Goals

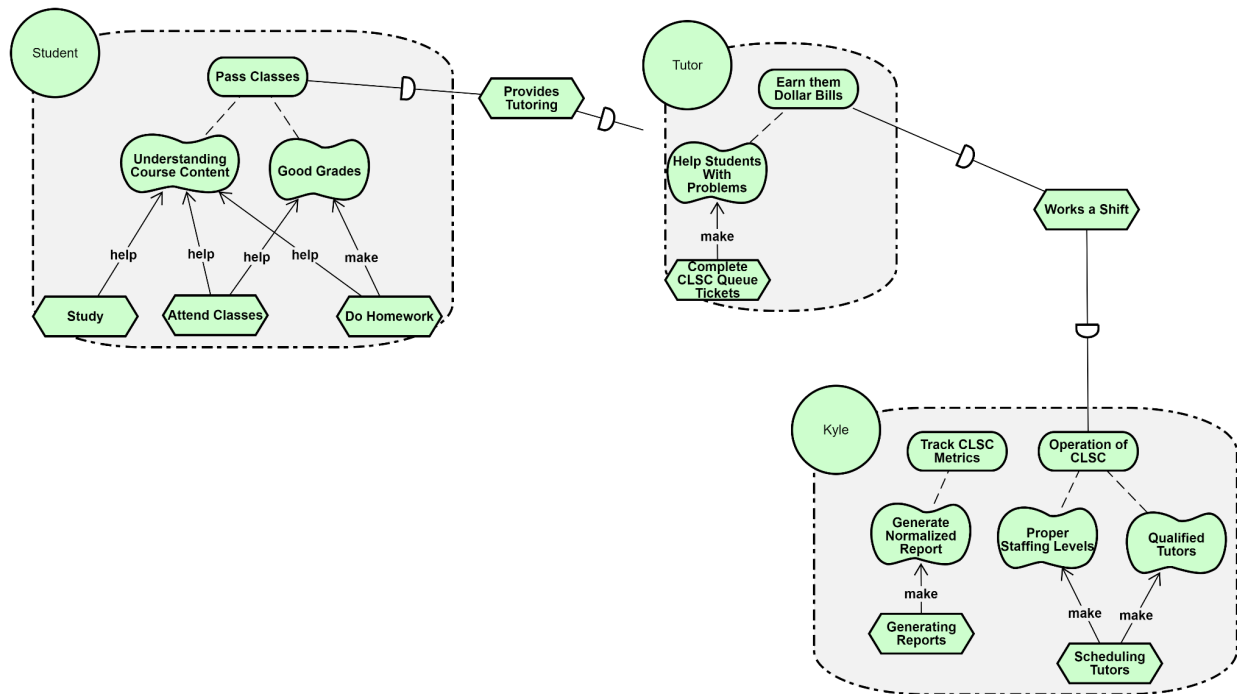**Functional Requirements**

1. <u>Must have.</u> As the director of the Computer Science Learning Center, I want the CSLC portal to have efficient ticket management, so that tutoring requests can be managed.
2. <u>Must have.</u> As a tutor at the Computer Science Learning Center, I want to be able to interact with students and administrators regarding tutoring requests and progress as well as close and edit tickets, so that I can effectively provide help to students.
3. <u>Must have.</u> As a student I want to be able to make tutoring requests and see available tutors so that I can receive the help I need.
4. <u>Should have.</u> As an administrator, I want to be able to view and manage student requests, so that I can monitor progress and efficiency within the CSLC.
5. <u>Could have.</u> As a student, I want to be able to see how tutors are rated among other students, so that I can make an informed decision about choosing a tutor.
6. <u>Won't have.</u> As a user of the CSLC portal, I do not want to have to log in and authenticate redundantly, so that ticket submission is time efficient.

Wireframes