

Student Question and Answer System

2024-12-22 V3

New Users

As the first user of the system to log in, I can establish my username, password, and account information using a special screen for the first user. As the first user, I am assigned the role of an admin. Once I have finished providing the required account information, I'm required to log in again. The possible roles include admin, student, instructor, staff, and reviewer.

As a user of the system, I can be assigned one or more user roles so the various functions of the system can be performed, some of which require special knowledge, skills, and authorizations.

As a user of the system with only one role assigned, I can start playing my role immediately after logging in (i.e., I'm taken to that role's home screen), so I do not have to spend time telling the system which role I want to play.

As a user of the system with more than one role assigned, I can select which role I want to play after logging in (i.e., I'm then taken to that role's home screen) so I can focus on the tasks of the role with a focused and easy-to-use user interface.

As a user of the system, I can log out when I'm finished using the system, or I wish to change roles.

Admin

As an admin, I can invite users to join the system and play one or more roles so they can use and support the operation of the system. This invitation uses a one-time code and includes a deadline for joining the system.

As an admin, I can set a one-time password for a user who has forgotten their password so they can establish a new password. Once a user has logged in with the one-time password, it is cleared so it can't be used again. After establishing a new password, the user is required to log in again.

As an admin, I can "delete" a user account so individuals who are no longer associated with the class are not able to use the system. An admin is not allowed to remove that admin's access. When deleting an account, an "Are you sure?" message must be answered with "Yes" to remove access.

As an admin, I can list all the user accounts so I can perform my administrative functions. The list shows each account's username, the user's name, the user's email address, and the roles the user plays.

As an admin, I can add or remove roles for each user. An admin may not remove the admin role from that admin's account. There must always be at least one user able to perform the admin role.

Students

As a student, I can ask questions and receive a list of potential answers so I can benefit from the suggestions of others.

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As a student, I can see a list of questions others have asked that might be related to a question I am about to ask, so I do not waste my time waiting for answers already there, and others don't waste their time reading and answering my question.

As a student, I can see my list of unresolved questions and the number of unread potential answers received, so I don't have to scan unrelated messages.

As a student, I can see a list of all unresolved questions and a list of the current potential answers for each so I can evaluate the potential answers and, if appropriate, propose a new potential answer without duplicating the work of others.

As a student, I can specify that a specific potential answer resolves my issue so others can benefit from my experience. The system provides a separate access method so others can quickly see the answers that resolve issues without needing to traverse the earlier potential answers that do not resolve the issues.

As a student, I can read questions from a list of recently asked questions and provide a private message as feedback to the student who asked the question so that that student might be better able to improve the question.

As a student who has asked a question, I can see the number of unread private messages about the question, read those messages, and reply with a new private message so it will be possible to improve the question.

As a student, I can produce a new question based on a previous question to address the feedback I have received and any new insights gained, so I am more likely to get an answer that resolves my issue.

As a student, I can ask questions and receive a curated list of potential answers from sources I trust so I can quickly get back to work.

As a student, I can read the reviews of potential answers to questions and add promising reviewers to my potential trusted reviewers list so I can establish and manage a list of trusted reviewers.

As a student, I can establish and manage a list of reviewers I trust and assign each a weight, so my curated list of answers serves me well.

As a student, I can see when a reviewer in my list of trusted reviewers updates a review, so I can quickly benefit from the update.

As a student, I can provide private feedback to a reviewer of a potential answer so the reviewer can provide better reviews.

As a student, I can request to be given the role of a reviewer my classmates can benefit from my experience and reduce the number of potential answers they need to read. An instructor must approve this request, and the role is assigned upon approval.

As a student, I can search to find answered questions, currently unanswered questions, and reviewers so I can more quickly get my questions answered and create an effective set of reviewers to curate the results of my searches. (Epic)

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Reviewers

As a reviewer, I can create reviews of potential answers so the rest of the class can benefit from my experiences.

As a reviewer, I can access a list of my reviews and see the number of private feedback messages for each so I can manage and improve my reviews.

As a reviewer, I can update a review based on inputs received and new insights gained, and others can see my new review that contains a link to the previous review so others can see both my original and updated review and appreciate the change.

As a reviewer, I can establish and maintain a Reviewer Profile, which includes details about my experience, a list of all the reviews I have provided, and feedback I have received from students who have used my reviews. (Epic)

Instructors

As an instructor, I can review the questions, answers, and private feedback given so I can assess, coach, mentor, and manage interactions among users to maintain a positive atmosphere and deal with inappropriate questions, answers, and feedback. (Epic)

As an instructor, I can establish and maintain a set of parameters used to automatically compute a Reviewer's Scorecard so it is easier for students to find reviewers whom they can trust. (Epic)

As an instructor, I can request admins to perform admin-specific actions that appear in a list that all instructors, staff, and admins can see. Admins can document actions taken on a request and close requests when the work is completed. The system maintains a closed request list that all instructors, staff, and admins can see. Instructors can reopen a closed request and update the description of the request. Reopened requests have a link to the original closed request so admins, instructors, and staff can see the already taken actions. (Epic)

Staff

As a staff member, I can review the questions, answers, and private feedback given so I can assess the interactions among users and engage with instructors and other staff members to help them see potential issues early so they can address them before they become serious. (Epic)

The Epics are user stories to be populated during Team Project Phases 3 and 4.