

A03 Student Team Manager Use Cases

Design Team: Group 5

Team Members: Rae Bouldin, Yuan Chen, Saunders Cox, Stephen Franklin,
Chaipakon Luangprasert

Use Case 1: Add customer profile

Primary Actor: A new user

Stakeholders and interests: The new user, existing student users, existing 3rd party users, the school or company associated with the new user, the website administration/support team.

Preconditions: The user must be logged out and the user must not have an account already on record.

Success guarantee: A customer profile is created for the new user. A verification email is sent to authenticate and complete set-up of the new user's profile. Once verified, the customer is able to sign into their new account.

Main success scenario:

1. New user visits the website's homepage.
2. New user selects the button to create a new profile.
3. New user fills out the form required to create a new profile.
4. The new user submits the form and the system sends a verification email to authenticate the user and complete set-up of their profile.
5. The user uses the verification email to finish creating their profile.

Extensions:

2a-3a. New user cancels the action.

1. The system clears any filled forms and redirects the new user to the home page as a guest.

4a. New user enters invalid information or leaves a required field on the form blank.

1. The system displays a warning and does not save any information.
2. The system asks the new user to fix the field which caused an error.
3. The system does not send a verification email until the fields causing errors are fixed.

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Rarely (once)

Use Case 2: Authenticate student profiles

Primary Actor: Student user

Stakeholders and interests: Student team managers, other student users, 3rd party reviewers (e.g. companies).

Preconditions: The user has started the process of creating a new profile but has not yet authenticated that profile.

Success guarantee: The user's account is authenticated and activated. Access to team functionality is granted. Access to review, rating, company interactions, and private messaging functionality is granted.

Main success scenario:

1. The system sends the unauthenticated student an email after account creation.
2. This student is redirected to a unique activation page via a link in the email.
3. On the activation page, the student enters the code provided in their email and hits submit.
4. The student's account is successfully activated, and access to all features for student accounts is granted.

Extensions:

- 2a. The student could not find the email.
1. The student requests another activation email through the main website.
 2. The new email will contain a new link to allow the student to activate their profile
- 3a. Activation failed due to an older link.
1. The student checks their email to use a more recent activation link.

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Rarely (once)

Use Case 3: Authenticate 3rd party reviewers

Primary Actor: 3rd party user

Stakeholders and interests: Students who are getting their information reviewed, Companies who wish to view reviewed skills, other students who may wish to add a member to their group based on their skills

Preconditions: The user has started the process of creating a new profile but has not yet authenticated that profile.

Success guarantee: The user's account is authenticated and activated. Access to review, rating, and private messaging functionality is granted.

Main success scenario:

1. The system sends the unauthenticated 3rd party user an email after account creation stating that their request to create an account is under review.
2. The system administration team reviews the request from the 3rd party user to create an account and makes a decision to accept the request.
3. The system administration team emails the 3rd party user with a link to an account activation page and a unique activation code to input on that page.
4. The 3rd party user clicks on the link in their email and is redirected to the activation page.
5. On the activation page, the 3rd party user enters the code provided in their email and hits submit.
6. The 3rd party user's account is successfully activated, and access to all features for 3rd party accounts is granted.

Extensions:

- 2a. The admin team chooses to deny the request.
 1. The 3rd party user is notified via email that they were denied.
- 5a. The 3rd party user inputs a valid activation code
 1. The 3rd party user is prompted to provide the correct code

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Rarely

Use Case 4: Log into customer profile

Primary Actor: A returning user

Stakeholders and interests: The returning user, other existing student users, other existing 3rd party users, the school or company associated with the returning customer, the website administration/support team.

Preconditions: The user must have previously created an account and currently be logged out of it.

Success guarantee: The user is successfully logged into their account.

Main success scenario:

1. The returning user visits the website's homepage as a guest.
2. The returning user selects the button to sign in.
3. The website redirects the returning user to the sign-in page.
4. The returning user enters their username and password on the sign-in page, then clicks on "sign-in".
5. The website processes the user sign-in request and sends a code to the user's device of choice.
6. The user enters and submits the code they receive in a dialogue box.
7. The website redirects them to the homepage as a signed-in user.

