

List of project members (areas of expertise) and name of the project leader:

- Andrew Palmer - Cybersecurity
  - Security Lead
- Christian Young - Computer Science
  - Coding Lead
- Kody Kimberl - Cybersecurity and Software Design & Development
  - Project Leader
  - Testing Lead
- Mike Bauer - Software Design & Development
  - SE Lead

One sentence project summary

- Our project will provide the UWF Computer Science Department student community with a more organized, accessible, and helpful virtual platform for posing and answering questions related to course content.

Background (What's the current situation) and project goal (What will the project try to improve)

- Background: The only virtual platform native to UWF that allows students to ask questions is the CS Discord server. However, from the perspective of both students and tutors, there are three main problems. The first is that students are hesitant to ask questions in such a public format, especially when their instructors or peers may be able to see what they asked. The second is that students who do not have some degree of status within the department (i.e. tutors, student assistants, officers, SGA members, or students with more seniority) either do not feel comfortable answering questions or feel that they do not have permission. The last is that some questions go entirely unanswered if someone posts a question immediately after, no one answers it quickly, or someone's attempted answer does not work.
- Goal: Our project will attempt to solve all of these problems by making a more anonymous and open community platform that allows students of any status to ask and answer questions. The underlying concept of a ticketing system will help to ensure that all questions get answered and that it is easy for anyone to find questions that have been answered previously. Our platform will also allow for community moderation in order to ensure that answers are accurate and follow certain guidelines (such as being kind, appropriate, and free of potential academic misconduct issues).

Innovation value (See checklist)

- This project has innovation value when it comes to developer aspects as well as customer/user aspects.

- The developers of this project will be either learning or further learning Angular, Typescript, Firebase, Express and Node.js. The developers will also be utilizing Agile principles with user stories established through the use of a Trello board.
- In terms of the customer/user aspects, this project will grant users access to a new or improved way of tutoring through the online ticketing-based question and answer software.

Outline of quality criteria (usability, accessibility, efficiency, ...)

- The project will utilize the use of Aria for accessibility for disabled or handicapped users. The goal and aim for this project will also be user friendly with easy usability.
- The project will prioritize security by ensuring that login credentials are properly handled, user input is cleaned, and any publicly accessible user data does not breach confidentiality.
- The project will also examine correctness by ensuring that all code is tested and working as intended.

The group's preferences for

Presentation 1 (and the following): face-to-face, online over Zoom

- We would prefer to present online over Zoom

Group Meetings: face-to-face, online over Zoom

- We would prefer for our meetings to be online over Zoom.