

# User stories

## Students / students

### Card S1

#### Front

**Title:** Student registration & secure login

**As a:** Student

**I want:** to register and securely log in

**So that:** I can submit and track complaints

#### Back

**Acceptance Criteria:** Campus email registration, password, email verification, forgot-password via email.

**Tests:** Sign-up → email verification → login; wrong password shows error; reset flow works.

#### Alternative Flows:

- **A1:** Invalid email → show "Enter a valid campus email."
  - **A2:** Duplicate account → show "User already exists."
  - **A3:** Email verification expired → "Verification expired. Resend link?"
  - **A4:** System error during registration → "Registration failed. Retry later."
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### Card S2

#### Front

**Title:** Submit complaint

**As a:** student

**I want:** to submit a complaint

**So that:** my issue is recorded

#### Back

**Acceptance Criteria:** The student must be logged in before submitting. All required fields such as title, description, and category must be filled. Once submitted, the system should generate a unique complaint ID along with a timestamp.

**Tests:**

Submit valid complaint → complaint recorded with ID and timestamp.

Missing required field → show validation error.

**Alternative Flows:**

- **A1:** Missing title/description → show field-specific validation message.
  - **A2:** Network or server error → "Failed to submit complaint. Retry later."
  - **A3:** Duplicate complaint detection → "Possible duplicate — continue/cancel?"
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**Card S3****Front**

**Title:** Attach evidence (images/videos/docs)

**As a:** student

**I want:** to upload files with my complaint

**So that:** handlers can see supporting evidence

**Back**

**Acceptance Criteria:** Accept common formats (jpg/png/mp4/pdf), total size limits, preview supported, secure storage.

**Tests:** Upload valid/oversize/invalid file; preview renders; download link works.

**Alternative Flows:**

- **A1:** Unsupported file type → "File type not supported."
  - **A2:** File exceeds size limit → "File too large. Reduce size or upload smaller files."
  - **A3:** Upload interrupted → resume/retry option.
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**Card S4****Front**

**Title:** Submit anonymously

**As a:** student

**I want:** to switch anonymity when submitting

**So that:** I can report sensitive issues safely

**Back**

**Acceptance Criteria:** The student must be logged in to submit a complaint. If the

student chooses to submit anonymously, their identity should not be visible to regular handlers. The system should still keep the identity securely stored in encrypted form so that only authorized auditors with proper justification can access it. The interface should clearly indicate when a complaint is being submitted anonymously.

**Tests:**

Submit anonymously → handler view shows "Anonymous."

Admin audit access → encrypted identity is shown with log entry.

**Alternative Flows:**

- **A1:** User mistakenly switches anonymity → provides confirmation before submission.
  - **A2:** Request requires mandatory identity (e.g., criminal allegation) → block anonymous submission and explain.
  - **A3:** Storage encryption failure → "Cannot submit anonymously right now. Retry later."
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## Card S5

**Front**

**Title:** Upvote / community endorsement

**As a:** user

**I want:** to upvote complaints

**So that:** popular issues surface

**Back**

**Acceptance Criteria:** One upvote per authenticated user per complaint, upvote count displayed, unauthenticated users prompted to sign in, anti-spam rate limits enforced.

**Tests:** Upvote → count increments; revoke → decrements; unauthenticated try → sign-in prompt.

**Alternative Flows:**

- **A1:** Network error → "Vote not recorded. Retry."
-

## Card S6

### Front

**Title:** Post-resolution feedback & rating

**As a:** student

**I want:** to rate and comment after closure

**So that:** committees can measure satisfaction

### Back

**Acceptance Criteria:** Prompt after resolution; 1–5 rating + optional comment; feedback respects anonymity; aggregated into dashboard metrics.

**Tests:** Resolved complaint → feedback prompt; submit rating updates analytics.

#### Alternative Flows:

- **A1:** User skips feedback → no rating stored.
  - **A2:** Anonymous feedback required but user opted identified → keep student identity per privacy rules.
  - **A3:** Invalid rating value → validation error.
  - **A4:** Feedback server error → "Failed to submit feedback. Retry later."
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## Card S7

### Front

**Title:** Campus-wide public statistics

**As a:** user

**I want:** to view anonymized campus stats

**So that:** I have transparency on issues and outcomes

### Back

**Acceptance Criteria:** Aggregated stats, top categories, trending complaints, time filtering, exportable summary.

**Tests:** Public dashboard shows totals and trends; no PII visible; filters work.

#### Alternative Flows:

- **A1:** No complaints in range → show "No data for selected period."
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## Card S8

### Front

**Title:** User-friendly UI & onboarding

**As a:** first time user

**I want:** an intuitive interface and quick onboarding hints

**So that:** I can use the system without training

### Back

**Acceptance Criteria:** Responsive layout, clear navigation, first-time hints/tours, basic accessibility (keyboard focus, alt text).