Extensions:

- 4a. One or both fields left blank
 1. The website will produce a warning telling the user that one or more fields were left blank.
- 4b. Username doesn't exist.
 1. The website will produce a warning telling the user that the username they entered does not exist in the system.
- 4c. Username and password do not match.
 1. The website will produce a warning telling the user that the password was incorrect for the entered username.
- 6a. The code entered does not match the one sent.
 1. The website will produce a warning telling the user that the entered code is incorrect.

Special requirements:

- User security (2FA)

Technology and data variation list:

5a-6a. Codes will be sent using 2FA.

Frequency of occurrence: Frequently

Use Case 5: Log out of customer profile

Primary Actor: Any user

Stakeholders and interests: The user, other student users, other 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The user must have previously created an account and currently be logged into it.

Success guarantee: The user is successfully logged out of their account.

Main success scenario:

1. The signed-in user selects the “sign-out” button from any location on the website.
2. The website processes the user’s sign-out request and redirects them to the homepage of the website as a guest user when successful.

Extensions: N/A

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Frequently

Use Case 6: Modify customer profile

Primary Actor: Any user

Stakeholders and interests: The user, other student users, other 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The user must have previously created an account and currently be logged into it.

Success guarantee: The user successfully modifies some information related to their profile. The user can view modifications on their profile page.

Main success scenario:

1. The user visits their profile page and selects the “edit profile” button.
2. The system redirects the user to the edit profile page.
3. The user selects an option to modify profile information.
4. The system displays a form with the information stored in the user’s profile, which the user is able to edit.
5. The user edits the information displayed by the system, then submits their changes.
6. The system processes the modified profile information and displays it on the user’s profile.
7. The system redirects the user to their profile page.

Extensions:

- 4a. The user may change their language in this form
 1. A dropdown list of languages will appear for the user to choose from
 2. The user chooses an appropriate language for them to use
 3. The page will refresh with the selected language
- 5a. The user leaves a required field blank
 1. The system will display a warning telling the user that they are missing required information.

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Occasionally

Use Case 7: Remove customer profile

Primary Actor: Any user

Stakeholders and interests: The user, other student users, other 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The user must have previously created an account and currently be logged into it.

Success guarantee: The user profile is completely deleted from the database and is no longer accessible by any user.

Main success scenario:

1. The user visits their profile page and selects the “edit profile” button.
2. The system redirects the user to the edit profile page.
3. The user selects an option, towards the end of the page, to delete their profile.
4. The system redirects the user to a page that will explain the effects of deleting their profile (i.e. that it is permanent) and asks them to confirm that they understand and want to proceed.
5. The user confirms that they want to proceed by entering the email address and password associated with their account and hitting the submit button.
6. The system deletes the user account from its database.
7. The user is redirected to the homepage as a guest and no longer has access to the deleted account.

Extensions:

3a-5a. The user cancels the action.

1. The system redirects the user to their profile page.

5b. The customer enters the incorrect information.

1. The user will be redirected to the confirmation page with a displayed error

Special requirements:

- User security

Technology and data variation list:

7. Consider how removal techniques handle users’ data to prevent security breaches. I.e. is the data overwritten, or is it transferred, is a data cache cleared.

Frequency of occurrence: Rarely

Use Case 8: Add skills

Primary Actor: Student user

Stakeholders and interests: The student user, other student users, 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The student must be logged in.

Success guarantee: The student successfully adds one or more new skills to their profile.

Main success scenario:

1. The student visits their profile page and selects the “edit profile” button.
2. The system redirects the student to the edit profile page.
3. The student selects an option to add new skills.
4. The student fills out the form to add one or more new skills, then submits the form.
5. The system processes the newly added skill(s) and displays them on the student’s profile page alongside any previously added skill(s).
6. The system redirects the student to their profile page.

