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 Wamaitha			
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	✓ Quality local school content ✓ A way to get assignments when schools have closed. ✓ A way to get announcements promptly.		
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	
Personal Background	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)
Needs	✓ A way to supply usable online educational content. ✓ A way to check how they are doing as mentors. ✓ A way to consume and supply assignments from his students remotely.
Tech Comfort	Phone: High PC : Average Web: Average

Category	Demographic	
Mentor	Age	32
	School	Precious Blood Secondary school**(Teacher/Mentor)**
	Class	Form 2

Motivations	Scenarios	Features	Behaviors
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

Motivations	Scenarios	Features	Behaviors
			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			
Personal Background	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.		
Needs	✓ A way to check student's results and prove of authenticity. ✓ A way to check the school announcements. ✓ A way to find help on technical issues.		
Tech Comfort	Phone: Average PC : Average Web: Average		
Category	**Demographic**		
Parent	Age	35	
	School	Mkuru Kwa Ruben Secondary school**(Parent)**	
	Class	Form 4	
Motivations	**Scenarios**	**Features**	**Behaviors**

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			
Personal Background	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.		
Needs	✓ A way to manage user accounts ✓ A way to provide user support ✓ A way to check the statistics around the platform ✓ A way to pass announcements.		
Tech Comfort	Phone: High PC : High Web: High		
Category	Demographic		
Admin	Age	28	
	School	Kilimani Primary school**(Admin)**	
	Class	N/A	
Motivations	**Scenarios**	**Features**	**Behaviors**

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 **CTA**s 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
- ✓ Country of residence
- ✓ County of residence

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.

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.

Students

For the students who already have an account in our system, after they sign-in into the system, they are met with a dashboard that contains the following options;

- • **Explore** – This is the link that a student can click on in order to check out the content in our website. When the student clicks on this page, they are met with an explore page that contains the following sections;
    - ✓ **Subjects section** – This is the section that will contain all the subjects the student can subscribe contents from.
    - ✓ **Mentors section** – This is the section that contains a list of mentors randomly generated from the subjects the student has subscribed to.
    - ✓ **Content section** – This is the section that contains the content in our site. Here, the student can perform the following actions on the content;

- ❖ **Like** – This will help us know of the content that is considered of good quality by students on our site.
    - ❖ **Follow** – This is an option that will help students get subscribed to a list linked to specific mentor. This will ensure that the students get the contents from the mentor as the first in the list whenever they view the content section.
    - ❖ **Share** – This is the option that will help the students to share the link of the content in the page with fellow students within or without the platform.
- **Assignments** – This is the link that the student click whenever they want to check out assignments. When the student clicks on this link, they are met with an Assignments dashboard that contains the following sections.
    - ✓ **New Assignments** – This will contain all the assignments that the student has not opened yet.
    - ✓ **Past Assignments** – This will contain all the assignments that the student has already opened.

    Each assignment will contain;
    - ✓ **Tile** – briefly states what the assignment is about.
    - ✓ **Description** – briefly describes what the assignment is about.
    - ✓ **Date** – Shows when the assignment was posted.
    - ✓ **Download button** – this is the button that allows students to download all the content linked to the assignment.
- **Announcements** – This is the link that the student clicks whenever they want to check on announcements. When a student clicks on the link, they are met with an announcements dashboard that contains the following sections.
    - ✓ **New Announcements** – This will contain all the Announcements that the student has not opened yet.
    - ✓ **Past Announcements** – This will contain all the Announcements that the student has already opened.

    Each assignment will contain;
    - ✓ **Tile** – briefly states what the announcement is about.
    - ✓ **Description** – briefly describes what the announcement is about.
    - ✓ **Date** – Shows when the announcement was posted.
- **Find support** – This is the link that a student can click on and they are met with the support dashboard options, where they can provide details of the issues they are facing. This information may include
    - ✓ **Issue number** – This is a unique number given to each issue reported about the system. It is automatically fielded by the system in a disabled text field.
    - ✓ **Issue Title** – This is a short text that takes the place of a title of the issue. This is field by the student.
    - ✓ **Issue description** – This is a longer text that describes the issue that the student is facing.

    The support dashboard will also contain a button to submit the form. After form submission, we can display a screen that informs the student that the issue has successfully been submitted.
- **Profile** – This is the link that the student clicks to view and edit their profile in the platform.
- **Log out** – This is the link that we use to enable students log out of our platform.

Mentors

For the mentors who already have an account in our system, after they sign-in into the system, they are met with a dashboard that contains the following options;

- **Assignments** – This is a link that the mentor can click to create and post assignments or check out assignments done by the students.

