**Epic 1: User Registration and Account Management**

**Goal:** Allow future applicants to register, manage their accounts, and customize their experience on the DepartmentDirect platform.

1. **User Story 1.1:** As a future applicant, I want to create an account so that I can ask questions and receive updates.
2. **User Story 1.2:** As a future applicant, I want to manage my profile information so that my data is accurate and up-to-date.
3. **User Story 1.3:** As a future applicant, I want to reset my password if I forget it so that I can regain access to my account.
4. **User Story 1.4:** As an admin officer, I want to manage user accounts so that I can ensure the integrity of the system.
5. **User Story 1.5:** As a future applicant, I want to subscribe to notifications and event updates so that I stay informed about important events.
6. **User Story 1.6:** As a future applicant, I want to delete my account if I no longer wish to use the service so that my data is removed.

**Epic 2: Question and Answer System**

**Goal:** Enable users to ask questions and receive answers from department faculties and staff, with the ability to categorize and prioritize questions.

1. **User Story 2.1:** As a future applicant, I want to ask questions in different categories so that I can get specific information.
2. **User Story 2.2:** As a department staff member, I want to provide detailed answers to questions so that future applicants have the information they need.
3. **User Story 2.3:** As a future applicant, I want to search for previously answered questions so that I can find information quickly.
4. **User Story 2.4:** As an admin officer, I want to categorize questions and answers so that they are easier to manage and access.
5. **User Story 2.5:** As a future applicant, I want to receive notifications when my question has been answered so that I can stay informed.
6. **User Story 2.6:** As a department staff member, I want to edit or update answers so that the information remains current and accurate.

**Epic 3: Content Management**

**Goal:** Allow departments to manage and update content, including event notifications, news updates, and resource information.

1. **User Story 3.1:** As a department staff member, I want to post event notifications so that future applicants are aware of upcoming events.
2. **User Story 3.2:** As a department staff member, I want to update news and announcements so that future applicants stay informed about relevant information.
3. **User Story 3.3:** As a department staff member, I want to manage resource information, such as course sequences and prerequisites, so that future applicants have accurate information.
4. **User Story 3.4:** As an admin officer, I want to approve or reject content updates so that only verified information is published.
5. **User Story 3.5:** As a future applicant, I want to browse and access the latest content updates so that I have the most current information available.
6. **User Story 3.6:** As a department staff member, I want to schedule content postings so that information is released at appropriate times.

**Epic 4: Data Analysis and Reporting**

**Goal:** Provide tools for analyzing user interactions, questions, and feedback to improve the quality of answers and identify high-priority needs.

1. **User Story 4.1:** As an admin officer, I want to analyze the questions and answers data so that I can improve future open house preparations.
2. **User Story 4.2:** As a department head, I want to generate reports on user interactions so that I can identify trends and areas for improvement.
3. **User Story 4.3:** As a future applicant, I want to provide feedback on the answers received so that the system can be improved.
4. **User Story 4.4:** As a data analyst, I want to access detailed reports and analytics so that I can make data-driven decisions.
5. **User Story 4.5:** As an admin officer, I want to identify the most frequently asked questions so that I can create guidelines for standard answers.
6. **User Story 4.6:** As a department head, I want to monitor user engagement metrics so that I can measure the effectiveness of our content.

These user stories should provide a comprehensive foundation for developing the DepartmentDirect system, ensuring that all key functionalities and user needs are addressed.