

Project Gaia

Memo

To: Dean

From: Group A

CC: Dr. Robert M. Barker

Project Gaia is a system being created to further increase the retention rate of current and future Computer Information System Major students. The system will focus on creating a mentorship program for seniors to help underclassmen students better prepare for future classes. The implementation of the new system hopes to not only retain more students in the CIS department, but also involve Alumni that have graduated from the University of Louisville.

The overall goal of the new system is to create a stronger community for students and alumni to increase retention rate and graduation rate within the CIS department. Creating this new system will help students who are struggling with classes like CIS 199 and CIS 150 seek help with seniors who have already taken said classes. The system will also allow alumni to directly donate to the CIS department within the College of Business.

EXAMINATION OF THE LACK OF RETENSION FOR CIS MAJORS IN THE UNIVERSITY OF LOUISVILLE

[Project Gaia]

Prepared for

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February 26, 2019

System Request – Project Gaia

Project Sponsor:

- Robert Barker, Chair of CIS Department

Business Need:

- Increase Student Retention Rate
- Increase Student Graduation Rate
- Decrease Student Fail Rate

Business Requirements:

- Enroll Students and Alumni
- Authorize users to participate in system
- Match freshman student users with upper class users
- Match upper class students with alumni user
- System to establish communication between mentor users and mentee users
- System for users to post general information, job offers, etc.
- System to take donations on behalf of the department
- System to generate usage reports on mentor relationships, user activity, and active users.
- System to generate quarterly/annual reports for review

Business Value:

- Increase of \$700,000 in tuition revenue
- Increase Alumni donations
- Increase Student Graduation Rate
- Decrease Student drop rate

Group A

**Project Gaia
Vision (Small Project)**

Version 2.0

Revision History

Date	Version	Description	Author
29/01/2019	1.0		Group A- Sam, Lazaro, Ryne, Samantha, Bailey, Shannon
13/02/2019	2.0		Group A- Sam, Lazaro, Ryne, Samantha, Bailey, Shannon

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Vision (Small Project)

1. Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the Mentorship System. It focuses on the capabilities needed by the stakeholders and the target users, and **why** these needs exist. The details of how the Mentorship System fulfills these needs are detailed in the use-case and supplementary specifications.

1.1 References

2. Positioning

2.1 Problem Statement

The problem of CIS student retention affects the University of Louisville Business School by accepting a loss of \$387,180 every semester. A mentorship program that would allow students to receive guidance in CIS classes would successfully solve the problem.

Problem of	CIS student retention.
	University of Louisville Business School
Impact of which is	An opportunity cost of \$387,180
Successful solution would be	A mentorship program that allows students to receive guidance in CIS specific courses.

2.2 Product Position Statement

This product is for the University of Louisville CIS program with students who face challenges in CIS specific courses. The mentorship program will provide guidance to students seeking help and will match underclassmen with upperclassmen and upperclassmen with alumni. It will increase the retention in the CIS program and increase revenue for the university.

	University of Louisville CIS students
	Face challenges in CIS specific courses
Product name)	Mentorship system
	Will provide guidance to students seeking help
	Previous mentorship programs will match alumni as well
Product	Will increase retention in the CIS program and increase revenue.

3.

Stakeholder and User Descriptions

3.1 Stakeholder Summary

University of Louisville Business School.	The business school at the University of Louisville offers a variety of programs with CIS being one of the most sought after and largest growing programs.	The University of Louisville BS will: ensures that the system will be maintainable ensures that there will be a market demand for the product's features monitors the project's progress approves funding.
Jefferson County Government	The Jefferson County government covers the Louisville Metro area.	Provides a market environment for the mentorship program.