**Tests:** New user sees onboarding modal; accessibility checks pass basic rules.

#### Alternative Flows:

- **A1:** User skips onboarding → provide “Help” access in header.
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## Committee members / Handlers / Convener

### Card C1

#### Front

**Title:** Automatic routing to a committee

**As a:** system

**I want:** complaints routed to the right handler automatically

**So that:** response time improves

#### Back

**Acceptance Criteria:** When a student submits a complaint, the system should automatically send it to the correct committee or handler based on its category. If needed, an admin or handler should be able to change the assignment. Every routing action should be recorded for tracking purposes.

#### Tests:

Submit complaint → verify routed handler matches rules.

Manual reassign → confirm new assignment is saved.

#### Alternative Flows:

- **A1:** No handler available for category → route to fallback/default handler.
- **A2:** Routing rule conflict → notify admin and hold complaint.

- **A3:** Routing service failure → "Routing unavailable. Please assign manually."
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## Card C2

### Front

**Title:** View & manage assigned complaints

**As a:** committee member

**I want:** to view my committee's complaints and act on them

**So that:** I can resolve issues

### Back

**Acceptance Criteria:** List/filter/search by status/priority/upvotes; view complaint details & attachments; change status, add internal/external comments, assign tasks.

**Tests:** Handler logs in → sees assigned list; changes status → timeline updated.

#### Alternative Flows:

- **A1:** Attachment fails to load → show placeholder and retry action.
  - **A2:** If two handlers edit the complaint at the same time, show a warning that another person has already made changes.
  - **A3:** Insufficient permission for action → "You cannot perform this action."
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## Card C3

### Front

**Title:** Email notifications for key events

**As a:** student / Handler / Admin

**I want:** email alerts for submit/assignment/resolution

**So that:** I'm informed of important updates

### Back

**Acceptance Criteria:** Notifications are sent based on settings, use a set template, allow users to turn them off.

**Tests:** Trigger events → appropriate recipients receive templated email; opt-out respected.

#### Alternative Flows:

- **A1:** Invalid email on profile → bounce and notify admin.

- **A2:** Notification spam threshold reached → Limit how many messages are sent and keep a record of them.
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## Card C4

### Front

**Title:** Department/committee analytics dashboard

**As a:** committee member

**I want:** department-level metrics (counts, average resolution time)

**So that:** I can monitor performance

### Back

**Acceptance Criteria:** Graphs/tables for counts, backlog, avg time-to-resolve, filters by date/category, export to PDF.

**Tests:** Dashboard displays correct aggregates for date ranges; exports match displayed data.

#### Alternative Flows:

- **A1:** No data for selected filters → show "No results."
  - **A2:** Export timed out → retry or provide partial export.
  - **A3:** Access denied for non-committee member → "You cannot view this dashboard."
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## Card C5

### Front

**Title:** Generate monthly committee reports (Convener)

**As a:** convener

**I want:** pre-built monthly reports for HMC/CMC

**So that:** I can submit reports to the Dean

### Back

**Acceptance Criteria:** Report template includes received/resolved counts, avg resolution time, pending items; exportable PDF; publish option.

**Tests:** Generate month → PDF matches dashboard; published report marked in

history.

**Alternative Flows:**

- **A1:** Missing mandatory fields in template → prompt to fill.
  - **A2:** Report generation error → "Failed to generate report. Retry later."
  - **A3:** Partial data due to delayed ingestion → show warning and timestamp.
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## Card C6

**Front**

**Title:** Escalation workflow & deadline alerts

**As a:** Committee member / Admin

**I want:** automatic escalation when complaint deadlines are close or missed

**So that:** critical issues receive attention

**Back**

**Acceptance Criteria:** A deadline is defined for each complaint category; when the deadline is near or missed, alerts are sent to handlers/admins; escalation happens automatically with logs and notifications.

