

**Title:** *One Stop Degree Issuance System*

**Product Catalog**

**Group Description:**

*Group # 7*

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**Problem statement:**

The Problem that the large number of students have to physically visit the One Stop Office to Request for their Degree Issuance after completion of their final semester creates a hindrance in the operations of the One Stop Office. The impact of which is that the students have to face large queues and have to wait hours to fulfill their concerns that only required few minutes of work by the One Stop Staff. A successful solution to this problem would be the creation of an Online Degree Issuance System for One stop that automates the process and eradicates the need to physically visit the One Stop Office to start one’s request for degree issuance. The creation of such a system will not only facilitate graduated students to request for their degree issuance without any hassle but also remove the need for them to wait in large queues for their urgent piece of work. In addition to this the system will also allow the FYP and Finance Department to streamline their work and respond to student requests on a single shared platform. Using this system the Administration and the Director will also be able to view and keep a track of all the generated requests that are in either pending, processed or new state.

**Roles:**

Umair Khalid **(Scrum Master and Developer):** Will handle all the coordination of tasks and ensure that the Scrum framework is followed. Another responsibility of the Scrum Master is to facilitate communication and collaboration between team members and the stakeholders. As being a developer in the team, the member is also responsible for the creating and testing of crucial features of this system.

Abdullah Khan  **(Product Owner and Developer):** The Product Owner is responsible for representing the stakeholders to clearly define and present the user requirement with the team. In other words, the Product Owner acts as a bridge between the stakeholders and the team members. Apart for this, as being a developer in the team, this member is also responsible for the creating and testing of crucial features of this system.

Ali Umer **(Developer and Tester):** The developer is responsible for potentially delivering the shippable product increment at the end of each Sprint. One task of this member is to create and test crucial functionalities of this system. A developer and Tester closely collaborate with other members including the Product Owner and Scrum Master to understand the requirements and implement the features effectively.

**Product Features:**

* Degree Issuance Form
* Student Complaint Forms
* Activity Tracking
* Degree Generation
* Student Data Update Form
* Student Feedback
* Receive Student Notification for Degree Issuance.
* Process Requests
* Process User Complaints
* View Requests Stats
* Generate Ineligible Students List
* Generate Outstanding Dues List
* Check Outstanding Dues
* Check Degree Issuance Fee Status
* Generate Tokens
* View Requests Log
* Respond to Request
* Issue Degree
* Issue Transcript
* Update Student Data
* Notify Complaint Result
* View Department Stats
* View Feedback
* View Complaint Forms
* UI in compliance with Flex Template
* Remote Accessibility

**User Stories & Acceptance Criteria**

**Feature Name:** *Degree Issuance Form*

**User Story:** As a Student, I want to submit my Degree Issuance Form, so that I can request the university administration to start the process of my degree issuance.

**Acceptance Criteria:** Given that the Degree Issuance Form is accessible by the students, when a student submits the form, then the university administration should initiate the Degree Issuance process.

**Feature Name:** *Student Complaint Forms*

**User Story:** As a Student, I want to fill a Complaint Form, so that I can file my desired complaint to the university administration regarding my degree issuance process.

**Acceptance Criteria:** Given that the Complaint Form is accessible to the students, when a student fills out and submits the form, then the university administration should receive the complaint and take necessary actions.

**Feature Name:** *Activity Tracking*

**User Story:** As a Student, I want to track my Generated Requests, so that I stay updated about my Degree Issuance process.

**Acceptance Criteria:** Given an activity tracking system for the student, when a student enters their request details (for example token ID), then the system should provide updates on the status of their request.

**Feature Name:** *Degree Generation*

**User Story:** As a Student, I want the university administration to generate my degree, so that I can receive my degree on the Degree Issuance Portal.

**Acceptance Criteria:** Given a degree issuance portal, when a student’s Degree Issuance request is completed and degree is generated by the university administration, then the student should be able to view and download the degree from the portal.

**Feature Name:** *Student Data Change Form*

**User Story:** As a Student, I want to submit my Student’s Data Change Form, so that I provide the university administration with my updated data that has been requested for a change.

**Acceptance Criteria:** Given a student’s data change form is accessible to the students, when a student fills out and submits the form, then the university should receive the form and process the request accordingly.

**Feature Name:** *Student Feedback*

**User Story:** As a Student, I want to submit my Feedback Form, so that I can provide my comments regarding the usability of this system.

**Acceptance Criteria:** Given a student has completed the Degree Issuance process and received the degree by the university administration on the portal, when a student submits their feedback form regarding the usability of the system, then the administration and director should receive the feedback to review the feedback for further improvements in the system.

**Feature Name:** *Receive Student Notification for Degree Issuance.*

**User Story:** As a Member of the FYP Department, I want to receive student’s Notification for Degree Issuance from the administration, so that I can address the student’s request for Degree Issuance related to the Finance Department.

