



COLLEGE OF SCIENCE AND TECHNOLOGY

E-Course Transfer Dashboard

For

Temple CST Advising

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Client

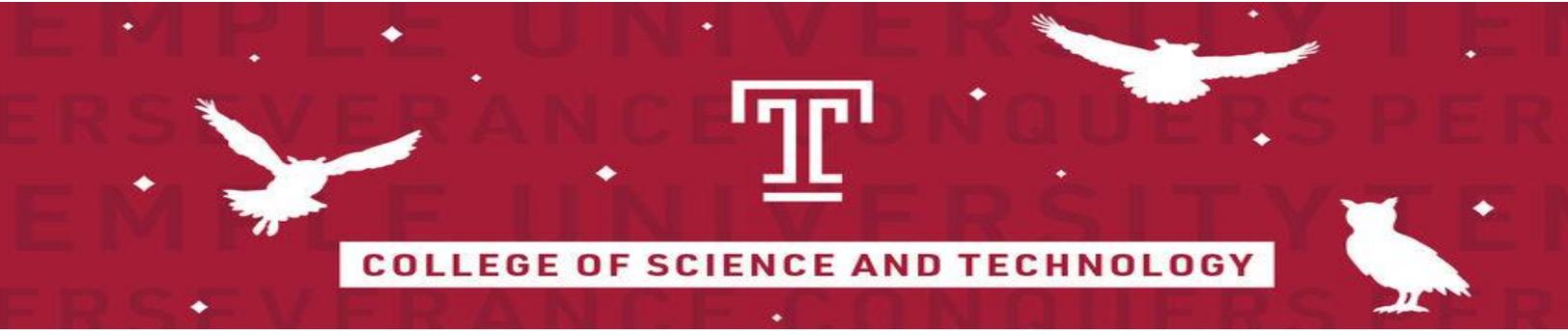
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Statement of Work



Statement of Work

Overview/Executive Summary

The College of Science and Technology's Center for Academic Advising and Professional Development guides students from new student orientation through graduation to ensure that they complete all degree requirements. Faculty advisors in each major use their knowledge of departmental curriculum to help students choose courses consistent with their specific career objectives.

One of the important processes of the CST department involves the CST advisors, and the Faculty advisors working together in the evaluation of transfer student credits. Temple has a large transfer student population from both international and local areas. With those transfer students come courses that need to be evaluated for equivalency to the courses that Temple offers. Currently, the CST Advising office is performing all course evaluation tasks manually. However, sometimes it gets overwhelming and there is an abundance of emails and evaluations they must organize and respond to in a timely manner without any software that will automate this process for them. This is a critical aspect in fulfilling the course evaluations for those who are relying on them in order to see if their credits transfer.

The manual aspect of providing course evaluation requests via email is to be replaced with a web-based system that will allow students to upload specific documents to be evaluated and matched with the designated evaluation course. It will also alleviate the burden of manual emails from faculty advisors and allow for automated emails to be sent throughout the entire process.

Current System

Currently the transfer course evaluation process is not automated. Instead the departments handle this process manually. After being notified by a CST advisor, the student would reply with all the required information regarding each course, and then the CST advisor forwards all the course information to the appropriate faculty advisor for further review. Once the information is fully reviewed by the faculty advisor, they determine if they need more information. If they require additional information, they find a course at Temple that is equivalent to the transfer course. Due to the manual work involved to track the process via email, this process is time intensive and requires active participation from the student to be successful.

An alternative process using Google Forms was deployed. Students would fill the form with the required course information and when submitted, the information would be directly to a specific CST faculty advisor. Unfortunately, this process fails to include the CST advisors, as well as address all CST students.

System Goals

The goals for the automation of the transfer course evaluation will be to provide a new web-based system to organize and streamline the current manual process. This will allow CST advisors to track the progress of a student's equivalent course evaluation. CST faculty advisors will also be able to track an equivalent



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course evaluation, as well as update the status of an evaluation they have received. The system will notify students with unevaluated courses, letting them know they must act for evaluation progress to continue. This system will increase organization and save time.

System Users

CST Advisors – Begins the transfer process by requesting from the student all the relevant course information and emails the information to the CST faculty advisors for review.

CST Faculty Advisors – Checks the students uploaded course information, reviews it, and determines the appropriate course evaluation.

Transfer Students – Will access the system and upload all the information needed to complete their transfer process.

Scope of Work

- Student Transfer Evaluation Begins
 - CST Advisors shall begin the process by manually creating a transfer equivalency course ticket to which the student will be added to.
 - The system shall include the term a course was taken and the school it was taken at as well as the credits allotted and the grade
- Student Notification
 - The system shall prompt student via email to submit syllabus and transcript for review after the ticket is created
 - The system shall remind students to submit documentation once, after a grace period of 3 weeks
 - The system shall automatically notify students when a possible equivalency course (E-course) has been evaluated
- Student Uploads Documentation
 - The system shall allow student to upload additional document, necessary to complete course evaluation
- Faculty Advisor Notification
 - The system shall automatically notify the appropriate Faculty Advisor(s), via email, when students submit their proper documentation (Syllabus and Transcript)
- Faculty Advisor Reviewing Phase
 - Faculty Advisors complete evaluations based on the students uploaded documents
 - Provide equivalency, send email to CST advisor and student
 - Request additional information from students
 - Reject equivalency – to which the course would be counted as a low-level elective
 - Send ticket to different department to be reevaluated if needed
 - Populate inequivalent course's note section with name of alternate review department
 - Notify CST Advisor of re-assignment.



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- Note Section
 - A section on the form that allows the CST Faculty Advisors to ask for more information or explain why the course has been rejected
- System Display
 - The system shall be able to display all course evaluations and export to a comma-separated values (.csv) file
- Status Tracker/Updater
 - The student, CST Advisor and CST Faculty see the status of the ticket
 - Allows CST Advisor and CST Faculty Advisors to alter the status of the tickets

The system shall automatically notify students when a possible equivalency course (E-course) has been evaluated

Out of Scope Features

- Connecting to advising database
- Integrating evaluated courses into Transfer Evaluation Tool
- Transfer report generation

Expected Benefits

The expected benefits of this system include improving the efficiency of workflow for CST Advisors, organizing communications into a single area, prevent duplicate re-evaluations, streamlining communication, and decreasing the time it takes for the evaluation process to be completed.