Extensions:

3a-4a. The student cancels the action.

1. The system clears any filled forms and redirects the student to their profile page.

4b. The student enters invalid information or leaves a required field blank, then hits submit.

1. The system displays a warning and does not save any information.
2. The system asks the student to fix the field which caused an error.

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Occasionally

Use Case 9: Modify skills

Primary Actor: Student user

Stakeholders and interests: The student user, other student users, 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The student must be logged in.

Success guarantee: The student successfully modifies one or more skills on their profile.

Main success scenario:

1. The student visits their profile page and selects the “edit profile” button.
2. The system redirects the student to the edit profile page.
3. The student selects an option to modify existing skills.
4. The system displays a form with the information stored in the student’s existing skills, which the student is able to edit.
5. The student edits the information displayed by the system, then submits their changes.
6. The system processes the modified skill(s) and displays them on the student’s profile.
7. The system redirects the student to their profile page.

Extensions:

3a-5a. The student cancels the action.

1. The system clears any filled forms and redirects the student to their profile page.

5b. The student enters invalid information or leaves a required field blank, then hits submit.

1. The system displays a warning and does not save any information.
2. The system asks the student to fix the field which caused an error.

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Occasionally

Use Case 10: Remove skills

Primary Actor: Student user

Stakeholders and interests: The student user, other student users, 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The student must be logged in.

Success guarantee: The student successfully deletes one or more skills on their profile.

Main success scenario:

1. The student visits their profile page and selects the “edit profile” button.
2. The system redirects the student to the edit profile page.
3. The student selects an option to delete existing skills.
4. The system displays a list of the student’s existing skills, of which the student is able to make multiple selections that they want to delete.
5. The student makes their selection, then hits submit.
6. The system displays the selection(s) the student made in step 5 and asks the student to confirm they want to delete those skills.
7. The system removes the deleted skills from the student’s profile.
8. The system redirects the student to their profile page.

Extensions:

3a-6a. The student cancels the action.

1. The system clears any selections and redirects the student to their profile page.

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Occasionally

Use Case 11: Submit work / scores to validate skills

Primary Actor: Student user

Stakeholders and interests: The student user, other student users, 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The student is logged in and has added at least one skill to their profile.

Success guarantee: Work / scores are displayed with their corresponding skills on the student's profile.

Main success scenario:

1. The student visits their profile page and selects the "edit profile" button.
2. The system redirects the student to the edit profile page.
3. The user navigates down to the skills selection and selects an option to validate a certain skill.
4. The system prompts the user to upload a document to 'validate' the skill.
5. The user selects one or more documents to upload and fills in some information related to the document.
6. The user submits the document and commentary.
7. The system redirects the user to their profile page, where they will be able to view the document now attached to the selected skill.

Extensions:

3a-5a. The user cancels the action.

1. The system clears any selections/forms and redirects the user to their profile page.

5b. The user selects an unsupported document type.

1. The system displays a warning and asks the user to select a supported document type.

5c. The user leaves required information blank.

1. The system displays a warning and asks the user to fill in required information.

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Occasionally

Use Case 12: Provide updates to submitted work/scores

Primary Actor: Student user

Stakeholders and interests: The student user, other student users, 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The student is logged in and has added at least one work/score document to a skill.

Success guarantee: The work/score is properly updated on the student's profile.

Main success scenario:

1. The user selects a previously uploaded work/score from their profile page.
2. The user selects the 'update' option.
3. The system redirects the user to another page to modify the stored work/score data.
4. The user submits their changes.
5. The system redirects the user to their profile page, where they can view their updates.

Extensions:

2a-3a. The user cancels the action.

1. The system clears all selections and fields and redirects the user to their profile page.

5a. The student entered invalid information or left a required field blank.

1. The system displays a warning.

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Occasionally

Use Case 13: Delete submitted work / scores

Primary Actor: Student user

Stakeholders and interests: The student user, other student users, 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The user is logged into their account and has submitted at least one work/score.