3.2 User Summary

University of Louisville Business School, CIS students	The CIS students at the University of Louisville	Uses the mentorship program for increased success in courses.	University of Louisville is responsible the CIS students involvement in this mentorship program.
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3.3 User Environment

1. Number of people involved in completing the task? CIS 320 groups and CIS 420 groups.

3.4 Summary of Key Stakeholder or User Needs

[List the key problems with existing solutions as perceived by the stakeholder or user. Clarify the following issues for each problem:

- Lack of retention of CIS students past CIS 199.
- The mentorship program will allow students to help younger students who have already gone through the classes succeed.
- University of Louisville Business School and Jefferson County want increased graduation of students with a CIS degree.

ns		ng adequate amounts of donations to fund the CIS program.	ns made the business school.	ent system integrated into the mentorship program website.
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3.5 Alternatives and Competition

1. Students can currently use tutoring programs on campus, but they are not CIS or business school specific.
2. Mentorship programs offered through general outreach programs aimed at college students can be found and degree specific matches can be made.

4. Product Overview

- Product perspective
- Assumptions and dependencies

4.1 Product Perspective

- This product is independent and totally self-contained.

4.2 Assumptions and Dependencies

- A specific operating system will be available for the hardware designated for the software product, if the operating system is not available the vision document will need to change.

5. Product Features

Authorization – The administrator will be allowed to dictate who will be able to move on the next step of the program. If a user is blocked by the administrator, said user will not be able to gain access to the website.

Matching – This part of the website, will match mentors and mentees. The system should be able to assign freshmen mentees with upperclassmen mentors of the same degree program. Furthermore, seniors will be matched with alumni that can possibly help seniors reach their academic goals and creating a social network for future employment.

Communication – This part of the website can be broken down into 2 different parts. One part of the website should be solely for establish a way for mentors and mentee to communicated with each other via a messenger. The second part of the website would act as a forum for general questions, and job postings from alumni that are seeking soon to be graduates.

Donations – The website should have the capacity to accept donations on behalf of the alumni. This step requires a PMS system to be in place.

Reporting – The website should have a way to gather analytics about usage around the website. Gathering information on how many students log in, and how connections are being established around the website. Secondly the website should be able to pull reports for quarterly or end of year review.

6. Other Product Requirements

- Mentorship program needs to be able to be independent and sustainable as a University of Louisville Business School project.
- Mentors and mentored need access to the system and it needs to operate on business school networks.

Mentorship Program Cost Analysis

Revenue		Y0	Y1	Y2	Y3	Y4	Y5	Totals	Inflation Rate	2.00%
	Donations ¹	0	5,000	5,100	5,202	5,306	5,412	26020	Discount Rate	6%
	Annual Tuition ²	0	384,000	391,680	399,514	407,504	415,654	1998351		
	Starting Budget	4000	-	-	-	-	-	4000		
		4000	389,000	396,780	404,716	412,810	421,066		Net Present Value	\$1,237,102
								Total Revenue	\$ 2,028,371.62	
		Y0	Y1	Y2	Y3	Y4	Y5		Break Even Point	4.1
Costs									ROI	509%
Labor ³										
	Database Admin	87,000	-	-	-	-	-	87,000		
	Project Lead	130,000	0	-	-	-	-	130,000		
	Business Analyst	88,270	0	-	-	-	-	88,270		
	Developer	68,000	0	-	-	-	-	68,000		
Operational										
	Maintenance		2,000	2,040	2,081	2,122	2,165	10,408		
	DB License (MySQL)		1,000	1,020	1,040	1,061	1,082	5,204		
	Domain Name		10	10	10	11	11	52		
	Content Mgmt System (.NET)		800	816	832	849	866	4,163		
	Payment Mgmt System (PayPal)		20	20	21	21	22	104		
	Consumables		960	979	999	1,019	1,039	4,996		
		373,270	4,790	4,886	4,984	5,083	5,185	398,197		
								Total Costs	\$ 398,197.35	
	Cash Flows	(369,270)	384,210	391,894	399,732	407,727	415,881			

¹Donations based on 100 alumni donating \$50 each a year

²Tuition based on 80 Residential CIS Students @ 12 hrs/Semester

³DB License for Standard Microsoft SQL Server

⁴Labor Based on US Bureau of Labor Statistics

Activity Diagram

Summary:

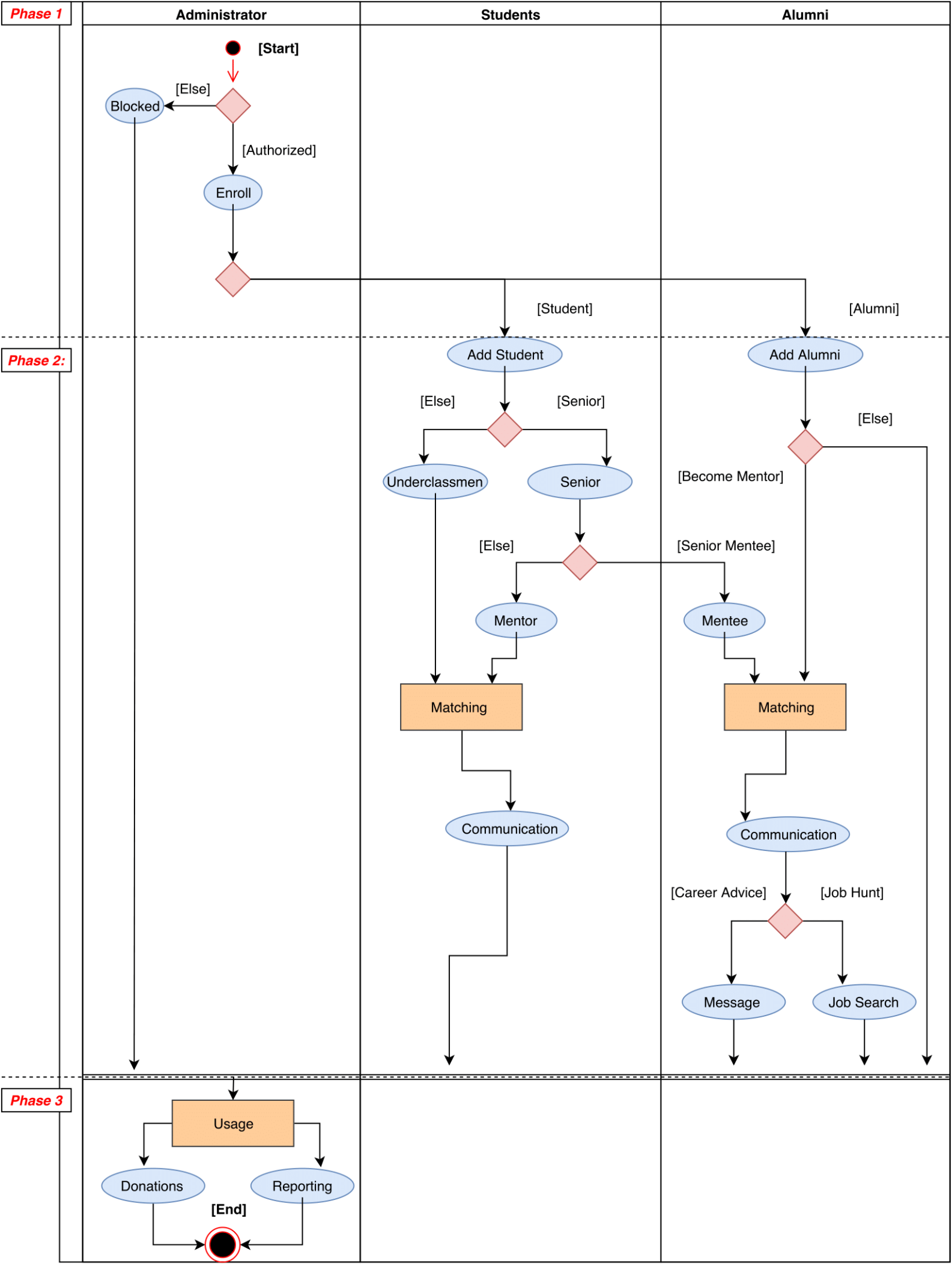
The purpose of our activity diagram is to demonstrate the logic of our system design. The diagram shows the process flows required for each system action that in turn represents which type of user will be affiliated with it.

Sub-phase 1 demonstrates that a user will be authenticated through a third-party system or administrator or blocked from entry. If the user is authenticated, he or she will be enrolled and added to the program as either a “Student” or “Alumni”.

