

User Story Draft

Tutor/ Mentor Matching - User Groups Segmentation

Regular User (i.e. university students)

How to become a **regular user**?

Register via *registration & login page*, providing: Name, Email, (Optional) Phone, Password, etc.

How to un-become a **regular user**?

Theoretically no way, unless you send email to the **admin** explaining the request.

What can a **regular user** do?

- **View approved tutorials** via *user center page (a calendar)*.
- **Search tutorial options** via *tutorial search panel page* (with several searching filters), and can click on any tutorial entry to open *tutorial info page*.
- **Make an appointment to a tutorial option** via *tutorial info page*.
- **View **tutor's/mentor's** profile** via *user profile page* by clicking the name link.
- **View and interact with his/her related tutorials** via *user center page*. Possible tutorial status are: 1. Need **admin** approvement. 2. Settled 3. Need confirmation of completement (**regular user's** interaction needed here). 4. Completed 5. Cancelled/Disapproved
- **Change personal profile** via *user center page*.
- **Apply to be a **tutor**** via *user center page*.
- **Apply to be a **mentor**** via *user center page*.
- **Search **mentors**** via *mentor search panel page*, and can click on any **mentor** entry to open his/her *user profile page*, which contains this **mentor's** contact information and they can contact the **mentor** personally.

Tutor

How to become a **tutor**?

As a **regular user**, apply to be a **tutor** via *user center page*. **Admin** will receive your application and may grant you the **tutor** privilege.

How to un-become a **tutor**?

Send email to the **admin** explaining the request.

What can a **tutor** do?

A **tutor** can be considered as a **regular user** that is granted tutoring privilege. Thus, besides the functionalities available for a **regular user**, a **tutor** can do the following things in addition:

- **Add/Delete/Edit tutorial options** via *user center page*.
- **Edit tutoring specialization information** via *user center page*.

Mentor

How to become a **mentor**?

As a **regular user**, apply to be a **mentor** via *user center page*. **Admin** will receive your application and may grant you the **mentor** privilege.

How to un-become a **mentor**?

Abandon the **mentor** privilege via *user center page*. It is immediate.

What can a **mentor** do?

A **mentor** can be considered as a **regular user** that is granted mentoring privilege. Thus, besides the functionalities available for a **regular user**, a **mentor** can do the following things in addition:

- **Edit mentoring information** via *user center page*.
- **Be visible** as a result of **mentor** search via *mentor search panel page*.

Admin

How to become an **admin**?

The one **root admin** account is provided as default.

A **regular user** can be granted/ungranted **admin** privilege only by the **root admin**. In other words, the only difference between **root admin** and **admin** is the power to grant **admin**

privilege. Thus, **we strongly suggest to keep the root admin account in a secret place**, and use the ordinary admin accounts for daily administrative operations.

How to un-become an admin?

Admin privilege can be ungranted by the root admin.

What can an admin do?

An admin can be considered as a regular user that is granted administrative privilege. Thus, besides the functionalities available for a regular user, an admin can do the following things in addition:

- **Change user properties** via *admin page*, such as granting and ungranting tutor/mentor privilege.
- **Approve/disapprove tutorial arrangements** that need to be approved.
- **View the abnormal tutorials** via *admin page*. Abnormal tutorials are the ones whose complementation are not confirmed after the expected time point. the completion of the tutorial needs to be checked by both the users and the tutors. If one of them do not click the 'Yes' button, after a certain period, the abnormal message will be sent to the admin.