

Product Requirement Document for Student Dashboard

Background

Accredian is an academic institution dedicated to education and research in next-generation technologies such as artificial intelligence, machine learning, and data science. They offer industry-focused programs lasting from 3 to 6 months, aiming to equip working professionals with skill sets in machine learning and data science while providing a transformative learning experience to empower career advancement.

By integrating a robust communication dashboard within Accredian's platform, we will create a **vibrant community where students can connect, interact, learn and forge meaningful connections**. This initiative is designed to foster a positive and engaging learning environment, which will ultimately increase students **retention and engagement rates** on the platform.

The integrated communication system within the dashboard consolidates features, which will serve as a central hub for all the students to collaborate on projects, discuss coursework, share insights, and engage in academic and social discussions. This integration with Accredian's resources, such as course materials and assignments, ensures **instant access to information and tasks without navigating multiple platforms**, which will enhance the learning experience. The dashboard will also empower students with **real-time updates on pending tasks, project progress, and peer activities**. This proactive approach fosters a culture of informed collaboration, enabling students to stay engaged, work effectively with their peers, and achieve their learning goals efficiently.

Overall, I see that this student dashboard not only enhances the student experience but also reinforces **Accredian's commitment** to creating a dynamic learning ecosystem that promotes **collaboration, knowledge sharing, and continuous engagement** among the student's community, which is essential for **growth and success**.

Problem Statement

I am a student at Accredian,

I am trying to collaborate effectively on projects and engage in group discussions,

But I face challenges in connecting with peers, effectively discussing with my mentor, keeping track of all my learning and deadlines, and staying updated with all the announcements,

Because of the fragmented communication channels,

which makes me feel frustrated and inefficient at my work.

Goals

- Creating a **vibrant and active community** where students can learn, connect, and grow together.
- Improving communication between students and mentors, leading to more effective discussions and support.
- Increase student **satisfaction** and **retention**.
- Increase student **engagement** and **participation**.

Hypothesis & Feature Description

Hypothesis :

Students from diverse geographical locations worldwide have enrolled for courses at Accredian to enhance their skills and expand their professional networks, encounter challenges in collaborating with peers for group studies, discussions, miss announcements, accessing course materials, and engaging in 1:1 discussions with mentors, due to the fragmented communication channels.

Customer Experience:

Features	Explain	Impact
Integrated Communication Hub. (Implement chat & calls feature)	<p>CHAT : Users can initiate and participate in text-based chats with peers, mentors, and groups</p> <p>Chat messages are delivered in real-time with no delays</p> <p>Users can send and receive images and documents, within the chat.</p> <p>Can pin the important messages.</p> <p>Can react to messages with emojis.</p> <p>CALL : Users can initiate voice or video calls with peers and</p>	<p>Improve Communication: The integration of chat and call features allows users to communicate seamlessly with peers, mentors, and groups, leading to enhanced collaboration and knowledge sharing.</p> <p>Enhance Engagement: Features such as reacting to messages with emojis add a layer of interactivity, making conversations more engaging and enjoyable for users. Users can also pin the important messages, ensuring crucial information is easily accessible and not lost in the conversation thread.</p> <p>User Experience: Users can also record the sessions for future</p>

	<p>mentors directly from the platform.</p> <p>Users can schedule 1:1 calls with other users.</p> <p>The call interface includes options for mute, speaker, share screen and video settings for a seamless calling experience. Calls can be recorded for future reference if needed.</p> <p>The inbuilt whiteboard feature should be accessible during voice or video calls with peers.</p> <p>Chat and call features are integrated into user profiles for easy access and management.</p>	<p>reference and revisit the important discussion, making sure no details are missed. Users can also use an inbuilt whiteboard during calls for real-time collaboration, making brainstorming and idea sharing easier.</p> <p>Improves Productivity: By centralizing communication tools within the platform, users can avoid the hassle of switching between multiple applications, thus saving time and increasing productivity.</p>
<p>Notification System (Implement in website/ app Notification)</p>	<p>Students and mentors will receive instant notifications for new chat messages and incoming calls or any announcements made.</p>	<p>Enhance Engagement: Instant Notifications will encourage users to stay engaged and active on the platform, fostering a sense of community and participation, ensuring the quick response and enhancing collaboration.</p>
<p>Profile creation (Students can create their profile and add their work there and all their past work experience, education etc details)</p>	<p>The work should be uploaded as a PDF type.</p> <p>Should be able to share their work directly on any social media platform like LinkedIn.</p> <p>Can edit and save the details.</p> <p>Can upload their profile picture.</p>	<p>Professional Branding: Users can showcase their skills, work experience, and education on their profiles, enhancing their professional brand and networking opportunities.</p> <p>Enhance Engagement: The ability to continuously update and managing their profile will keep users engaged with the platform.</p>

