**Career Find**

Our client is a local middle school. They have given us an unlimited budget to build a career counseling application.

**Prioritized User Requirements**

1. Base System.

* A primary view of 16 career clusters allowing users to drill down into additional career information.
* A content management system allowing users to create, read, update, and delete:  
  - career clusters (name and icon)  
  - keywords   
  - career names, descriptions, salaries, DITL, and career-keyword associations  
  - celebrity names, articles, photos, celebrity-keyword associations  
  - <chatbot scripts>
* A database capable of storing the content listed above.
* An appealing and simple interface suitable for middle school students.  
  - uses color template provided by client (navy blue and neon green)  
  - presents information in digestible chunks  
  - presents information in ways that stand out and are engaging, like support for pictures, vibrant colors, large print text, fun fonts  
  - minimalistic design so that interface is ‘quick’ and ‘easy to use’

2. Multi-User Accounts.

* A user login page that accepts and validates appropriate credentials (username/ password… e-mail/ password).
* Assignment of users to overlapping roles:  
  - student  
  - teacher  
  - administrator  
  - counselor
* Assignment of users to overlapping user groups (a class, a grade, a team, etc).
* An interface to create, update, and delete users.  
  - all roles may have limited ability to manage their own account  
  - teachers will be able to create, update, and delete student accounts within their own classes; reset the password of students within their classes as well  
  - administrators can create, update, and delete all user types; reset the passwords of all other users as well
* Counselors should have access to content management interfaces.
* Student profiles should be able to store keyword preferences.
* Student profiles should provide an associated queue allowing students to queue career clusters/ careers for future viewing. Students should be able to prioritize and remove enqueued items.
* Student profiles should allow students to track what information they have and have not yet read in the system.
* <Proposed: Students should be able to bookmark/ favorite/ star careers>

3. Reward System.

* A point based system to support progress tracking and reporting for:  
  - individual students  
  - classes of students  
  - arbitrary groups of students
* An interface for teachers to manage reward systems… reset point count, set bonus multipliers, activation over certain time periods, deactivate point count, enable randomized point rewards… set point goals
* Information radiators such as progress bars so students (and teachers) can easily see whether goals are being met or not.

4. Chat Career ‘Counselor’.

*NOTE: A real chat bot as requested seems impractical for a number of reasons:*

* *It is unlikely we have time to implement one.*
* *The client will be entering data into the system; who is going to write and maintain chat bot scripts? We do not have the content to do it and I suspect that school faculty does not have time to program a chat bot either.*

*With this in mind we suspect that a chat bot is not what the client needs or wants and will plan to meet the following requirements pending client feedback:*

* Counselors should have the ability to create, read, update, and delete chat bot prompts, and a global chat bot icon from the system.
* The chat bot icon and a speech bubble displaying a randomly selected prompt and text input field should be displayed whenever a student first logs into the system.
* A student should be able to ignore the chat bot prompt. Clicking anywhere outside the prompt should make the chat bot prompt fade away.
* When a student responds to a prompt their response should be parsed for matching keywords in the system. If any matches are found the career cluster with the most matching keywords will be returned as a suggestion.
* When no keywords are found a student’s response should be logged with a reference to the associated prompt. Counselors should have the ability to read and delete anonymized logged responses in order to tailor chat bot prompts to student needs.

Original Requirements:

* Counselors should have the ability to create, read, update, and delete dialogue tree scripts for a chatbot that will interview students.
* [Counselors should be able to target scripts for individual, classes, and arbitrary groups of students]
* Chatbot scripts should be able to parse student responses to identify potential keywords of interest and associate them with the student profiles.
* Student profiles should be able to track which chatbot scripts have been completed and which have not.
* Each time a student logs into the system an incomplete chatbot script should start if one is available.
* Upon completion of a chatbot script, the student should be given the option to complete the next incomplete chatbot script or to stop engaging with the chatbot.
* Students should be able to engage the chatbot at any time and be offered a randomly selected chatbot script irrespective of whether it has previously been completed or not.
* Counselors should be able to review anonymized logs between the chatbot and students to facilitate development and maintenance of chatbot scripts and other content.