Academic Support Platform - Actor and Use Case Descriptions

# Actor Classification Table

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| --- | --- | --- |
| Type | Actor | Goal Description |
| Primary | Student | Book, join, or cancel sessions; submit feedback. |
| Primary | Tutor | Set availability and conduct support sessions. |
| Primary | Advisor | Oversee session quality and review feedback. |
| Supporting | Authentication Service | Validate user credentials for login. |
| Supporting | Calendar System | Sync session times with user calendars. |
| Offstage | Notification System | Send booking confirmations or reminders. |
| Offstage | Database | Store sessions, feedback, and availability info. |

# Fully-Dressed Use Case Descriptions

* Use Case Name: Book a Session

Goal in Context: Student successfully books a support session with a tutor.

Primary Actors: Student (Primary), Calendar System (Supporting)

Scenario:

1. Student selects a tutor and time slot.
2. System checks availability via Calendar System.
3. System confirms slot and creates session.
4. System sends booking confirmation.

* Use Case Name: Submit Feedback

Goal in Context: Student submits feedback after a completed session.

Primary Actors: Student (Primary), Database (Offstage)

Scenario:

1. Student selects completed session.
2. Student rates the session and adds comments.
3. System stores feedback in database.
4. Tutor can view feedback later.

* Use Case Name: Manage Availability

Goal in Context: Tutor updates their availability slots.

Primary Actors: Tutor (Primary), Database (Offstage)

Scenario:

1. Tutor logs in and navigates to availability.
2. Tutor adds/edits available time slots.
3. System saves updated slots in the database.

* Use Case Name: Login/Register

Goal in Context: User logs into the system successfully.

Primary Actors: Student/Tutor/Advisor (Primary), Authentication Service (Supporting)

Scenario:

1. User enters credentials.
2. System verifies credentials using Authentication Service.
3. User is granted access to dashboard.

* Use Case Name: Sync Calendar

Goal in Context: Session details are synced to user's external calendar.

Primary Actors: Calendar System (Supporting), Session Management (Primary)

Scenario:

1. Session is created or updated.
2. System sends session data to Calendar System.
3. Calendar System adds it to user’s external calendar.