	Different sections to upload their work experience, education, publication & link, personal details, project works.	Seamless Sharing: Integration with social media platforms allows users to share their profiles and work directly, expanding their reach and visibility.
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Vision Narrative

At Accredian, students like Nidhi are navigating their learning journeys with varying levels of ease. For Nidhi, who is enrolled in an 6-month Data Science course, the sheer volume of information often leaves her feeling overwhelmed and struggling to keep up with course announcements, group discussions, and mentor interactions. Juggling between multiple communication channels adds to her challenges, sometimes leading to important messages getting lost in the digital noise. Amidst these challenges, a vision emerged at Accredian to transform the student experience into something seamless, collaborative, and engaging.

One day, while going through her course materials, Nidhi discovered a new feature—an integrated communication hub within the platform. This hub brought together all the essential communications, from course announcements to mentor calls and even notifications about upcoming events and deadlines, all in one place.

As Nidhi explored this hub, its value became apparent. She could now easily connect with her mentors and peers, ask questions, share insights, and collaborate seamlessly on projects. The hub's notification system ensured she never missed crucial updates or deadlines, keeping her organized and on track.

Moreover, Nidhi could schedule 1:1 calls with her mentors based on availability, interact with her peers within her mentor circle to discuss assignments and projects, and even explore other students' portfolios for inspiration and networking opportunities with like-minded individuals from similar educational or work backgrounds.

This feature not only simplified Nidhi's life but also had a significant impact on the entire student community at Accredian. Students became more engaged, actively participated in discussions, sought help when needed, and built stronger connections with mentors and peers. This collaborative environment led to improved learning outcomes and a greater sense of belonging within the academic community.

For Accredian, the integrated communication hub was a game-changer, increasing student satisfaction and retention rates, improving communication and collaboration

metrics, spreading word of mouth and positioning Accredian as a forward-thinking institution dedicated to enhancing the student experience.

Key Trade Offs & Decisions

If we have Budget and time constraints, Technical and regulatory constraints, resources and security constraints.

We have another option that is “Discord”.

What is discord used for?

Discord is used to communicate. Anyone can create a Discord server for free for any number of reasons. You can use it to gather friends together in a group text or voice chat. You can also use it to post gifs, share memes and screenshots, or talk about your day. Businesses can build their personal student community as well.

Is it an ideal tool for communication?

Discord stands out as an ideal tool for internal business communication. Its advantages over similar services like Slack or Microsoft Teams include the accessibility of nearly all its features for free.

But,

Our aim is to want our students to only prefer Accerdian’s dashboard feature and increase retention rate and engagement rate.

Lets know implementing dashboard features to our website/app how it will impact Accerdian.

Roadmap

Priority	Feature	Impact	Effort	Dependency	Timeline
P0	Integrategrated Communication Hub	Improve customer satisfaction and better user experience . Increase engagement on the platform and productivity .	8	No	4 Weeks [16/05/2024 - 16/06/2024]
P0	Notification System	Improve quick response and less chances to miss on any	5	No	1 Weeks [16/05/2024 -]

		important calls/messages as well as on announcements.			23/05/2024]
P1	Profile creation	Improve Professional branding and recognition of the work done by the students from the course taken. This will build trust and credibility of your brand.	8	No	2 Weeks [17/06/2024 - 1/07/2024]

First, we've prioritized the integrated communication hub to encourage students to use our platform for all their communication needs. This feature is crucial as it will repeatedly bring students back to engage in discussions or calls with peers, thereby increasing engagement and retention on the platform.

