

Anteater Groups

Requirements Specification

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1. Introduction

1.1 Purpose

- COVID 19 has had multiple adverse effects on our lives, and students' are no different. Even though there have been a lot, meeting new people and social events have been severely affected. Our app will help UCI students socialize and meet new people. We do this by having a group where students can talk about whatever they are passionate about and meet other people who also have similar interests. We ask our users to fill out an interest form and match them with groups they might be interested in joining and engaging with the UCI community. Our application will let them video or voice call, book study rooms available in the libraries, and also find out and RSVP to events that are being organized around campus.

1.2 Scope

- Our app is called AnteaterGroups. Its main goal is to help students connect with each other and make new friends on campus. It will also help students grow and learn new interests, which would in turn help with their mental health. The application will have a mobile app that will let students join or create new groups about their hobbies and interests.

1.3 Definition, acronyms, and abbreviations

API	API is an abbreviation for Application Programming Interface. In the context of application programming interfaces, "application" refers to any software with a specific purpose. An interface can be viewed as a service agreement between two applications. This agreement specifies how the parties will exchange requests and responses.
CSL	The Courtyard Study Lounge at UCI which has study rooms for students to book.

IOS	IOS is the operating system that iPhones and other mobile Apple products use.
UML	The Unified Modeling Language is a general-purpose, developmental, modeling language in the field of software engineering that aims to provide a standard method for visualizing the system design.
OIT	The Office of Information of Technology at UCI
OS	An operating system is the software that a computer runs on.
SQL	Structured Query Language (SQL) is a standard programming language used to manage relational databases and perform operations on their data.
UI	A user interface refers to what the user sees and interacts with.
TA	A teacher's assistant is a person hired by a professor to help run their classes.
QR	A QR code is a type of matrix barcode. A barcode is an optical label that is machine-readable and can contain information about the item to which it is attached.
RSVP	Stands for please respond, used on invitations to ask invited guests if they will be able to attend and reserve a spot.
ML	Machine learning is a branch of research concerned with understanding and developing methods that 'learn', that is, methods that use data to improve performance on a set of tasks. It is regarded as a component of artificial intelligence.

1.4 References

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Lamsweerde, A. van. *Requirements Engineering : From System Goals to Uml Models to Software Specifications*. Wiley, 2013. INSERT-MISSING-DATABASE-NAME, rbdigital.oneclickdigital.com. Accessed 27 May 2022.

Yao, Jijun, et al. "What role should teachers play in online teaching during the COVID-19 pandemic? Evidence from China." *Sci Insigt Edu Front* 5.2 (2020): 517-524.

2. General Description:

2.1 Product Perspective:

AnteaterGroups shall operate with a multitude of users, external systems, and databases in order to execute all necessary functions.

On the user end, different accounts are created for various UCI Affiliates which mainly include students and campus staff, all of which perform different functions depending on the account.

On the database end, AnteaterGroups mainly interacts with its own personal database to store and retrieve information for the app such as account information and group/event records as well as UCI's Affiliate database to validate users who should be members of UCI.

On the system end, AnteaterGroups mainly interacts with Duo to employ 2-factor authentication that is standard to most UCI systems, as well as integrating UCI's CSL and UCI Libraries' Booking system to allow students to reserve study spaces.

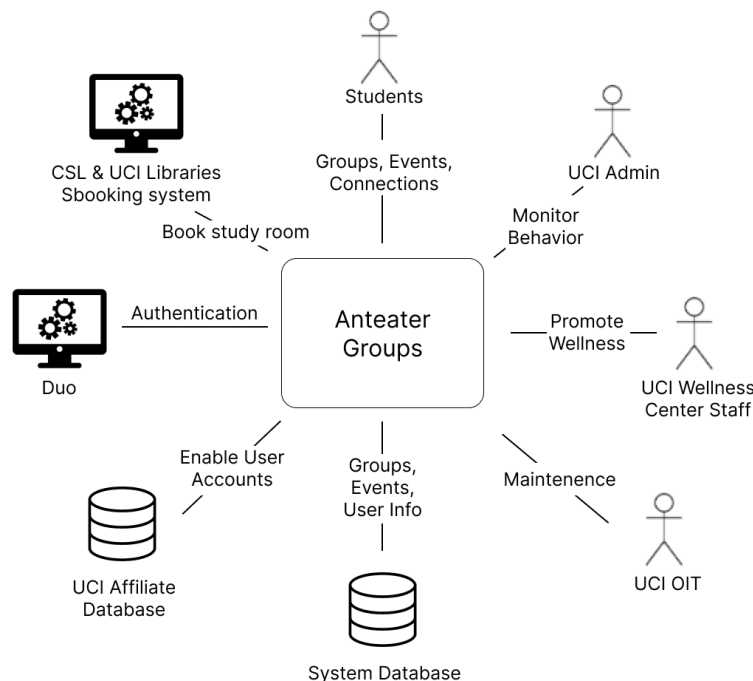


Fig. 1 - AnteaterGroup Interactions

2.2 Product Functions:

AnteaterGroups shall provide students a platform to create connections with other students by providing features to join groups and group events, as well as a way to privately connect with other users via friending and messaging systems.

AnteaterGroups shall promote both personal wellness and personal interests/hobbies through the group and event functionalities. The groups and group events shall be maintained by group admins which are assigned through the creation of a group or by other group admins. UCI Wellness shall also own a default group that all users are a part of and the group should promote wellness through events, as well as through their sponsors.

AnteaterGroups shall promote both an in-person and virtual safe space for students to interact with each other and can be accomplished through the UCI Admins who can moderate groups and individuals, and have access to tools that punishes those exhibiting inappropriate behavior. Malicious interactions can also be moderated by students and group admins who have the ability to report other users or groups.

AnteaterGroups shall be functioning at a high level and should accommodate new features to the system as needed through the maintenance provided by the developers (for the first three months) and eventually UCI OIT's department who shall provide technical support for users, as well as attending to tickets that users can submit when a technical issue in the system arises.

2.3 User Characteristics:

All users of the system shall be a UCI affiliate, with the main demographic being UCI students. The system's design and purpose is aimed towards students who want to connect themselves with new people and new interests. Considering the user base, most users should be able to navigate and operate most of the application's basic functionalities. AnteaterGroups shall also accommodate those who have visual disabilities as they become appropriate such as colorblind-safe colors, changing text size, etc. The system should be easier to use for those who are familiar with social media but shall be accessible and easy to use despite technological experience. Most of the user base should be familiar with the English language but the application shall be accessible to those who are familiar with most common world languages such as Spanish, French, Chinese, Korean, Portuguese, Italian, Greek, Arabic, Sanskrit, Japanese, German,

Russian, Dutch, and Vietnamese. UCI staff, who are not part of the mainline features of the application that students have access to, are not expected to have technological experience as the application should accommodate for that or that they have received prior technical training.

2.4 General Constraints:

The following list outlines all the general constraints of AnteaterGroups:

- 1) Users who can have an account for AnteaterGroups must be UCI Affiliates which includes:
 - a. UCI Students
 - b. Professors
 - c. UCI Administrators
 - d. UCI Wellness Center Staff
 - e. UCI OIT Department Staff
- 2) AnteaterGroups requires a constant internet connection to access both the system database and UCI's affiliate database in order to constantly update the application as well as for Duo for authentication purposes.
- 3) AnteaterGroups shall support up to a maximum of 60,000 users at any given time for that is the estimated number of students and faculty on Campus.
- 4) AnteaterGroups in its initial launch shall only be supported in mobile devices, for both the Android and iOS Operating Systems. The application shall be implemented with Java if integrated with the Android OS or Swift is implemented with iOS.
- 5) AnteaterGroups can only collect meta information from users if the user gives permission and upon acceptance, only certain non-confidential information can be collected such as:
 - a. Number of groups
 - b. Number of students in a group
 - c. Group Activity (Event activity/attendance, joining rates)
 - d. Times of user Activity (To determine best times for maintenance)

2.5 Assumptions and Dependencies:

- 1) AnteaterGroups is dependent on UCI's Affiliate database and Duo because if either system fails, users will be unable to login and use the application
- 2) AnteaterGroups is dependent on a strong connection with its own database because if it fails most of the system's major functions fail such as retrieving group or profile data

- 3) It is assumed that students will be active with the application and create real groups instead fake, “joke” groups

2.6 Apportioning of Requirements:

- 1) Currently, only one mobile operating system will be used for the prototype but for the initial launch of the application, other operating systems, especially popular OS's such as iOS or Android will be implemented in later iterations if not already part of the initial launch
- 2) A web application version of the system will also be developed in future iterations alongside the other mobile platforms/OS's for the original application
- 3) Disabilities for vision impairment and other physical disabilities will be accommodate for as users submit tickets, asking for the accommodations

3. Specific Requirements:

3.1 Essential Requirements:

3.1.1 Functional Requirements:

ID:	ATICDAC
Title:	Access Ticket Dashboard
Description:	System shall allow students to access and view user submitted tickets.
Priority:	Medium
Source:	Field Notes #4, 10-14
Event/Use Case:	A.3 AccessTicketDashboard
Rationale:	This function improves the app by reviewing the technical issues and problems of the app, submitted as tickets.
Supporting Material:	A.3 Usage Model: Scenarios and Use Cases, A.8 Field Notes #4
ID:	REPOTH
Title:	Report Others
Description:	System shall allow students to be able to report other students or groups for inappropriate behavior. Additionally, it can be used to flag mental health issues.
Priority:	High
Source:	Requirements Elicitation Question 14, 38; Field Notes #1 Question 1; Field Notes #3 Question 18
Event/Use Case:	A3 ReportOthers
Rationale:	This function allows users to promote a safe and secure student community.
Supporting Material:	A.1 Stakeholder Model and Elicitation Documentation, A.3 Usage Model: Scenarios and Use Cases, A.5 Field Notes #1
ID:	SUBTIC
Title:	Submit Ticket
Description:	System shall allow users to be able to submit tickets regarding any technical issue with the app.
Priority:	Medium
Source:	Field Notes #4, 10-14
Event/Use Case:	A.3 SubmitTicket
Rationale:	This function allows users to provide feedback, any technical problems, or bugs in the app by users
Supporting Material:	A.3 Usage Model: Scenarios and Use Cases, A.8 Field Notes #4
ID:	REQSTU
Title:	Request Study Room
Description:	System shall allow students to book a study room in one of the libraries or study room areas that is available.

Priority: High
 Source: Requirements Elicitation Question 35; Field Notes #1, 2, 9; Field Notes #2, 9
 Event/Use Case: A.3 RequestStudyRoom
 Rationale: This function allows students a space for their group to meet and do academics. work together.
 Supporting Material: A.1 Stakeholder Model and Elicitation Documentation, A.3 Usage Model: Scenarios and Use Cases, A.5 Field Notes #1, A.6 Field Notes #2

ID: **PGROUP**
 Title: Promote Group
 Description: System shall provide a space for an explore feed where groups members and admins would be able to post events of the groups they are part of.
 Priority: Medium
 Source: Field Notes #2, 7
 Event/Use Case: A.3 PromoteGroup
 Rationale: This function would give exposure to groups and a sense of identity to what the group offers to their group members
 Supporting Material: A.3 Usage Model: Scenarios and Use Cases, A.6 Field Notes #2

ID: **ADDFRI**
 Title: Add Friend
 Description: System shall allow Students to be able to send a friend request to their friends or people they met on the app.
 Priority: High
 Source: Requirements Elicitation Question 25, 30
 Event/Use Case: A.3 AddFriend
 Rationale: This function would allow users connect with the people they know or met
 Supporting Material: A.1 Stakeholder Model and Elicitation Documentation, A.3 Usage Model: Scenarios and Use Cases,

ID: **MESOTH**
 Title: Message Others
 Description: System shall allow users to send direct messages to each other after they have accepted the friend request.
 Priority: High
 Source: Field Notes #1, 5, 6
 Event/Use Case: A.3 MessageOthers
 Rationale: This function would allow communication between friends and group members.
 Supporting Material: A.3 Usage Model: Scenarios and Use Cases, A.5 Field Notes #1

ID: **JGROUP**
Title: Join Group
Description: System shall allow students to be able to join groups based on their interests.
Priority: High
Source: Case Study, Requirements Elicitation Question 9
Event/Use Case: A.3 JoinGroup
Rationale: This function would allow students together to create and pave a more active community.
Supporting Material: A.1 Stakeholder Model and Elicitation Documentation, A.3 Usage Model: Scenarios and Use Cases

ID: **RSVPEV**
Title: RSVP to Events
Description: System shall allow students to reserve a spot on an event form the group they are a part of.
Priority: High
Source: Field Notes #2, 13, 15
Event/Use Case: A8 RSVPtoEvents
Rationale: This function would allow a space for group members to notify their groups they are going to participate in an event.
Supporting Material: A.3 Usage Model: Scenarios and Use Cases, A.6 Field Notes #2

ID: **ATTLOG**
Title: Attendance Logging
Description: System shall allow groups admins to take attendance of the group members that are attending at the event.
Priority: Medium
Source: Field Notes #2, 10
Event/Use Case: A.3 AttendanceLogging
Rationale: This function would allow tracking of the students and groups to know who to reward for the reward system
Supporting Material: A.3 Usage Model: Scenarios and Use Cases, A.6 Field Notes #2

ID: **REWOTH**
Title: Reward Others
Description: System shall have a reward system that would be used to show civility towards the community. A badge would show next to the group profile or student profile.
Priority: Medium
Source: Field Notes #2, 12, 14-16
Event/Use Case: A.3 RewardOthers
Rationale: This function would promote good conduct within the groups and students
Supporting Material: A.3 Usage Model: Scenarios and Use Cases, A.6 Field Notes #2

ID:	RGROUP
Title:	Review Group
Description:	System shall allow students to write reviews and rate a group to be viewed by the public for all other students interested in the group.
Priority:	Medium
Source:	Field Notes #2, 13
Event/Use Case:	A.8 ReviewGroup
Rationale:	This function would promote safe and secure student community
Supporting Material:	A.3 Usage Model: Scenarios and Use Cases, A.6 Field Notes #2

3.1.2 Non-functional Requirements:

ID:	SGROUP
Title:	Search Group
Description:	System shall all students to search for groups by tags, hobbies, and interest
Priority:	High
Source:	Requirements Elicitation Questions 17, 18
Event/Use Case:	A.3 SearchGroup
Rationale:	This function would provide students with a way to connect with others groups with a specific interest
Supporting Material:	A.1 Stakeholder Model and Elicitation Documentation, A.3 Usage Model: Scenarios and Use Cases
ID:	DISCUS
Title:	Discipline Users
Description:	System shall allow UCI Admins to take necessary actions to discipline users or groups for inappropriate behavior.
Priority:	High
Source:	Requirements Elicitation Question 38; Field Notes #3 Question 15, 18, 19
Event/Use Case:	A.3 DisciplineUsers
Rationale:	This function would promote safe and secure student community
Supporting Material:	A.1 Stakeholder Model and Elicitation Documentation, A.3 Usage Model: Scenarios and Use Cases, A.7 Field Notes #3
ID:	COMISU
Title:	Complete Interest Survey
Description:	System shall prompt students with a survey the first time they log-in to be conducted under 5 minutes to give a general idea of their hobbies and interest.
Priority:	High
Source:	Requirements Elicitation Question 4, 9, 11
Event/Use Case:	A.3 CompleteInterestSurvey
Rationale:	This function would students with a set of groups that they might be interested in upon the information of the survey.
Supporting Material:	A.1 Stakeholder Model and Elicitation Documentation, A.3 Usage Model: Scenarios and Use Cases

3.1.3 External Interface Requirements:

User Interface

The image shows a mobile application screen with a blue background. At the top, there is a back arrow icon and the text 'Raise a Ticket'. Below this, there is a 'Title' label followed by a white text input field. Underneath the title field is a 'Description' label followed by a larger white text area. Below the description field, there is a 'Priority' label and three circular buttons labeled 'p1', 'p2', and 'p3'. The 'p2' button is currently selected, indicated by a dark blue fill. Below the priority buttons is an 'Attachments' label and a white button with the text 'Add Image'. At the bottom of the screen is a large, dark blue button with the text 'Submit Ticket' in white.