Effect of Time in the Proposed System

Time must be considered by the system in the forms of terms and grace periods. Transfer Evaluations will vary with the term a course was taken in, and as such, the term in which courses were taken must be recorded. The system must also be aware of a specified grace period, after which students will be reminded of outstanding documentation.

Students have until the start of classes to send additional documentation for course evaluation.

Project Timeline

Analysis Phase (semester 1):

- Project Team will provide Client with various requirements gathering and analysis documents throughout the entire semester
- Client will review all documents, and answer questions in a timely basis
- Each document will further define the requirements of the system.

Design Phase (semester 1):

- Team will move from analysis to design, building screens and other user interface items
- Client will review all documents and provide feedback

Build Phase (semester 2):

- Team will work in 3 iterations, or sprints, to develop the software
- Client will review the software and be required to devote time to testing after each phase
- Teams will also test via a defined Quality Assurance and Testing Plan

Implementation Phase (semester 2):

- Team will fully document the system via a User Manual and a Support Manual
- Team will move the software from a development, to QA, to production environment
- Team will train main users
- Client will sign off.



Page Break

Sign off Page

Jonah Saywonson

Print: Jonah Saywonson

Sign: Jonah Saywonson

Nicholas Shupinski

Print: Nicholas Shupinski

Sign: Nicholas Shupinski

Dylan Cordingley

Print: Dylan J. Cordingley

Sign: Dylan J. Cordingley

Jacob R Enos

Print: Jacob Enos

Sign: Jacob Enos

Michael Luca

Print: Michael Luca

Sign: Michael Luca

Shiwen Xie

Print: Shiwen Xie

Sign: Shiwen Xie





Product Vision



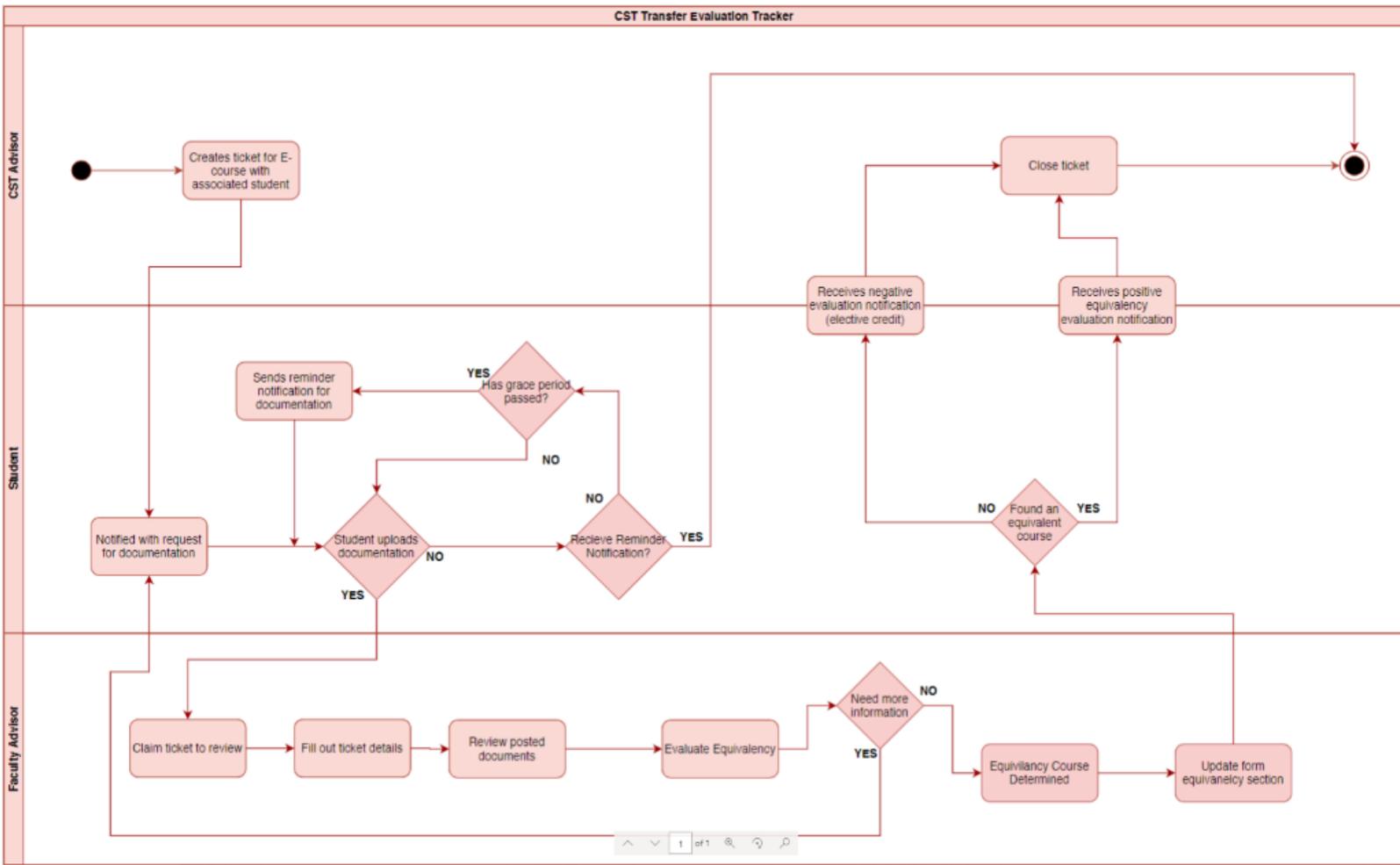
Product Vision

For the Faculty Advisors and members of Temple CST Advising, who need an efficient way to track transfer course evaluation. E-course transfer dashboard is a web based application available to transfer students and faculty advisors that will provide fast and efficient transfer equivalency tracking, monitoring, and automated email response for incoming transfer students. Unlike the current system of manually replying to transfer requests and emails, our product provides a user friendly interface that allows students to upload the required criteria for evaluation and receive feedback throughout each step of the process.

