Smart Assist – Campus Services Assistant

Project Vision Document (PVD)

Version 1.0

15 September 2025

Release Checklist

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| --- | --- |
| **Checklist Item** | **Control (Yes/No)** |
| The document has passed the quality assurance process. | YES/NO |
| The document is visually appealing and has a professional look and structure. | YES/NO |
| All placeholders such as text within <> are replaced with appropriate text. | YES/NO |
| The document is prepared in the “Justify Text” format. | YES/NO |
| The document does not include typos, different fonts, and misalignments. | YES/NO |
| In the revision history, the first version states “The first version”. Additional versions include an entry highlighting all the changes from the previous version. | YES/NO |
| The table of contents (TOC) is updated as necessary. | YES/NO |
| References list other project documents and additional standards or documents needed to understand the document. The references include the necessary document/artifact version number and publication date. | YES/NO |
| The language grammar is used appropriately. | YES/NO |
| Sentences are written as full sentences. | YES/NO |
| The wording in the document is formal. | YES/NO |
| The wording in the document is clear. | YES/NO |
| The wording in the document is professional. | YES/NO |
| All project-related definitions, acronyms, and abbreviations sections are included in the related tables. | YES/NO |
| The team member names are specifically spelled out in the document preparation and approvals sections. | YES/NO |
| The purpose and scope of the document are adequately described. | YES/NO |
| All sections include the necessary and adequate information. | YES/NO |
| All stakeholders and users are identified as related to the product. | YES/NO |
| The user environment is adequately analyzed and described. | YES/NO |
| The product alternatives and competitive products are adequately analyzed. | YES/NO |
| The “Precedence and Priority” section includes the list of features in a priority order. | YES/NO |

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| **Final Control** | **Yes/No** |
| The document is checked based on the “Team Project Artifacts Common Errors” Guideline. The document is ready for release. | YES/NO |
| The document is not ready for release. | YES/NO |

Document Preparation

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| **Name** | **Role** | **Approval (Signature)** | **Approval Date** |
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Document Approvals

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**Project Vision Document**

# Introduction

## Purpose of the Document

The purpose of the project vision document (PVD) is to document the shared project vision and the shared quality vision of the project **SmartAssist – Campus Services Assistant**. The shared project vision ensures that the final product and all related deliverables are up to the expectations and satisfaction of the stakeholders. The shared quality vision ensures that the product and all related deliverables have adequate quality. Furthermore, the purpose of this document is to collect, analyze, and define high-level needs and features of the **SmartAssist system**. It focuses on the capabilities needed by the stakeholders and the target users, and why these needs exist. The details of how the SmartAssist system fulfills these needs are detailed in the use-case and supplementary specifications.

Specifically, for SmartAssist, this document defines how the system will enhance student services at Texas A&M University–Corpus Christi by providing centralized access to information, ticketing, appointment scheduling, and campus navigation. It serves as a foundation to align the development team, stakeholders, and users toward the shared goals of improving student experience, reducing staff workload, and enabling data-driven service improvements.

## Scope of the Document

The scope of the project vision document (PVD) includes the positioning of the product, the stakeholder and user descriptions, the product overview, the product features, the constraints, the quality features, and the precedence and the priority of the product features. This scope establishes the boundaries of the project vision and ensures that all aspects of the product’s definition are clearly outlined for stakeholders and the project team.

For **SmartAssist – Campus Services Assistant**, the scope specifically addresses how the platform will integrate an AI chatbot, intelligent knowledge base, ticketing system, appointment scheduling, and interactive campus navigation to enhance student and staff experiences at TAMU-CC. It also defines the relevant stakeholders and user groups, outlines the quality expectations such as performance, usability, and security, and prioritizes the system features for phased implementation. Together, these elements ensure the SmartAssist project is delivered with clarity, focus, and measurable value to the university community.

## References

This subsection provides a complete list of all project-related documents within the project and other documents necessary to understand this document. The references serve as supporting materials that provide context, industry standards, and prior project documentation relevant to the SmartAssist project. Each reference is listed with its publication date and version number to ensure traceability and clarity.

The following documents and standards are referenced for the SmartAssist – Campus Services Assistant Project Vision Document (PVD):

|  |  |  |
| --- | --- | --- |
| **Reference Title/Name** | **Date** | **Version** |
| Project Proposal Document (SmartAssist – Code Gems) | 09/02/2025 | 1.0 |
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## Definitions, Acronyms, and Abbreviations

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| --- | --- | --- |
| **Term** | **Abbreviation / Acronym** | **Definition** |
| Project Description Document | PDD | The project description document is the project document detailing the project to be completed. |
| Project Vision Document | PVD | The project vision document is the project document describing the project vision to be accomplished. |
| Artificial Intelligence Chatbot | AI Chatbot | An automated conversational system that provides responses and guidance to user queries. |
| Retrieval-Augmented Generation | RAG | A method that combines database retrieval with generative AI to deliver accurate, context-aware answers. |
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# Positioning

## Business Opportunity

Universities face a growing demand to provide students with faster, more convenient, and more reliable access to academic and administrative services. At Texas A&M University–Corpus Christi (TAMU-CC), students often rely on fragmented channels such as departmental websites, front-desk staff, emails, and phone calls to get answers to common questions. This decentralized approach causes delays, creates inconsistencies in information, and places additional workload on university staff who must repeatedly address routine inquiries. The lack of a centralized solution limits efficiency, prevents real-time access to information, and diminishes the overall student experience.

The SmartAssist – Campus Services Assistant project presents an opportunity to transform this landscape by introducing a **unified, AI-powered service platform**. By providing 24/7 access to a knowledge base, intelligent chatbot guidance, service request tracking, and campus navigation, SmartAssist can reduce student dependency on staff for repetitive tasks and ensure faster issue resolution. For the university, this translates into lower administrative overhead, better collaboration across departments, and actionable analytics for continuous improvement. For students, it offers accessibility, convenience, and a more streamlined academic journey. Together, these benefits create a compelling opportunity to modernize campus service delivery, improve satisfaction, and establish TAMU-CC as a leader in digital student support.

## Problem Statement

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| --- | --- |
| The problem of | fragmented and inefficient campus service delivery |
| affects | students, faculty, and administrative staff at TAMU-CC |
| the impact of which is | delayed access to information, repeated manual inquiries, higher workload on staff, and reduced overall student satisfaction |
| a successful solution would be | a centralized assistant providing 24/7 intelligent self-service, faster resolution of requests, reduced administrative burden, and improved campus experience |
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## Product Position Statement

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| --- | --- |
| For | students, faculty, and visitors at TAMU-CC |
| Who | need timely, accurate, and convenient access to campus services and information |
| The **SmartAssist – Campus Services Assistant** | **web-based intelligent service platform** |
| That | provides AI-powered self-service, ticketing, appointment scheduling, and real-time campus navigation |
| Unlike | disconnected departmental websites, phone calls, or generic chatbots |
| Our product | delivers a TAMU-CC-specific, continuously updated, and integrated solution that improves efficiency, reduces wait times, and enhances user convenience. |