Figure 2 - Submitting Ticket Page

This is used for users to raise an issue about the app. It allows the user to submit a title, a description of what the issue is or steps to reproduce the error, a priority tag (with P1 as highest priority and P3 as lowest priority), and an optional field to add attachments.

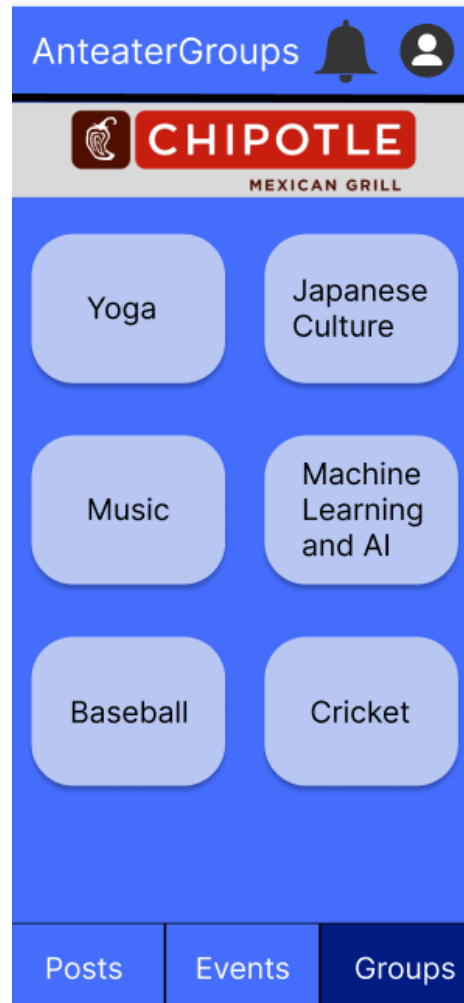


Figure 3 - Viewing Groups Page

This is what the main page would look like currently. In the top right corner, it allows users to click into a settings page and edit their information. There is a notification system as well that allows users to see what notifications have been missed. Next, there's an advertisement banner right below that would display different ads in 30 second increments. The groups will be shown in a grid system with 2 columns. This layout is very similar when browsing events as well.

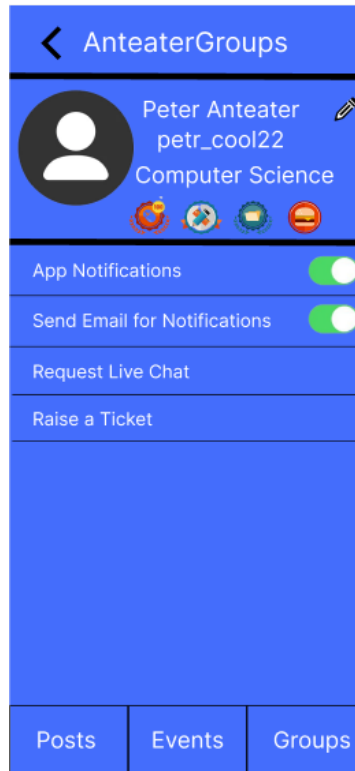


Figure 4 - Settings Page

On this page, the user can edit their profile, such as their username and what badges they want to display, and can edit some other notifications such as in app notification settings. Additionally, users can use this page to reach the “raise a ticket” page.

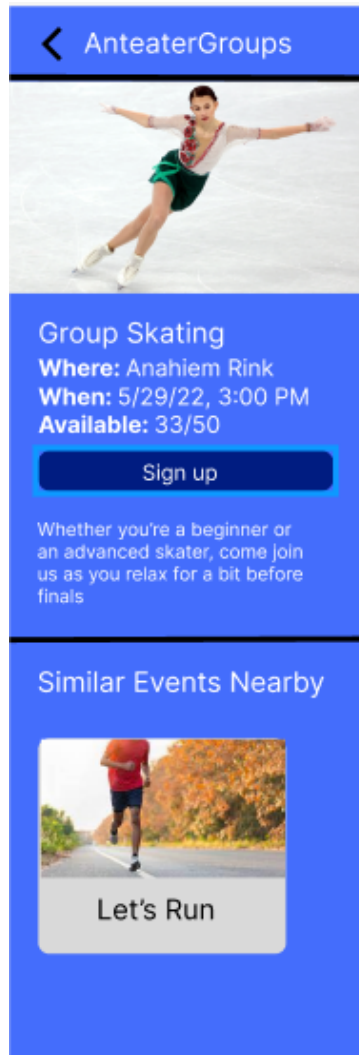


Figure 5 - Event Information Page

This page shows users information about an event such as where it would be located, when it would occur, and how many seats are still available. It gives a small blurb about the event and also recommends other events such as the one currently viewed at the bottom. This “similarity” feature is also available for groups. If a user selects more information about groups, then they could find other similar groups.


Ticket Tracker 	
Incoming Tickets	Pending Tickets
Home screen kinda buggy P2 ▼	Overflowing text P2 ▼
Can not Send Messages P1 ▼	
Try to Change Bottom Nav P3 ▼	
<div> <div>Approve Ticket</div> <div>Change Priority</div> </div>	

Figure 6: OIT Ticket Dashboard

After the deployment of the app, there needs to be an interface for OIT to maintain the tickets that come in. So on the left, it gives a column of tickets that the user can review before it gets moved to the right column - the pending tickets section. To review a ticket, they can either approve the ticket as its current priority or change the priority in the case a student misclicks the priority or deems it too high of a priority. In that sense, the maintainer can just fix the priority rating. On the right column, the maintainer can change the status to fixed once the ticket has been done. P1 priority means the ticket must be fixed within 6 hours, P2 priority allows the ticket to have up to 24 hours before being fixed, and P3 priority allows up to 72 hours before the ticket needs to be fixed.

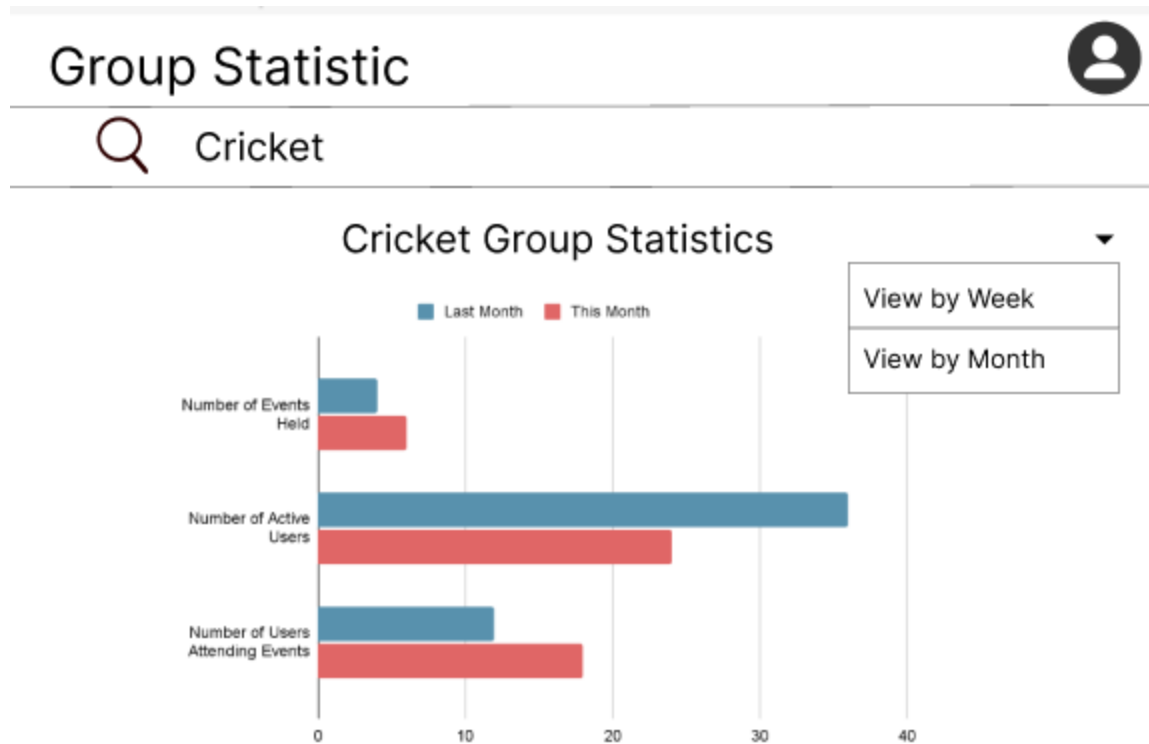


Figure 7: UCI Admin Dashboard

The UCI admin can search the group they want to view group statistics for and can sort whether they do a comparison between last week to this week or last month to this month. Additionally, attributes UCI admins can view are number of events held for the group, number of active users, and number of users attending events.

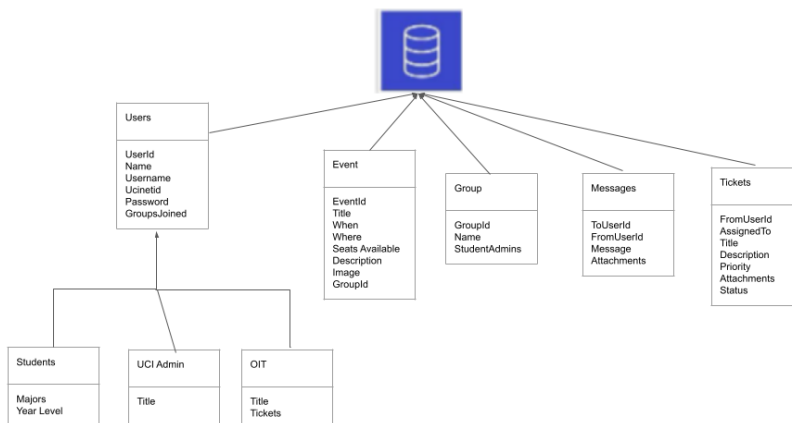
Hardware Interfaces

- **Mobile (Android / iOS):** This is where the main AnteaterGroup apps will be deployed for the students
- **Desktop / Laptop Computer:** The web component of AnteaterGroups will be able to viewable for UCI admins to view group statistics and OIT to maintain the tickets
- **Cloud based Server:** This component will be required to store messages and group statistics.

Software Interfaces:

Software	Description
UCI Registrar Database	This is required to link student's UCInetID with their information for their profile (such as major and grade level)
UCI WebAuth	This is required for students to be able to log into the app and verify that they are a current UCI student
Microsoft SQL	AnteaterGroups will require SQL to store message information and group statistics for UCI admins to view
Internet Explorer, Firefox, Google Chrome and Chromium-based browsers, Safari *	AnteaterGroups subsystem will all be web based so it must work with the following web browsers
Google Maps, Apple Maps, other 3rd party map interfaces	AnteaterGroups will allow users to input event locations via dragging a pin on a 3rd party app.

3.1.4 Logical Data Model:



- Users will be stored in the database with its id, name, username, ucinetid, password, and their associated groups
 - A subgroup of users are students which have additional attributes of majors and year level
 - Another subgroup of users are UCI admin that have a title as an attribute
 - Another subgroup are OIT maintenance that have titles and the tickets they are responsible for
- Events are another item stored in the database where they have an event id, what the title is, when it is, where it is, how many seats are available, the description of the event, an optional image to add, and a group id to distinguish which event belongs to which group
- Groups are another item stored in the database where they have a group id, the name of the group, and the students that are administrators of the group ordered by student id
- Messages are another item stored in the database. Here, the database keeps track of the user id the message is going to, the user id the message is coming from, the message itself in string, and an optional attachment as well (such as an image or video or mp3).
- Tickets are an item stored in the database as well where it contains the attributes of the user id that submitted the ticket, which OIT maintainer is responsible for the ticket by user id, the title of the ticket, the description of the ticket, the priority of the ticket, an optional attachment of the ticket, and the status of the ticket (whether it be closed, pending, or in progress)

Appendix 1:

What is the budget for the project?

- Finance flexibility is dependent at the developers' discretion which would include aspects such as software used, employees' needs, etc.

1. How often do you want to see a workable prototype?

- 1 month

2. Of the 7 main goals of the application, what is the most important to you?

- Not answered

3. Can events take place outside of UCI and if so, how will that be handled?

- Yes, it is the group's responsibility to maintain the accuracy of the location.

4. How will students be suggested to other groups to join; will that be like a personality survey or some other method for matching students?

- There will be hundreds of groups to select from. When students first login, they will take a brief survey for their preferences which will give them suggestions for groups to join. There is currently no known method for matching students.

5. For scheduling events, should a calendar-like system be in place and if so, should that be a system created uniquely or borrowed from an API such as Google calendar?

- Sounds like a good idea. It should interact with google calendar. Any other 3rd party calendar sounds good too.

6. Should the system interact with other applications?

- No, it should not be linked to any social media

7. Should the system be exclusive to only connecting and creating groups around UCI students?

- yes

8. When do you want the first launchable version to be released?

- Beginning of the upcoming school year

9. When collecting data on app capabilities, how do you define engagement or usage?; Like time in the app, the amount of events created, people in groups, etc?

- Yes there is a definition for engagement. That is dependent on the number of events created, number of posts in the groups, and the number of members in the group.

10. When "policing" for inappropriate behavior, will it be by admins or moderators only or also students who have access to some sort of report user feature? What would be considered inappropriate or abusive behavior?

- Students can report and UCI admins police inappropriate behavior through a “strike” system. One is “autodetection” from chat if peeps are using inappropriate words or abusive language, if it can be flagged, that’s great. In case, algorithm can’t detect it but the user feels that someone else is abusing chat, then they *should* be able to report it. It should be able to report to UCI admins.

11. Do you want promoted groups/activities to be at the top of a home page or its own “highlighted/promoted” page?

- Admins for sure should be able to promote events in group. Additionally, this privilege should be given to students as well. They can create groups as well and be considered admin for their groups and hence should be able to promote their group. What I’m afraid of is if they give ad privileges to each and every student that joins the group. There could be too much noise. Admin within group can advertise and so can students (?)

12. Should there be some sort of GPS feature so users know how to navigate to their group events?

- yes

13. Are the incentives allowed to be monetarily based or physical, or are they like non-physical such as mentions, or “good user” points

- Currently, it is only based on badges which can not be bought.

14. For UCI students, should it link to their UCI Netid and Duo?

- yes

15. If the system was exclusive to UCI students, do we remove them from the system so they are no longer able to use the app, or should the app still be accessible to alumni?

- Alumni should not have access to the app since the app is catered for current UCI students

16. Do we want to include a feature that allows users to report bugs or problems with the app, so it may be fixed in future iterations?

- yes

17. What kind of information are we not allowed to ask/collect for user privacy reasons?

- messages

18. If there is a deadline and we need more time to polish it before publishing, would you rather we take extra time to polish or submit whatever was done at the deadline?

- unanswered

19. Do we want a feature for the first iteration to include a mask/no-mask policy for events which could be removed later in future iterations?