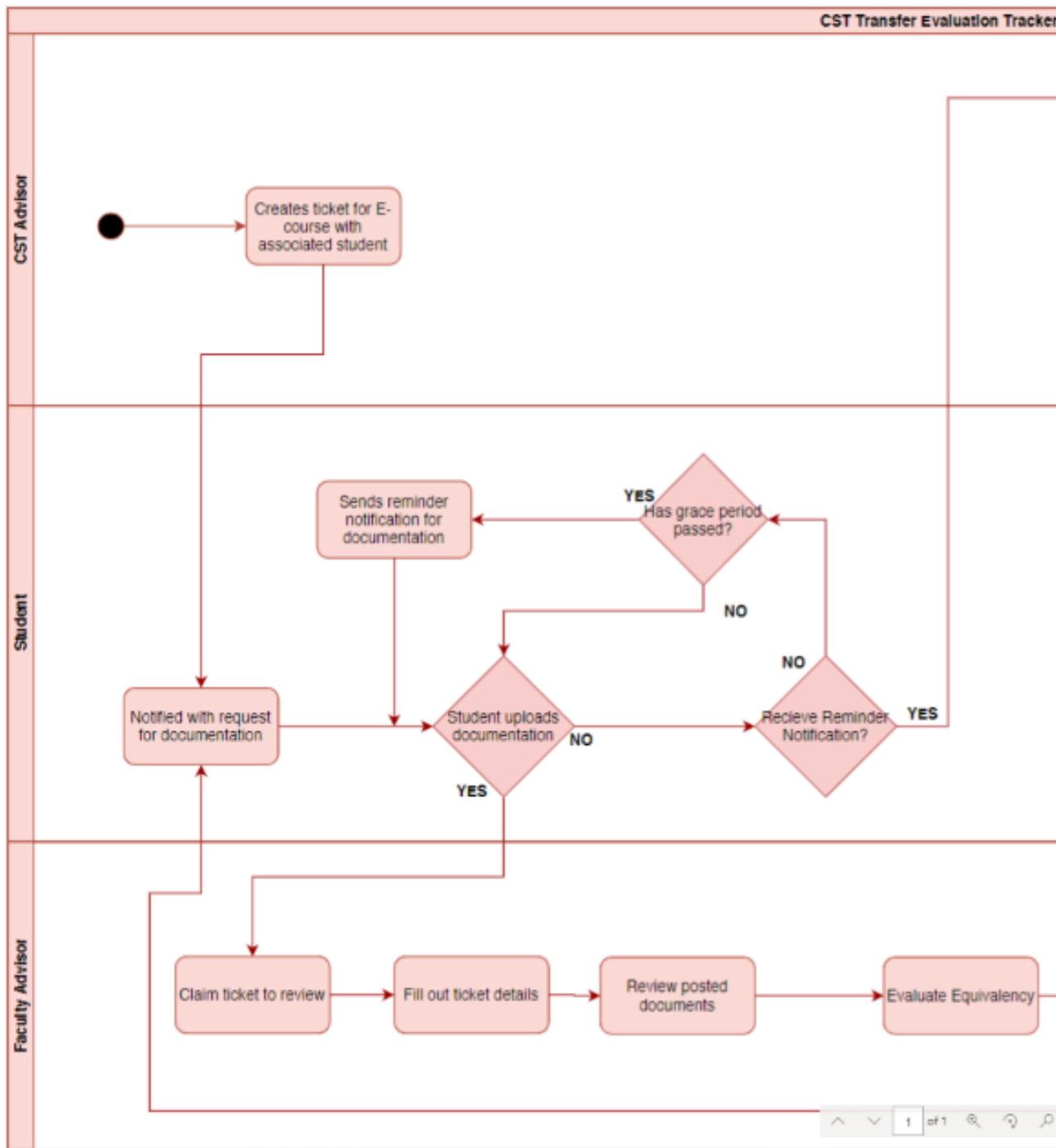


Activity Diagram

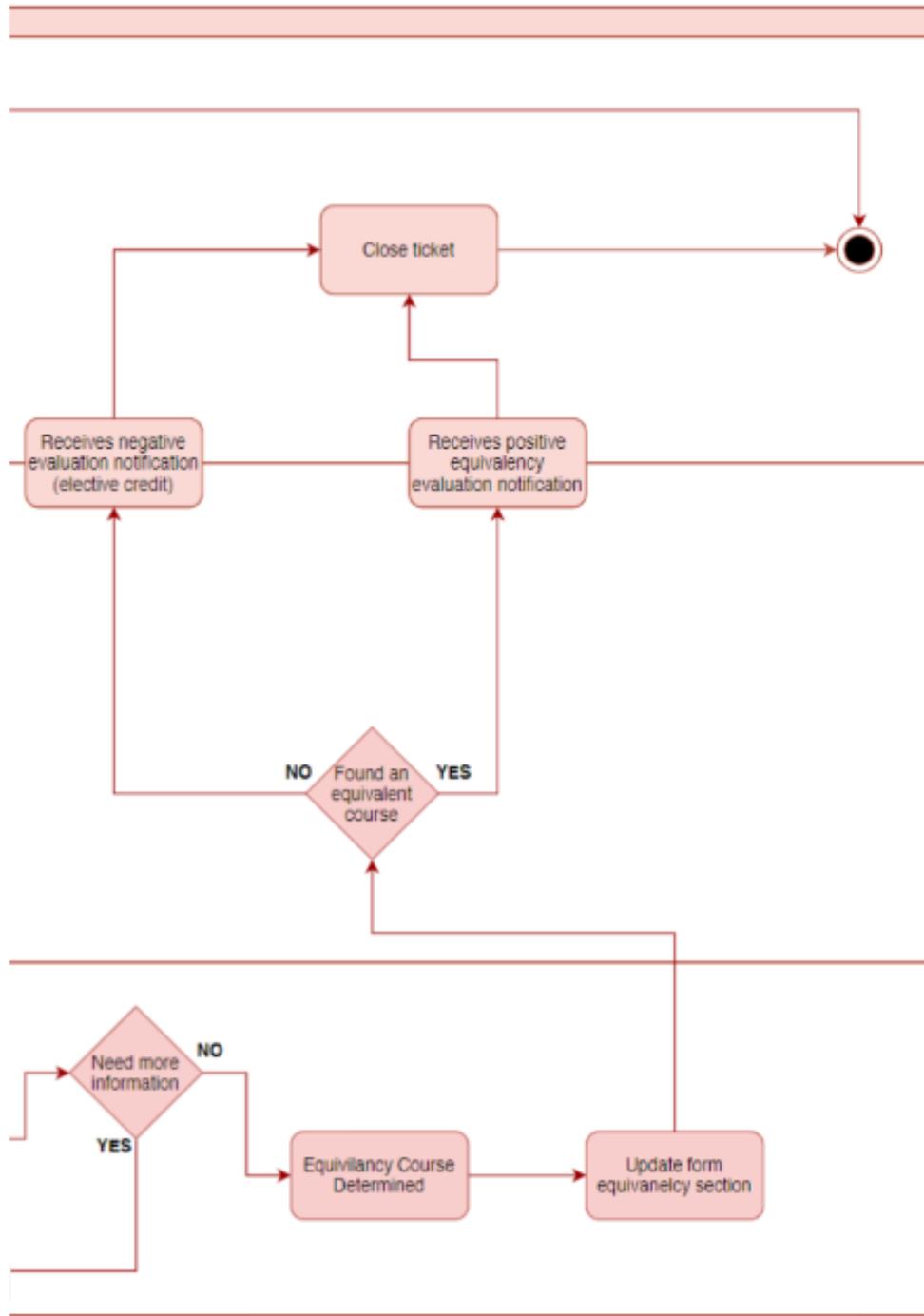
