Software Requirements Specification (SRS) Document
Tutelage
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Version 1

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General Project Description

The goal of Tutelage is to provide users with a wide range of tutoring services. From face-to-face to online tutoring, you can find plenty to suit your tutoring needs. Tutelage allows its users to set up their tutoring sessions, grants access to communities filled with other people studying the same subject, a 24/7 Chatbot, and more.

Product Features

Tutelage reimagines the tutoring process, simplifying it for its users. A couple of key features & functions that encompass the app are:

Personalized Profile: Tutelage allows users to personalize their profile, updating recommended tutoring services based on their information.

Simple Exploration: Users can browse all the topics being covered. Tutelage is flexible, allowing users to search for specific material for tutoring.

Easy to create and access classes: Tutors can create classes without complication. Some simple specifications, like what their class covers and what time it will be at and they're done. Users can join by selecting the class and a specific time available. No more, no less.

Functional Requirements
- FR0: The app will allow its users to create an account

- FR1: The app will allow its users to modify their profile
- FR2: The app will allow its students to search for & filter tutoring subjects
- FR3: The app will allow its students to join & leave a tutoring session
- FR4: Tutors will be able to create/delete classes
- FR5: The app will maintain account security through a username-password system
- FR6: Admins can approve/ban students & tutors
- FR7: Admins have access to usage statistics

Non-Functional Requirements
- NFR0: Students can join communities for a tutoring subject
- NFR1: Tutors can post recommended material for the classes
- NFR2: The app will allow its users to leave reviews
- NFR3: Admins can view & delete comments/reviews

Scenarios
Customer:
1) **User Creation and Profile Customization**
   a) **Initial Assumption:** User is able to use the website's benefits and services by registering and is able to customize his/her profile for personalization.
   b) **Normal:** By providing personal information the user is able to register for the provided services.
      i) User provides his/her email information
      ii) The user can enable two-factor authentication for security.
      iii) User is able to modify his/her profile.
      iv) Users are able to change passwords and email.
   c) **What can go Wrong:**
      i) User may have provided an incorrect email
      ii) User may have provided a weak password
   d) **Other Activities:** After registration:
      i) Preferred classes/tutoring services can be easily found
   e) **System State of Completion:** A confirmation screen will notify the user of a successful account creation and a confirmation message will be sent to the user's email.
2) **Tutoring services/classes lookup and register for said services**

a) **Initial Assumption:** The user can look up for available tutoring services/classes and register by providing transaction information.

b) **Normal:** The user is able to find the tutoring service or class he/she is looking for and register.

c) **What can go wrong:**

    i) A user accidentally registers to a wrong class.

    ii) A user changes his/her mind.

    iii) User provides wrong transaction information.

d) **Other Activities:**

    i) Classes and other services can be found through:

        (1) A search bar.

        (2) Recommended classes/preferred classes provided in the profile page.

    ii) User can register by:

        (1) Confirming that the user would want to register to the class.

        (2) Providing transaction information.

e) **System State of Completion:** A page confirmation will be shown to the user and a confirmation email is sent to the user's provided email address during account creation.

3) **Subscription for additional services**

    a) **Initial Assumption:** The user can opt for an optional subscription service.

    b) **Normal:** The user can go for an optional subscription service for private classes and tutoring services.

    c) **What can go wrong:** User errors such as:

        i) Incorrect transaction information provided

        ii) User decided to back out and change his mind about the subscription

        iii) Card gets declined

    d) **Other Activities:** Users are then able to register to pick a schedule for a tutoring class and increased number of classes to register.

4) **Leave a review of tutor's services**

    a) **Initial Assumption:** The user is able to provide a review and rating of the tutor's lessons and services.

b) **Normal:** Other users using the platform could read the reviews and details about the instructors and decide to partake in the lessons provided by the tutor.

c) **What can go wrong:** Outcomes such as:
    i)   Review bombing instructors
    ii)   False reviews
    iii) Out of topic reviews

d) **Other Activities:** The user is sent to a review page to give his/her comments about the instructor and share details about teaching methods, books, lesson coverage, etc.,

e) **State of Completion:** Confirmation about a successful posted review is shown to the user. The user can also check his reviews in their profile page.