**Acceptance Criteria:** Given a notification system for FYP department and a student has submitted the degree issuance request, when the One Stop Admin forwards the student’s degree issuance form to the FYP Department, then the FYP department should receive the student’s Degree Issuance Form.

**Feature Name:** *Process Request*

**User Story:** As a Member of the FYP Department, I want to provide my decision regarding the student’s request, so that I can reply back to the student’s request as accepted, rejected or objection.

**Acceptance Criteria:** Given a system for degree issuance, when a member of the FYP department processes a student’s request, then the member should be able to reply back to the student using comments, informing them about the status of their pending request for degree issuance as accepted, rejected or objection.

**Feature Name:** *Process User Complaints*

**User Story:** As a Member of the FYP Department, I want to receive student complaints, so that I can resolve the complaints and reply back to the concerned.

**Acceptance Criteria:** Given a system for managing student’s complaints, when a member of the FYP department receives a student complaint, then the member should be able to take necessary actions to resolve the received complaint.

**Feature Name:** *View Requests Stats*

**User Story:** As a Member of the FYP Department, I want to View Requests Stats, so that I can analyze the time taken by the FYP committee to process a request.

**Acceptance Criteria:** Given a request inquiry system, when a member of the FYP department requests to view the statistics, then system should provide data on the time taken by FYP department to process each request.

**Feature Name:** *Generate Ineligible Students List*

**User Story:** As a Member of the FYP Department, I want to Generate an Ineligible Students List, so that I can notify all the students that are ineligible for Degree Issuance due to issues in their final year project.

**Acceptance Criteria:** Given a system to generate ineligible students list, when a member of FYP department requests a list of students who are ineligible for Degree Issuance due to issue in the Final Year Project, the system should provide a list of all ineligible students due to issues in their final year project.

**Feature Name:** *Receive Student Notification for Degree Issuance.*

**User Story:** As a Member of the Finance Department, I want to receive student’s Notification for Degree Issuance from the administration, so that I can address the student’s request for Degree Issuance related to the Finance Department.

**Acceptance Criteria:** Given a notification system for Finance department and a student has submitted the degree issuance request, when the One Stop Admin forwards the student’s degree issuance form to the Finance Department, then the Finance department should receive the student’s Degree Issuance Form.

**Feature Name:** *Check Outstanding Dues*

**User Story:** As a Member of the Finance Department, I want to view students’ fee details, so that I can check whether all the outstanding dues have been paid or not.

**Acceptance Criteria:** Given a system for finance department, when a member of the Finance Department requests to check a student’s financial details, then the system should provide the member with all the financial details of the students so that the member can check whether students has paid all their outstanding dues or not.

**Feature Name:** *Check Degree Issuance Fee Status*

**User Story:** As a Member of the Finance Department, I want to check student’s degree issuance fee status, so that I can check whether the student has paid the degree issuance fee or not.

**Acceptance Criteria:** Given a system for finance department, when a member of the finance department clicks on the check status button for student’s fee for degree issuance, then the system should provide the fee status for degree issuance of that student.

**Feature Name:** *Process Request*

**User Story:** As a Member of the Finance Department, I want to provide my decision regarding the student’s request, so that I can reply back to the student’s request as accepted, rejected or objection.

**Acceptance Criteria:** Given a system for degree issuance, when a member of the Finance department processes a student’s request, then the member should be able to reply back to the student using comments, informing them about the status of their pending request for degree issuance as accepted, rejected or objection.

**Feature Name:** *Generate Outstanding Dues List*

**User Story:** As a Member of the Finance Department, I want to Generate an Outstanding Dues List, so that I can notify all the students that are ineligible for Degree Issuance because they have encountered an issue related to the clearance of their remaining dues.

**Acceptance Criteria:** Given a finance system for finance department, when a member of the finance department requests the list of students with outstanding dues, then the system should provide the finance department with a list of all the students with outstanding dues.

**Feature Name:** *Receive Student Notification for Degree Issuance.*

**User Story:** As an Admin, I want to receive student’s notification for Degree Issuance, so that I can address the student’s request of Degree Issuance related to Finance Department.

**Acceptance Criteria**: Given a notification system for One Stop Admin, when a student submits his degree issuance request, then the One Stop Admin should receive the student’s notification of degree issuance request.

**Feature Name:** *Generate Tokens*

**User Story:** As an Admin, I want to Generate a Token, so that I can assign a unique id and required time for every student’s request.

**Acceptance Criteria**: Given a token generating system for One Stop Admin, when the One Stop Admin requests a token to assign it to a student’s request, then the system should provide unique number or ticket in ascending order and provide an option to set required time.

**Feature Name:** *View Requests Log*

**User Story:** As an Admin, I want to view the Requests Log, so that I can view all the requests received from the students that are either processed, pending or in new state.