Full Image



Close-Up (Left)



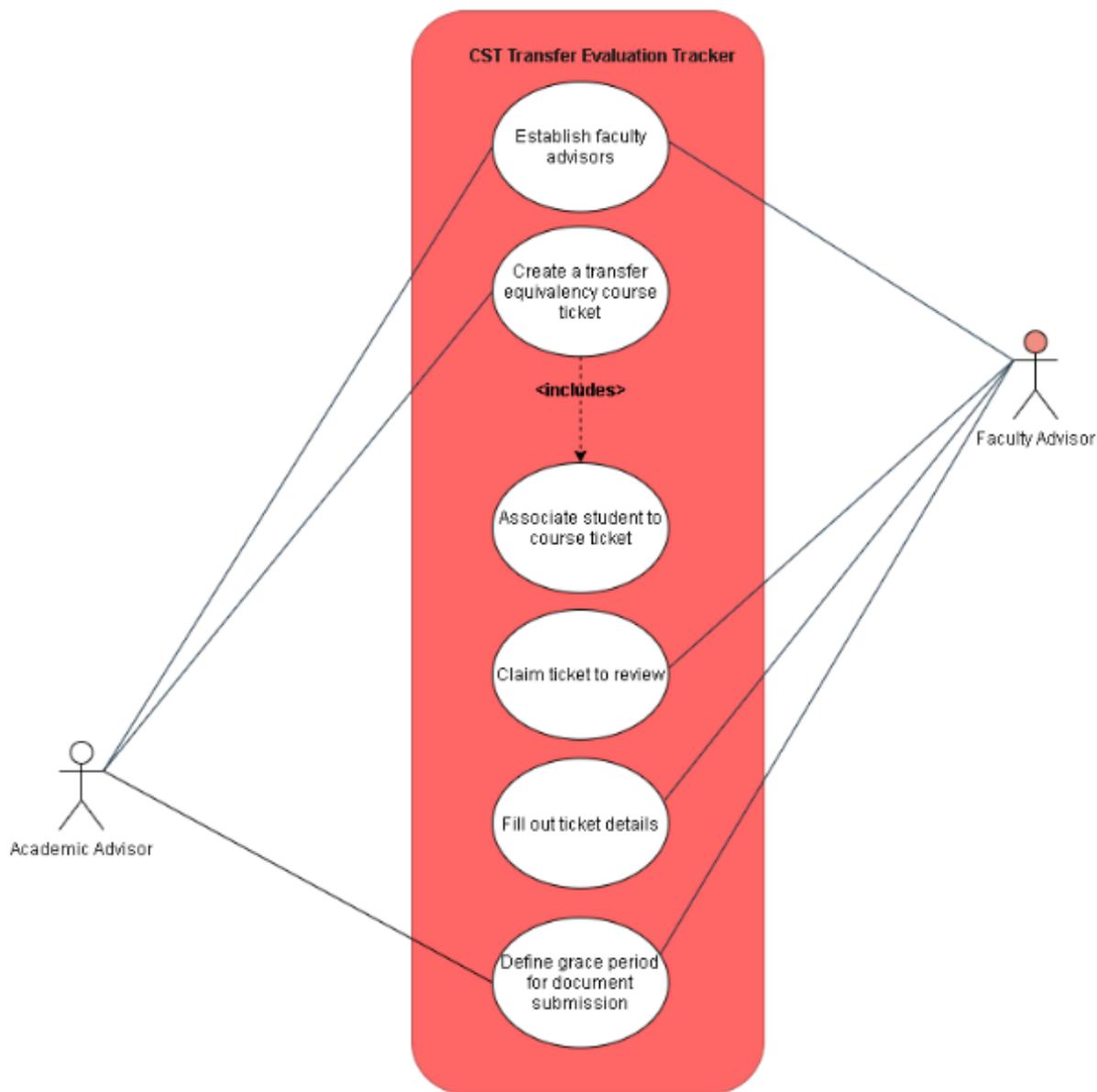
Close-Up (Right)



