CONTEXT DOCUMENT

CRINGE CODERS

AUSTIN BAILEY
MYA BELL
LINDSEY LANGDON
NOLAN "OG" GREGORY

CONTEXT DOCUMENT FOR THE
COMPUTER SCIENCE LEARNING CENTER WEBSITE PROJECT

Contents

Subject Facet

Kyle runs the CLSC, which tutors students via a ticketing system. Students request help in a certain subject or class, and the CLSC pairs them with an appropriate tutor. The CLSC is the official tutoring center for IS&T. Kyle uses ticket history to run a periodic report, detailing the classes that students struggle with most. Tutors at the center are paid employees and they use the ticket queue to find students they're qualified to help.

Usage Facet

The primary stakeholder is Kyle Reestman, who is the director of the Computer Science Learning Center and therefore oversees all of the operations within. The users of the system will include the students, student-tutors, teachers, and other staff members associated with the computer science department of the University of Nebraska at Omaha.

IT System Facet

Submitting a ticket on the CSLC Portal will be one of the first interactions a student will have with the CSLC. Therefore, it is crucial that this application will seamlessly fit into the already established technological environment. For context, the CSLC is tied to the University of Nebraska-Omaha. As a result, the reconstructed portal will have to conform with UNO's current authentication system and present a polished and professional user interface.

Development Facet

The main development concern with this portal is the familiarity with technology stack. To create a web application up to professional standards, everyone must be well-versed with the languages at hand. The team's overall proficiency with the technology stack will not only enhance the development process but also contribute to the long-term success and sustainability of the project.

Legal & Ethical Facet

We foresee no legal requirements, as the ingestion of data is self-reported by students, and only the tutors and Kyle can see it. Since this project will not integrate with other systems, basic security and architecture protections will suffice. The only possible issue we foresee is FERPA regulations limiting the projects integrating or sharing data with other systems.

Ethically, we believe any value-added aspects, such as 'About Us' or mission and vision statements have been addressed by the last capstone group. Our focus ethically will be around presenting a clean and professional interface for students. We believe that a haphazard or poorly designed interface will reflect poorly on the CLSC and serve to discredit the tutors by showing poor computer science principles on the CLSC website.