**Acceptance Criteria**: Given a requests log system for the One Stop Admin, when the admin requests to see the ‘request log’, then the system should display all the requests received from students that are either processed, pending or in new state.

**Feature Name:** *Respond to Requests*

**User Story**: As an Admin, I want to reply to a student’s requests, so that I can inform the student about any objection on their request from the FYP or Finance Department.

**Acceptance Criteria**: Given a system for the admin to reply back to students’ requests, when the FYP or Finance Department object’s regarding students’ requests, then the system should allow the admin to respond to students regarding the objection.

**Feature Name:** *Issue Degree*

**User Story**: As an Admin, I want to issue a degree, so that I can complete the student’s request for degree issuance and update the processed request list.

**Acceptance Criteria**: Given a system to issue a degree by the One Stop Admin and the details of student in the Degree Issuance Form are correct and there are no objections from the FYP and Finance Department related to the student’s Degree Issuance Form, when the One Stop Admin request to issue a degree to a student, then the system should generate the degree of that student and update the process requests.

**Feature Name:** *Issue Transcript*

**User Story**: As an Admin, I want to issue a student’s transcript, so that I can provide the student with his/her transcript containing their department, CGPA, all courses’ grades, duration and photograph.

**Acceptance Criteria**: Given a system to issue a student’s transcript and the details of student’s grade in system are correct, when the One Stop Admin requests to issue a transcript of a student, then the system should generate the transcript with his/her department, courses with respective grades, duration and photograph.

**Feature Name:** *Update Student Data*

**User Story**: As an Admin, I want to receive student’s data change request form, so that I can update the student’s data that was previously incorrect.

**Acceptance Criteria**: Given a student submits a data change request form, when the One Stop Admin enters the updated data of certain student, then the system should update the data of that student.

**Feature Name:** *Notify Complaint Result*

**User Story:** As an Admin, I want to notify the student of their complaint result, so that I update the student on the outcome of their submitted complaint.

**Acceptance Criteria**: Given a complain system for the One Stop Admin, when the admin receives the results of the complaint submitted by the student, then the admin should be able to notify the students regarding their complaint.

**Feature Name:** *View Requests Log*

**User Story:** As a Director, I want to view the Requests Log, so that I can view all the requests that were generated on a certain day.

**Acceptance Criteria**: Given a requests log system for the director, when the director requests to view the request log and sets a filter on the basis of a particular day, then the system should show all the request generated on that day.

**Feature Name:** *Pending requests*

**User Story:** As a Director, I want to view the Requests Log, so that I can view all the students’ requests that are in the pending state.

**Acceptance Criteria**: Given a requests log system for the director, when the director requests to view the request logs and sets the filter to pending, then the system should display all the requests that are in the pending state.

**Feature Name:** *Processed request*

**User Story:** As a Director, I want to view the Requests Log, so that I can view all the students’ requests that are in processed state.

**Acceptance Criteria**: Given a requests log system for the director, when the director requests to view the requests log and sets the filter to processed, then the system should display all the requests that are in the processed state.

**Feature Name:** *Activity Tracking*

**User Story:** As a Director, I want to track a certain request, so that I can view the status of that request and check in which department the current request is being processed.

**Acceptance Criteria**: Given an activity tracking system for the director and the Director is viewing the Requests Log, when the director request details of a certain requests, then the system should display all the related details of the request.

**Feature Name:** *View Department Stats*

**User Story:** As a Director, I want to View the Request Stats, so that I can analyze the time taken by each department to process the requests.

**Acceptance Criteria**: Given a requests log system for the director and the Director is viewing the Requests Log , when the director requests the departments statistics to analyze the performance of each department, then the system should display all the department stats based on the time taken by each department to process their respective requests.

**Feature Name:** *View Feedback*

**User Story:** As a Director, I want to view the submitted feedbacks, so that I check what are the views of students regarding the usability of this system.

**Acceptance Criteria**: Given a system to monitor feedback, when the director requests to view student feedbacks to analyze the views of students regarding the usability of this system, then the system should display all the feedbacks of all the students.

**Feature Name:** *View Complaint Forms*

**User Story:** As a Director, I want to View all the submitted Complaint Forms, so that I analyze what are the issues that students are currently facing regarding their degree issuance process.

**Acceptance Criteria**: Given a system to monitor complaints, when the director requests the complaints from of all the students, then the system should display all the complains submitted by the students.

**Feature Name:** *UI in compliance with Flex Template*

**User Story:** As a Director, I want the user-interface of this system to follow that same template as our main student portal, so that I guarantee that the entire system remains consistent and follows a fixed template.

**Acceptance Criteria**: Given a main student portal, when the new Degree Issuance Portal is completed, then the user-interface of this system should follow the same template as of our main student portal.