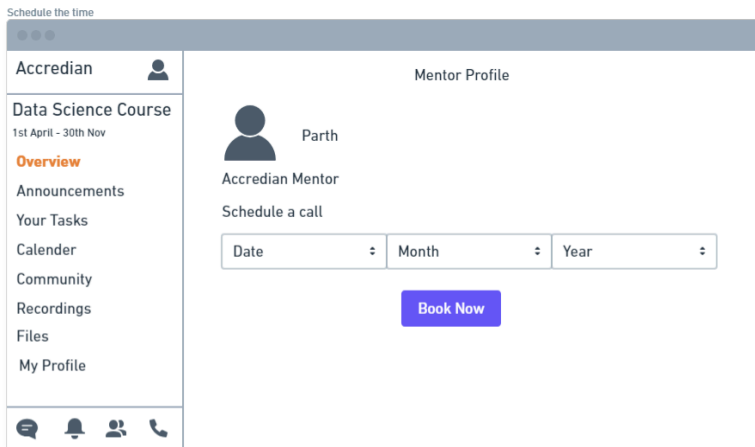
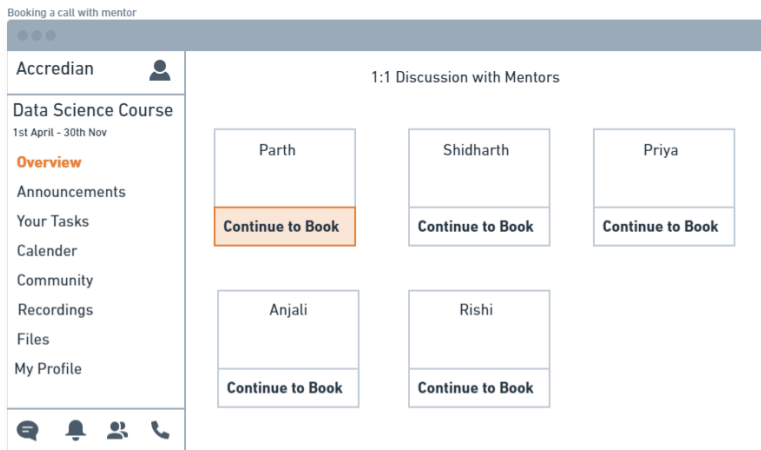
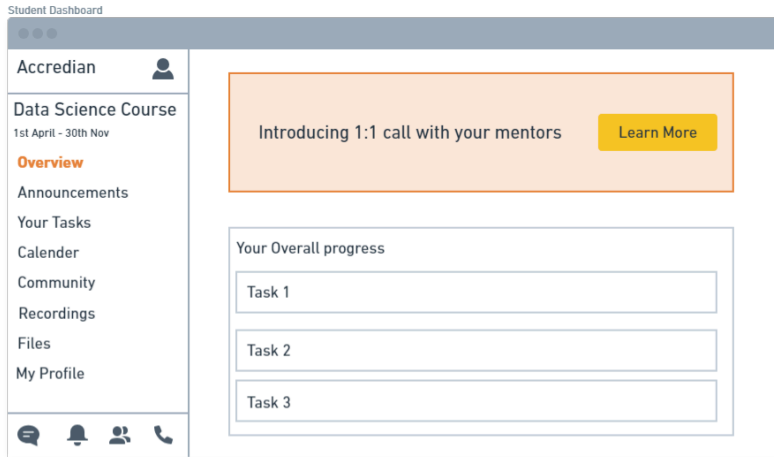
Next in line is the notification system, which will ensure that students never miss any announcements or deadlines related to their work. This will enhance their efficiency in completing tasks and staying updated.

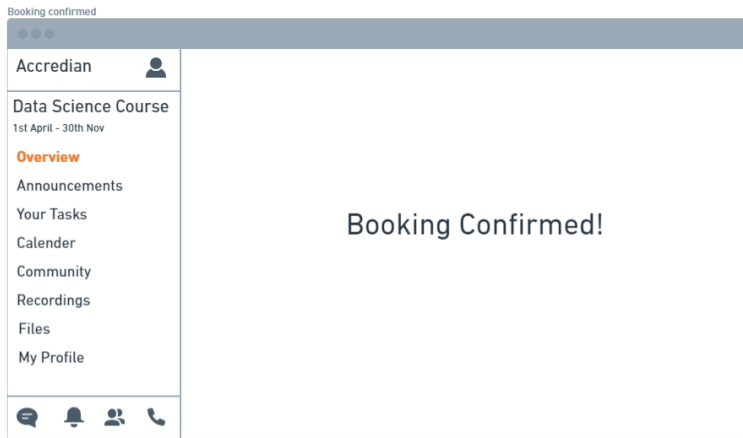
Lastly, we'll focus on the profile creation feature for students. This will allow them to showcase the credibility of their work and share it on social media, ultimately contributing to the growth of Accredian's brand.