- unanswered

-
1. **How should students be able to facilitate full group management?**
 - Not answered
 2. **What attributes of students should we use to suggest a student group or other students?**
 - Personal survey to suggest groups and only mingle with students in the same group
 3. **What operating system will this software be deployed to?**
 - Android and iOS
 4. **What features would you imagine to be in this application when it comes to allowing you to interact or meet with other students? (directed to students)**
 - Not answered
 5. **What are some ways one could promote wellness? (directed to wellness center)**
 - Not answered
 6. **What documentation is necessary for maintaining the software? (directed to OIT)**
 - Not answered
 7. **What would you like to share about your club in our product?**
 - Not answered
 8. **What opportunities should we add to the product to help you bond with others? (directed to students)**
 - Not answered
 9. **What metrics do you want us to provide you in regards to booking rates from your internal software compared to this app? (directed to CSL and libraries)**
 - Not answered
-

1. **How should the students and staff be able to interact with each other?**
 - Not answered
2. **Who is the main target audience?**
 - Current UCI students
3. **Are there any future plans that this application will be distributed to other communities?**
 - Not answered
4. **What is the maintenance time frame that is acceptable?**
 - TBD by OIT and us to determine what needs to be managed by a time frame.

What are some similar products that are already on the market would you like us to look at for reference?

- Not answered

5. How will the center know if the application is successful?

- Not answered

6. What plans are there going to be for marketing this product?

- Not answered

7. How much information should the students' profiles contain?

- “For each student, have an “about me”. Think of UI. Think of abstraction. Think of info that should be visible to all students vs info only visible only for the groups”

8. Are there restrictions on what groups the students would be able to make?

- Baseball and yoga?

9. It states in the outline that it is meant to be web-based, would other media platforms be easier for the students to access?

- No

10. Are there going to be set locations where the students would be able to meet?

- In the campus by default
-

1. What you like the homepage to be

- a. As soon as the user opens the application they will see the list of groups they have joined.

2. Would you like there to be some default groups

- a. Since the focus of the application is to help students meet other students there should be a list of broad groups based on their interests they are already a part of for them to kickstart their experience.

3. Should there be different levels of accounts i.e., Moderators, users

- a. Different users will need different levels of access for moderation of the chat, that would require accounts like UCI admins, students, TA's etc.

4. Should we add voice chat or video chat features

- a. They will have voice chat capabilities but video is not needed at least at release.

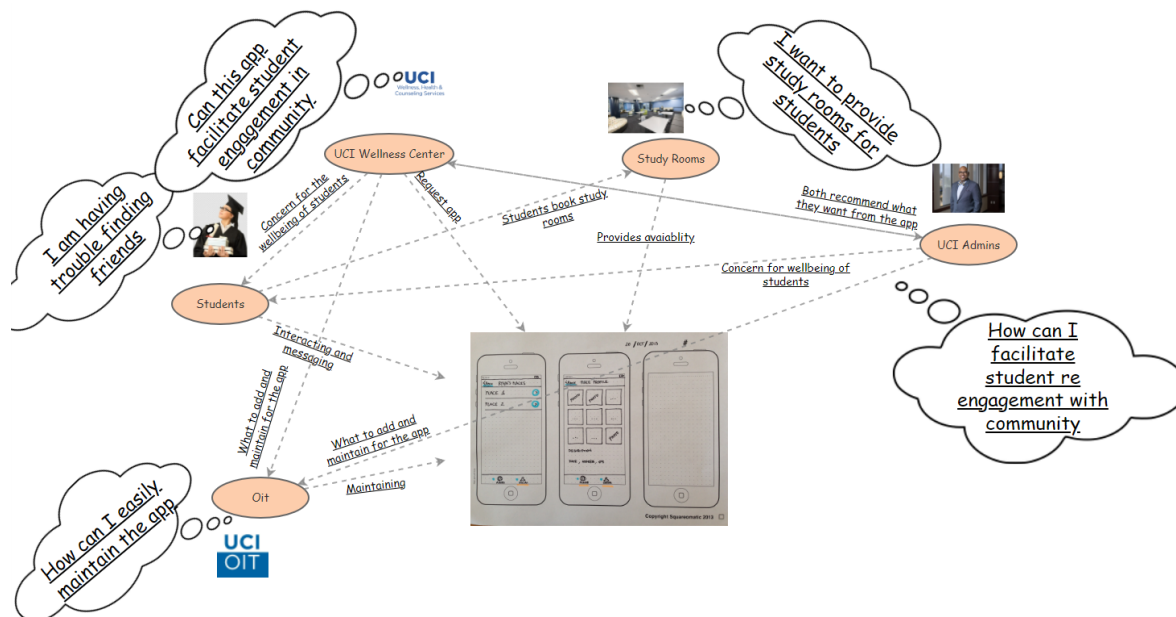
5. Should there be a verification process for new groups and events

- a. For big events held by UCI we could implement one but not necessarily at release.

6. Do you want the UI to be the same theme as the UCI colors

- a. The UI should be consistent but does not need to follow a particular UCI theme.

Stakeholders Diagram



Stakeholders Analysis

1. Student
 - a. High highest priority because direct users and reason to create the application.
 - b. Students book study rooms. Wellness Center, UCI Admin, and UCI OIT are a service to students
 - c. Using app: High level of expertise
 - d. Students that are having trouble finding friends
2. Wellness Center
 - a. 2nd highest priority because they contacted us to create the app for the students
 - b. They are concerned about the wellbeing of their students. They work with UCI admins to help make decisions about the app.
 - c. Health and wellness: High level of expertise
 - d. Can the app facilitate fruitful engagement in students.
3. UCI Admin
 - a. 3rd highest priority with wellness center because they contracted the creation of app
 - b. To students, they are concerned for their wellbeing. To OIT, they have a relationship in maintaining the app and new features. With the wellness center, they work together to make sure the app is good for students
 - c. Concern for student: High level of expertise
 - d. How can I facilitate student re-engagement in the community?

4. UCI OIT

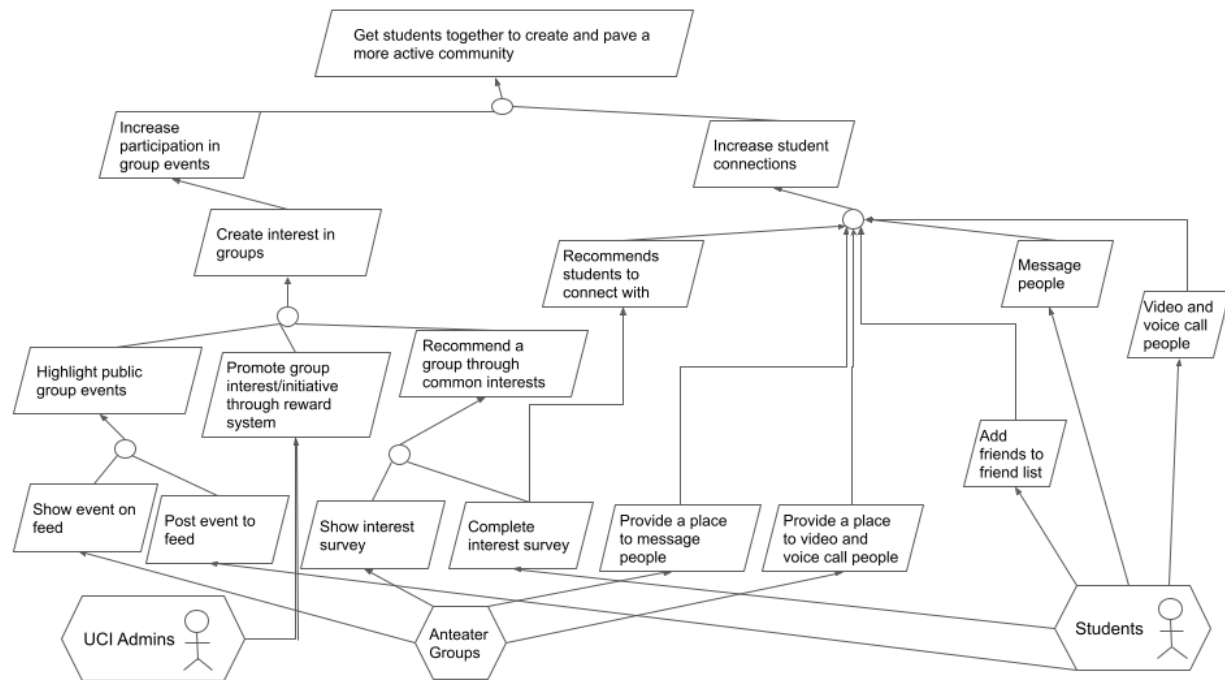
- a. 4th highest priority because they would hold maintenance after the development of the application
- b. Not necessarily much of a relation to other stakeholders since they are just going to maintain the application. Make relation would be the Wellness Center for future updates
- c. Using app: High level of expertise
Maintaining app: High level of expertise
- d. "How I can easily maintain the application"

5. Study Rooms (CSL and libraries)

- a. 5th highest priority because they simply provide a service for students
- b. They provide rooms for students to book
- c. Using app: Medium level of expertise
Maintaining app: Low level of expertise
- d. I want to provide study rooms for students.

Appendix 2:

Model 1: “Get students together to create and pave a more active community”



Model Explanation:

This model demonstrates how Anteater Groups shall get students together to create and pave a more active community by having students participate more often in group events and increase personal connections between students. For groups, in-app functionalities such as group feeds, group reward systems and personal interest surveys help promote their group as well as establish individuality and uniqueness. For individuals, the app provides both messaging and calling systems for direct communication and a friend system to strengthen longtime connections.

These goals help establish a stronger community within UCI, a stronger community within groups, and a stronger community within individuals.

Goal Annotation: Develop their current hobbies and promoting new ones

Goal priorities are categorized as follows:

Low | Medium | High

1. Increase participation in group events

- Definition: The system shall try to increase student participation in group events
- Type: Maintain
- Source: Requirements Elicitation - Question 11, 12, Field Notes #2 - Question 6, 12, 15, 16
- Priority: High

2. Increase student connections

- Definition: The system shall increase student connections
- Type: Maintain
- Source: Requirements Elicitation - Question 11, Field Notes #2 - Question 6
- Priority: High

3. Create interest in groups

- Definition: The system shall garner user interest in groups to increase participation in group events.
- Type: Maintain
- Source: Requirements Elicitation - Question 12, Field Notes #2 - Question 12, 15, 16
- Priority: High

4. Recommends students to connect with

- Definition: The system shall recommend students to connect with other students
- Type: Maintain
- Source: Field Notes #2 - Question 6
- Priority: High

5. Highlight public group events

- Definition: The system shall highlight public group events for students to see
- Type: Maintain
- Source: Requirements Elicitation - Question 26
- Priority: High

6. Promote group interest / initiative through reward system

- Definition: The system shall promote group interest or initiative to join groups through a reward system
- Type: Maintain
- Source: Requirements Elicitation - Question 12, Field Notes #2 - Question 12, 15, 16
- Priority: High

7. Recommend a group through common interests

- Definition: The system shall recommend a group based on student's interests
- Type: Maintain
- Source: Requirements Elicitation - Question 11
- Priority: High

8. Message people

- Definition: Students can message other people to form a closer relationship with other students.
- Type: Soft
- Source: Field Notes #1 - Question 6
- Priority: High

9. Video and voice call people

- Definition: Students can video and voice call other people to form a closer relationship with other students.
- Type: Soft
- Source: Requirements Elicitation - Question 33, Field Notes #1 - Question 11
- Priority: High

10. Add friends to friend list

- Definition: Students can add friends to a friend list
- Type: Soft
- Source: Requirements Elicitation - Question 30
- Priority: High

11. Show event on feed

- Definition: The system shall show events on a feed for students to see.
- Type: Maintain
- Source: Requirements Elicitation - Question 26
- Priority: High

12. Post event to feed

- Definition: Students can post group events to feed
- Type: Soft
- Source: Requirements Elicitation - Question 26
- Priority: High

13. Show interest survey

- Definition: The system shall display an interest survey upon entering the app to recommend groups that align with the student's interests.
- Type: Maintain
- Source: Requirements Elicitation - Question 11
- Priority: High

14. Complete interest survey

- Definition: Students shall complete an interest survey to be recommended groups that align with their interests.
- Type: Soft
- Source: Requirements Elicitation - Question 11
- Priority: High

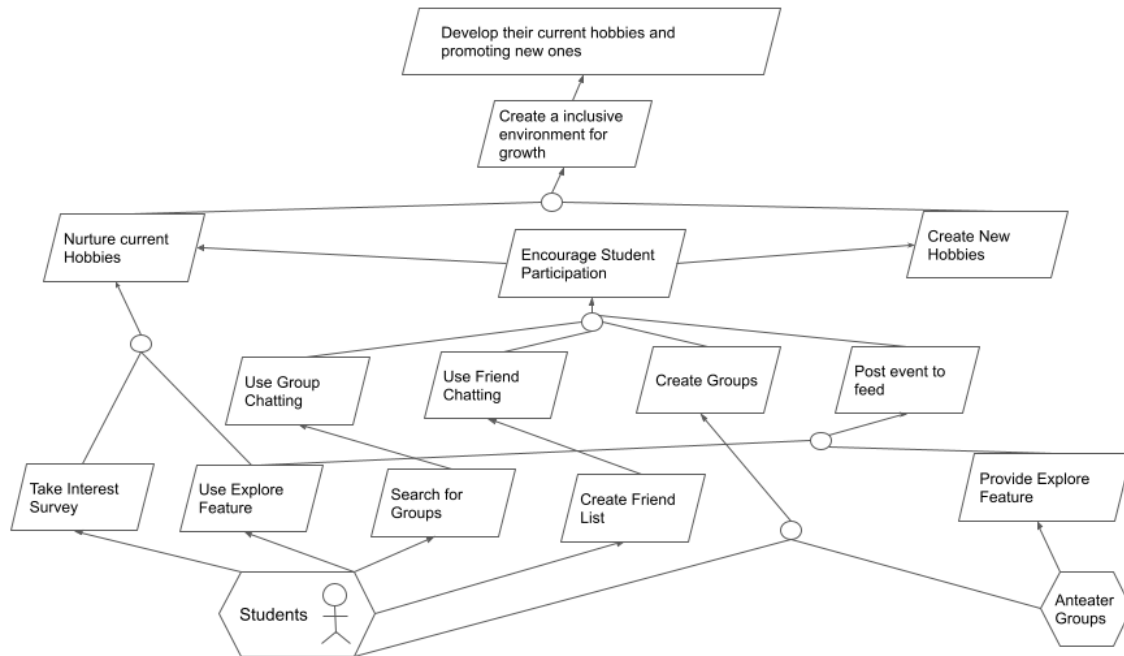
15. Provide a place to message people

- Definition: The system shall provide a place to message other people
- Type: Maintain
- Source: Field Notes #1 - Question 6
- Priority: High

16. Provide a place to voice and video call people

- Definition: The system shall provide a place to voice and video call other people.
- Type: Maintain
- Source: Requirements Elicitation - Question 33, Field Notes #1 - Question 11
- Priority: High

Model 2: “Develop their current hobbies and promoting new ones”



Model Explanation:

This model demonstrates how Anteater Groups can create an inclusive environment that can lead students to grow their hobbies and create new ones by interacting with other groups. Students would be able to meet new people and groups by using the Explore Feature that Anteater Groups would provide the students. This way, the student would be exposed to nurture hobbies they are already interested in, while at the same time, finding new hobbies they can interact with.

Exposing the students to new hobbies leads students to become more connected, as well as, easing students back into in person interactions. Having the students use their already known hobbies, gives the students confidence to make a connection with a group or student.