Success guarantee: The student user successfully deletes one or more submitted work/score.

Main success scenario:

1. The user navigates to their profile page and selects the skill related to the work/score they want to update.
2. The user selects a modify option near the work/score they want deleted.
3. The system provides a popup of the data related to the selected work/score.
4. The user navigates to a delete option on the modification page and selects it.
5. The system presents a popup menu asking the user to confirm deletion.
6. The user chooses to confirm.
7. The system redirects the user to their profile page.

Extensions:

2a-5a. User cancels the action.

1. System clears any selections made and redirects the user to their profile page.

Special requirements: N/A

Technology and data variation list:

1a-7a. Database of Student Users. The database containing information pertaining to each Users' submitted skills and work which can be correlated to the Student User database.

Frequency of occurrence: Occasionally

Use Case 14: Validate skills through peer review

Primary Actor: Student user

Stakeholders and interests: The user, other student users, other 3rd party users, the school or company associated with the user, the website administration/support team.

Preconditions: The user must have previously created an account and currently be logged into it.

Success guarantee: The user successfully left a review validating another user's skills.

Main success scenario:

1. The user selects the option for 'validate' a skill on a different user's profile.
2. The system opens a dialogue for the user to fill out.
3. The user fills in a form to leave their review with a rating and description.
4. The system processes the user review once they hit submit and posts it under the skill being reviewed.
5. The system refreshes the page so that the user can see the up-to-date skill page with their review included.

Extensions:

- 3a. The user cancels the action.
1. The system clears any filled forms and returns the user to the skill page.

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Commonly

Use Case 15: Rate a peer review for accuracy

Primary Actor: Any user

Stakeholders and interests: The user, other student users, other 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The user must have previously created an account and currently be logged into it.

Success guarantee: The user successfully rates a peer review up or down.

Main success scenario:

1. The user views the reviews left on a different user's skill from that skill's page.
2. The user selects an option for either 'upvoting' the review if they agree with it or 'downvoting' the review if they disagree with it.
3. The system processes the user's selection of 'upvote' or 'downvote.'
 - a. An upvote will increase the accuracy rating on the review by one.
 - b. A downvote will decrease the accuracy rating on the review by one.
4. The system updates the display to accurately show the new rating on the review.

Extensions: N/A

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Commonly

Use Case 16: Rate skills through 3rd party review of submitted work / scores

Primary Actor: 3rd party user

Stakeholders and interests: The 3rd party user, other student users, other 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The user must have previously created a 3rd party account and currently be logged into it.

Success guarantee: The user successfully leaves a review to 'validate' a student user's skill.

Main success scenario:

1. The 3rd party user selects the option for 'validate' a skill on a student user's profile.
2. The system opens a dialogue for the 3rd party user to fill out.
3. The 3rd party user fills in a form to leave their review with a rating and description.
4. The system processes the user review once they hit submit and posts it under the skill being reviewed.
5. The system refreshes the page so that the user can see the up-to-date skill page with their review included.

Extensions: N/A

Special requirements:

- 3a. The user cancels the action.
2. The system clears any filled forms and returns the user to the skill page.

Technology and data variation list: N/A

Frequency of occurrence: Commonly

Use Case 17: Rate a 3rd party review for accuracy

Primary Actor: Any user

Stakeholders and interests: The user, other student users, other 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: The user must be logged in.

Success guarantee: The user successfully rates a 3rd party review up or down.

Main success scenario:

1. The user views the reviews left on a student user's skill from that skill's page.
2. The user selects an option for either 'upvoting' the review if they agree with it or 'downvoting' the review if they disagree with it.
3. The system processes the user's selection of 'upvote' or 'downvote.'
 - a. An upvote will increase the accuracy rating on the review by one.
 - b. A downvote will decrease the accuracy rating on the review by one.
4. The system updates the display to accurately show the new rating on the review.

Extensions: N/A

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Commonly

Use Case 18: Automatically search for and recommend collaborators

Primary Actor: Student user

Stakeholders and interests: The user, other student users, the school or company associated with the customer, the website administration/support team.