  The Assignment dashboard has two sections;

  - ✓ **Past assignments** – This section shows all the past assignments sent by a mentor.

    When the mentor clicks on any of the past assignments, the student submissions related to the assignment can be viewed.

  - ✓ **Assignments form** – This is the form that the mentors use to create the assignments.

    The form contains the following;

    - ❖ **Tile** – briefly states what the assignment is about.
    - ❖ **Description** – briefly describes what the assignment is about.
    - ❖ **Submit button** – a button that allows the mentors submit the assignments.

- **Statistics** – This is the link that a mentor clicks on and they can view the stats about their content

  The stats may include;

  - ✓ **Number of contents** – shows the number of content that the mentor has uploaded on the system
  - ✓ **Number of likes** – shows the number of likes in total
  - ✓ **Number of followers** – shows the total number of followers.

- **Content** – This is the link that the mentor clicks on and they can view past content or upload new content.

  This dashboard contains two parts;

  - ✓ **Content form** – the form that the mento uses to upload content

    The form may contain the following

    - ❖ **Tile** – briefly states what the content is about.
    - ❖ **Description** – briefly describes what the content is about.
    - ❖ **Upload button** – button that the mentor uses to upload content to the system.
    - ❖ **Submit button** – button that the mentor uses to submit the content.

  - ✓ **Older Content** – a list of older content in the system

    This content may contain

    - ❖ **Tile** – briefly states what the content is about.
    - ❖ **Description** – briefly describes what the content is about.
    - ❖ **View button** – allows the mentor to check the content
    - ❖ **Delete button** – allows the mento to delete the content.

- **Profile** – This is the link that the mentor clicks to view and edit their profile in the platform.

- **Log out** – This is the link that we use to enable mentor log out of our platform.

Admin

For the admin who already have an account in our system, after they sign-in into the system, they are met with a dashboard that contains the following options;

- **Manage User Accounts** – This is a link that the admin clicks on to view user accounts. It basically provides a way to correct user accounts when there is need.
- **Statistics –** This is the link that the admin clicks to view the stats of the platform. The stats may include;
    - ✓ **Number of users** – shows the number of users in the system
      This is broken into students, parents, mentors
    - ✓ **Number of videos** – shows the number of contents in the system
    - ✓ **Number of complains** – shows the number of the complains reported.
- **Announcements** – This is a link that the admin can click and they open the announcements dashboard where they can create and post announcements. The announcement dashboard may contain the following;
    - ✓ **Tile** – a textbox that the admin enters the tittle of the announcement.
    - ✓ **Description** – a textbox that the admin enters the description of the announcement.
    - ✓ **Post button** – a button that allows the admin to post the announcements.
- **Complains** – This is the link that the admin clicks to view all the reported complains of the system.
- **Profile** – This is the link that the admin clicks to view and edit their profile in the platform.
- **Log out** – This is the link that we use to enable admin log out of our platform.

Parents

For the parents who already have an account in our system, after they sign-in into the system, they are met with a dashboard that contains the following options;
- **Student Results** – This is the link that the parents click to view their children results. This dashboard contains two sections
    - ✓ **Current slip** – This section shows the current results slip which can be downloaded.
    - ✓ **Past slips** – This section show the past slips.
- **Announcements** – This is the link that the parents clicks whenever they want to check on announcements. When a parent clicks on the link, they are met with an announcements dashboard that contains the following sections.
    - ✓ **New Announcements** – This will contain all the Announcements that the parent has not opened yet.
    - ✓ **Past Announcements** – This will contain all the Announcements that the parent has already opened.
  Each assignment will contain;
    - ✓ **Tile** – briefly states what the announcement is about.
    - ✓ **Description** – briefly describes what the announcement is about.
    - ✓ **Date** – Shows when the announcement was posted.
- **Find support** – This is the link that a parent can click on and they are met with the support dashboard options, where they can provide details of the issues they are facing. This information may include
    - ✓ **Issue number** – This is a unique number given to each issue reported about the system. It is automatically fielded by the system in a disabled text field.
    - ✓ **Issue Title** – This is a short text that takes the place of a title of the issue. This is field by the parent.

✓ **Issue description** – This is a longer text that describes the issue that the parent is facing.

The support dashboard will also contain a button to submit the form. After form submission, we can display a screen that informs the parent that the issue has successfully been submitted.

- **Profile** – This is the link that the parents clicks to view and edit their profile in the platform.
- **Log out** – This is the link that we use to enable parents log out of our platform.