Project Overview:

Everyone struggles with finding the help they need to excel in life; few struggle as intensely as undergraduate students. As a remedy, our team is building a help system specifically designed for Computer Science and Engineering 360 students at Arizona State University. This system will leverage questions and answers from previous years' Education Discussion boards to fill out a computer application to connect students with the information they need. Students will benefit from personalized settings and the ability to seamlessly change roles depending on what information they would like to access. Instructors will benefit from a system that allows them to manage and assist students effectively. Other users will also find the system useful for their specific needs. Our phase one deliverables will include all the methods necessary to build out our help system in the next phases.

There is often a stigma associated with asking for help. Our system will allow users to sign up and access our tools privately without judgment of querying too simple questions. Everyone will receive an invitation from the system administrator (admin) to create their account with an expiring password. The user will then be directed to create a password, enter their personal information, select their role (admin, student, instructor), and choose their difficulty level. We are building out a professional login and homepage. Each operator will have their account and homepage; only system administrators can see their data. Users will be allowed to have multiple roles, with infrastructure included to switch between them. Our team will create the frameworks for future phases to be integrated seamlessly. The users can see their role and log out of the system to complete their session.

For ease of use, our system will be set up to accept the first user login as the admin. The admin will be responsible for sending out initial invitations, including an assignment of the user's role(s). They also will be able to manage, reset, and delete user accounts, should the need arise. The admin can view a list of all the users and help ensure everyone is assigned the proper role(s). The structure will be able to assign multiple admins to help with the work flow of the system.

By creating an enterprise-level help application, our team will be investing in the success of future students at ASU. With the tools generated in phase one, we will create a robust platform to build all future deliverables. We aim to create a private, secure, efficient platform that anyone can leverage to help succeed in computer science.

Requirements and User Stories:

We will be formatting our User Stories in the following manner: As a *role* I want to *action* so that *benefit*

As a *user,* I want to *get help with CSE 360* so that *I can succeed in Computer Science*.

As a *new user*, I want to *set up my account properly so* that *my information will be stored correctly.*

As a *user*, I want to *be assigned the proper role so* that *I can access the information that most pertain to my questions.*

As a *user*, I want to *be able to switch roles* so that *I can access the correct information for my session.*

As a *user,* I want to *have a secure password* so that *my credentials will not be stolen*.

As *a user,* I want to *easily* *view my homepage so* that *I can gain an understanding of the help system*.

As a *user*, I want to *be able to log out* so that I *can finish my session*

As an *administrator*, I want to *establish an account to manage the system database* so that *it will be properly operated.*

As an *administrator*, I want *the first person to use the system to get an admin account* so that *the system will always have an administrator*.

As an *administrator*, I want *to invite people to join my application* so that *they can use my help system*.

As an *administrator*, I want to *choose the role for people when I send an invitation out* so that *they can assume the proper role.*

As an *administrator*, I want *to reset user accounts* so that *I can fix issues with their accounts.*

As an *administrator*, I want *to delete user accounts* so that *the database can function efficiently*.

As an *administrator*, I want to *be able to see all of the user accounts* so that *I can see who is using the application*.

As an *administrator*, I want to *change the roles of people using the help system* so that *I can keep users organized*.

Distilling down these user stories into Phase One Requirements gives us the best opportunity to focus on the needs of all stakeholders. Creating multiple user roles (Admin, Student, and Instructor) with corresponding home pages will be required to facilitate help system use and management. Data will have to be stored and utilized to organize the system. The system requires an administrator who can invite users, manage accounts, manage the system, and ensure all information is handled securely. Lastly, each user will require some functionality on their homepage to begin navigating the help system. By including all these requirements in Phase One, we will create a solid base to build out our ASU Student Help System.