Preconditions: The user must be logged in.

Success guarantee: The user sees a list of recommended collaborators on their profile page.

Main success scenario:

1. The user visits their profile page.
2. The system displays recommended collaborators based on the user's profile.

Extensions:

- 2a. The user dismisses the recommendation list.
 1. The system hides the list from the user's display.

Special requirements: N/A

Technology and data variation list:

- 2a. Database list of students relevant to the search queries.

Frequency of occurrence: Frequently

Use Case 19: Automatically build collaboration teams based on student profiles

Primary Actor: Student user

Stakeholders and interests: The user, other student users, 3rd party users, the school or company associated with the user, the website administration/support team.

Preconditions: The user must have previously created an account and currently be logged into it.

Success guarantee: The user can view suggested collaboration teams built for them by the system.

Main success scenario:

1. The user navigates to the 'build collaboration teams' page.
2. The system builds a few teams as a suggestion using information from the user's profile and other student's profiles.
3. Once the page loads, the user can see the suggested teams built by the system and choose whether they want to assemble them or dismiss them.

Extensions: N/A

Special requirements: N/A

Technology and data variation list: N/A

Frequency of occurrence: Commonly

Use Case 20: Manually search for collaborators

Primary Actor: Student user

Stakeholders and interests: The user, other student users.

Preconditions: The student is logged in and knows who they are searching for.

Success guarantee: The student finds the collaborator profile they are looking.

Main success scenario:

1. Users enter a name into their search bar.
2. System serves a list of people associated with the entered name.
3. User selects a potential collaborator.

Extensions:

- 2a. System can't find a relevant result:
 1. System displays error messages.
 2. System re-prompts for a new search query.
- 2b. System can't find the user in the relevant result.
 1. System offers relevant results related results.
- 3a. User adds the potential collaborator to their team [see use case 21].

Special requirements: N/A

Technology and data variation list:

- 2.a Database list of students relevant to the search queries.

Frequency of occurrence: Commonly

Use Case 21: Manually build collaboration teams

Primary Actor: Student User Collaboration Team Manager

Stakeholders and interests: Student User Collaboration Team Manager, Collaboration Team Users, Customers (Teachers), School, Administrators of Team Manager Software

Preconditions: The user has a student account and is logged in.

Success guarantee: A collaboration team exists with the manually selected collaborators.

Main success scenario:

1. Student user searches for other potential collaborators manually (using Use case 20)
2. Student user selects potential collaborator candidate and views their profile.
3. Student user selects add to existing team.
4. Student user selects the team to add the potential collaborator to.
5. Potential collaborator candidate is added to the Student users' selected team.

Extensions:

- 2a. Student User is not the leader of any collaboration teams.
 1. System doesn't display any button to add the user to the group.
- 5a. Student User is prompted to view the group with the newly added collaborator.
 1. System displays a toast popup that allows them to view the group's page.

Special requirements: N/A

Technology and data variation list:

1a-5a. Database containing users, and their profile data.

Frequency of occurrence: Commonly

Use Case 22: Add past collaboration teams to customer profile

Primary Actor: Student user

Stakeholders and interests: Student users, 3rd party users, the website administration/support team.

Preconditions: The user must be logged in.

Success guarantee: A list of past collaboration teams will display on customer profile.

Main success scenario:

1. Student users visit their profile page.
2. System displays a list of past collaboration teams to the user profile.
3. Student users view the list of collaboration teams and can select which to keep.

Extensions:

- 3a. The student user chooses to remove a past collaboration team.
 - 1. The team will no longer display on the customer profile.
- 3b. The student user pins some particular past collaboration teams on their profile.
 - 1. The particular team will be moved to a VIP part of the customer profile.

Special requirements: N/A

Technology and data variation list:

- 2a. Database list of students relevant to the search queries.

Frequency of occurrence: Frequently

Use Case 23: Add collaborators to customer social network

Primary Actor: Any user

Stakeholders and interests: Student users, 3rd party users, the website administration/support team.