NOTE: We can release our feature(P0 - Integrated Communication Hub) once our 2 steps are completed and start testing with our users. We don't need to wait one additional week to go ahead with this feature(P1 - Profile creation). We can work parallelly on the 2nd step(Notification System).

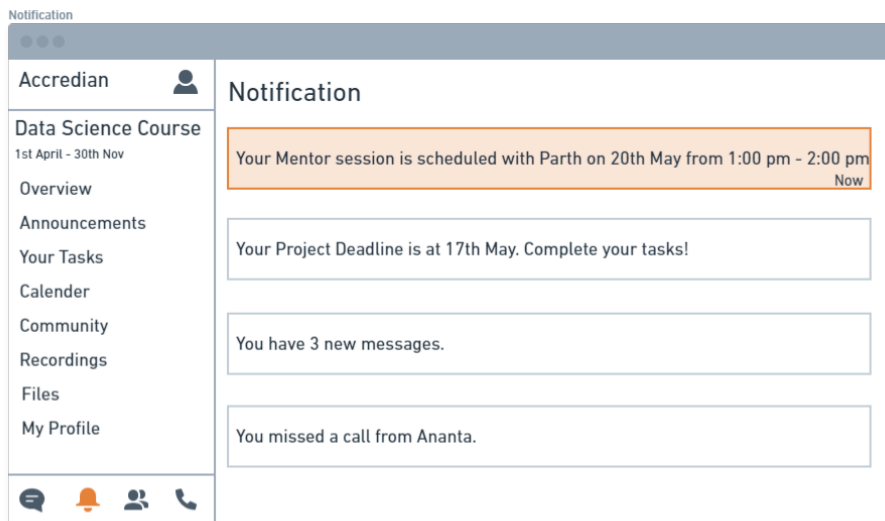
Concept Mocks : Wireframes

Student Dashboard : Can Book mentor sessions

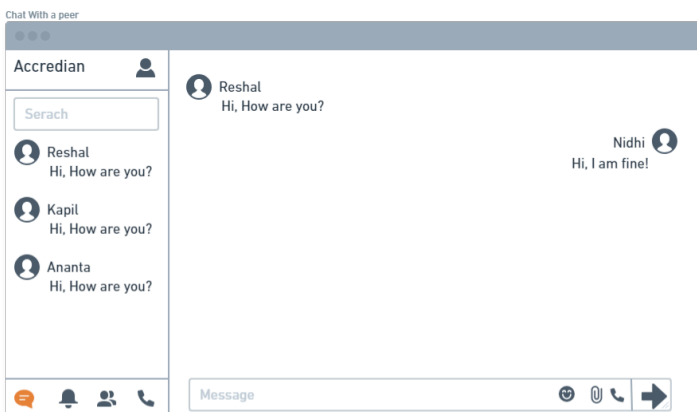




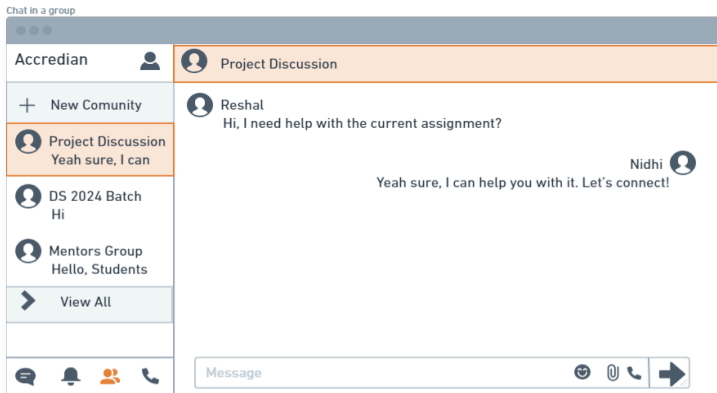
Notification on student Dashboard



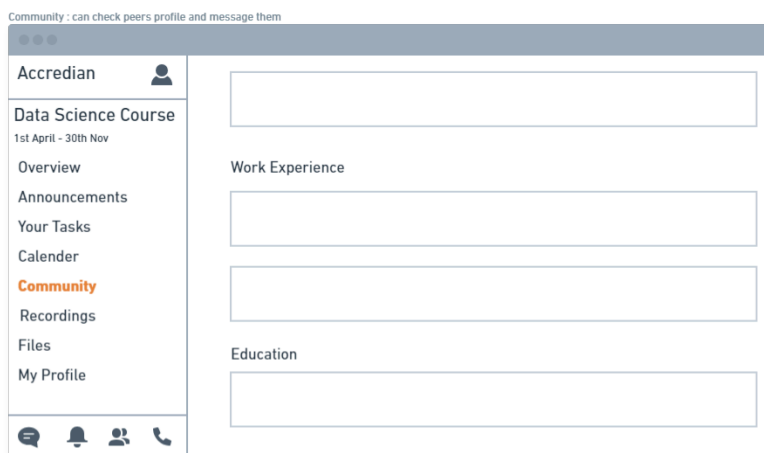
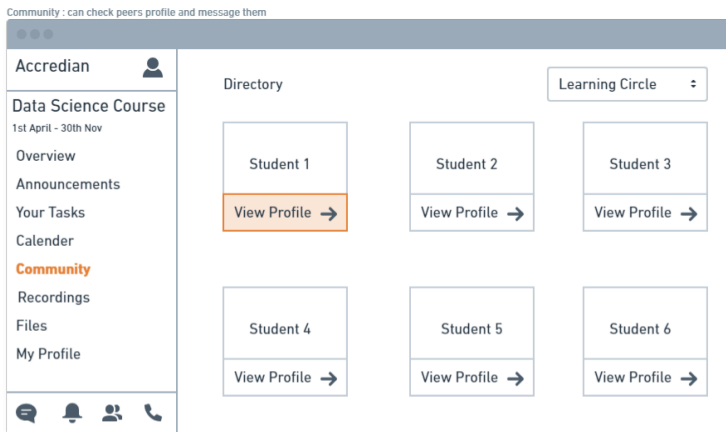
Chat with Peers



Chat In a group



Community : Check out other students profile and message them



Risks & Mitigations

Risks	Mitigations
Technical Challenges: Integrating chat and call features seamlessly.	Conduct Through testing to address technical issues before launch.
User Adoption: User adoption may vary based on familiarity with such platforms.	Provide user guidelines and tutorials to assist with platform navigation and using the features.
Notification Challenges: Overwhelming users with too many Notification	Allow users to customize notification settings based on their preferences.