Goal Annotation: Develop their current hobbies and promoting new ones

Goal priorities are categorized as follows:

Low | Medium | High

1. Create a inclusive environment for growth

- Definition: Students should be encouraged to interact with other students hobbies and mindsets
- Type: Maintain
- Source: Requirements Elicitation - Question 4
- Priority: High

2. Create New Hobbies

- Definition: Students would be able to obtain new hobbies by exploring different groups and interest
- Type: Maintain
- Source: Requirements Elicitation - Question 9 and 4

- Priority: Medium
3. **Nurture current Hobbies**
 - Definition: Student already already obtained hobbies are to be nurtured by groups and having them interact with each other
 - Type: Maintain
 - Source: Requirements Elicitation - Question 9 and 4
 - Priority: Medium
 4. **Use Explore Feature**
 - Definition: Explore Feature would be used to promote groups events and activities
 - Type: Achieve
 - Source: Requirements Elicitation - Question 7
 - Priority: High
 5. **Take Interest Survey**
 - Definition: Students shall take a survey in order to get groups promoted to them by what they may be interested in
 - Type: Achieve
 - Source: Requirements Elicitation - Question 11
 - Priority: High
 6. **Encourage Student Participation**
 - Definition: Students are encouraged to participate with groups by having a place to interact with each other and groups
 - Type: Maintain
 - Source: Requirements Elicitation - Question 4
 - Priority: Medium
 7. **Use Group Chatting**
 - Definition: Students would be able to chat within groups in order to communicate with the whole group or within sub-groups
 - Type: Achieve
 - Source: Requirements Elicitation - Question 31
 - Priority: Low
 8. **Search for Groups**
 - Definition: Students would be able to search groups by tags and name
 - Type: Achieve
 - Source: Requirements Elicitation - Question 15 and 16
 - Priority: Low
 9. **Use Friend Chatting**
 - Definition: Students can using the Friend Chat box in order to communicate with another student
 - Type: Achieve
 - Source: Requirements Elicitation - Question 8
 - Priority: Low
 10. **Create Friend List**
 - Definition: Students would be able to create Friend list within groups to stay in connect with the group
 - Type: Achieve

- Source: Requirements Elicitation - Question 9
- Priority: Low

11. Post event to feed

- Definition: Events from the groups would be posted on this tab
- Type: Maintain
- Source: Requirements Elicitation - Question 7
- Priority: Medium

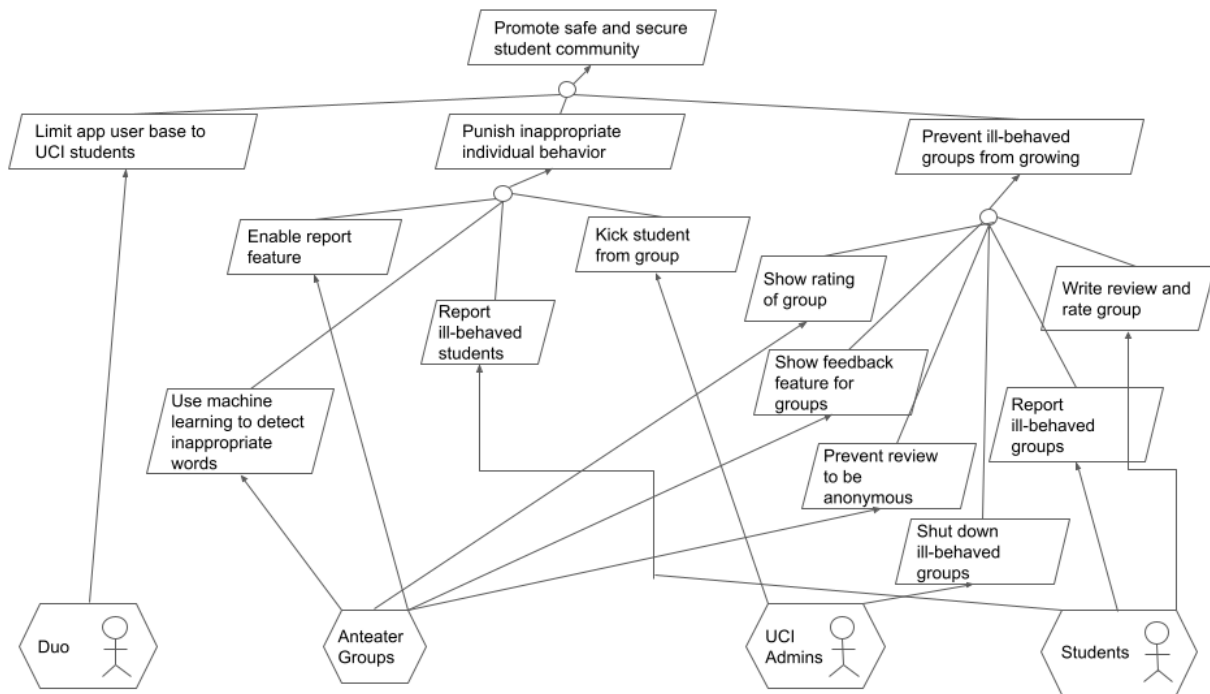
12. Provide Explore Feature

- Definition: Anteaters Groups would provide a place for students and themselves to promote groups
- Type: Achieve
- Source: Requirements Elicitation - Question 26
- Priority: Medium

13. Create Groups

- Definition: Students and Anteaters Groups would be able to create groups
- Type: Achieve
- Source: Requirements Elicitation - Question 4
- Priority: Medium

Model 3: “Promote safe and secure student community”



Model Explanation:

This model demonstrates how Anteater Groups shall promote a safe and secure community for students. Creating a secure environment will require not only limiting app accessibility to exclusively UCI students but also monitoring the current user base to prevent ill-behaved and inappropriate groups from forming and then enforcing consequences to groups and individuals who do violate rules and exhibit inappropriate behavior. Safety is also reinforced through creating transparent user-generated reliability via reviews and ratings.

All these goals accumulate to provide a space for people to connect to others securely, safely and reliably.

Goal Annotation: Develop their current hobbies and promoting new ones

Goal priorities are categorized as follows:

Low | Medium | High

1. Limit app user base to UCI students

- Definition: The system will limit app user base to UCI students
- Type: Maintain
- Source: Requirements Elicitation - Question 22
- Priority: High

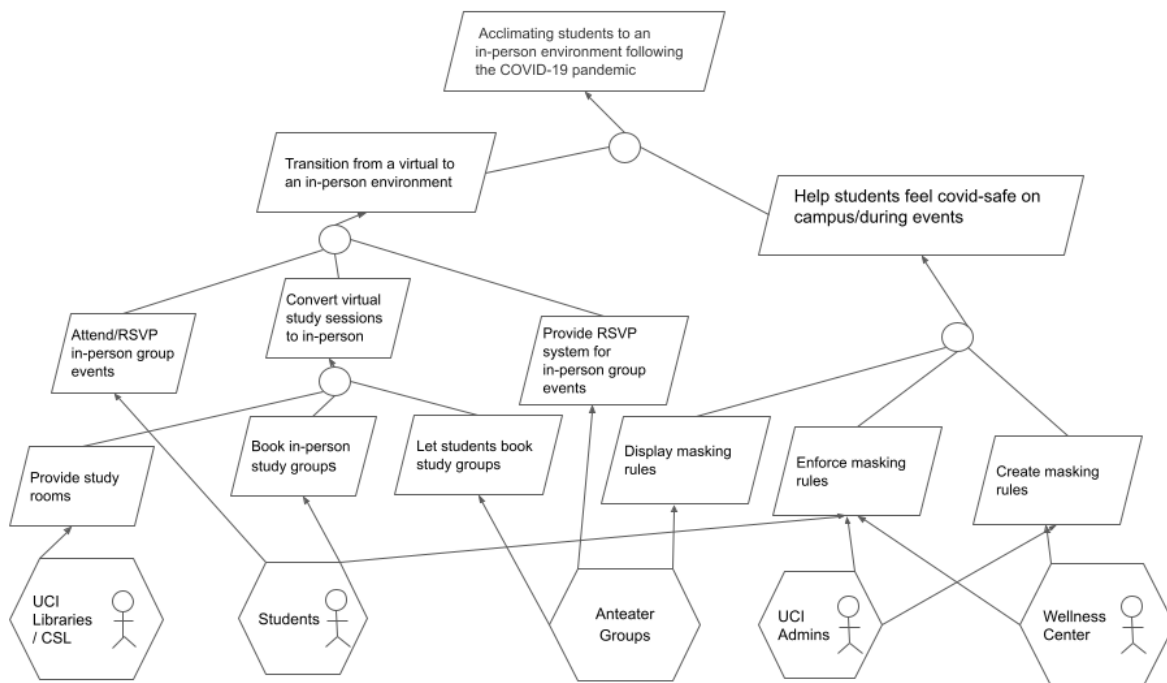
2. Punish inappropriate individual behavior

- Definition: The system shall punish individuals who exhibit inappropriate behavior
- Type: Achieve
- Source: Requirements Elicitation - Question 38

- Priority: High
- 3. **Prevent ill-behaved groups from growing**
 - Definition: The system shall limit the expansion of ill-behaved groups
 - Type: Avoid
 - Source: Field Notes #1 - Question 1
 - Priority: High
- 4. **Enable report feature**
 - Definition: The system shall enable a report feature for students to use to report bad behavior among students
 - Type: Maintain
 - Source: Requirements Elicitation - Question 14
 - Priority: High
- 5. **Use machine learning to detect inappropriate words**
 - Definition: The system shall use machine learning to detect bad words
 - Type: Maintain
 - Source: Requirements Elicitation - Question 14
 - Priority: High
- 6. **Report students**
 - Definition: Students shall report students that are displaying inappropriate behavior within the app.
 - Type: Soft
 - Source: Requirements Elicitation - Question 14
 - Priority: High
- 7. **Kick students from group**
 - Definition: UCI administrators will kick students from groups if they deem it an appropriate consequence of those student's actions.
 - Type: Soft
 - Source: Requirements Elicitation - Question 38
 - Priority: High
- 8. **Show rating of group**
 - Definition: The app shall display the rating of each group
 - Type: Achieve
 - Source: Field Notes #2 - Question 13
 - Priority: High
- 9. **Show feedback feature for groups**
 - Definition: The app shall allow students to write reviews and rate groups
 - Type: Achieve
 - Source: Field Notes #2 - Question 13
 - Priority: High
- 10. **Prevent review to be anonymous**
 - Definition: The app shall prevent reviews written by students to be anonymous, ensuring that reviews will be valid.
 - Type: Achieve
 - Source: Field Notes #2 - Question 13

- Priority: High
- 11. **Shut down group**
 - Definition: UCI admins will shut down groups that have been reported by students or if the ratings and reviews are terrible
 - Type: Maintain
 - Source: Field Notes #1 - Question 1
 - Priority: High
- 12. **Report group**
 - Definition: Students can report groups in which the group admins are displaying inappropriate behavior.
 - Type: Maintain
 - Source: Field Notes #1 - Question 1
 - Priority: High
- 13. **Write review and rate group**
 - Definition: Students can write reviews and rate groups
 - Type: Soft
 - Source: Field Notes #2 - Question 13
 - Priority: High

Model 4: “Acclimating students to an in-person environment following the COVID-19 pandemic”



Model Explanation:

This model demonstrates how Anteater Groups will support students in acclimating them to an in-person environment following the COVID-19 pandemic. Many students may feel disoriented or daunted to the transition from virtual to in-person and this model goes to re-engage these students by converting virtual events done during covid into in-person events. These events are then enforced with mask mandates to make students comfortable enough to attend these in-person events.

This goal is important in re-establishing real, in-person connections that may have dissipated over the course of Covid-19 and bring normalization to daily social routines.

1. Transition from a virtual to an in-person environment

- Definition: The application will help in the transition from a virtual to an in-person environment
- Type: Soft
- Source: Requirements Elicitation - Question 35, Field Notes #1 - Question 2, Field Notes #2 - Question 10
- Priority: High

2. Help students feel covid-safe on campus / during events

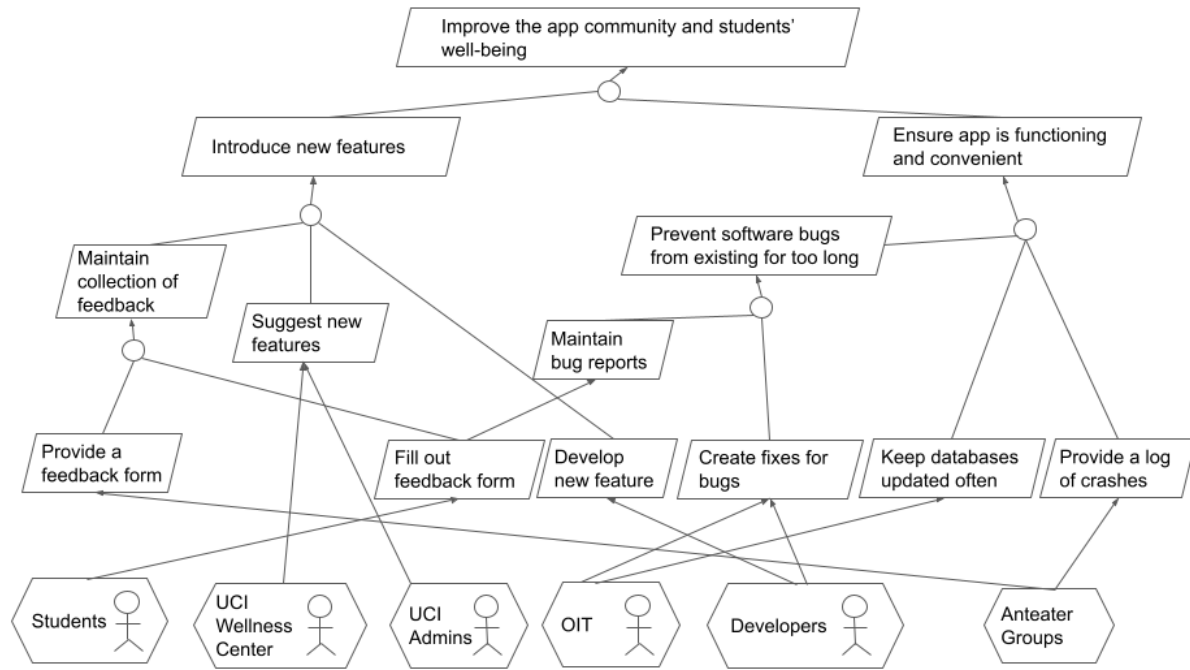
- Definition: The app will help students feel covid-safe on campus / during events.
- Type: Soft
- Source: Case Study / Assumption
- Priority: High

3. Attend / RSVP in-person group events

- Definition: Students can attend or RSVP for in-person group events
- Type: Maintain
- Source: Field Notes #2 - Question 10
- Priority: High
- 4. **Convert virtual study sessions to in-person**
 - Definition: The system will try to increase conversion of virtual study sessions to in-person
 - Type: Soft
 - Source: Case Study / Assumption
 - Priority: Medium
- 5. **Provide RSVP system for in-person group events**
 - Definition: The system will provide an RSVP system for in-person group events
 - Type: Maintain
 - Source: Field Notes #2 - Question 10
 - Priority: High
- 6. **Provide study rooms**
 - Definition: UCI Libraries and CSL will provide study rooms for students to meet up for study events.
 - Type: Maintain
 - Source: Requirements Elicitation - Question 35
 - Priority: High
- 7. **Book in-person study groups**
 - Definition: Students can book in-person study groups
 - Type: Maintain
 - Source: Requirements Elicitation - Question 35
 - Priority: High
- 8. **Let students book study groups**
 - Definition: The app will let students book study groups.
 - Type: Maintain
 - Source: Requirements Elicitation - Question 35, Field Notes #1 - Question 2
 - Priority: High
- 9. **Display masking rules**
 - Definition: The app will display the current masking rules for students to follow
 - Type: Maintain
 - Source: Assumption
 - Priority: High
- 10. **Enforce masking rules**
 - Definition: Students, UCI Admins, and the Wellness Center will enforce mask rules
 - Type: Achieve
 - Source: Field Notes #1 - Question 1
 - Priority: High
- 11. **Create masking rules**
 - Definition: The wellness center will create masking rules that align with the CDC
 - Type: Soft

- Source: Assumption
- Priority: High

Model 5: “UCI admins and OIT shall continually improve the app's feature and functionalities to improve the community and students' well-being”



Model Explanation:

This model demonstrates how Anteater Groups shall improve the app’s community and students’ well-being through continual improvement of the app’s features and functionalities. The app shall maintain a high level of quality, adaptability and functionality even after post-deployment through regular maintenance to keep the app both bug-free and up-to-date. The app shall also periodically introduce new features as feedback from a variety of stakeholders to accommodate the needs of the system as time progresses.

