11 QUESTION

1. **Who are the users?**

Our customers are students, from Porto University, in the age gap 18-23. These students got their adolescence marked by the covid and now face the consequences. They belong to a generation that is destined to thrive.

1. **What tasks do they perform?**

Our users are very talented. From sports to students associations, from academic groups to organizing school trips. A few minorities also work while studying and most of them want to still study after finishing their bachelor degree.

1. **What tasks are desirable?**

Many students complain about offensive comments on social media. So, it would be ideal to have a way for the student to block or delete comments of this type. In addition, a large percentage of students feel undecided about what to do after graduation. Therefore, it would be interesting to have a place to discuss ideas and suggestions within our application, so that some could help each other with tips.

1. **How are tasks learned?**

As our project should focus on the users and their usability, and most of the users are young students who have no problems with adaptability of a new social media, the tasks would be learned by the experience with the platform. They will be intuitive to learn, but will have a guide for beginners when the user accesses the platform at first. Therefore, no previous knowledge is required.

1. **Where are tasks performed?**

A technology device with internet connection is the only tool a customer needs to use our product.

1. **What is the relationship between user and information?**

One of the biggest goals of the project is to help the students to have access to useful information, in the academic field. So, sharing information with each other is extremely important to engage the community of students. Students can see personal information about other students, such as age, year of graduation, nationality, region. Although, confidential information will never be shared, without consentiment of the user.

1. **What other instruments does the user have?**

Nothing, so far.

1. **How do users communicate?**

Users will be chatting through our dedicated chatting tab. There will be group chats divided by year, class, curricular unit and personalized groups by the user.

1. **How often tasks are performed?**

Video meeting to discuss academic projects - OFTEN

Chat with the classroom - ALWAYS

Share interesting information (like a fórum) - OFTEN

Divide students into groups - OFTEN

Block messages - HARDLY EVER

1. **Are there time restrictions?**

Users are allowed to use our app at any time they want. It should be available 24h a day.

1. **What happens if something goes wrong?**

Students can send an email for the tech support responsible for the maintainability of the platform.