Sub-phase 2 demonstrates that the Student will be separated into either Seniors or Underclassmen. Seniors will be divided as either a Mentor or Mentee. Senior mentors will be matched with appropriate underclassmen and encouraged to communicate with one another after providing their contact details. Alumni will be divided as Mentors or prospective employers and supporters. Alumni mentors will be paired with appropriate senior mentees. Senior mentees will be encouraged to communicate with their alumni for career advice or presented an alternative platform to job search.

Sub-phase 3 designates a Usage action that measures which sections of the system design is being utilized the most by users. This would in turn enable a reporting feature to display website usage statistics. All users will be given an option to support us by donating.

(*) This system design assumes that the design implementation will be entirely autonomous of the University of Louisville databases, so the user would have to at least create a profile that can be authenticated by administrators or an authentication algorithm.



System Requirements

The following requirements have been chosen to help identify necessary functions that our system should be capable of as well as non-functional standards and desired features.

Functional Requirements

Enrollment

- <F01> The site will create account for all new users and login must trigger enrollment and profile generation.
- <F02> The site will determine between underclassmen, upperclassmen, and Alumni and enroll them as a mentee, mentor, or Alumni.
- <F03> The site will ask alumni for current work information and former major.
- <F04> The enrollment form will collect basic demographic information (Age, gender, highest level of degree, occupation)
- <F05> The site will include an option to opt in to an email list attached to the enrollment form.

Donations

- <F06> The site will accept no less than \$1 donations.
- <F07> The site will process donations and distribute them to the proper CIS departments accounts.

Users

- <F08> The site will have a form that allows Upperclassmen to give specific information about classes and teachers.
- <F09> The site will have a discussion board so students can post questions.
- <F10> The system will match underclassmen to upper classmen as well as upper classmen to Alumni
- <F11> The System will post general information for users.

Regulatory

- <F12> The site will allow admin to authorize new admin.
- <F13> The system will limit access to authorized users.
- <F14> The system will generate usage reports on mentor relationships, user activity, and active users.

<F15> The system will generate quarterly/annual reports for review.

Non-Functional Requirements

Availability

- <NF01> The site will have profile pictures generated from black board for students.
- <NF02> The site will have the capability to allow users to add profile pictures. (Alumni)
- <NF03> CMS will be .NET framework
- <NF04> Site will be accessible to all CIS students.
- <NF05> The system should be easy to use and understand by every user.

Performance

- <NF06> The system will validate users within 5 seconds.
- <NF07> The system will have a sufficient amount of bandwidth.
- <NF08> The system should be properly secured to protect user information.

Adaptability

- <NF09> The system will remove students who switch majors.
- <NF10> The system should be easily maintainable.

Proposed Mentorship System Use Cases

The following Overview, Essential Use cases provide the three main user interaction scenarios with the system and traces these interactions to the technical system requirements.

Use Case ID:	001
Name:	Enroll Mentees
Primary Actor:	Underclassmen Student
Description:	An Underclassmen Student wishes to enroll as a mentee in the system. A successful end would be account creation/login triggering enrollment and profile generation. A failed end would be account creation/login not triggering enrollment and not generating a profile.
System Requirement:	Account creation and login must trigger enrollment and profile generation.

Use Case ID:	002
Name:	Enroll Alumni
Primary Actor:	Alum
Description:	An Alum wishes to enroll as a mentor in the system. The alum starts at the create account/login screen. A successful end would be account creation/login triggering authorization, enrollment, and profile generation. A failed end would be account creation/login not triggering enrollment and not generating a profile or an unauthorized alum enrolling as a mentor.
System Requirement:	After account creation, the system must authorize the alum, enroll them as a mentor, and generate a profile.

Use Case ID:	003
Name:	Enroll Mentors
Primary Actor:	Upperclassmen Students
Description:	An Upperclassmen Student wishes to enroll as a mentor in the system. The student starts at the create account/login screen. A successful end would be account creation/login triggering authorization, enrollment, and profile generation. A failed end would be account creation/login not triggering enrollment and not generating a profile or an unauthorized student enrolling as a mentor.
System Requirement:	After account creation, the system must authorize the upperclassmen student, enroll them as a mentor, and generate a profile.

