**Problem Statement - InPress**

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InPress is a web-based application which allows students in universities and colleges to respond to real-time questions posted by their instructor. This application solves many problems that currently exist in competitor products. Four of these problems, along with their importance will be discussed in more detail. Upon understanding these problems, the context of the problem can be derived.

InPress addresses many problems. Firstly, students and professors currently have to buy an external device. This causes additional complexity and cost to the end user. The end users have to remember to bring these external devices to class, which causes additional problems. Unnecessary additional costs may also accumulate for both the student and instructor. Secondly, without these external devices, students may have problems participating in class activities. This may lead them to lose out on understanding materials taught in class. Furthermore, failing to interact with the class will cause students to not use their time wisely. Next, students may find themselves in a situation where they might be afraid to ask questions. This might cause misunderstanding of concepts learned in class, and that might cause later disruptions in future lessons. Communication is a skill that is learned through practice, and asking questions is one way of improving this skill. Without asking questions, student may lose out on an opportunity to improve this skill. Lastly, instructor office hours are not being efficiently utilized. There are Instructors and TAs go through semesters without students attending their office hours. This problem could sometimes be easily explained by students having class conflicts during these hours. Nevertheless, this a major problem that should and will be addressed by InPress.

The problems listed above mainly occur in university/college based courses that require active participation from its students. Thus the main users of this product are university/college instructors and students. The stakeholders would additionally include the university or college, and parents. The more the student participates, the less memorization they do, and the more they engage in higher levels of thinking. This includes interpretation, analysis, and synthesis (Smith, 1977). Group participation allows for a better user experience, and enables students to understand concepts in more conceptual way. Even though this product is going to be depicted as a commercial software, it will be initially free to all users. This product will run on any popular browser (Mozilla Firefox, Google Chrome, Apple Safari) located on a laptop or a mobile device.

In conclusion, as a real-time interactive tool, InPress will solve many problems that university/college students and instructors currently facing across the world.

**Notes**

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**1) What problem are we trying to solve? Why is this an important problem?**

* Have to buy an external device
  + Additional Complexity: the end user must remember to bring the external device to class
  + Cost: the end user has to purchase the external device which may cost him/her unnecessary money
* Unable to participate
  + Without this external device, the end user loses out on understanding materials taught in class
  + Not able to interact with the class, causing them to not use their time wisely
* Afraid to ask questions
  + The end user may misunderstand the concepts learned in class which may cause disruptions in future classes
  + The end user may lose out on the opportunity of improving their communication skills
* Office hours are not used efficiently
  + Instructors/TAs go through semesters without students attending their office hours
  + Students might be busy during the office hours (i.e. class conflicts)

**2) What is the context of the problem you are solving?**

* **Environment:** This problem exists in schools, primarily in universities and colleges around the world
* **Users:** Students enrolled in a course which requires active participation
* **Where:** The software will run on browser located on either on a mobile device or laptop
* **Stakeholders:** Universities, Colleges, Instructors, Students, Parents
* **Type:** Commercial Project

**Context refers to the environment in which the problem exists. The scope is also part of the context. The problem statement needs the context for it to make sense. The context should include identifying typical users, user characteristics, where the software will run, stakeholders, whether the project is a commercial or research project, whether the project is software development, or an academic exercise, etc. If your project is a continuation of a previous project, this is important context information. If you project is the start of a series of projects, this is also important context information.**