Through the completion of this higher level goal, the other higher level goals shall also flourish and become more effective through the continual improvement to the app.

Goal Annotation: Develop their current hobbies and promoting new ones

Goal priorities are categorized as follows:

Low | Medium | High

1. Introduce new features

- Definition: The system, students, UCI admins, UCI Wellness Center, and developers will work together to introduce new features to the app through suggestions.
- Type: Maintain
- Source: Requirements Elicitation - Question 34
- Priority: Medium

2. **Ensure app is functioning and convenient**
 - Definition: The system and OIT will ensure that the app is well-maintained after deployment, which is defined to be functioning and convenient
 - Type: Maintain
 - Source: Field Notes #2 - Question 1
 - Priority: High
3. **Maintain collection of feedback**
 - Definition: The system shall maintain a collection of feedback provided by the students.
 - Type: Maintain
 - Source: Requirements Elicitation - Question 34
 - Priority: Medium
4. **Prevent software bugs from existing for too long**
 - Definition: The system and developers shall try to prevent software bugs from existing for too long within the app.
 - Type: Avoid
 - Source: Requirements Elicitation - Question 34
 - Priority: Medium
5. **Maintain bug report**
 - Definition: The system shall maintain bug reports so developers and maintenance can understand what features are buggy to the users.
 - Type: Maintain
 - Source: Requirements Elicitation - Question 34
 - Priority: Medium
6. **Fill out feedback form**
 - Definition: Students shall be able to fill out feedback forms in regards to suggestions for how to improve the app or reporting bugs
 - Type: Achieve
 - Source: Requirements Elicitation - Question 34
 - Priority: High
7. **Suggest new features**
 - Definition: With the feedback forms that students are submitting, UCI admins can decide which features are worth adding and suggest those features to be implemented into the app.
 - Type: Soft
 - Source: Requirements Elicitation - Question 34
 - Priority: Medium
8. **Provide a feedback form**
 - Definition: The system shall provide a feedback form for students to submit their concerns and feedback for the app
 - Type: Maintain
 - Source: Requirements Elicitation - Question 34
 - Priority: High
9. **Develop new feature**
 - Definition: Developers shall develop new features if there are

- Type: Achieve
- Source: Requirements Elicitation - Question 34
- Priority: Low
- 10. Create fixes for bugs**
 - Definition: Developers shall create fixes for bugs but after three months, OIT will be responsible for that.
 - Type: Soft
 - Source: Field Notes #2 - Question 1
 - Priority: High
- 11. Keep databases updated**
 - Definition: Due to memory capacities of the database, OIT shall be responsible to keep databases updated and to create a mechanism to flush out old data
 - Type: Maintain
 - Source: Requirements Elicitation - Question 39
 - Priority: High
- 12. Provide a log of crashes**
 - Definition: The system shall provide a log in the case that the app crashes so maintainers, whether that be OIT or the developers will know how to fix it.
 - Type: Achieve
 - Source: Requirements Elicitation - Question 34
 - Priority: High

Missing Information

Gaps in Information

- Conditions for hosting in-person meetings in the case COVID gets worse
- The concept of public / private groups similar to facebook
- How deleted information are stored - if they still are
- Given that there will be a campus-wide notification, how will COVID exposure notifications work?
- Expectations of the Wellness Center as agents

Assumptions

- Let's assume that there are only 2 ways for students to get together - join a group to meet them or to directly message them
- Let's assume that we need to join the group before we can participate in the group event
- We will assume that the app recommends people the same way it recommends groups
- We are going to use the term 'feed' in relevance to Facebook's 'feed'

- Assumptions made for this goal diagram in particular is that UCI admins can disband groups that are behaving inappropriately for model 3
- In model 4 a few assumptions are being made:
 - Wellness Center and UCI admins get together to dictate the rules for masking mandates
 - The case study itself explicitly states that one of the app's goals is to facilitate the re-engagement of in person meetings. Due to that, a few assumptions of goals are also coming from the case study itself.

- It has not been established whether new features will be developed by the original developers or whether that is solely the responsibility of OIT. It has been mentioned that OIT will be the primary source of contact for bugs and other complaints three months after the app's deployment but as for new features, it's unsure of which agent is responsible for that.
- Since COVID 19 is still an ongoing issue we can assume the wellness center would be changing their rules/regulations and the app will also have to inform students of those rules.

Further Questions

- If COVID 19 gets worse should the app still allow or promote in person meetings?
- Should we allow for private/public groups?
- Are deleted groups kept as a backup for some period of time? If yes, how long?
- How do you want us to handle COVID exposure notifications?
- What specifically does the wellness center do for this app?

Appendix 3:

Scenario: Joining Groups, Reporting Groups and Individuals

Author: Tiffany Wu

Source: Goal Diagram #3, Field Notes #3 Question 3, 5

After a long day, Jennie logs onto AnteaterGroup to check out whether there are any new group events to join. While scrolling through the group messages, she notices that Billy has been spamming the group with unrelated content. A lot of students have been asking Billy to stop, but he has continued nonetheless. Jennie clicks the report option on the messages he has been sending to the group and labels them as “inappropriate / spam”. A UCI admin takes note of Jennie’s and other students’ reports of Billy and chooses to block him from the group and mutes him permanently. Billy finds the consequences of his actions too unfair and chooses to appeal for a temporary ban.

In another group, Jennie scrolls through the content and notices one of the members have been posting thoughts about suicide. Given their situation, they’ve been struggling with rent and barely have enough food to move forward to the next month. With the sense of hopelessness, they’ve lost the motivation to continue with school and to end it all. Concerned, Jennie reports these posts and labels them as “mental health issues”. A Wellness Center personnel notices Jennie’s report and contacts the student for next steps to help them.

Lastly, she goes back to the home page and searches for an anime group. She’s been watching a lot of anime recently and wants to be part of a group to share that interest. She searches “anime” in the search bar and scrolls through the different anime groups. To figure out which one she wants to join, she reads the student reviews of each group and glances at the rating. She tries out a group but realizes quickly that the group admin creates drama for a group and immediately reports the entire group and leaves, after leaving a review and rating. She joins another group with an impressive rating and enjoys the group atmosphere.

Assuming:

- When you report messages, you can label them as “inappropriate / spam” vs “mental health issues”
- Though not completely related to the scenario, it’s assumed that the app lists out all the appropriate consequences when getting reported for inappropriate or spammy messages.
- When reports of suicide is sent to the Wellness Center, they would contact the student to schedule necessary remediations.

Further Questions / Gaps:

- When reporting messages, is it 2 separate labels as “report message” vs “notify health wellness center” (for connotation purposes) or would they both be categorized under “report message” with the option of labeling them
- When you report someone for inappropriate messages, do you do so by clicking on the profile of the person to report them, or the messages they send out in general?

Scenario: Acclimating students to an in-person environment following the COVID-19 pandemic

Author: Pranaya Sinha

Source: Goal Diagram #4, Field Notes #2

1.

- Sean wants to book a study room with people he met in class so they can practice for the midterm together. He had already met these people in class, but he didn't get their contact information, and since the class had moved to a remote version, he wasn't sure how to meet them again. He knows they are interested in the drone club as they were talking about it in class, so he joins the drone group in our app to see if he can find them. He was going through the chats in the group to see if he recognised their names, and just a few minutes into searching, he found them. He messaged all of them privately and asked if they wanted to meet in the science library this weekend to study together for the upcoming midterm next week. They decided when all of them were free and also had a room available during that time, which was around 5 PM on Sunday. Sean puts in the request to book a study room with the list of people who would be attending in the app, and soon his booking was confirmed. The other students were sent the RSVP, and they accepted and met over the weekend.

Assuming:

- We assume that the people he met in class are already in the drone club and they signed up for the app.

2.

- Patric wants to meet new friends, but he lives with his immunocompromised parents, so he has to be very careful and only meet vaccinated and tested people. He really likes cricket, so he joins the cricket club in the group, and he sees they are doing an event next week. He checks their COVID policies, which are mentioned in the announcement, and he is happy to see they require everyone to be vaccinated or have a COVID 19 negative test 48 hours before the event, along with masking requirements if they have more than a group of 8 people. There is also a ban on people who don't follow the rules. He signs up for the event and replies yes to the RSVP, feeling he is taking all the steps he can to stay . He gets an email right after asking him to send his vaccination information or negative test, and he puts in his vaccination card, which was reviewed by an admin and confirmed. He goes to the event next week and meets a lot of people with similar interests.

Assuming:

- There already exists an active group about the interest our user had which holds events that are covid safe. Since our app has a lot of different groups and hobbies, any user can probably find a group they are interested in.

Further Questions / Gaps:

- Should the vaccination/covid test be checked on the app or at arrival to the venue?

Scenario: App maintenance, Tickets, App Suggestions

Author: Michael Orlanes

Source: Case Study, Goal Diagram #3, Elicitation Session - #13, Field Notes #2 - 1, 13 , Field Notes #4 - 10-14

Dennis is a member of UCI's OIT department. Dennis and his other co-workers have recently been transferred the responsibility of maintaining and further developing Anteater Groups after the contract to maintain the app by the original developers, expired. After getting familiar with the system, Dennis begins his work. He pulls up a dashboard of all the unacknowledged tickets app users have turned in so far and reads the oldest ticket in the queue.

The ticket comes from a student, Tyler, who reports that after the update that was released 2 weeks ago, that when searching up groups with long names, the text overflows outside of the search bar. Dennis marks the ticket as acknowledged and writes up a bug report, to which he sends to his co-worker Jessica to fix. Jessica responds to him an hour later with a report detailing what was changed for the fix, to which Dennis marks the ticket as complete and attaches Jessica's bug report to the completed ticket dashboard.

Not too long after, Dennis receives an email from Howard, a UCI admin. In the email, Howard asks OIT to add a feature to add custom emoticons that members of a group can use, if they are in the group. Dennis then converts the request into a ticket and adds it to the ticket dashboard with a high priority.

Assumptions:

- There is a ticket dashboard with different states of the ticket (unacknowledged, acknowledged, completed) and these tickets have a priority to them
- The dashboard is available to any OIT worker under the Anteater Groups team

Post-Questions:

- Should tickets be responded to by the oldest date?
- How would the tickets' importance be determined by?
- Which kind of employee's have access to the dashboard?
- Once a ticket has been acknowledged or completed, should it notify the original user who wrote the ticket?

Scenario: Tags, Explore Feature, Event attending, Reward System

Author: Uziel Martinez

Source: Case Study, Goal Diagram #2, Field Notes #3

Timmy is a student who has been taking online classes since the start of 2020 due to the pandemic. He has been having trouble finding friends that are similar to his hobbies and interests. Throughout the first year back, he has been trying to make connections with other students but doesn't seem to do it right. He felt like his hobby for table tennis was slowly dying. It wasn't until he found a poster promoting AnteaterGroup. He got curious and decided to ask a classmate for clarification. Noah then went on to explain what the app has and how Timmy can use it. All he had to do was download an app and sign in with his UCI account. After signing in, Timmy would then be prompted to fill out a survey about his interests and hobbies. Noah explains how he can join any group and participate in group events in order to have a feel of it.

Timmy also sees how tags can also be added to the filter when searching for groups. In his explore feature, he sees all the tags and interests he filled out at the start. He notices a table tennis post of people playing on campus. He got curious about the group and decided to join the group chat. After joining the group chat, he asks about when the next event is going to be the next event. The group admin, James, then tells Timmy when the group was planning to meet to have another session.

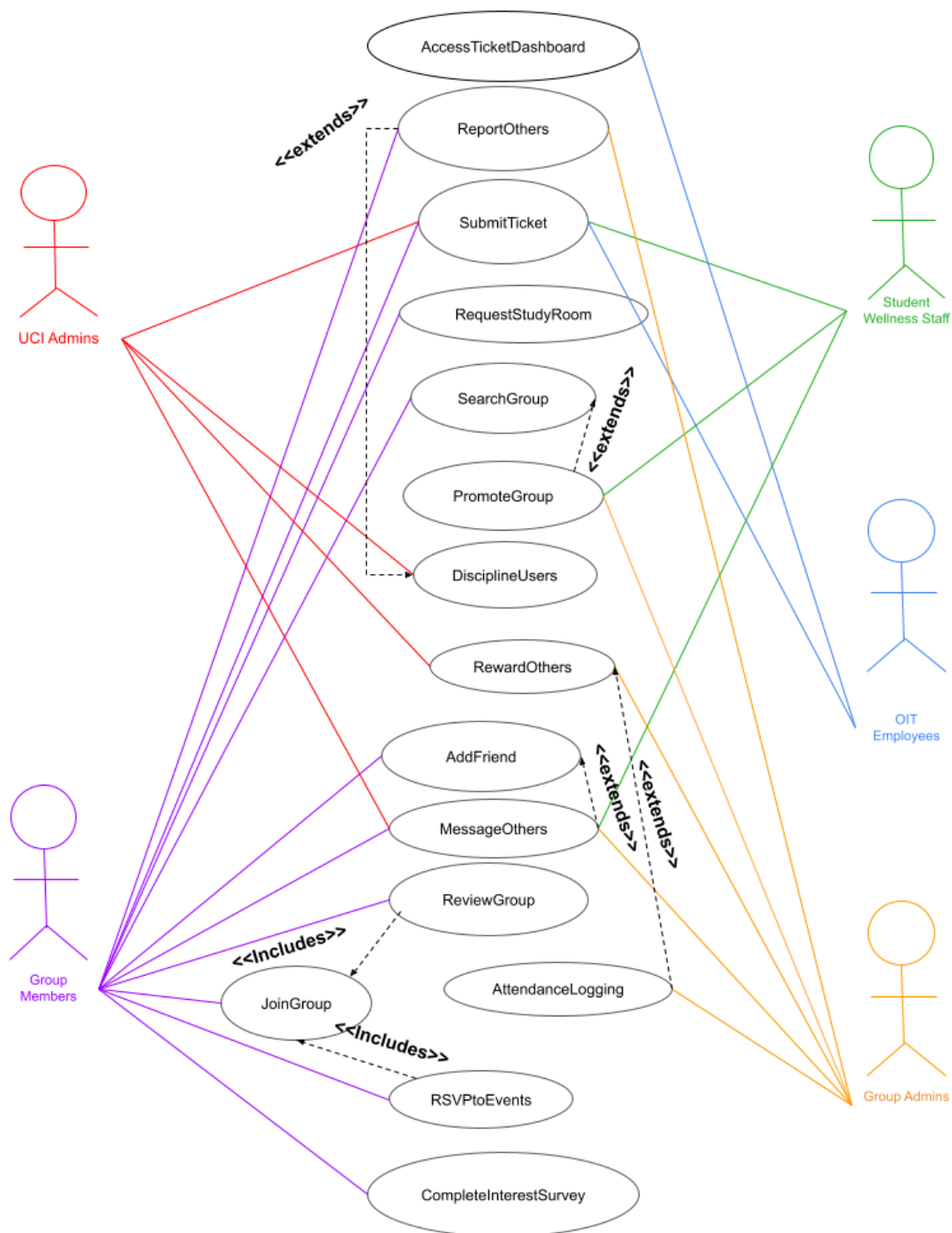
When the date comes, and Timmy attends the event, he fills out a QR code for the group to stay operational. James explains they do this in order to keep track of attendance for future event planning. James also explains he can message anyone from within the group. Timmy was curious on how he can see groups that are “verified.” James explains how the badge next to the name of the groups show that they have shown civility towards the community. James also points out how he can also award the group members.