Use Case ID:	004
Name:	Profile Matching
Primary Actor:	Mentor and Mentee
Description:	The system must be able to assign a mentee a mentor, that share the same experience needed for his/her degree.
System Requirement:	System must be able to distinguish what students share the same major, and who previously has taken CIS 199 and 150, to be considered a mentor.

Use Case ID:	005
Name:	Accept Users
Primary Actor:	Head of CIS department
Description:	Some people will not be able to mentor others, the head of the CIS department, will have the power to decide who can and can't be a mentor.
System Requirement:	The system must recognize who has authentication to access the system and who does not.

Use Case ID:	006
Name:	Deny Users
Primary Actor:	Head of CIS department
Description:	The administrator can revoke access to the system and he/she sees fit.
System Requirement:	System must deny access to users that the system administrator has denied at the registration phase or later.

Use Case ID:	007
Name:	Generate Report
Primary Actor:	Head of CIS department
Description:	The administrator must be able to pull up reports regarding the system. How many mentors and mentees are using the system and for how long.
System Requirement:	System must track simple data regarding the users for example, how many times do users use the service and for how long. How many people are happy with the service.

Use Case ID:	008
Name:	Donations
Primary Actor:	Alumni
Description:	The system should allow for Alumni to donate directly to the CIS department.
System Requirement:	A payment management system must be set up to accept donations

Initial System Architecture Considerations

The following details proposed system diagrams, data flow, and initial architecture needs/recommendations for system startup.

1) Design Viewpoint

Hardware/Software Needed

- 1) A Content Management System will house the website and features to complete desired tasks.
- 2) The Database for the system will store and extract data collected from the CMS.
- 3) The Payment Management System will securely handle donations to the CIS department.

2) Realization Viewpoint

Specific Recommendations for Hardware/Software

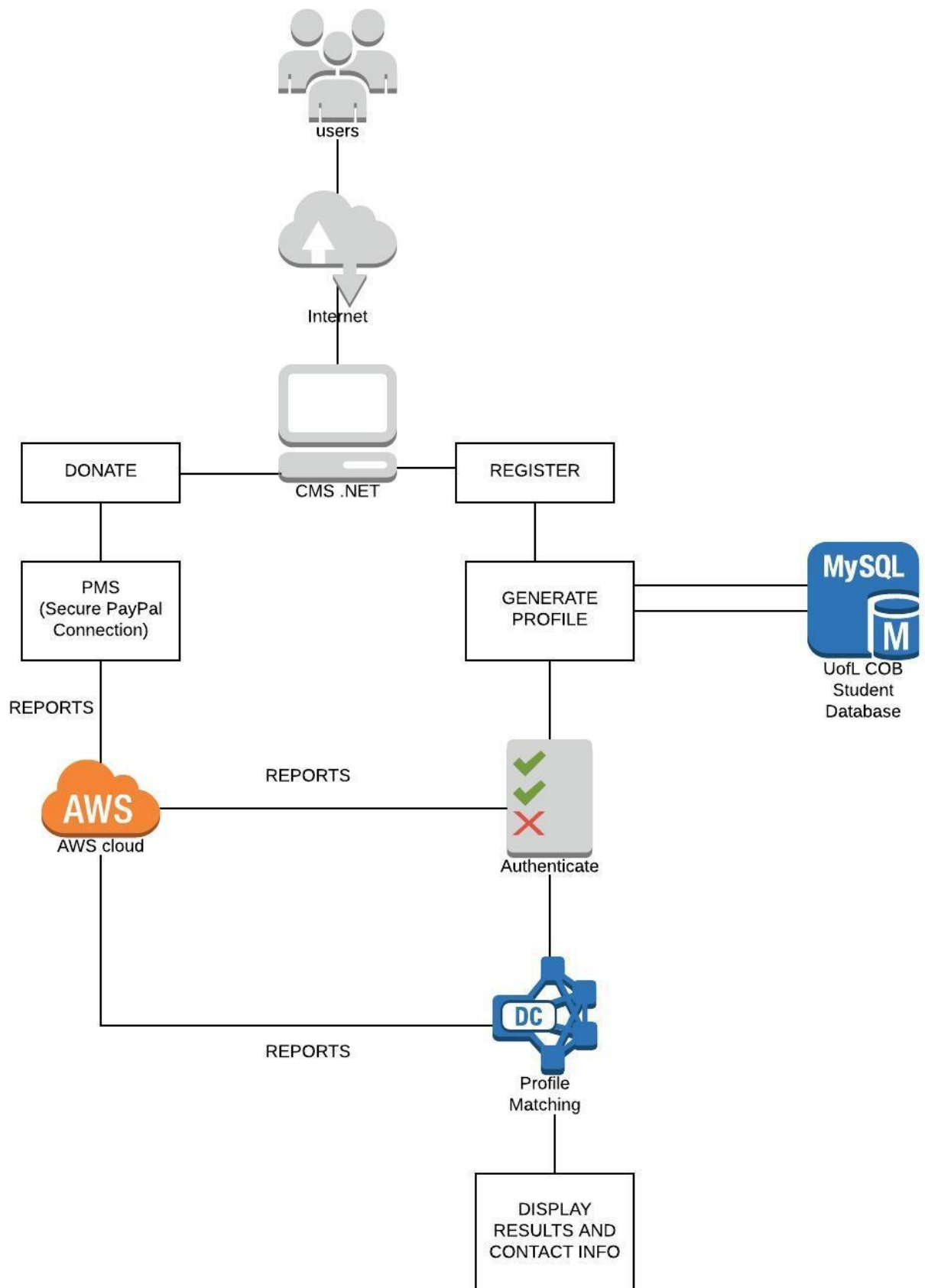
Ultimate Data Lake: Amazon Web Services (already in use with existing UofL Databases)

