

# ElimuHub User Story

ElimuHub is an application that intends to help schools perform their daily activities in a more digital way. It intends to providing a way of schools sharing content through a digital platform and also provide a management tool for information in individual schools.

## Persona breakdown

Category	Target age	Population.
Admin	>25	>33,042
Parents	>18	>33,042
Students	5-18	>33,042
Mentors	>25	>33,042

Mary Wamaita			
Personal Background	Mary is a student in grade 6, who lives in the slum and with the difficulty at home and the set-up around her school she is struggling with the need of getting quality local content. She is also, like most of the school going kids in Kenya is affected when schools are closed, with the risk of getting into bad groups since she has nothing to occupy her time while at home. Sometimes, important announcements do not get to Mary on good time hence Confusion in her timing.		
Needs	<ul style="list-style-type: none"><li>✓ Quality local school content</li><li>✓ A way to get assignments when schools have closed.</li><li>✓ A way to get announcements promptly.</li></ul>		
Tech Comfort	Phone: High PC : Average Web: Average		
Category	Demographic		
Student	Age	12	
	School	Mkuru Kwa Ruben Primary school	
	Class	Grade 6	
Motivations	Scenarios	Features	Behaviors
Get Quality variety of online content	Viewing several online contents to find the best fits.	Online content dashboard	Mary clicks a link/button that takes her to an online content dashboard to view content in the platform.
	Getting to filter the humorous content to the one most needed.		Mary chooses options from a set of options in dropdowns to filter content in the platform.(e.g filter by level, filter by subject)
	Getting to follow mentors/schools of interest to make sure that the content they create is shown to me in promptness.		Mary clicks on a button linked to a mentor/school content and she is subscribed to the school listing(people who see the video in their new content page)

Check Announcements from anywhere	View all the new announcements about what is happening when away from school.	Announcement page	Mary clicks a link/button that shows all the unread announcements(new)
Check for assignments and if there, download them.	View all the assignments and download them, then deliver the scanned copies remotely.	Assignments page	Mary clicks a link/button that show all the new assignments.
			Mary clicks a button to download the materials linked to a certain assignment.
			Mary can scan the completed assignment, then clicks a button to load the scanned copy, then clicks another to send the result.
Get Mary to report technical issues.	Report any technical issues faced	User Support dashboard	Mary clicks on a link/button and is sent to a dashboard where he can post issues so that he can be helped resolve.

Mark Ruki			
<b>Personal Background</b>	Mark is a form 2 teacher. Mark's interest in the education sector is to make a difference by revolving the lives of students, not just the students attached to his class but as many students as he can. Mark in his interest faces a big challenge of reaching a large number of students at a go and he has also not found a way so far of getting his content to a large number of students remotely, without interference from other content(he needs an educational content only platform)		
<b>Needs</b>	<ul style="list-style-type: none"> <li>✓ A way to supply usable online educational content.</li> <li>✓ A way to check how they are doing as mentors.</li> <li>✓ A way to consume and supply assignments from his students remotely.</li> </ul>		
<b>Tech Comfort</b>	Phone: High PC : Average Web: Average		
<b>Category</b>	<b>Demographic</b>		
Mentor	Age	32	
	School	Precious Blood Secondary school( <b>Teacher/Mentor</b> )	
	Class	Form 2	
<b>Motivations</b>	<b>Scenarios</b>	<b>Features</b>	<b>Behaviors</b>
Get Mark to supply usable online educational content	Upload educational content	Content Management dashboard	Mark clicks a link/button that takes him to a content management dashboard. There, he can view the previously uploaded

			content, and can click a button to upload new content.
	Delete educational content		Mark clicks a link/button that takes him to a content management dashboard. There, he can view the previously uploaded content, and he can click on any individual content to view its content and there, he has a button which he can use to delete the content.
Get Mark to check his content statistics	View statistics related to individual content	Stats page	Mark clicks a link/button that shows all the content that he has uploaded in the past, with all statistics related to each.
Get Mark to upload assignments and send them to his students	Upload and send assignments to students remotely	Assignments page	Marks gets to scan assignment content, then clicks a link/button then he is taken to an assignments page, where he can click a button to upload content, then another to send the content to his students.
Get Mark to report technical issues.	Report any technical issues faced	User Support dashboard	Mark clicks on a link/button and is sent to a dashboard where he can post issues so that he can be helped resolve.

Kevin Kirui			
<b>Personal Background</b>	Kevin is a form 4 student's parent, whose child is a boarder. Kevin struggles with authenticating the slips brought to him by the son. Kevin also struggles following the announcements made by the son's school.		
<b>Needs</b>	<ul style="list-style-type: none"> <li>✓ A way to check student's results and prove of authenticity.</li> <li>✓ A way to check the school announcements.</li> <li>✓ A way to find help on technical issues.</li> </ul>		
<b>Tech Comfort</b>	Phone: Average PC : Average Web: Average		
<b>Category</b>	<b>Demographic</b>		
Parent	Age	35	
	School	Mkuru Kwa Ruben Secondary school( <b>Parent</b> )	
	Class	Form 4	
<b>Motivations</b>	<b>Scenarios</b>	<b>Features</b>	<b>Behaviors</b>