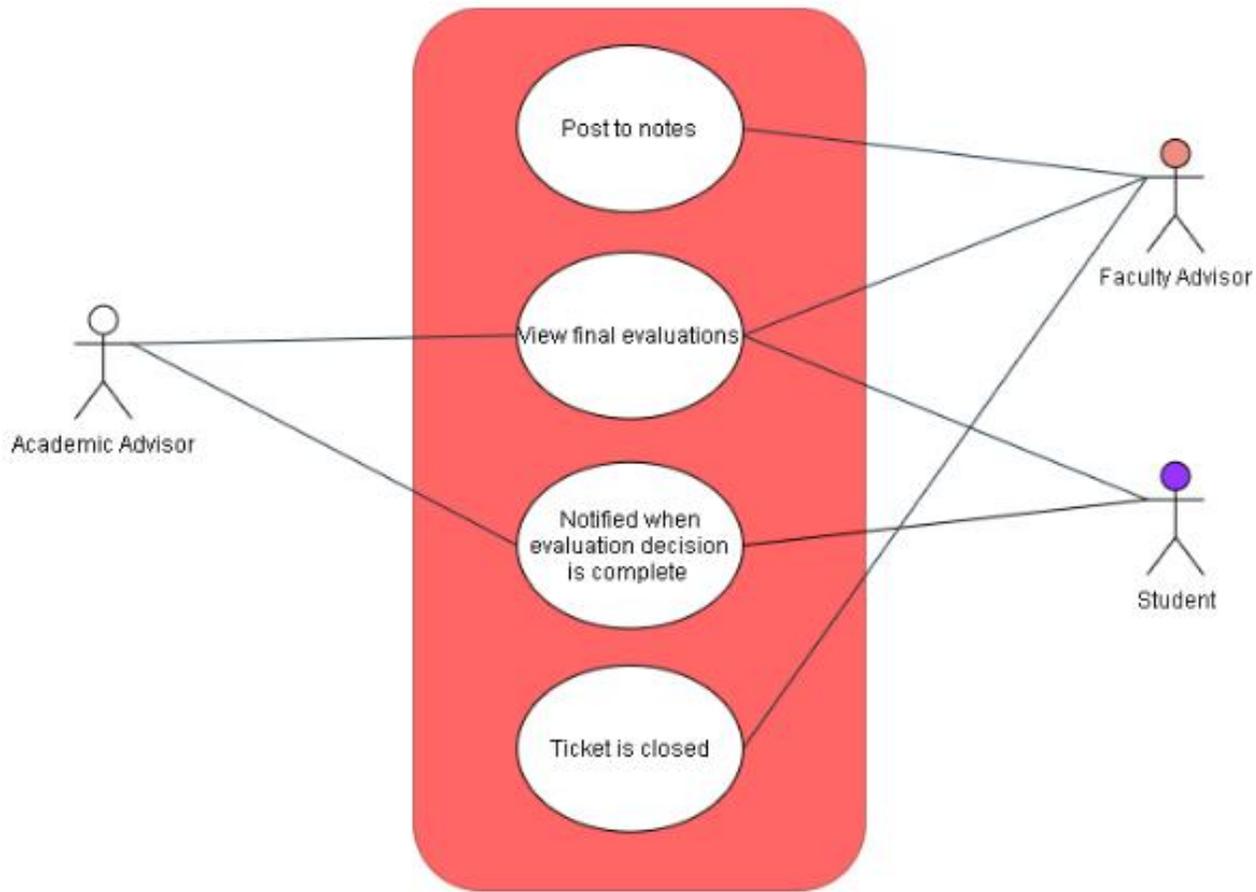


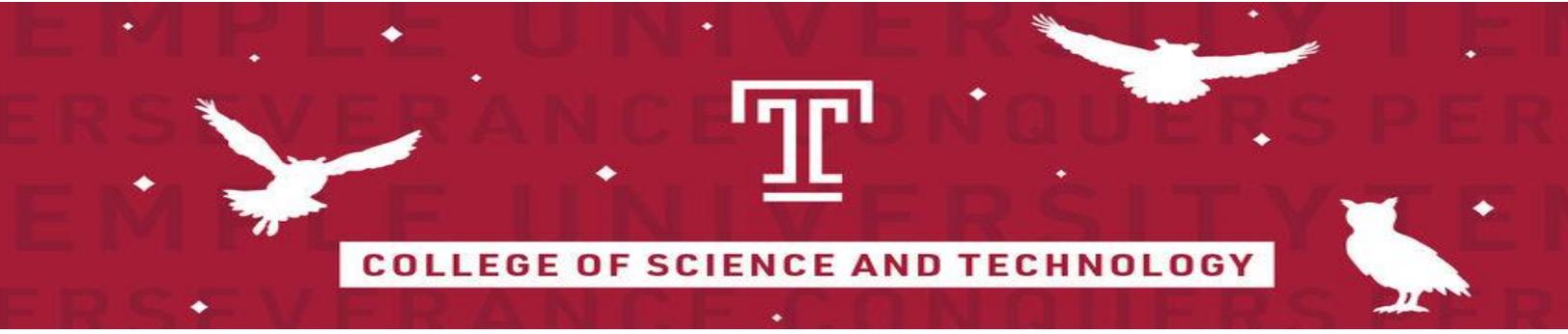
Use Case Diagram

Use Case Diagram









User Stories





User Stories

[CST Transfer Course Evaluation Tracker]

ID	As a...	I want to...	So that...
1	Academic Advisor	I want to create a Ticket	So that I can monitor the transfer equivalency for a course
2	Academic Advisor	I want to assign a Faculty advisor to a department	So that they can view their department's ticket
3	Academic Advisor	I want to associate a ticket with a department	So that the associated Faculty Advisors have access
4	Academic Advisor	I want to associate students with tickets	So that I know which courses the student is associated with
5	Academic Advisor	I want to define a grace period	So that students will be reminded to submit documentation after some time
6	Student	I want to receive email status notifications for my tickets	So that I know to upload the required course documentation
7	Student	I want to upload course documentation	The Faculty Advisor can review it
8	Student	I want to receive reminders	So that I do not forget to upload information
9	Faculty Advisor	I want to claim a ticket	So that other Faculty Advisors know someone is working on it
10	Faculty Advisor	I want to Be notified when a student submits documentation to be reviewed	So that I can review the documentation in a timely manner
11	Faculty Advisor	I want to View the tickets that I am responsible for	So that I can evaluate attached documentation
12	Faculty Advisor	I want to fill out the ticket information based on the uploaded documentation	So that all the student's course information is displayed for me to review
13	Faculty Advisor	I want to Request more information from a student via email	So that I can notify the student of missing information
14	Faculty Advisor	I want to Be able to check the status of the ticket	So that I know where the process currently stands
15	Academic Advisor	I want to view all the tickets	So that I know the status of tickets
16	Faculty Advisor	I want to edit the tickets assigned to me	So that I can change the status of the ticket



