

User Stories

10/27/2024

Meeting time - During Class 10/28/2024

User Stories:

As a student, I want to be able to reach out to graduate students so that I can better understand the process of pursuing a Masters degree.

As a student, I want to be able to read information about going into the workforce after graduation.

As a student I want to be able to have important questions answered about grad school and post grad life as well as meet new friends and mentors

As a student, I want to be able to search for relevant rooms, so that I can quickly find discussions related to my academic and career interests.

As a student, I want to be able to create posts in rooms, so that I can ask questions and seek advice from graduate students and professionals

As a student, I want to be able to reach out directly to other students that I know around campus.

As a graduate student I want to be able to share my knowledge and help undergrad students make informed decisions about graduate school

As a graduate student, I want to be able to answer questions posted by undergraduates, so that I can share my experience and help them with their academic and career goals.

As a graduate student, I want to be able to flag disruptive or inappropriate accounts, so that I can help keep the forum respectful and safe for everyone.

As a professor, I want to be able to recommend resources (articles, books, research papers) in rooms, so that students can access reliable information to support their learning and career development.

As a professor, I want to be able to read common questions asked by students so that I can better include information in the classroom.

As a graduate, I want to be able to post information about how I was able to find a job at a start-up technology company.

As an alumni I want to be able to share my knowledge and answer questions grad or undergrad students may have

Scenarios:

Answering questions

Sarah Patel is a recent graduate of UNC Charlotte who is working at a small tech company. After hearing about GradConnect she realized that she is knowledgeable on many subjects that are being discussed on the forums.

Sarah Navigates to the GradConnect forms page where she is able to see the different topics that are actively being discussed. After finding one on how to pursue a job in tech she reads through many of the questions and determines that she can help. When she goes to respond she is prompted to make an account/login, and she proceeds to sign up with her email address. From there she is able to reply to the forum, but she realized that she made a mistake in her response. Sarah is able to click on her message and edit her response, and it is updated on the forum.

Creating a room/Posting a question

Michael Turner is a senior at UNC Charlotte and has a question about what interview preps he should be completing to best help him for his upcoming internship interview. He created an account with GradConnect after his friends told him about it in the previous semester, however, he does not remember his password.

When Michael attempts to log into GradConnect he clicks to reset his password and is sent an email to create a new password. He then moves on to logging into GradConnect so that he can look at what the popular rooms are discussing. After realizing that there is not a room discussing internship interview questions he decides to create his own.

GradConnect redirects Michael to a room creation window, and he is able to fill in the information needed such as Room Category, Name, and Description. When the room is created he adds additional information about his questions in the form of a post so that others have clarity.

Moderating a room

Carson is a moderator for GradConnect, and in his free time enjoys reading through the different forms to see what everyone is talking about. He is reading through a room when he notices a chain of comments that go against the policies of the website.

Carson, being a moderator, can clear chats out of rooms. When he finds that chat that is against the policies he decides to clear the entire room. GradConnect asks that he wants to clear out the room and he accepts. He also marks the accounts that posted the inappropriate material, so that if it happens again the accounts can be banned from the website. Carson then continues reading through the forms as before.

Creating a room, tagging rooms, and inviting friends

Jimmy Sparks is a Junior at UNCC and is looking for some information about graduate school & life after graduation along with looking for a mentor. He visited GradConnect for the first time and tried to make a room but realized he didn't have an account.

Jimmy is able to register for an account, which automatically logs him in. Jimmy is then able to create two rooms, one tagged grad school and one graduate life. GradConnect asks him for a room description, if he wants to make the room public or private, and if he wants to invite anyone he's connected with to the room when it is created. Jimmy is able to connect with a lot of new people and find a mentor.

Searching, edit posts, and edit profile

John Simmons is an alumni who graduated one year ago and is looking to share some of his knowledge on how he got a job at google. John already has an account and does a search for rooms containing information about internships at google or students asking questions about software engineering.

John answers a few questions about internships before realizing that his profile picture is wrong and he made a few typos in his messages. He uses GradConnects feature to edit his messages in order to fix the typo and is able to upload a new profile picture so that people can see what he looks like. John is able to help people prep for interviews and even found a junior named Jimmy to mentor.

Personas

Anna – A second-year student who is exploring her options for grad school. She's unsure about how to approach the application process, whether she needs to focus on research, and what grad school life is like.

Chris – A current graduate student who actively participates in the GradConnect Forum, answering questions about his experience in grad school. He enjoys mentoring younger students and sharing tips on balancing research, classes, and personal life.

Anna's Search for Guidance on Grad School:

Anna, unsure about her future plans, decides that she wants to learn more about pursuing a graduate degree. After hearing about the GradConnect Forum from a classmate, she logs in to her account using the Login Page. Once inside the platform, Anna uses the Search for Rooms feature to look for rooms related to grad school. She finds one called “Grad School Advice & Applications”, where current grad students and professionals are actively sharing their experiences. She browses through some of the popular threads in the room, using the Display Popular Rooms feature, and sees that many students like her are asking about everything from application essays to research opportunities.

Connecting with Chris, a Grad School Mentor:

Chris, who is in his second year of graduate school, has been active in the Grad School Advice & Applications room. He enjoys helping undergraduates like Anna with the transition to grad school. Recently, he made a post detailing his own journey to grad school, covering topics like choosing a program, preparing research papers, and balancing life as a graduate student. Using the Create Post feature, Chris frequently shares his knowledge on writing personal statements and navigating the application process. He also provides tips on how to approach professors for research opportunities.

Anna’s Interaction with Chris:

After reading through Chris’s posts, Anna is intrigued. She replies to his post with a question: “How important is it to have research experience before applying to grad school? And how do I even get started with research?” Chris sees Anna’s comment and uses the Edit Post feature to update his post with a detailed answer. He explains how research experience can make an application stand out, but also reassures her that it’s not the only factor. He suggests ways to get started with research, such as joining a lab or connecting with professors early.

Private Conversation via Direct Messaging (Potential Feature):

After reading Chris’s response, Anna still has some personal questions about how Chris balances grad school with his personal life. Instead of asking in the public room, she uses the Direct Message (Potential Feature) to privately ask Chris about his day-to-day experiences as a grad student and how he manages his time.