Assumptions:

- Students are stuck with the interest they filled out with the start and content provided to them will be filter accordingly
- A QR code or some type of logging will be used in group events in other to take attendance
- Students would be able to leave and join any groups they are able to see within the app

Post-Questions:

- Is there a limit to how many groups the students would be able to join?
- If students have privacy concerns, can they deny being logged in for the event?
- Will students be able to change their interests in the future?
- What conditions for a group or student to be rewarded?



Use Case Descriptions

Use Case Name	Join Group
Author	Tiffany Wu
Priority	High
Source	Case Study, Requirements Elicitation Question 9
Short Description	Students should be able to join groups based on their interests
Goal(s)	Get students together to create and pave a more active community
Primary Actor	Students
Secondary Actors	N/A
Preconditions	Student logged into AnteaterGroup and have finished the interest survey
Success End Condition	Student successfully joins groups and can see the group's messages and events
Failed End Condition	Student can not join group and does not see any information about their events
Trigger	Student requests to join group through a button
Basic Flow	<ol style="list-style-type: none"> 1. Student fills out interest survey 2. Groups are recommended to student 3. Student selects groups they are interested in and joins them
Alternative Flows	<ol style="list-style-type: none"> 1. Student searches for a group that interests them through the search feature 2. Student finds the group they are interested in and joins them
Exception Flows	If the student loses connections between any of these steps, then they will not be able to successfully join a group.
Relationship to other use cases	It is related to reviewing groups and RSVPing to Events
Supplementary	N/A
Open Issues	There has been no mention of what the interface should look like. Hence, these flows are all based on what the logic flow would look like. Additionally, it is very likely required that this app will require connection to a network in order to work.

Use Case Name	AccessTicketDashboard
Author	Michael Orlanes
Priority	Medium
Source	Field Notes #4, 10-14
Short Description	Being able to access and view user submitted tickets
Goal(s)	Improve the app by reviewing the technical issues and problems of the app, submitted as tickets
Primary Actor	OIT Employee
Secondary Actors	N/A
Preconditions	Must have an OIT account to access the dashboard
Success End Condition	OIT Employee is able to access and view submitted tickets
Failed End Condition	OIT Employee is unable to log onto the dashboard
Trigger	Login through an external application's login screen
Basic Flow	<ol style="list-style-type: none"> 1. Employee opens ticket tracking software 2. Employee types in with their OIT credentials 3. Employee presses "login" button 4. Employee is sent to the dashboard
Alternative Flows	N/A
Exception Flows	Employee is unable to login between steps 3-4
Relationship to other use cases	N/A
Supplementary	N/A
Open Issues	N/A

Use Case Name	ReportOthers
Author	Tiffany Wu
Priority	High
Source	Requirements Elicitation Question 14, 38; Field Notes #1 Question 1; Field Notes #3 Question 18

Short Description	Students should be able to report other students or groups for inappropriate behavior. Additionally, it can be used to flag mental health issues.
Goal(s)	Promote safe and secure student community
Primary Actor	Students
Secondary Actors	UCI Admin, Wellness Center
Preconditions	The student must be logged in. Another student or group is behaving inappropriately or shows signs of mental instability
Success End Condition	Student A successfully reports Student or Group B
Failed End Condition	Student A can not send a report in regards to Student or Group B
Trigger	Student or group B is behaving inappropriately
Basic Flow	<ol style="list-style-type: none"> 1. Student A sees group messages and notices Student B is behaving strangely 2. Whether Student B is behaving inappropriately or mentioning thoughts of suicide, Student A selects the messages to report 3. Student A labels the report of the message as “inappropriate” or “mental health issues” 4. If the message is flagged as “inappropriate”, UCI Admins will discipline Student B. If the message is flagged as “mental health issues”, a Wellness Center counselor will reach out to Student B to check whether they’re okay.
Alternative Flows	<ol style="list-style-type: none"> 1. Student A sees group messages and notices a group of students are behaving badly 2. Student A reports the entire group for inappropriate behavior 3. UCI Admins sees the report and disciplines the group accordingly
Exception Flows	If the connection is cut on step 3 of the basic flow or step 2 of the alternative flow, then the report will not successfully go through.
Relationship to other use cases	Related to “discipline users”. Extends but not included since it’s not required.
Supplementary	N/A
Open Issues	N/A

Use Case Name	SubmitTicket
Author	Michael Orlanes
Priority	Medium

Source	Field Notes #4 10-14
Short Description	Users will be able to submit tickets regarding any technical issue with the app
Goal(s)	Provide feedback any technical problems or bugs in the app by users
Primary Actor	Students
Secondary Actors	OIT Employee, UCI Admins, Student Wellness Center App
Preconditions	The student must be logged in to submit a ticket
Success End Condition	Student is able to submit a ticket
Failed End Condition	Student is unable to submit ticket or ticket access ticket form
Trigger	Opening the menu in the top right corner and selecting “request ticket”
Basic Flow	<ol style="list-style-type: none"> 1. Student opens menu in top right corner 2. Student selected “request ticket” 3. Student fills out ticket form 4. Student submits the ticket form
Alternative Flows	If the app crashes, a crash ticket is automatically filled and sent with high importance
Exception Flows	<p>The student cannot access the form between steps 2-3</p> <p>The student is unable to submit the form between steps 3-4</p>
Relationship to other use cases	N/A
Supplementary	N/A
Open Issues	There is contact info at the login page if user cannot login to submit the ticket form

Use Case Name	ReviewGroup
Author	Tiffany Wu
Priority	Medium
Source	Field Notes #2 Question 13
Short Description	Students can write reviews and rate a group. All these will be public information for all other students interested in the group to view.
Goal(s)	Promote safe and secure student community

Primary Actor	Students
Secondary Actors	N/A
Preconditions	Students must first be in the group to review the group.
Success End Condition	Students successfully upload their review and rating of the group
Failed End Condition	Students can not upload their review and rating of the group
Trigger	Students select into a group
Basic Flow	<ol style="list-style-type: none"> 1. Students select a group they'd like to review 2. Students have the option to write a review for the group and give the group a rating 3. Students put down their rating and review 4. Students hit submit to upload the review and rating
Alternative Flows	N/A
Exception Flows	Students fail to maintain a connection during step 3 and step 4
Relationship to other use cases	Related to "join group" since to review a group, one would need to join it first.
Supplementary	Students can write multiple reviews and rate the groups multiple times, with all previous reviews and ratings still available. This is useful when the group has made actions towards improvement or for bad reasons. Additionally, reviews and ratings are not anonymous to prevent inaccurate information.
Open Issues	N/A

Use Case Name	SearchGroup
Author	Uziel Martinez
Priority	Medium
Source	Requirements Elicitation Question #17-18
Short Description	Students would be able to search a group by tags, hobbies, and interest
Goal(s)	Provide students with a way to connect with others groups with a specific interest
Primary Actor	Students
Secondary Actors	OIT Employee and Group Admin

Preconditions	Students would must have an idea of what they would like from a group
Success End Condition	Students finds a group with who they can make a connection with a group
Failed End Condition	Students was unable to find a group that finds their needs
Trigger	Students searches in the search bar keywords or tags relating to their topic of interest
Basic Flow	<ol style="list-style-type: none"> 1. Students must have an idea of what they might be interested in 2. Student then would enter keywords, phrases, or tags relating to a group 3. App would then show the student with a list of groups with potential points of interest relating with what they entered
Alternative Flows	
Exception Flows	Student was not able to find a group using this method
Relationship to other use cases	This case would connect with PromoteGroup since this could be a method for a student to join a group
Supplementary	N/A
Open Issues	How specific do the keywords, phrases, or tags to show a specific group

Use Case Name	PromoteGroup
Author	Uziel Martinez
Priority	Medium
Source	Field Notes #2- Question #7
Short Description	This would be an explore feed where groups members and admins would be able to post events of the groups they are part of
Goal(s)	To give exposure to groups and a sense of identity to what the group offers to their group members
Primary Actor	Students
Secondary Actors	Group Admins
Preconditions	Students would be willing to post their interactions and events. Students would also be open to have groups promote their events
Success End Condition	Students understand the available groups and might feel motivated to join a group

Failed End Condition	Students completely ignore this feature
Trigger	Students access the explore feature and are able to see a feed of what the groups are posting
Basic Flow	<ol style="list-style-type: none"> 1. Once group members and admins are at a event they would be able to post activities from the event 2. Students would then be able to see these events in the explore feature 3. Students can then join a group if they are interested
Alternative Flows	Students simply ignore this feature and find groups elsewhere
Exception Flows	N/A
Relationship to other use cases	This case can have a relation with SearchGroups since its purpose would be to eventually find a group
Supplementary	N/A
Open Issues	What restrictions would the students have on what to post on the feed

Use Case Name	DisciplineUsers
Author	Tiffany Wu
Priority	High
Source	Requirements Elicitation Question 38; Field Notes #3 Question 15, 18, 19
Short Description	UCI Admins can make necessary actions to discipline users or groups for inappropriate behavior
Goal(s)	Promote safe and secure student community
Primary Actor	UCI Admins
Secondary Actors	Students
Preconditions	UCI Admin will see these from the dashboard
Success End Condition	UCI Admin successfully temporarily or permanently mutes or blocks the student from the group
Failed End Condition	UCI Admin does not mute or block the student from the group
Trigger	Students report others for inappropriate behavior or AnteaterGroup will flag the students for inappropriate behavior.
Basic Flow	<ol style="list-style-type: none"> 1. UCI Admin sees the report of a student or group acting up

	<ol style="list-style-type: none"> 2. UCI Admin decides the necessary disciplinary action against the student or group 3. If it is a student, they can receive anywhere between a temporary mute in the group to a permanent ban 4. If it is a group, they can receive warnings or can be disbanded
Alternative Flows	N/A
Exception Flows	UCI Admin never receives the report or loses connections while administering the consequences.
Relationship to other use cases	Relies on ReportOthers use case
Supplementary	N/A
Open Issues	For these disciplinary measures to be fair, these measures should be posted clearly in a certain area to ensure that students do not claim ignorance when using the app.

Use Case Name	RewardOthers
Author	Uziel Martinez
Priority	Medium
Source	Field Notes #2- Questions 12, 14-16
Short Description	This would be a reward system that would be used to show civility towards the community. A badge would show next to the group profile or student profile.
Goal(s)	To promote good conduct within the groups and students
Primary Actor	Group Admins and UCI Admins
Secondary Actors	Students
Preconditions	Students and groups would have to create a atmosphere that follows the goal of the app of supplying with the students with space to interact and relieve mental stress
Success End Condition	Students and Groups feel fulfilled with their actions and impact with the community
Failed End Condition	Students and Groups feel dissatisfaction over the recognition they receive
Trigger	Students and Groups commit actions that could be considered civility

	towards the community
Basic Flow	<ol style="list-style-type: none"> 1. Groups create a atmosphere that creates growth for the students 2. Groups are inclusive towards students and the impact they might have
Alternative Flows	<ol style="list-style-type: none"> 1. Students conduct follows the apps guidelines 2. Student show courtesy towards others 3. Show to have impact towards groups and other students
Exception Flows	N/A
Relationship to other use cases	Probably AttendanceLogging since that would be how admins and groups would be able to rewards groups and students
Supplementary	N/A
Open Issues	What actions would show civility

Use Case Name	RequestStudyRoom
Author	Request Study Room
Priority	Pranaya Sinha
Source	High
Short Description	Elicitations - 4/29/2022
Goal(s)	The application will let students book a study room in one of the libraries that is available.
Primary Actor	Attend/RSVP in-person group events
Secondary Actors	UCI Students
Preconditions	UCI libraries/CSL,
Success End Condition	Students want a study room. Study rooms are not all booked for the dates the students are interested in.
Failed End Condition	Student will successfully book an empty study room.
Trigger	Students will not be able to book an empty study room.
Basic Flow	User clicks on the book study room button
Alternative Flows	<ol style="list-style-type: none"> 1. User clicks on the list of study rooms 2. User puts in the date and time they want 3. User selects a study room that is available

	<ol style="list-style-type: none"> 4. User clicks on book now 5. User enters the number of students 6. User confirms their booking
Exception Flows	Na
Relationship to other use cases	<ol style="list-style-type: none"> 1. User clicks on the list of study rooms 2. User puts in the date and time they want 3. They can't find any study rooms available then 4. They change the date and time 5. User selects a study room that is available 6. User clicks on book now 7. User enters the number of students 8. User confirms their booking
Supplementary	Request Study Room
Open Issues	None

Use Case Name	MessageOthers
Author	Pranaya Sinha
Priority	High
Source	Elicitations – 4/22/2022
Short Description	The application will let user send direct messages to each other after they have accepted the friend request.
Goal(s)	
Primary Actor	UCI Student
Secondary Actors	None
Preconditions	Student need to be friends with each other on the app
Success End Condition	The student will be able to send the message to the other student
Failed End Condition	The student will now be able to send a message to another student
Trigger	Student click on the send button
Basic Flow	<ol style="list-style-type: none"> 1. Student enters the message they want to send 2. Student clicks on the send button

Alternative Flows	Na
Exception Flows	Na
Relationship to other use cases	Users will need to use the AddFriend before using this feature
Supplementary	Private messages will still be filtered to make sure the rules and regulations of the application is followed
Open Issues	None

Use Case Name	AddFriend
Author	Pranaya Sinha
Priority	High
Source	Elicitations – 04/18/2022
Short Description	Students should be able to send a friend request to their friends or people they met on the app
Goal(s)	The application will let the users connect with the people they know or met
Primary Actor	UCI Students
Secondary Actors	None
Preconditions	Both users need to have an account on the application
Success End Condition	The users will now be friends with each other on the app
Failed End Condition	The users will not be friends with each other on the app
Trigger	User clicks on the send request button
Basic Flow	<ol style="list-style-type: none"> 1. User clicks on their friend list 2. User clicks on the add friend button 3. User enter the name of the friend they want to add 4. User clicks on the send request button 5. The other user accepts
Alternative Flows	<ol style="list-style-type: none"> 1. User clicks on the username of a student in a group 2. User clicks on send friend request 3. The other user accepts
Exception Flows	<ol style="list-style-type: none"> 1. User clicks on their friend list

	<ol style="list-style-type: none"> 2. User clicks on the add friend button 3. User enter the name of the friend they want to add 4. User clicks on the send request button 5. The other user declines
Relationship to other use cases	Na
Supplementary	Na
Open Issues	Na

Use Case Name	AttendanceLogging
Author	Uziel Martinez
Priority	Medium
Source	Field Notes #2- Question #10
Short Description	Groups admins would be required to take attendance of the group members when attending events
Goal(s)	To keep track of the students and groups to know who to rewards for the reward system
Primary Actor	Students
Secondary Actors	Group Admins and UCI OIT
Preconditions	Development would have to create another system in order to have the students check in for the event
Success End Condition	Admins can keep track of attendance of Students and groups
Failed End Condition	N/A
Trigger	Groups admins offer students who attend the event with a QR code for them to fill out a form of attendance
Basic Flow	<ol style="list-style-type: none"> 1. At some point of the event, group admins would tell group members to fill out the Attendance Log 2. Student would then fill out this log of attendance

Alternative Flows	N/A
Exception Flows	N/A
Relationship to other use cases	Is used for RewardOthers to keep track of who to reward
Supplementary	N/A
Open Issues	Could this be a privacy concern

Use Case Name	RSVPtoEvents
Author	Pranaya Sinha
Priority	High
Source	Elicitations - 4/29/2022
Short Description	The application will let students book a study room in one of the libraries that is available.
Goal(s)	Attend/RSVP in-person group events
Primary Actor	UCI Students
Secondary Actors	UCI libraries/CSL,
Preconditions	Students want a study room. Study rooms are not all booked for the dates the students are interested in.
Success End Condition	Student will successfully book an empty study room.
Failed End Condition	Students will not be able to book an empty study room.
Trigger	User clicks on the book study room button
Basic Flow	<ol style="list-style-type: none"> 1. User clicks on the list of study rooms 2. User puts in the date and time they want 3. User selects a study room that is available 4. User clicks on book now 5. User enters the number of students 6. User confirms their booking
Alternative Flows	Na
Exception Flows	<ol style="list-style-type: none"> 1. User clicks on the list of study rooms 2. User puts in the date and time they want 3. They can't find any study rooms available then 4. They change the date and time