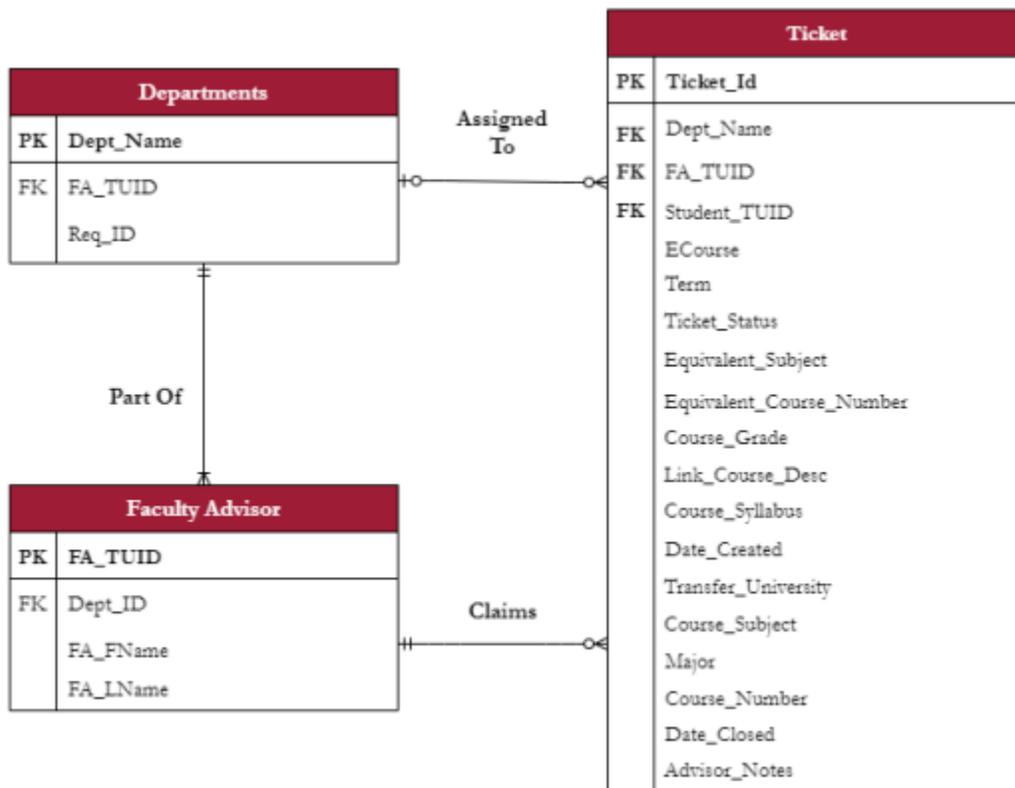


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17	Faculty Advisor	I want to update the equivalency section	So that the student and Academic Advisors see the final equivalency
18	Faculty Advisor	I want to close the ticket	The student and Academic Advisors are notified
19	Student	I want to be notified when an equivalency decision has been made	So that I know my course equivalencies
20	Academic Advisor	I want to be notified when an evaluation is complete	So that the process can be completed in a timely manner
21	Academic Advisor	I want to view final evaluations	So that final evaluation details can be submitted to the admissions office



Data Model



Academic Advisor	
PK	AA_TUID
	AA_FName
	AA_LName
	AA_Email

Rules	
PK	Rule_ID
	Grace_Period

Email	
PK	Email_ID
	Email_Type
	Email_Title
	Email_Content
	Email_Sender



Behavior Driven Development (BDD)



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ID	Theme	As a/an [user type]	I want to [do something]	So that [benefit]	Scenario	Given	When	And	Then	Notes	Priority	Status
1		Academic Advisor	I want to assign a Faculty advisor to a department	So that they can view their department's Tickets	Remove only Faculty Advisor from a department	I am on Rules page	I click the "+" button next to a Faculty Advisor's Name	There is no other Faculty Advisor assigned to that Department	The FA will not be removed from that Department	If there is more than one FA to this Department, the FA will be removed		
2					Add new Faculty Advisor's TUID	A TUID is in the FA TUID textbox on the Rules page	I click the "+" button next to the textbox	The TUID is a valid TUID	The Faculty Advisor of associated TUID is assigned to Department			
3		Academic Advisor	I want to create a Ticket	So that I can monitor the transfer equivalency for this course	Create course Ticket	I am on the Create Ticket Page	No fields are invalid	I Click the "Submit" button	The course equivalency Ticket is created			
4					Create course Ticket	I am on the Create Ticket Page	A field is empty/ invalid	I Click the "Submit" button	Alert me that I have an empty/invalid field	Required fields: Student TUID, course#, course credits, transfer university, semester taken		
6		Academic Advisor	I want to associate a Ticket with a department	So that the associated Faculty Advisors have access	Associate Ticket with department	A course Ticket has been created	An Academic Advisor submits Ticket with all field information correctly	Click the "Submit" button	The Ticket is associated with that department	required fields: Student TUID, course#, course credits, transfer university, semester taken		

ID	Theme	As a/an [user type]	I want to [do something]	So that [benefit]	Scenario	Given	When	And	Then	Notes	Priority	Status
7					Associate Ticket with department	A course Ticket has been created	An Academic Advisor submits Ticket with one or more invalid field information	Click the "Submit" button	Alert me that I have an empty/invalid field			
8		Academic Advisor	I want to associate students with Tickets	The student is notified to submit course specific documentation	A student is associated with a Ticket	A student is attempting to transfer an unevaluated course	A student submits an unevaluated course	The student's TUID is a valid student ID	Associate the student with the Ticket			
9					A student is associated with a Ticket	A student is attempting to transfer an unevaluated course	I add a TUID to the Ticket	The TUID is NOT a valid TUID	Alert me when the TUID is invalid			
10		Academic Advisor	I want to define a grace period	So that the students will be reminded to submit documentation after some time	Define a grace period	I am on the Rules page	The Grace Period field contains a valid value	I Click the "Save Change" button	The student reminder grace period will be changed to my input in days			
11		Student	Receive email status notifications	So that I know the status of my associated course equivalencies	A course equivalency has been evaluated	That I receive status update notification email	I open the email	Read the content	I know the course transferred			





