**Objectives**

1. Post surveys and polls to targeted audience via web and mobile app
2. Ability to receive on-going feedback
3. Post announcements, alerts and news to targeted audience via web and mobile app

**Workflow**

**Admin side**

**User Management (Controls the Application level access)**

1. Admin will upload, maintain a global list of all athletes
2. The admin can add new users by
   1. Uploading a .csv file **(screen D02)**
      1. Admin can select Browse, search and select the .csv file. **(screen D05)**
      2. The csv file will be in the correct format with all fields
      3. The records will be ensured to not be present already (no duplicates) – manually checked before upload
      4. The records will be appended to the user table (table that controls user access to the mobile application)
   2. Manually adding a user using a form
      1. On Screen D02, click on add user button
      2. Complete form **(screen D03)**
3. **Home Admin User Screen D02**
   1. The admin can delete user, make them inactive by searching them and making them inactive
   2. The admin can edit any user and update their information, reset password
   3. The user table will have the following fields: N-number, Gender, Sport1, Sport2, Sport3, Firstname, Lastname, Type, Email, Phone Number, Mobile Number, College, Year, Address, Status.
   4. The admin can search the user list by any of the columns: First, Last, Email, Status, Sport, Date Added
   5. Unique identifier will be their university email address which will be their username as well.
   6. System will generate a unique password for each user
   7. The password can be reset by the admin
   8. Admin can export user list to a csv file
   9. When a new user is added, the system will
      1. Send an email with instructions to download the app
      2. The email will contain their unique password

**Managing Surveys and Announcements:**

STEP 1: Creating a new POSTING

The admin can post a survey or an announcement using the following steps:

1. The admin will click on “+” (Add new posting) on the home admin screens **(Screen D01)**
2. For a new posting, admin will specify the following **(Screen D04)**
   1. Type (survey, announcement, news)
   2. Title
   3. Message (with HTML editor) - (The survey link will be entered using a placeholder in the message)
   4. Result link (Only for surveys – will be a html link to show the Qualtrics Dashboard)
   5. Status (Default value is active- user can make it as Inactive and Hidden)
   6. Specify the Expiration date
   7. Admin will click on Save

STEP 2: Select the audience who receives the survey or post

1. From the home screen D01, click on the icon for “Audience”. A dropdown will show following options
   1. Import a list (used only for surveys) – **D05**
   2. Select existing users (used only for announcement)- Similar to **D02**
   3. Edit current audience (displays list of the current audience and allows them to edit/delete the people) - Similar to **D02**
   4. Add users manually (links to a form similar to the User add/edit form) **D03**
2. Select the audience with which the posting will be shared
   1. For the survey,
      1. it will always be a list that will be uploaded as it will contain the unique links for each respondent
      2. Every user who is invited to the survey must be already present in the Central User table and have matching email address
      3. If a user is not already present, admin should be alerted
      4. New users, must be identified and added to the central table before import manually.
      5. Users receiving the survey can be managed using the Edit current audience page. This page allows admin to search the list, make edit, add/delete users.
   2. For announcements, the admin can upload a list or select existing users from the central user list. When “Select existing users” option is selected:
      1. A screen (**D02)** similar to the user home screen is displayed showing all the Users in the system
      2. From the “User” screen, the admin can search and select users
      3. Using the button “Add to Posting”, the selected users will be added to the specific posting.
3. Once a new survey or announcement is added it will be added to the home screen **(Screen D01).**

STEP 3: Send the survey or posting

1. Admin can Click on “Send” button to make the survey live which will
   * + 1. Alert the users on the mobile app
       2. Send an email with the unique link – this email should be customizable and will give them an option to complete the survey online
       3. The user can complete the survey from the mobile app or the unique link via email
       4. The status will updated to “Sent”
2. There should be a way to send reminders if required only to students who have not completed the survey
   * + 1. This will done by “Copying” the existing posting.
       2. The admin will download the mailing list from the Qualtrics ‘Email History’ tab and then selecting “Download mailing history”. This is a csv file that contains the latest status of the completion status.
       3. The admin will copy the original posting and upload the updated list and send the reminder as a “new” posting.

**Survey Management on Qualtrics**

For the newly added survey, admin will

* + - 1. Create a new panel in Qualtrics (Similar to the current method) and then generate links for each panel member. This will be a .csv file.
      2. Upload the .csv file containing list of student name, email, phone, and N number along with a unique link for each respondent, who will be allowed to take the survey

**Mobile side**

**Login and Set up**

When a new user is added by admin, he will receive an email and text message with links to download the app. After downloading the app the user will

1. **Login (screen M03)**
2. The screen will have a login and password field
3. There will be a link to “Forgot password”
4. **Forgot password (screen M04)**
   1. Allows a user to enter email address to receive an email with the password
5. **Invalid login attempt (screen M05)**
   1. This screen displays the login screen with a message indicating a wrong login attempt
6. **Password sent (screen M06)**
7. **Loading Screen (screen M02)**
   1. This screen is displayed during the loading of any screen

**App Home (M01)**

1. When a new survey or announcement is posted, the user will see a notification on the app icon
2. On clicking the app icon, they will be taken to the home screen **(M01**)
3. On the home screen they will see a list of all active surveys/announcements, by date
4. User can click on the survey which will take them to screen **(M07).** They can view details and start the survey from this screen.
5. They can click on the my accounts section and
   1. update their password
   2. logout
   3. update their contact information (address, phone number, year (freshman, sophomore etc**.) (M08)**
6. There should be icons inside the app (links to facebook, youtube, instagram and twitter icons)
7. Give anytime feedback survey should be displayed using a unique graphic (this can be in the footer.) These will be all html links.
8. Contact help and support link