Preconditions: The user must be logged in.

Success guarantee: The selected collaborator is added to the user's social network.

Main success scenario:

- 1. The primary actor visits the profile page of the user they want to add to their list of collaborators.
- 2. The primary actor selects a button to send a request to add the user to their list of collaborators.
- 3. The user receives the request and chooses to accept it.
- 4. The system adds the user to the primary actor's list of collaborators, and adds the primary actor to the user's list of collaborators.

Extensions:

- 3a. Collaborators reject the request
 - 1. The primary actor receives a notification that their request was denied.

Special requirements: N/A

Technology and data variation list:

- 4a. Database list of students relevant to the search queries.

Frequency of occurrence: Commonly

Use Case 24: Remove collaborators from customer social network

Primary Actor: Any user

Stakeholders and interests: Student users, 3rd party users, the website administration/support team.

Preconditions: The user must be logged in.

Success guarantee: Selected collaborates are removed from the user's social network.

Main success scenario:

1. The user views their list of collaborators from their profile page and selects a button to modify the list.
2. The system displays a list of the user's collaborators, from which the user can make multiple selections.
3. The user makes a selection of one or more collaborators and selects a button to remove those collaborators from the list.
4. The system removes those collaborators from the user's collaborator list.
5. The system redirects the user to their profile page.

Extensions:

2a-3a. The user cancels the action.

1. The system redirects the user to their profile page.

Special requirements: N/A

Technology and data variation list:

1a-4a. Database list of students relevant to the search queries.

Frequency of occurrence: Occasionally

Use Case 25: Send a private message from one customer profile to another

Primary Actor: Any user

Stakeholders and interests: Student users, 3rd party users, the school or company associated with the customer, the website administration/support team.

Preconditions: Both users exist and the user trying to send the message is logged in.

Success guarantee: A user is able to send a message which the recipient user is able to see and reply to.

Main success scenario:

1. A user selects the option to send a message from another user's profile.
2. The system prompts the user to enter their message.
3. The user enters a message and hits send.
4. The message appears in the inbox of the other student user.

Extensions:

- 1a-3a. The user cancels the action.
1. The system closes the 'send message' dialogue.
- 1b. The user selects the option to send a message from their inbox.
1. Main success scenario steps 2-4.
- 3b. Message cannot be sent due to network issues.
1. The system displays an error message.

Special requirements: N/A

Technology and data variation list:

- 1a-4a. Database containing all student users.
- 3a-4a. Database containing messages, can be referenced by the database containing student users.

Frequency of occurrence: Occasionally

Use Case 26: Reset Password

Primary Actor: A returning user

Stakeholders and interests: The returning user, the website administration/support team

Preconditions: The user has an existing account and is currently logged out of it.

Success guarantee: Student's password is reset and they are able to login.

Main success scenario:

1. The user selects the reset password link from the log-in page.
2. The user is prompted to enter their email address.
3. The system sends a reset password link to the user's email address.
4. The user navigates to the email sent by the system and clicks the reset password link.
5. The user is redirected to the reset password page, where they can enter their new desired password and a confirmation of that new password.
6. The user submits the request.
7. The system changes the user's password.
8. The system redirects the user to the login page and asks the user to login with their new password.

Extensions:

- 2a. Student User has forgotten their email address.
 - 1. Student User is prompted to contact an administrator.
- 3a. Student User cannot access their email address.
 - 1. Student User is prompted to contact an administrator.
- 4a. Student User has not received password reset email from System after 30 minutes.
 - 1. Student User is allowed to request the system to resend the email address.
 - 2. Student User is provided a link to request a resend.
 - 3. Student User selects resend email address.
 - 4. Steps 5-6 are performed.

Special requirements:

- User Security

Technology and data variation list:

- 1a-8a. Database containing student usernames, emails and passwords.
- 3a-5a. Email server and encryption.

Frequency of occurrence: Rarely