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ID	Theme	As a/an [user type]	I want to [do something]	So that [benefit]	Scenario	Given	When	And	Then	Notes	Priority	Status
12		Student	I want to upload course documentation	The faculty advisor can review it	Student uploads course documentation	I am in Edit view of a Ticket	I click the "Submit" button	A document has been uploaded	Re-submit the form with uploaded documentation			
13					Student uploads course documentation	I am in Edit view of a Ticket	I click the "Submit" button	No documents have been uploaded	Alert the student to attach documentation			
14		Student	I want to receive reminders	So that I do not forget to upload information	Student forgets to upload documentation	The initial request for documentation was sent	The grace period expires	I have not uploaded any documentation	Receive an email reminder			
15					Student forgets to upload documentation	The initial request for documentation was sent	The grace period has not expired	I have not uploaded any documentation	Wait for grace period to end before sending reminder email			
16		Faculty Advisor	I want to Be notified when a student submits documentation to be reviewed	So that I can review the documentation in a timely manner	Faculty Advisor is notified about student documentation submission	The Faculty Advisor was notified	Selecting the Ticket related to notification	The Ticket is opened	The Faculty Advisor can review the submitted documentation			

ID	Theme	As a/an [user type]	I want to [do something]	So that [benefit]	Scenario	Given	When	And	Then	Notes	Priority	Status
17					Faculty Advisor is not notified about student documentation submission	The documentation was still submitted	Opening the Ticket	Checking the Ticket status	The documentation should still be displayed even though notification failed			
18		Faculty Advisor	I want to View the Tickets that I am responsible for	So that I can evaluate attached documentation	Faculty Advisor reviews a Ticket	A Ticket exists for my department	That Ticket includes required documentation	There is a Temple equivalency	Record the equivalency in the Ticket Notes			
19					Faculty Advisor reviews a Ticket	A Ticket exists for my department	That Ticket does not include required documentation	The associated student has already been notified	Send out reminder email to student after grace period			
20					Unread Ticket updates are marked	A Ticket exists for my department that has an updated status	Searching through Tickets	A Ticket has been updated but not opened yet	There should be a marker next to the Ticket signifying unread information	Status: Upload		
21		Faculty Advisor	I want to Request more information from a student via email	So that I can notify the student of missing information	Student does not upload all information	A Ticket exists for my department	I review documentation	There is missing information	Include that there is missing info in Ticket Notes			





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ID	Theme	As a/an [user type]	I want to [do something]	So that [benefit]	Scenario	Given	When	And	Then	Notes	Priority	Status
22		Student	I want to Check the status of the Ticket	So that I know the status of the Ticket	Submitted the Ticket	Ticket has been created	I log into dashboard	I view the Ticket status	I know where my course is in the evaluation process			
23					Have not submitted documentation	I have existing Tickets	I view a Ticket	The grace period has expired	Display the grace period as "expired"			
24		Faculty Advisor	I want to be able to check the status of the Ticket	So that I know where the process currently stands	Checking a Ticket status	I am logged in	I view my list of tickets	I view a ticket	A ticket status should be visible			
25		Academic Advisor	I want to view all the Tickets	So that I know the status of Tickets	Viewing all Tickets	I am logged in	I view my list of tickets	Every Ticket has a status	Every Ticket is displayed with a status			
26		Faculty Advisor	I want to edit the Tickets assigned to me	So that I can change the status of the Ticket	Manual change of Ticket status	I am editing a Ticket	I change the Status	I exit the Ticket	The new status is not saved			

ID	Theme	As a/an [user type]	I want to [do something]	So that [benefit]	Scenario	Given	When	And	Then	Notes	Priority	Status
27					Manual change of Ticket status	I am editing a Ticket	I change the Status	I click 'Submit'	the new status is saved			
28		Academic Advisor	I want to edit Tickets	So that I can attach relevant notes	Adding Notes to a Ticket	I am editing a Ticket	I enter text in the Notes field	I exit the Ticket	The notes are not saved to the Ticket			
29					Adding Notes to a Ticket	I am editing a Ticket	I enter text in the Notes field	I click 'Save Changes'	The notes are saved to the Ticket			
30		Student	I want to be notified when an equivalency decision has been made	So that I know my course equivalencies	Notify student that E course is equivalent	The ticket related to me has been evaluated	The Ticket has been updated to the 'Complete' status	The evaluation is equivalent	Email me that the evaluation is equivalent			
31					Notify student that E course is not equivalent	The ticket related to me has been evaluated	The Ticket has been updated to the 'Complete' status	The evaluation is not equivalent	Email me that the evaluation is not equivalent			



ID	Theme	As a/an [user type]	I want to [do something]	So that [benefit]	Scenario	Given	When	And	Then	Notes	Priority	Status
33		Academic Advisor	I want to view final ticket status	So that final evaluation details can be submitted to the admissions office	View Ticket status	I am at Ticket overview	I view a Ticket	Ticket evaluation status is marked as "Complete"	Ticket is ready to be sent to admissions			
34					View evaluation	Viewing evaluation	I view a Ticket	an evaluation status is not marked as "Complete"	Ticket is not ready to be sent to admissions			
34		Faculty Advisor	I want to assign myself to a Ticket	So that I can evaluate that ticket	Assign myself to a Ticket	I am viewing the Ticket	I click the "Claim Ticket" button	The ticket is unassigned to a Faculty Advisor	My name shows up in the corner of the ticket			
34								The ticket is assigned to a Faculty Advisor	Alert me that the Ticket is already assigned to a Faculty Advisor			



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User Interface



Academic Advisors Home Page

This page represents the home page for when the Academic Advisor first signs into the E-Course Transfer Dashboard. This page displays all open and closed tickets, where the advisor can filter this page by department, open/closed tickets, or by student TUID. The view button will direct the advisor to the ticket associated with that student.

Ticket Overview

Status:

TUID

Filter Department:

Status ^	Ticket ID	Date Created	TUID ^	First Name	Last Name	Faculty Advisor	Transfer University	Transfer Course	Department ^	View
Uploading	12356	20/06/2020	915386450	John	Doe	Joel Sheffield	Penn State University	BIO-630	Biology	<input type="button" value="View"/>
Evaluating	654321	09/01/2019	918469241	Bill	Smith	John Legened	Ohio State	CIS3314	Computer & Information Sciences	<input type="button" value="View"/>
Uploading	654321	10/05/2020	915386450	John	Doe	Tina Smith	Penn State University	CHEM-204	Chemistry	<input type="button" value="View"/>
Unclaimed	956780	12/28/2018	916237951	Kristen	Thompson	Unclaimed	Drexel	CIS-3318	Computer & Information Sciences	<input type="button" value="View"/>
Complete	701256	08/21/2020	916237951	Rick		Sally Johnson	Ursinus	PHYS-119	Physics	<input type="button" value="View"/>

Academic Advisor View Ticket Page

This page displays a ticket information for a student. All the required information that was uploaded by the student is then displayed for the advisor to review. Any ticket details can be edited by the Academic Advisors and notes can be added by any advisors. The ticket's status is displayed and can be changed at any moment with the Ticket Status dropdown.

