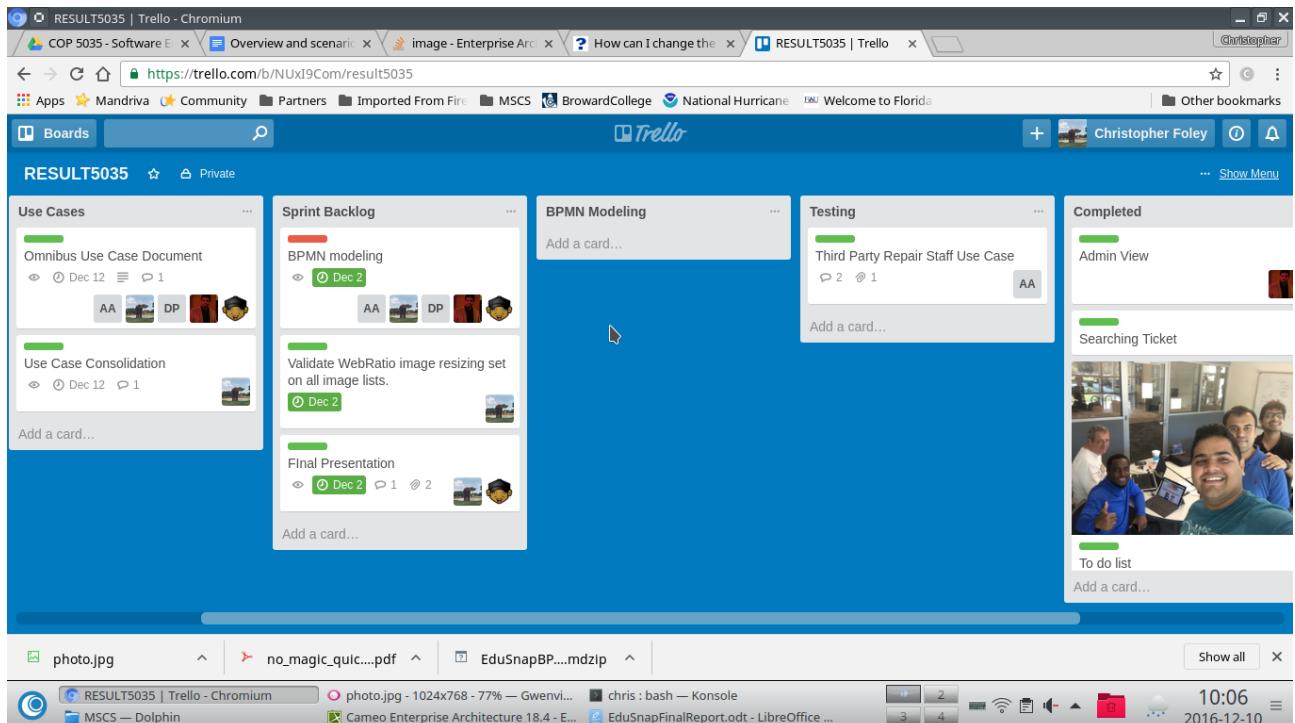


Illustration 13: Our electronic tracking was via Trello.

## 7 Existing Backlog (future Features)

- We would like to add GPS functionalities to the system so we can pinpoint the exact location of an issue.
- We would like to package the application and deploy it on its own server.
- We would like to add user management portal, instead of adding users directly to the database
- We would like to promote the application the higher ups.
- We would like to encrypt the sensitive information in the database.

## 8 Reflections on Model Driven Development

Model development helps focus the development on users and objects and away from code. By starting our progress with the user flow we were able to develop a user centered application which made development easier. Using models we were able to visually determine flows and exceptions. Integration of new features and quick modifications were made by models. The use of models allowed us to develop products that use features that we may not have been trained to develop.

## 9 Knowledge gained, lessons learned

The team gained knowledge of a number of areas including:

- Software modeling
- Webratio
- Cameo Tools
- Scrum (Product owner, scrum master....)

Critical to our added knowledge was the difficulty of adding/changing tools at the beginning of a product cycle.