CMS: .NET Framework

DB: Microsoft SQL in conjunction with Existing UofL COB Database to both store new report data and extract existing student/alumni data

PMS: PayPal

These recommendations are the best potential options because of their relatively low cost and high opportunity for customization. Customization is needed as the system capacity and capabilities grow and flex with the needs of the mentorship program. Depending on the constraints of the system, different solutions may be considered in the future. However, these are the recommended choices for startup. A more specific system diagram and how it relates to the software architecture of the system could be as follows:



Risk Analysis

Purpose:

The assignment of risk to items of the system is a core step of project analysis. In order to efficiently allocate development resources to system items we assign two levels of risk, high and low. High risk items are those that are core to the functionality of the system and/or have a high level of difficulty of implementation into the system. Either of these factors alone could be enough to assign additional resources to the project. Low risk items are relatively easy to implement into the system and/or are not core to the functionality of the system. These factors warrant assignment of low risk and are given less development resources. Below is the analysis of project items and the risk assigned to each item.

For defining use case risk, we must assess both the ability of the development team to properly implement the function described in the use case and the importance of functionality to the system of the use case. Each use case will be broken down into parts with a total risk assigned at the end of each use case.

Use Case 001, Enroll Mentees: **high risk**

Use case 001 is for enrolling underclassmen in the mentorship system. From a design standpoint this is a very simple process of getting user account details, authorizing the user, and creating a profile. This will be accomplished through forms and should be simple to implement. However, it is the basis of the system to have mentees which to be mentored

making the importance of functionality of this feature high. Because of enrolling mentees in a central function of the mentorship system a high risk is assigned.

Use Case 002, Enroll Mentors: **high risk**

Like use Case 001, use Case 002 is the enrollment of upperclassmen mentors. This functionality should also be simple to implement the system as well. Additionally, like use case 001 the importance of having users to mentor the mentees is central to the functionality of the system as such a high risk is assigned.

Use Case 003, Enroll Alumni: **low risk**

Use Case 003 is the enrollment of Alumni to the mentorship system. This will likely be accomplished similarly to the previous 2 use cases, but alumni will have additional profile details not available to student users. Unlike the student users, alumni users are not as central to the systems core functionality. Therefore, a low risk is assigned.