**Tests:** Create a complaint with a short deadline → alerts and escalation trigger as expected.

**Alternative Flows:**

- **A1:** Handler unavailable → escalate to next level authority.
  - **A2:** Deadline rule misconfigured → notify admin to fix.
  - **A3:** Alert not delivered → fallback to email.
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## Card C7

**Front**

**Title:** Search & bulk actions for handlers/admins

**As a:** Handler / Admin

**I want:** to search complaints and perform bulk operations

**So that:** I can process many items quickly

**Back**

**Acceptance Criteria:** Search by ID/status/keyword/attachment; select multiple



results; bulk assign/close/export with confirmations.

**Tests:** Multi-select → bulk assign updates selected items; search returns relevant hits.

**Alternative Flows:**

- **A1:** Bulk action partially fails → show per-item failure list and retry options.
  - **A2:** Insufficient permission on some items → skip those and report which are available.
  - **A3:** Search timed out → suggest narrower query.
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## Card C8

### Front

**Title:** Privacy-preserving public report publishing

**As a:** Convener / Admin

**I want:** to publish public reports that hide personal information

**So that:** transparency is balanced with privacy

### Back

**Acceptance Criteria:** Reports automatically remove personal information before publishing; approval is required; publish history is recorded.

**Tests:** Generate a public report → confirm no personal information is shown; approval is needed to publish.

**Alternative Flows:**

- **A1:** Attempt to publish with personal information → block and show how to fix.
  - **A2:** Approver unavailable → send to alternate approver.
  - **A3:** Automatic removal misses some info → allow manual removal with audit log.
  - **A4:** Publish fails → "Publish failed. Retry later."
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# Admins / Auditors

**Note:** admin cards numbered sequentially A1–A7 as in your prior version; content unchanged.

## Card A1

### Front

**Title:** Committee/Admin registration & secure login

**As a:** Admin / Committee member

**I want:** an elevated signup with extra security

**So that:** sensitive access is protected

### Back

**Acceptance Criteria:** When creating a new admin or committee account, a role is assigned and admin approval is required. Accounts for privileged roles must have extra security (like a second verification step). All role assignments are logged.

**Tests:** Admin creates a committee member → role assigned; extra security enforced where required.

### Alternative Flows:

- **A1:** Signup without required details → validation error.
  - **A2:** Admin approval denied → "Account creation denied."
  - **A3:** Extra security setup fails → allow temporary bypass with higher verification and log.
  - **A4:** Duplicate admin account → "Account exists; contact support."
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## Card A2

### Front

**Title:** Status timeline & audit trail

**As a:** student / Handler / Admin

**I want:** to see a timestamped timeline of actions

**So that:** I know who did what and when

### Back

**Acceptance Criteria:** All status changes, assignments, comments, and important operations logged with actor and timestamp; logs immutable and exportable for audits.

**Tests:** Make changes → timeline entries created; export audit log for a complaint.

**Alternative Flows:**

- **A1:** Audit export fails → "Export error. Retry later."
  - **A2:** If someone tries to tamper with a record → lock it and notify security.
  - **A3:** If a removal is requested → handle it through the approved legal workflow.
- 

## Card A3

**Front**

**Title:** Admin dashboard — system management

**As a:** Admin

**I want:** a central panel to manage users, roles, and complaints

**So that:** I can maintain and operate the system

**Back**

**Acceptance Criteria:** Admins can add, edit, and remove users, departments, and roles; search and export complaints; view audit logs; and access maintenance tools.

**Tests:** Create or edit a user → role changes are applied; verify role-based access works correctly.

**Alternative Flows:**

- **A1:** Admin lacks permission for an action → show permission error.
  - **A2:** Dashboard data is outdated → show last-updated timestamp and allow refresh.
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## Card A4

**Front**

**Title:** NLP model lifecycle & tuning (Admin)

**As a:** Admin / ML owner

**I want:** to manage and tune the auto-categorization model

**So that:** routing accuracy improves over time

**Back**

**Acceptance Criteria:** Model versioning, retraining schedule, confidence threshold control, rollbacks, monitoring of precision/recall.

**Tests:** Deploy new model → monitor metrics; simulate low-confidence → fallback to manual triage.

**Alternative Flows:**

- **A1:** New model underperforms → automated rollback to previous version.
- 

## Card A5

**Front**

**Title:** Audit logs & compliance reporting

**As a:** Admin / Auditor

**I want:** secure audit logs and reports

**So that:** compliance requirements are met

**Back**

**Acceptance Criteria:** All important actions like login, data access, role changes, and decryption are recorded in logs that cannot be changed. Logs can be exported with filters for date or type, and old logs are kept according to a retention policy.