	5. User selects a study room that is available 6. User clicks on book now 7. User enters the number of students 8. User confirms their booking
Relationship to other use cases	Na
Supplementary	Additional relevant information about this use case
Open Issues	None

Use Case Name	CompleteInterestSurvey
Author	Uziel Martinez
Priority	High
Source	Requirements Elicitation Question #4, 9, 11
Short Description	This would be a survey that students would take when first logging into the app
Goal(s)	Purpose of taking this survey would be to provide students with a set of groups that they might be interested in upon the information of the survey
Primary Actor	Students
Secondary Actors	N/A
Preconditions	Students should have an idea of what they are interested in or what they are looking to gain from the app
Success End Condition	A good idea is grasp on interest the students has and what they are trying to gain from the app
Failed End Condition	N/A
Trigger	Logging into the app
Basic Flow	<ol style="list-style-type: none"> 1. Students log into the app using their UCI login 2. Students creates the basics of their profile 3. Students are prompted to take a survey 4. Students are presented with some groups they might be interested in
Alternative Flows	N/A

Exception Flows	N/A
Relationship to other use cases	N/A
Supplementary	Students would be able to look for groups through the explore feature or the search bar using tags
Open Issues	What questions or information should be used to classify which groups to present the student

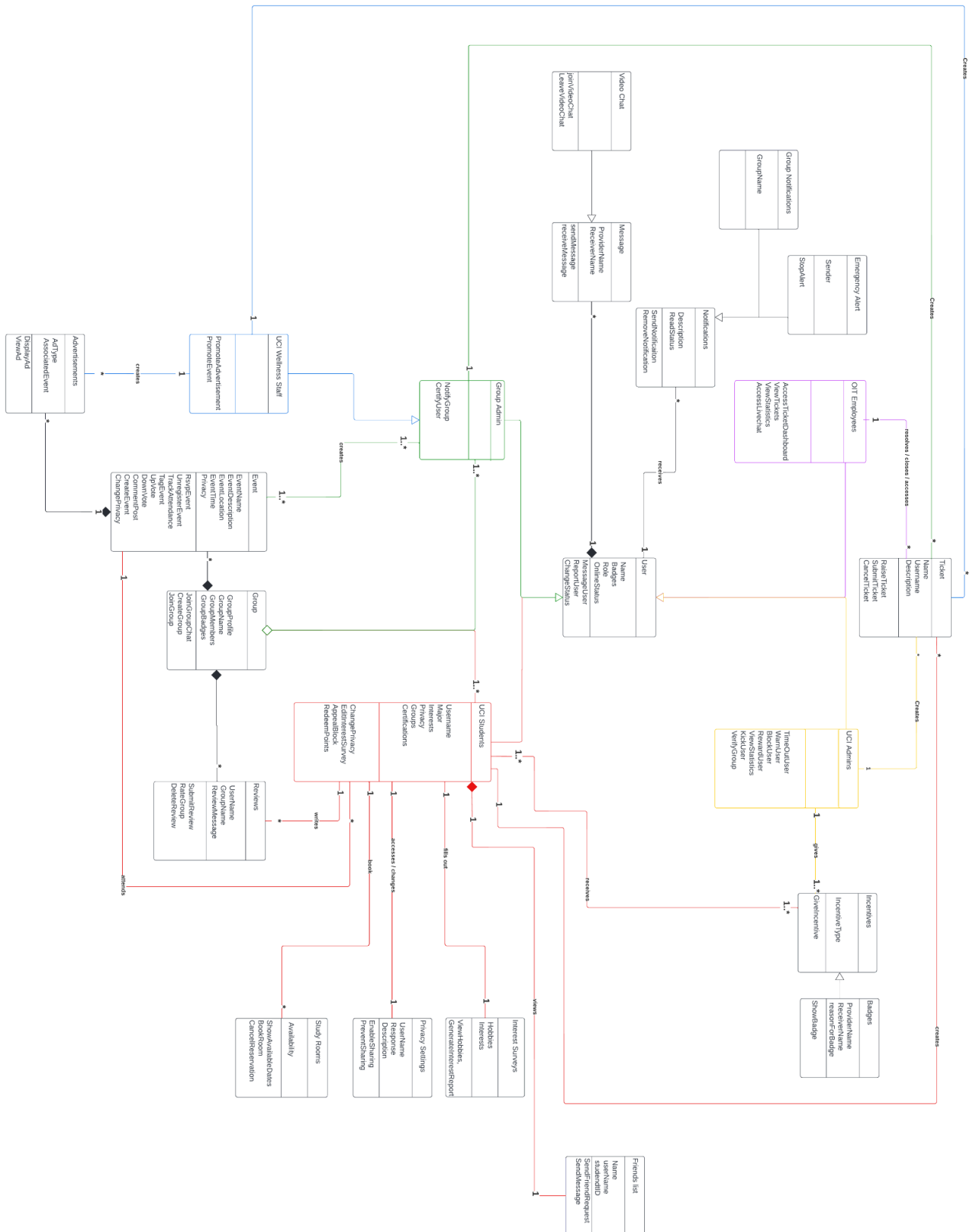


Diagram Model

Descriptions:

- **Group**
 - Groups are going to be a collective of students who the students themselves choose. The idea is to have students with common interests and goals to interact and create a sense of community.
 - Attributes:
 - Group Profile
 - Group Name
 - Group Members
 - Group Badges
 - Operations:
 - Joining of group chat
 - Create Group
 - Joining of group events
 - Source(s):
 - Field Notes #1- Questions #4-5
- **Event**
 - This is going to provide a space for students to view the events dispersions and where it is going to take place
 - Attributes:
 - Event Name
 - Event Description
 - Event Location
 - Event Time
 - Privacy of Event
 - Operations:
 - Reservation of event
 - Unregister for an event
 - Track Attendance
 - Tags that could be used for the event advertising
 - Upvote
 - Downvote
 - Comment post of the event
 - Creation of Event
 - Changing Privacy of Event
 - Source(s):
 - Requirements Elicitation- Questions #6-9
- **Ticket**
 - Raising a ticket is going to be a method for students to bring awareness to OIT about issues from the app.

- Attributes:
 - Name
 - Username
 - Description of the problem
- Operations:
 - Raising a ticket
 - Submission of a ticket
 - Cancellation of a ticket
- Source(s):
 - Field Notes #4- Question #10
- **Friends List**
 - This is going to provide a space for the students to organize their list of friend that they made while using the app
 - Attributes:
 - Name
 - Username
 - Student ID
 - Operations:
 - Sending of friend request
 - Sending of message
 - Source(s):
 - Requirements Elicitation - Questions #30-31
- **Advertisements**
 - Advertisements would be used to provide a space for groups to advertise what they are trying to represent
 - Attributes:
 - The type of Ad
 - The Event Associated with the Ad
 - Operations:
 - Display the Ad
 - View the Ad
 - Source(s):
 - Field Notes #4 - Questions #8-9
- **UCI Wellness Staff**
 - UCI Wellness staff are individuals who promote student wellness and mental health.
 - They own their own group that all users of the app are defaultly a part of.
 - Attributes:
 - Inherited from **User**
 - Inherited from **Group Admin**
 - Operations:
 - Inherited from **User**
 - Inherited from **Group Admin**
 - Promote certain advertisements

- Promote certain events
- Source(s):
 - Case Study, Field Notes #3 - Question 2
- **OIT Employees**
 - OIT Employees are in charge of maintaining and further developing the app after 3 months of initial deployment. They Fix bugs and issues with the system from tickets sent in by users. They are also the technical support that users can reach out to in a Livechat feature
 - Attributes:
 - Inherited from **User**
 - Operations:
 - Inherited from **User**
 - Access the Ticket Dashboard
 - View Tickets on the Dashboard
 - View Statistics and Data of the app and its userbase
 - Access Livechat to be technical support for users
 - Source(s):
 - Field Notes #2 - Question 1
 - Field Notes #4 - Question 10
- **User**
 - A base class that defines a user of the system that shares all the basic attributes and can branch into specific types of users
 - Attributes:
 - The real name of the user
 - What badges the user has
 - The role of the user
 - The user's online status
 - Operations:
 - Message other users/groups
 - Report other users
 - Change user's online status
 - Source(s):
 - Case Study
 - Requirements Elicitation - Question 10, 11, 14, 20, 30, 38;
 - Field Notes #1 - Question 1, 2, 3, 5, 6, 7, 8, 9, 11;
 - Field Notes #2 - Question 4, 8, 10, 14;
 - Field Notes #3 - Question 2, 6, 7, 8, 18;
 - Field Notes #4 - Question 1, 10, 12, 13
- **Message**
 - A history of messages that have been sent to and from other users and groups. This presumably includes messages sent in the Livechat support
 - Attributes:
 - The name of the user who receives the message
 - The name of the user who sent the message

- Operations:
 - Sending the message itself
 - Receive the message
- Source(s):
 - Case Study
 - Field Notes #1 - Question 6
 - Field Notes #4 - Question 13
- **UCI Admins**
 - UCI affiliates who already work for UCI will be brought into the application, and they will be given an Admin account that can do management functions such as looking at student statistics and reports.
 - Attributes:
 - They can give incentives.
 - They can look at user data
 - Operations:
 - They can create tickets.
 - They can look at reports and decide what to do.
 - They receive a log if the application crashes.
 - They can remove groups that are misbehaving.
 - Source(s):
 - Requirements Elicitation - Question 14, 34, 36;
 - Field Notes #1 - Question 3;
 - Field Notes #2 - Question 12, 14, 16;
 - Field Notes #3 - Question 5, 18;
 - Field Notes #4 - Question 14
- **Group Admins**
 - Group Members or Group Creators can become/be promoted to Group Admin. Group Admins are in charge of the group and can do higher functions such as scheduling events or notifying the group
 - Attributes:
 - Inherited from **User**
 - Operations:
 - Inherited from **User**
 - They can send notifications to all members within a group
 - They can give certifications to certain members of their group
 - Source(s):
 - Requirements Elicitation - Question 38;
 - Field Notes #1 - Question 2, 3, 5, 7, 8, 9;
 - Field Notes #2 - Question 8, 10, 14;
 - Field Notes #3 - Question 7, 8, 18;
 - Field Notes #4 - Question 1, 12
- **Reviews**
 - Users, typically students, can review and rate a group they have been a part of
 - Attributes:

- The username of the reviewer
 - The name of the group they are reviewing
 - The Message about the group they are reviewing
- Operations:
 - Submitting the Review
 - Rating the Group
 - Delete/Cancel the Review they currently are making or have made
- Source(s):
 - Field Notes #2 - Question 13
- **Emergency Alert**
 - Emergency Alerts function similar to UCI's ZotAlerts, where a UCI Admin can send an alert to notify users of any emergency.
 - Attributes:
 - Inherited from **Notifications**
 - Who sent the alert
 - Operations:
 - Inherited from **Notifications**
 - Stopping the Alert
 - Source(s):
 - Field Notes #2 - Question 17
- **Incentives**
 - Incentives are rewards that are awarded by anyone who is a Group Admin, and the rewards typically include badges but could be items of small monetary value
 - Attributes:
 - Type of Incentive
 - Operations:
 - Giving the Incentive
 - Source(s):
 - Question 12, 20, 40;
 - Field Notes #2 - Question 14, 15
- **UCI Students**
 - UCI Students are the main users of the app
 - They also have the most attributes and operations out of any other class in the app, being able to have information about themselves and interact with other users and functions
 - Attributes:
 - Inherited from **User**
 - Their username
 - Their major
 - Their interests
 - If info about themselves is private or not
 - What groups they belong to
 - What certifications they have
 - Operations:

- Inherited from **User**
 - They can change what information about themselves is private or public
 - Change their initial Interest Survey
 - Appeal a block if they have been blocked
 - Redeem points that might have been awarded to them
- Source(s):
 - Case Study, Requirements Elicitation - Question 10, 11, 14, 20, 30;
 - Field Notes #1 - Question 1, 6, 11; Field Notes #2 - Question 4;
 - Field Notes #3 - Question 6, 7, 10, 11, 14;
 - Field Notes #4 - Question 10, 13
- **Privacy Settings**
 - Privacy Settings is a quick prompt that shows up when initially using the app
 - Asks the user if they can share information about their data as part of statistics that the UCI admins and OIT Employees can access
 - Attributes:
 - Name of the user who is filling the prompt
 - The Yes/No user's response
 - A Description of what sharing includes
 - Operations:
 - If 'Yes', share the data
 - If 'No', don't share the data
 - Source(s):
 - Question 28, 36;
 - Field Notes #4 - Question 6
- **Group Notifications**
 - Notifications that specifically are sent to users within a certain group - usually sent by an admin
 - Attributes:
 - Inherited from **Notifications**
 - The name of the group to which the notification will be sent to
 - Operations:
 - Inherited from **Notifications**
 - Source(s):
 - Requirements Elicitation - Question 26, 27;
 - Field Notes #1 - Question 7, 8;
 - Field Notes #2 - Question 12
- **Notifications**
 - Notifications is a base form class that basically sends notifications to the app or to certain groups
 - Attributes:
 - The notification description that will be distributed to others
 - Which people read the notification
 - Operations:
 - Send the notification to others

- Remove the sent notification
 - Source(s):
 - Question 26, 27;
 - Field Notes #1 - Question 7, 8;
 - Field Notes #2 - Question 12
- **Interest Surveys**
 - When a student signs up, they will be prompted to fill out an interest survey so the app can suggest to them what groups to join to kickstart their first time on experience.
 - Attributes:
 - It stores the students' hobbies
 - It stores the students' interests.
 - Operations:
 - Collect user information
 - Use information to suggest groups
 - Source(s):
 - Requirements Elicitation - Question 11
- **Video Chat**
 - Users can talk to each other over video chat to better communicate with each other on the application.
 - Attributes:
 - Inherited from **Message**
 - Operations:
 - Inherited from **Message**
 - Users can join video chats
 - Users can leave video chats
 - Source(s):
 - Field Notes #1 - Question 1
- **Badges**
 - Users on the app can get badges for verification purposes or as an incentive that an admin gave them for meeting a certain requirement. This can be to make sure the UCI admins are actual admins or to show on a user's profile.
 - Attributes:
 - Inherited from **Incentives**
 - The admin who provided the badge
 - The reason for the badge
 - Operations:
 - Inherited from **Incentives**
 - Show the badges on the user profile
 - Source(s):
 - Field Notes #2 - Question 2, 14;
 - Field Notes #3 - Question 7;
- **Study Rooms**

- Users can book study rooms to get together with each other and get work done together. It will let them reserve a particular room at a particular time.
- Attributes:
 - Availability
- Operations:
 - Show all available dates
 - Users can reserve rooms
 - Users can cancel rooms
- Source(s):
 - Requirements Elicitation - Question 35;
 - Field Notes #1 - Question 2;
 - Field Notes #2 - Question 9;
 - Field Notes #3 - Question 7, 8, 18;
 - Field Notes #4 - Question 1, 12

Missing Information

- Gaps
 - Whether badges can be used for title purposes (to signify that the user is a UCI admin vs professor vs OIT employee)
- Assumptions
 - Every user (including UCI admin and wellness center and OIT) have a status
 - Every user has a badge that signifies their title
- Questions
 - Does every user have a badge that signifies their title or are badges merely used for incentive purposes?
 - If so, can users hide their badges?