Assigning risk to other system areas is a similar process as assigning use case risk. We first consider the level of difficulty of system implementation and then we consider the importance of the area to the functionality of the system.

Profile Matching: high risk

In order to have a functional and useful system we must have a mentor-mentee relationship. This relationship is central to the functionality of the system and is the core purpose of the system. This alone is enough to consider the area high risk. Additionally, the algorithmic

matching or mentors to mentees based on interests and study fields could potentially be problematic as well further adding to the assignment of high risk.

Authenticate Users: **high risk**

In order to have users to participate in the system there will be a function in place to authorize them to participate. While this function should be trivially simple to implement, its importance to the core functionality of the system warrants extra caution. For this reason, a high risk is assigned.

Generate Reports: **low risk**

In order to measure the impact and utilization of the system a series of report will be generated. Implementation of this should be moderately difficult to accomplish as it requires aggregation of user data on mass. This report will be used to track progress of mentor relationships throughout the system. However, it is not a core use to the functionality of the system to be able to generate reports. Because of this it is assigned a low risk.

Take Donations: **low risk**

The use of a payment management system independent of the mentorship system and lack of impact to core functionality are the reasons this area is assigned a low risk.

Team Charter

Our first and foremost goal as a project team in this class is to ultimately learn the material taught and earn a good grade overall for doing so. These are what can be described as relative long-term goals, however. In the short term, we eagerly anticipate receiving top marks for our Iteration 1 submission, presentations, and next few assignments soon to follow. Under unanimous decision, we determined the best method of functional management for our members is through a Democratic Leadership style, in which a leader is chosen to assign tasks and authority of projects to others. We feel this is the best method for a project team of our size to function because task delegation and equal collaboration are incredibly important key factors to maximizing efficiency and minimizing dissatisfaction.

Team meetings will be scheduled in a somewhat utilitarian fashion. The leader 'elected' by the project team will attempt to reserve a meeting time and place based on the schedules of at least three or more members. This is in order to minimize the inherent amount of confusion that will inevitably appear if the minority were to make group decisions without the participation of the other members. Meetings will be conducted in an entirely unfixed fashion, likely only providing focus to endeavors or areas of concern when approaching their due date. Considering each member is a student at the University of Louisville, all team meetings would ideally be held in person at the College of Business or Ekstrom Library. Additionally, since all members are taking the same class together, meetings could be held during class depending on tentative class-time provided by the instructor; it would not be inconceivable to assume most class meetings will be held Tuesdays and Thursdays, although this is conjecture. The results of the meeting will be relayed by the team leader through email or social media to various group

members, so that even members who have varying circumstances are able to keep up with the course load.

Team communications will vary between social media and emails, but the primary medium of communication between group members will be through a social media app called 'GroupMe'. This is where the leader will relay the results of group meetings, pictures of technical materials as needed and perform basic team announcements. If the assignment is too technical to be managed electronically, all members will meet in person. Communication with the instructor and client will be through the uniformed use of physically documented reports and oral presentations. However, this is subject to change depending on the instructor's assignment and iteration deliverables in the future.

As stated before, the functional management of our group will ultimately be democratic. A leader will be unanimously 'elected' to delegate tasks and make the final decisions. Though, all members will be free to speak openly of their opinions or unanimously 'elect' another leader if they feel the project is compromised. If we encounter a conflict – such as an unsolvable problem – we will ask for help from the instructor. On the rare chance that one of our members is not doing his or her part on the project and spreads conflict internally, we will first try to resolve it ourselves and then seek help from the instructor.

The Project Repository will be kept on Google Drive, serving as a "document dump" for project documents, only to be used and acted upon by communication through 'Group Me'. Progress documentation will primarily be kept on 'GroupMe' through the multiple relays sent by the team leader. If the instructor requires a summarized, condensed form of all project

documentation done up until some point, accommodations will be made to transfer the data onto a platform that matches the uniform quality of our normal reports.

The Gantt Chart is used to break down every component of Iteration one and iteration two and complete each task in a timely manner. The table is used to assign students to each task and are given a duration period to get the task completed. Some task needs to be completed before others can start, the Gantt Chart display these tasks in the order they need to be completed, thus allowing the project to be completed with minimal delays, if any.