Provider:

5) [*Service to User*]

   a) Initial Assumption: [*Assumption Here*]
   b) Normal: [*Expected Outcome*]
   c) What can go Wrong: [*Worst Outcome?*]
   d) Other Activities: [*Features of the Service*]
   e) System State of Completion: [*Confirmation of Service completion*]

SysAdmin:

6) **Approve/Ban Users**

   a) **Initial Assumption:** The Admin is logged in and is viewing user profiles.

   b) **Normal:** By clicking on one of these profiles, they can see general information about them & are given the option to approve or ban them
       i)   If they approve, the account is granted access to the app.
       ii)   If they ban, the account is banned from the services available & blacklisted. Banned accounts can be restored if needed.

   c) **What can go Wrong:**
       i)   Admins could accidentally approve/ban user accounts. Approvals & bans are reversible.
       ii)   Approval/ban actions fail due to system errors. An error message will appear to notify admins about this.

d) **Other Activities:** Accounts can be sorted based on:
   i) Date of creation
   ii) Type of account (Student or Tutor)
   iii) Status of account approval (Approved, Banned, Pending)
e) **System State of Completion:**
   i) A message notifies that the action has been completed.
   ii) An undo option will be provided if needed.

7) **View & Delete Listings**
   a) **Initial Assumption:** Admins are logged in and are viewing class listings for subjects.
   b) **Normal:** A list of all class listings with some information about them.
      i) An option to delete the listing is presented for a class.
   c) **What can go Wrong:** Admins could accidentally delete a listing.
      i) There will be an undo option to reverse the deletion action.
   d) **Other Activities:** Class listings can be sorted by:
      i) Subject type
      ii) Tutor
      iii) Date of creation
      iv) Count of enrolled students
   e) **System State of Completion:** A message notifying that the action has been completed. An undo option will be provided if needed.

8) **View & Delete Comments/Reviews**
   a) **Initial Assumption:** Admins are logged in and are looking at comments & reviews from classes.
   b) **Normal:** Admins are given the option to delete comments & reviews that they see.
      i) Upon deletion, the comment/review will be erased from the conversation.
   c) **What can go Wrong:**
      i) Comments & reviews can be accidentally deleted. There will be an undo option to restore the comment/review.
      ii) Comments & reviews may not be deleted due to a system error. An error message will appear to notify you of this.

d) **Other Activities:** N/A

e) **System State of Completion:** If the Admin deletes a review/comment, they are given a confirmation action after completion. They will also be allowed to restore the review/comment if needed.

9) **View Usage Statistics**

a) **Initial Assumption:** Admins are logged in and are looking at general usage statistics for students, tutors, classes & communities

b) **Normal:** Admins can view general statistics, like:

    i) The number of communities & classes

    ii) The number of people who are part of a community or class

    iii) Engagemetrics, like active users or session durations

    iv) Ratings & reviews for classes, communities & tutors

c) **What can go Wrong:**

    i) Information may not be up to date

    ii) Data is miscalculated or displayed incorrectly

d) **Other Activities:**

    i) Count of total messages sent in communities & classes

    ii) Number of reviews & comments

    iii) Login frequency

e) **System State of Completion:** Provide a system health summary, which includes:

    i) Last refresh of present data

    ii) Status for all statistics (engagement metrics, people counts, etc)

    iii) Error logs (in case refreshing data or status retrieval fails)

10) View Commerce-Related Information

a) **Initial Assumption:** Admins are logged in and viewing commerce-related information.

    i) This information pertains to private classes/sessions, which require payment

b) **Normal:** Admins can view payment records related to these private classes/sessions. The information would include:

    i) Translation details (like the amount, date, etc)

    ii) Student & Tutor details

    iii) The payment method used

    iv) Status of the payment

c) **What can go Wrong:**
   i) Missing/delayed transactions. The system can be refreshed to update the status and provide alert messages for failed transactions.
   ii) Inconsistent data for transactions. The system can check to verify the data.
   iii) Integrity of payment security. The system would redact sensitive details of transactions (like credit card numbers)

d) **Other Activities:** A filter option for transactions would be included, being able to sort by:
   i)   Date
   ii) Student/Tutor name
   iii) Transaction type
   iv) Status of transactions

e) **System State of Completion:** A message would notify of the successful retrieval of transaction data.