Appendix 5:

Field Notes #1 - 04/22/2022

1. **Can students report groups for inappropriate behavior (i.e. if they are bullying a particular user or engaging in academic dishonesty)?**
 - a. Yes
2. **Do group admins need to go through training that are held for official UCI clubs to prevent hazing and to learn how to book study rooms?**
 - a. The groups on the app should already exist. Theoretically, it should already be done by regular campus admins.
3. **So to backtrack, not every student can create groups, right?**
 - a. Students can still create groups. If there is a duplication, they should be notified of that and recommend those official groups. These group admins will not need to go through admin training but the UCI admins can remove these groups if it is engaging in inappropriate behavior.
4. **For existing groups that are verified by UCI, can they have a “verified” badge next to those similar to Twitter?**
 - a. Yes. Additionally, groups formed from the app can also become verified by UCI admins, which results in the group to go through official club steps in becoming an official club.
5. **Can we elaborate further on the messaging system in this app?**
 - a. There will be two groups for messaging. There will be one for within the group and one to broadcast to the public. To prevent important messages from getting lost, it should allow group admins to ping everyone and pin events like Discord. So there should be an announcement channel to broadcast to the general public’s feed and a channel dedicated to messages for the group itself.
6. **Can students privately message each other?**
 - a. Yes.
7. **Can students unregister from events? If so, does it prevent further notifications about said event?**
 - a. Yes, students should be able to unregister from events. This gives a good gauge for group admins so they know the headcount for the event.
8. **Can students also send global notifications?**
 - a. No, only group admins can.
9. **Can only group admins make events or can regular members in the group do it as well?**
 - a. Only group admins can make events. Students can request events to be created and group admins will create it on that student’s behalf.
10. **Can a tutorial be displayed upon first accessing the app?**
 - a. Yes
11. **To clarify, can we have a video chat feature for privately interacting with students?**
 - a. Yes.

Appendix 6:

Field Notes #2 - 04/29/2022

1. **Is OIT going to maintain the app after its deployment?**
 - a. Eventually yes. Within the first three months of launching the app, the developers will take care of the crashes and tickets. Concurrently, knowledge transfer is also provided to OIT so after 3 months, OIT will be the primary source of contact for bugs and new features?
2. **How should student profiles be generated? Is that by students themselves or through current UCI databases?**
 - a. Students can write short descriptions of themselves and the app should show what groups they are a part of. Badges they earned should be visible as well. As for majors and class level, that can be auto generated by syncing with the UCI databases upon entering their uci emails
3. **Can users toggle what information they wish to be visible to the public vs to group members vs to friends like Facebook?**
 - a. Yes
4. **Can students make their own usernames or is it always their UCINetID?**
 - a. Students can create their own usernames. UCINetID should not be visible in their “about me” section.
5. **For finding friends, can we use a third party integration of social media?**
 - a. No
6. **How should users be suggested friends?**
 - a. Users will be suggested friends based on their majors and minors. Class levels won’t matter. Additionally, the app can ask for permissions to view their contacts, allowing the app to recommend those within the user’s contacts as well.
7. **How will users find interests? Is there some explore function with a button?**
 - a. Yes. There should be an explore feature.
8. **Can professors use the app?**
 - a. Yes they can. However, they won’t get any special privileges other than that of a group member or group admins. They should have a badge or some form of icon to indicate they are a professor.
9. **Can users make events with other users through the private messaging feature?**
 - a. Once these users become friends, they can start chatting. If they want to meet up, they can leverage study rooms.
10. **How is attendance tracked for events? Is it the group admins’ responsibility? Or is it by the “interested” feature like on Facebook?**
 - a. Attendance will be tracked by scanning a QR code at the live event which will be uploaded into a database. As for online events, those events will need to share a key word in the middle of the meeting that the attendants will have to upload to the database.
11. **Should the app be released concurrently on both platforms or can one be released before another (i.e. release on iOS first before Android)?**
 - a. They should be released concurrently
12. **What is the reward system for groups, if any are implemented?**

- a. There will be a reward system for groups where the top 5 best performing groups will be rewarded and they will get a badge. This will be determined through statistics for the group such as the number of active students, the number of current members which will be seen in the web dashboard. These rewards can then be distributed to students within the group. To prevent students from abusing this feature and joining groups that will be rewarded for a brief time, UCI admins will check student activity in the group

13. Should there be some sort of feedback for the group?

- a. There will be a public review system for groups that allows students to rate a group and write a review of them (similar to the Google ratings for restaurants). This also allows them to provide feedback for the group in the case that the group keeps canceling events at the last minute or creating a bunch of fake events to hype up participation in the group. Users can write multiple reviews for the same group but these reviews will not be anonymous.

14. What exactly are the rewards? Is it just badges or can there be monetary rewards like zot bucks or flexdine?

- a. Badges are the easiest form of incentives since they have no cost. Light monetary value isn't bad either as a reward but UCI admins need to be careful that group admins don't put in too much money for incentive. Each group can decide on awards for their members besides from the badge system within the app.

15. So to clarify, can UCI admins reward groups and can groups reward members?

- a. Yes

16. To reiterate, what exact statistics need to be displayed in the web dashboard? Does it show statistics for each user or just for groups itself?

- a. Group statistics are very likely what's shown. In this way, UCI admins can reward groups that are doing good and can try to help groups that aren't. They can be placed into a tier list which can be ranked by number of events held, number of current users, number of users attending events, etc.

17. Can the app be able to do a campus wide emergency alert system like ZotAlerts?

- a. Yes.

Appendix 7:

Field Notes #3 - 05/06/2022

1. **What kind of disability options will there be?**
 - There can be text-to-speech
 - Open ended response
 - Try to cater to as many disabilities as possible
 - How to take care of can be up to developers
 - May require some surveying to find out more and accommodations
2. **Would there be an algorithm that detects suicidal thoughts?**
 - Yes, the algorithm would detect suicidal thoughts from posts
 - Notify the UCI wellness team
 - If we can implement, do it
3. **Would you also notify the wellness center about suicidal posts?**
 - Yes, we would notify wellness center
 - He might be referring to suicidal posts?
4. **How many suicidal posts would it take to cause notification to other parties?**
 - Not hard-coded, numerically based, should be algorithmically detected, maybe ML to determine the threshold of “a serious situation”
5. **What posts go to whom?**
 - Inappropriate behavior goes to UCI admin
 - Anything mental health issues go to Wellness Center
6. **Can we have tags for students who have taken certain courses on their profile?**
 - Yes there should be tags
 - Be working similar to “virtual certificates” of a language
 - Be visible on their profile
7. **For tags, do we verify their “certification” or is it self certified?**
 - Group admins exclusively are the ones who are providing (or approving?) the certifications to certain users
 - One of the privileges given to group admins
 - There is a digital store of certificates that are free and can give those to students?
 - Group admins should be able to give additional certificates in some fashion
 - Maybe there are 120 premade static certificates?
 - From a store that is free?
 - Clicking on “Get badges” should open a menu with other things but includes a certificate section
8. **What if the group admin is trying to approve a certificate in something the admin has no experience in? Can the student just show them formal written proof instead?**
 - The situation should not arise
 - A person who is an admin of Cricket, should be only approving certificates of Cricket and not Python coding or something
9. **How will the Wellness Center promote mental health?**
 - What they are doing right now without the app, like posters, and advertisements, they should be able to promote their advertisements/events

- When a promotion from the Wellness Center happens, it should notify everyone who uses the app

10. Are students able to directly contact admins or Wellness Center?

- Yeah, it can provide contact information

11. Should there be a group for the Wellness Center?

- By default, all students are a part of this group upon sign-up

12. Should there be a group for admins too?

- No just Wellness center

13. Are there tags for group events?

- Yes there should be tags for things like education, protest, entertainment, etc
- If it's like a protest, it can alert UCI Police, Admins, and other related parties so they can get data like event length, people amount attending, etc

14. How are events created?

- Admins make events
- Event invitation notification should be sent to all students in group
- It should then pop up on everyone's calendar and only taken off if they reject the invitation

15. What tools do admins have?

- First step is like warning/mute
- Last step is blocking from group and sending messages
- Blocking can be also for a certain amount of time - a "timeout"
- Admins should be able to choose any punishment they deem necessary

16. Can we show the status of users?

- Yes, states such as active, busy, offline, etc
- Should be supplemented by color depending on state
- Green for active, etc

17. Do we implement liking/upvoting and commenting?

- Yes, just like Facebook

18. How do we handle group admins misbehaving?

- There is also an option to report group admins
- This report goes to UCI admin

19. If there is a block, should there be an appeal system?

- Yes? He is not clear on this or how it works

Appendix 8:

Field Notes #4 - 05/13/2022

1. **Asides from badges, what are other forms of rewards students can receive?**
 - a. When students attend events, they can gain points which are given by the group admins. These points can be redeemed for monetary compensation to stores, gyms, or restaurants. These points will be cashed within the app to vouchers
2. **How is rewarding students with gift cards feasible?**
 - a. To do so, groups may have to display ads for stores / establishments that are providing these monetary awards.
3. **To reiterate, how is attendance tracked?**
 - a. For in person events, attendees would scan a QR code to prove their presence. As for online events, attendees can use checkin.ics.uci.edu to provide the keyword necessary during the meeting
4. **Are users required to sign in to use the app?**
 - a. No, there is a guest mode that users can use to browse the app. However, their privileges are limited in the sense where they can only see group information and public events. They will not have write privileges to comment, join groups, or join events.
5. **Are general group chats public / viewable by guests?**
 - a. Yes
6. **What are some privacy options in a user's "about me" section?**
 - a. There are 4 tiers of visibility. It can be visible to everyone / the public (even guests), visible to those that are in the same group, visible to friends, or visible to no one. Information that can be listed under one of these 4 groups is showing groups they are in and interests they have
7. **Can guests view messages in groups or only events?**
 - a. Only group events that are public
8. **How should we display advertisements to prevent it from being too distracting for users?**
 - a. We can put a banner near the top of the app that shows an ad for 5 - 10 seconds before moving onto the next ad. In that way, it'll be discreet and still fulfill its purpose
9. **How should students know the difference between group and store advertisements since we do promote groups sometimes?**
 - a. Again, store advertisements will be in the banner. As for groups, there will be a separate button in the bottom navigation bar called "Events". Upon clicking that button, it will allow users to see promoted events.
10. **How should students provide technical feedback to the app?**
 - a. There should be 2 ways for students to do that. In the home screen, in the top right corner of the screen, there should be a settings page that allows students to access both ways. 1 way is with a live chat bot. You can click on it and it will at first be a bot that gauges what the topic of the problem is before redirecting you to a live agent. The second way of doing so is to raise a ticket. This should redirect the user to a different page. The student can fill out the information necessary to recreate the problem and include their UCINetID. After they hit "submit", the ticket gets sent to OIT
11. **What if the student can't log in? How should they receive support?**

- a. On the “sign up / log in” page, the support staff can provide their emails that users can email if they are stuck on the log in page
- 12. Is there a procedure to follow for group members to provide group admin with feedback about their group event’s publicity?**
- a. That’s pretty unnecessary. Group members can just message group admins if that’s the case
- 13. What if students have recommendations for features they want to add to the app? Should they still raise a ticket?**
- a. No they should just message an admin for that
- 14. When users raise a ticket, how do the support staff get notified that this ticket exists?**
- a. Support staff will receive an email of a new ticket and it will show up in a subsystem for the support staff to use to keep track of the tickets. This subsystem is separate from the one UCI admins have for keeping track of group statistics.

Appendix 9:

Field Notes #5 - 05/20/2022

1. What should the ticket interface look like?

- a. When user clicks on “raise ticket” button, there should be a title of what the problem is. Below title should be description textbox. Mockup included:

attachments consist of screenshots of what the issue is

Title

Description

Priority
p1 p2 p3

Attachments

all of them are same size text

priority can be p1, p2, p3 where p1 is highest priority

p3 issue are 48 - 72 hours
p1 issue resolved in 6 hr
p2 issue resolved in 24 hr

b.

2. What if the user chooses the wrong priority?

- a. OIT will review each issue with a web subsystem that is provided and make sure the priority is assigned correctly for each ticket. In the case it is not, OIT will manually change it. OIT can increase the priority (i.e. move the ticket from p2 to p1) but will unlikely do so since it means they will have to resolve the ticket sooner

3. Should the interface suggest other events / groups to join at the bottom of each event / group detail?

- a. Yeah

4. What does the interface look like for the main page?

- a. Updated home screen mockup contains a notification and ad banner. Again ads stay for 30 seconds and then switch to another one. Wellness center can also make announcements thru notifications or the ad banner as well.

a
b

ad banner

group 1

group 2

group 3

group 4

a
b

b.

5. Where can students redeem their rewards?

- a. In the “about me” section

6. Where can “wellness center” articles be found?

- a. Since every student is defaultly added to the “wellness center” group, they would be able to see the articles through the group messages. They can also use the ad banner to display articles.

7. What should the interface show if there is a limited number of seats in an event?

- a. Whenever someone creates an event, (for example Python training), with a limited number of seats (like 50), then there should be a button in the event that shows a real time count of how many seats are left. Should show “# seats left”. And how many people have signed up for “going”. That should change dynamically. So when you fill out a form to register for the event, the seat will temporarily be reserved for them for 10 minutes (and the counters should change). But if they don’t finish, then revert back to the original counter.

8. Should students be notified via email if they receive in app notifications?

- a. Yes. Every app notification will be sent as a separate email. Students can also turn off that feature via settings.

9. Should there a be a setting where attachments can only be downloaded when connected to wifi vs cellular data?

- a. Yes there should be a setting option for that.

10. What are some restrictions in the logo design?

- a. Due to memory limitations, the logo should only be in 2D

11. Can app notifications be turned off within the app?

- a. Yes

12. Can users turn off notifications for certain groups?

- a. Yes

Appendix 10:

Field Notes #6 - 05/27/2022

1. **Is there going to be a feature where you can schedule posts?**
 - a. Yes
2. **Is the feature where you can schedule posts only available for announcement type posts?**
 - a. No, group admins can also schedule when to send out notifications beyond the default (which generally would be sent immediately after the announcement was broadcasted)
3. **Only group admins can schedule posts / announcements right?**
 - a. Yes
4. **Is there a review process for student posts when they post something to a group?**
 - a. Yes, they generally will have to first get their post reviewed upon “submitting” by a group admin before it actually gets uploaded to the actual group messages
5. **Is there an invite to event / group feature?**
 - a. Yes, there should be one for event and groups. For events however, the system may need to check whether the invited person is in the group before the invite gets sent out (assuming the group is a closed event). Otherwise, an error will occur where it will state that the student could not be invited because they are not part of the group
6. **Can group admins disable the feature to invite others to an event?**
 - a. No, since the purpose of the app is to get others connected, that shouldn’t be the case
7. **How can we detect bots?**
 - a. There just needs to be a mechanism to detect bots. One way is to use recaptcha
8. **What would happen if the group admin leaves the group?**
 - a. If that happens, this should be reported by a member to a UCI admin and from there, they will be able to determine who to fill that position
9. **Can students be able to leave the wellness center group that they all defaultly join?**
 - a. Yes
10. **Can students save posts as drafts and refer to them later?**
 - a. Ye

Team Meeting Minutes

Team ID: 2:00pm Team 4	Date: 17th May 2022
Team Members (Name)	Role
1. Michael Orlanes	Facilitator
2. Tiffany Wu	Participant
3. Pranaya Sinha	Participant
4. Uziel Martinez	Recorder

Agenda for this meeting	Outcomes:
List of agenda items	
1. Put together Requirements Document	Completed

Problems encountered	Resolution:
1. Time scheduling	Move time meetup

Plans for next meeting:	Responsibility:
Activity	
1 Complete Homework 7	Group Effort

Missing Information:

Assumptions

- The max amount of students using the app at one time is 60,000 students
- The database structure is assumed as well
- Future implementations
- Students would be able to use the app while they still have access to their UCINetID
- Group admins would be trusted to lead their groups following the apps and UCI guidelines