	ID	Task Name	Start	Finish	Duration	Feb 2019														
						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Iteration 1	1	System Request-Ryne	2/1/2019	2/3/2019	3d															
	2	Narrative - Samantha	2/1/2019	2/3/2019	3d															
	3	Process Models-Lazaro	2/1/2019	2/3/2019	3d															
	4	Vision Documents-Shannon	2/4/2019	2/5/2019	2d															
	5	Agile Stories - Bailey	2/1/2019	2/3/2019	3d															
	6	Team Charter - Samuel	2/1/2019	2/3/2019	3d															
Iteration 2	7	Vision Document - Shannon	2/6/2019	2/7/2019	2d															
	8	System Requirements-Bailey	2/6/2019	2/7/2019	2d															
	9	Cases - Samantha	2/8/2019	2/9/2019	2d															
	10	Architecture-Samantha	2/6/2019	2/8/2019	3d															
	11	Risk Analysis - Ryne	2/10/2019	2/12/2019	3d															
	12	Gant Chart - Lazaro	2/6/2019	2/11/2019	6d															
	13	Inception - Samuel	2/6/2019	2/11/2019	6d															

Inception Phase Prototype

Summary:

The HTML prototype forms focus on 2 high-risk Use Case's outlined in our Risk Analysis as examples forms for where we are taking this project.

The forms collect basic information such as a name, address, and contact information, while also accounting for Ethnicity and Nationality. We have made sure to include a classification by gender and age, to where our mentees and mentors can set their preference as to who they would prefer as a mentor/mentee.

We have set further classifications on matching mentors/mentees by dividing them by concentrations, and then further by which specific class they need help with and what the mentors would prefer to teach.

Enroll Underclassmen Mentees (Prototype Form)

Enrolls underclassmen mentees into the CIS mentorship program.

1 Page 1 2 Page 2

Name

Address

Nationality

Ethnicity

Gender

Would you prefer a mentor with the same gender as you?

☐ Yes ☒ No

Age

Would you prefer a mentor near your age?

☐ Yes ☒ No

Date of Birth



Phone

Can we send you text messages?

☐ Yes ☒ No

Email

Would you like to be notified of upcoming updates by email?

☐ Yes ☒ No

Next

Enroll Underclassmen Mentees (Prototype Form)

Enrolls underclassmen mentees into the CIS mentorship program.

① Page 1 ② Page 2

What is your concentration?

Information Security



What class can we help you with?

CIS320



Are you willing to meet outside of campus with your mentor?

☐ Yes ☒ No

Do you live on campus?

☐ Yes ☒ No

Is there anything you want your future mentor to know about you? (Optional)

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Submit

Enroll Senior Mentors (Prototype Form)

Enrolls upperclassmen mentors into the CIS mentorship program.

Name

First

MI

Last

Address

Address Line 1

Address Line 2

City

State

Zip Code

Nationality

United States

Ethnicity

Alaskan Native

Gender

McChicken Sandwich

Would you prefer a mentee with the same gender as you?

☐ Yes ☒ No

Age

6 months

Would you prefer a mentee near your age?

☐ Yes ☒ No

Date of Birth

8/15/2018



Phone

(502) 555 - 5555

Can we send you text messages?

☐ Yes ☒ No

Email

exampleemail@notnowpls.com

Would you like to be notified of upcoming updates by email?

☐ Yes ☒ No

Next

Enroll Senior Mentors (Prototype Form)

Enrolls upperclassmen mentors into the CIS mentorship program.

① Page 1 ② Page 2

What is your concentration?

Information Security



What class are you most comfortable in teaching?

CIS320



Do you live on campus?

☐ Yes ☒ No

Please share why you want to become a mentor:

Is there anything you want your future mentee to know about you? (Optional)

Do you want to be matched by concentration?

☐ Yes ☒ No

List the subjects related to CIS you are most confident in:

Where would you prefer to meet with your mentee?

Mariana's Trench



Back

Submit