Appendix C. The material for a case study: explanation page for Case Study 1.

Case study 1 – E-learning website

An online course provider wants to host online courses in various disciplines for worldwide students. The courses consist of weekly learning sequences. Each learning sequence is composed of short videos interspersed with interactive learning exercises, where students can immediately practice the concepts from the videos. The courses often include tutorial videos similar to small on-campus discussion groups, an online textbook, and an online discussion forum where students can post and review questions and comments to each other and teaching assistants. Where applicable, online laboratories are incorporated into the course.

The provider engaged in a number of partnerships with educational institutions, profit organizations, and NGOs. After being verified by the provider, the partners post the courses and the requirements. The online course provider allows the partners to offer various ways to take courses, including verified and certified courses. Verified courses mean the students do not need to pay some fees, while certified courses require payment. Typically, many courses are offered in various options, but some only offer examinations for paying students after they finish 50% and 100% of the video tutorials and within the course period.

Unregistered students can search for courses that they are interested in and see the outlines. They can see when the course is started, the syllabus, instructors, and enrolment procedure, including different ways to take the course and the price if they choose to enrol in certified courses. However, enrolment is only possible for students who are registered on the website.

The online course provider can decide the maximum number of courses that its partners can post. The provider will delete the overdue courses after keeping them for two years. Before the elimination, they should inform their partners and students to give them a chance to fully back up the courses in their personal storage. This service only available for students who take certified courses, as for verified course, the students can only save some parts of the materials, including video tutorials.

According to that case, some user stories are constructed as follows.