Ticket 123456

Awaiting Upload

Unclaimed

Evaluating

Complete

Selected TUID:

First Name:

Last Name:

Major:

Transfer University:

Semester Taken:

Course Name:

Course Number:

Course Grade:

Date Created:

Date Closed:

Advisor's Note:

Current Ticket Status:

Course Re-Evaluation

Department

Subject

Course Number

Link to Course Description:

Course Syllabus:

Additional Documentation:



Faculty Advisor Home Page

This displays the tickets available to the current Faculty Advisor who is signed in.

A screenshot of the top navigation bar of the E-Course Transfer Dashboard. On the left is the College of Science and Technology logo. In the center, it says 'College of Science & Technology' and 'E-Course Transfer Dashboard'. On the right, it shows the user 'Joel Sheffield' and a 'Sign Out' button. Below the main title are several navigation links: 'Ticket (Student View)', 'Ticket (Faculty View)', 'Ticket (Academic Advisor View)', 'Create Ticket', 'Rules', and 'Equivalency Tool'. Below these links is a 'Ticket Overview' section header.

Status:

TUID

Status ^	Ticket ID	Date Created	TUID ^	First Name	Last Name	Faculty Advisor	Transfer University	Transfer Course	Department ^	View
Complete	12356	08/20/2020	915386450	John	Doe	Joel Sheffield	Penn State University	BIO-630	Biology	<input type="button" value="View"/>
Unclaimed	956780	12/28/2019	916237951	Kristen	Thompson	Unclaimed	Drexel	BIO-3318	Biology	<input type="button" value="View"/>



Faculty Advisor Edit Ticket Page

This displays the ticket information specific to a student while allowing the Faculty Advisor to edit the evaluation information and ticket status.

Claim Ticket
Ticket 123456

- Awaiting Upload
- Unclaimed
- Evaluating
- Complete

John Doe

Current Ticket Status: All ▼

TUID: 915386450

Major: Information Systems
 Transfer University: Penn State University
 Semester Taken: Fall 2019

Course Name: Organismal Biology
 Subject: Bio
 Course: 630
 Course Grade: B+

Date Created: 08-20-2020
 Date Closed:

Advisor's Note:

Incorrect course syllabus upload

Course Re-Evaluation

Department:

Subject:

Course Number:

Link to Course Description: <https://bulletine.psu.edu/graduate..>

Course Syllabus: Upload Syllabus

Additional Documentation: Uploaded Document

SAVE



Student Home Page

This page displays all the tickets created that are associated with the student that logged into the dashboard. They can filter by open/closed and view each ticket created for them.

A screenshot of the top portion of a web dashboard. On the left is the 'TTU' logo. To its right, the text 'College of Science & Technology' is displayed above the main title 'E-Course Transfer Dashboard'. In the top right corner, the user name 'John Doe' and a 'Sign Out' button are visible. Below the title, a navigation menu contains links for 'Ticket (Student View)', 'Ticket (Faculty View)', 'Ticket (Academic Advisor View)', 'Create Ticket', 'Rules', and 'Equivalency tool'. A 'Ticket Overview' section header is located below the navigation menu.

Status:

Status ^	Ticket ID	Date Created	Transfer University	Transfer Course	Department	View
Uploading	12356	08/20/2020	Penn State University	BIO-630	Biology	View
Uploading	654321	05/10/2020	Penn State University	CHEM-204	Chemistry	View

Student View Ticket

This page displays all the student's ticket information and is where they can upload the required documents.

Ticket 123456

Awaiting Upload

Unclaimed

Evaluating

Complete

John Doe

TUID: 915386450

Major: Information Systems
Transfer University: Penn State University
Semester Taken: Fall 2019

Course Name: Organismal Biology
Subject: Bio
Course: 630
Course Grade: B+

Date Created: 08-20-2020
Date Closed:

Advisor's Note:

Incorrect course syllabus upload

Current Ticket Status:
Uploading

Course Re-Evaluation

Department
--

Subject
--

Course Number
--

Link to Course Description: <https://bulletine.psu.edu/graduate..>

Course Syllabus: Upload Syllabus

Additional Documentation: Uploaded Document

Create Ticket Page

This page allows Academic Advisors to create a new ticket for the dashboard. The E-course ID is automatically generated for every new ticket.

Create Ticket(s)

Student TUID * First	<input type="text"/>	Last Name	<input type="text"/>
Name Transfer			
University *	<input type="text"/>	Semester Taken *	<input type="text"/>
Subject *	<input type="text"/>	Course # *	<input type="text"/>
Course Credits *	<input type="text"/>	CST Department *	<input type="text" value="▼"/>
Major *	<input type="text"/>		
	<input type="text"/>		

Transfer University *	<input type="text"/>	Semester Taken *	<input type="text"/>
Subject *	<input type="text"/>	Course# *	<input type="text"/>
Course Credits: *	<input type="text"/>	CST Department *	<input type="text" value="▼"/>
Major *	<input type="text"/>		

SUBMIT



Rules Page

This page allows advisors to set administrative system properties, including student grace periods and department faculty advisors.

Rules

Student Grace Period: DAYS

Faculty Advisors

Bio FA Email:	<input type="text" value="Email"/>	+
	<input type="text" value="Joel Sheffield"/>	-
	<input type="text" value="Biology Department"/>	-
Chemistry FA Email:	<input type="text" value="Email"/>	+
	<input type="text" value="Mike Zdilla"/>	-
	<input type="text" value="Spiridoula Matsika"/>	-
Computer Science FA Email:	<input type="text" value="Email"/>	+
	<input type="text" value="Sally Kyvernitis"/>	-
Earth/Environment FA Email:	<input type="text" value="Email"/>	+
	<input type="text" value="Laura Toran"/>	-
Math FA Email:	<input type="text" value="Email"/>	+
	<input type="text" value="Maria Lorenz"/>	-
Physics FA Email:	<input type="text" value="Email"/>	+
	<input type="text" value="Maria Lavarone"/>	-

Save Changes