Get student's results that the authenticity can be proven.	View the student's results on site.	Results dashboard	Kevin clicks on a link/button and they are taken to a dashboard that contains all the past and current results so that they can choose and view any of them.
	Authenticate a result slip.	Authentication page	Kevin enters the slip Id in a textbox then clicks on the check validity button. The application then lets him know of the slip's validity. The page will also show the results linked to that particular slip.
		QR Code on slips	When Kevin scans the QR Code, Kevin is re-directed to the Authentication page which has the slip Id auto filed and a prompt of validity check done for him.
Check Announcements from anywhere	View all the new announcements sent by the school.	Announcement page	Kevin clicks a link/button that shows all the unread announcements(new)
Get Kevin to report technical issues.	Report any technical issues faced	User Support dashboard	Kevin clicks on a link/button and is sent to a dashboard where he can post issues so that he can be helped resolve.

Mercy Muthoni			
<b>Personal Background</b>	Mbathi is a headteacher in Kilimani primary school. He likes the idea of creating a platform for content, he however wants to have a way of regulating the users of the platform by an admin within his school. Mary has therefore been enacted as the school admin at Kilimani primary, because of her conversance with computers.		
<b>Needs</b>	<ul style="list-style-type: none"> <li>✓ A way to manage user accounts</li> <li>✓ A way to provide user support</li> <li>✓ A way to check the statistics around the platform</li> <li>✓ A way to pass announcements.</li> </ul>		
<b>Tech Comfort</b>	Phone: High PC : High Web: High		
<b>Category</b>	<b>Demographic</b>		
Admin	Age	28	
	School	Kilimani Primary school( <b>Admin</b> )	
	Class	N/A	
<b>Motivations</b>	<b>Scenarios</b>	<b>Features</b>	<b>Behaviors</b>

Get mercy to manage user accounts	Creation of the user account	User account management dashboard Authentication page	Mercy clicks on a link/button and is sent to a user account management dashboard where he can create user accounts.
	Deletion of the user account		Mercy clicks on a link/button and is sent to a user account dashboard where he can view all the users in the system and has an option of deleting accounts.
Get mercy to see problems posted by users.	View all the problems posted by users	User Support dashboard	Mercy clicks on a link/button and is sent to a dashboard where he can view issues posted by users, and resolve them.
Get mercy to see stats of the platform.	View all the statics related to the platform	Stats dashboard	Mercy clicks on a link/button and is sent to a dashboard where he can view statistics of the platform.
Get mercy to construct and send announcements to intended users	Construction and posting of an announcement to students.	Announcements page	Mercy clicks on a link/button and is sent to a dashboard where he can construct and send an announcement
	Deletion of an announcement		Mercy clicks on a link/button and is sent to a dashboard where he views all announcements and has an option of deleting an individual announcement.

## **User Journey**

### General User

The user tries to access our site using our URL. When the user gets to the site, they see our home page which contains several **CTAs** including ;

- **Sign-Up** – This is the CTA that will help us bring new users on board by navigating us to the Sign-Up page.
- **Sign-In** – This is the CTA that will help us with the unlocking of the users already on board to their dashboard by navigating us to the Sign-In page.
- **News Letter** – To make sure that our users are up-to-date with our updates and notifications, we use the News letter subscription CTA to enable them subscribe to our newsletters.
- **Ask for help** – To make sure that our customers are not stuck anywhere in their journey, we need to create a point where they can request for help.

## New User

In the case that is new and they choose the sign-up page, they will be required to enter the following information;

### **Personal Information**

- ✓ Email
- ✓ Password
- ✓ Confirmation password
- ✓ Postal Address
- ✓ Postal Code
- ✓ Country of residence
- ✓ County of residence

### **Payment Information**

- ✓ Bank A/c number
- ✓ Expiry Date
- ✓ Security number

This information is done in two phases.

The sign-up page can have the following buttons;

- ✓ **Submit information** – This is the button that we expose to make sure that the information in our form can be submitted.
- ✓ **Already have an account** – this is the button that we expose to make sure that already signed up users can go back to the sign-in page.
- ✓ **Sign up using Google** – This is the button that we expose to make sure that we can use pre-stored google information to sign up to the page.
- ✓ **Next** – This is the button that we expose to make sure that after the user enters personal information, they can see the payment information form.
- ✓ **Previous** – This is the button that we expose to make sure that the user can go back to the personal information form any time in the signup journey.

The last page the users see before submitting the form is the policy page so that they can agree to it. Then submit their information.

## Signed up User

In the other case where the user already has an account, they will be required to enter the following information.

- ✓ Email
- ✓ Password

The sign-in page contains the following buttons

- ✓ **Submit information** – This is the button that we expose to make sure that the information in our form can be submitted.
- ✓ **Forgot password** – This is the button that we expose to make sure that the user can change their password with convenience.
- ✓ **Sign in using Google** – This is the button that we expose to make sure that we can use pre-stored google information to sign in to the page.
- ✓ **Don't have an account** – this is the button that we expose to make sure that the users who are already signed up can be re-directed to the sign-in page.

After the signed-up user signs in, they are navigated to the dashboard where everything that is custom to them is assembled.