**Tests:** Simulate data access → log entry is created; export logs for a selected time range.

**Alternative Flows:**

- **A1:** Export too large → provide chunked export or async job.
  - **A2:** Required log missing → flag for investigation.
  - **A3:** Unauthorized audit log access attempt → alert security.
  - **A4:** Retention policy change → apply to future logs only.
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## Card A6

**Front**

**Title:** Manage notification templates

**As a:** Admin

**I want:** to create and manage email templates

**So that:** messages sent are consistent and controlled

**Back**

**Acceptance Criteria:** Admins can create and edit templates for different events,

limit how often messages are sent, prevent unwanted recipients, and preview messages before sending.

**Tests:** Edit a template → preview shows changes; sending limits work to prevent repeated messages.

**Alternative Flows:**

- **A1:** Template contains invalid placeholder → show validation error.
  - **A2:** Template save fails → "Failed to save templates. Retry later."
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## Card A7

**Front**

**Title:** Bulk export & data portability

**As a:** Admin / Convener

**I want:** to export complaint data for offline analysis

**So that:** I can prepare reports and audits

**Back**

**Acceptance Criteria:** Export filters by date/department/status; PDF formats.

**Tests:** Request export → job queued → downloadable file delivered.

**Alternative Flows:**

- **A1:** Export request missing permissions → "You cannot export this data."
  - **A2:** Export job fails → "Export failed. Retry."
  - **A3:** Partial export due to quota → deliver partial file with warning.
  - **A4:** Data format change requested → provide schema mapping.
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# DevOps / System

## Card D1

### Front

**Title:** Auto-categorization suggestion on submit

**As a:** System (benefits submitters & handlers)

**I want:** the system to suggest a department/category using NLP

**So that:** complaints route faster and reduce manual triage

### Back

**Acceptance Criteria:** NLP suggests category with confidence score; low-confidence flagged for manual review; user/handler editable suggestion.

**Tests:** Sample inputs produce suggestions; low confidence triggers manual queue.

#### Alternative Flows:

- **A1:** Low confidence → present "Suggest manual category" and queue.
  - **A2:** Suggestion wrong → handler overrides and correction logged for retraining.
  - **A3:** NLP inference latency high → show "Suggestion may take longer" spinner.
  - **A4:** Model API down → skip suggestion and mark for later processing.
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## Card D2

### Front

**Title:** Logging, metrics & alerts

**As a:** Admin

**I want:** centralized logs and metrics with alerts

**So that:** we detect and respond to issues quickly

### Back

**Acceptance Criteria:** Central log store (with retention), dashboards for latency/errors, alerting on thresholds, incident runbooks.

**Tests:** Simulate error → alert triggers; logs searchable for trace.

#### Alternative Flows:

- **A1:** Log ingestion throttled → sample logs and alert on loss.
- **A2:** Alert storms → automated suppression and dedupe.

- **A3:** Dashboard access denied → "You cannot view this dashboard.
  - **A4:** Metrics delayed → show last-sample timestamp warning.
- 

## Card D3

### Front

**Title:** Protection of Sensitive Data

**As a:** Developer / Admin

**I want:** sensitive complaints and user data (like names, emails, anonymous complaints) to be stored securely and transmitted safely.

**So that:** privacy is maintained and unauthorized access is prevented.

### Back

**Acceptance Criteria:** All complaint/user data is encrypted in DB; all API communication uses HTTPS; anonymous complaints stay masked in reports; DB access is restricted by role.

**Tests:** Verify encrypted fields in DB; check all API calls use HTTPS; confirm anonymous complaints remain masked; attempt unauthorized access is blocked and logged.

### Alternative Flows:

- **A1:** Encryption fails → block new submissions.
  - **A2:** Unauthorized access attempt → log and alert admin.
  - **A3:** Anonymization fails → block report generation.
-

# General / All users

## Card G1

### Front

**Title:** Help & support channels (in-app)

**As a:** Any user

**I want:** quick access to help docs and contact support

**So that:** I can resolve issues and ask questions

### Back

**Acceptance Criteria:** In-app help center/FAQ, contextual help links, contact form creating support ticket routed to queue with SLA, searchable knowledge base.

**Tests:** Open help → view articles; submit support ticket → assigned to support queue and get ticket ID.

### Alternative Flows:

- **A1:** Help article not found → show fallback contact form.
- **A2:** Support queue full → auto-reply with estimated SLA and escalation option.
- **A3:** Attachment included in support ticket fails to upload → allow email-to-support alternative.
- **A4:** User requests data deletion via support → route to admin data-privacy workflow.