Inconsistent Mentors Participation: Not joining the scheduled calls will impact other scheduled calls and will start piling up.	Establish clear expectations and guidelines for mentors to attend the calls and reward them with incentives for their active participation.
Not Updating their profile : Students may not update their profile regularly and upload their work.	Notify them on a regular basis to upload their work in profile. Conduct sessions to make them understand the importance of the profile building(Portfolio).

Appendix: Research

Market Research

Global:

<https://www.gminsights.com/industry-analysis/elearning-market-size>

<https://www.polarismarketresearch.com/industry-analysis/e-learning-market>

India:

<https://www.statista.com/outlook/emo/online-education/india>

<https://www.statista.com/outlook/emo/online-education/online-learning-platforms/india>

<https://www.educate-me.co/blog/online-community-platforms>

<https://www.cometchat.com/blog/top-chat-use-cases-for-e-learning-websites-and-apps>

<https://www.contus.com/blog/integrate-chat-app-for-online-education/>

Competitive analysis

E-learning Platform	Strengths	Weakness
Emeritus	<p>Strong reputation for providing high-quality courses.</p> <p>Diverse range of courses in various domains.</p> <p>Offers competitive internships and jobs.</p>	<p>Expensive courses compared to other e-learning platforms.</p>
Imarticus	<p>Focus on Finance and Data Analytics courses.</p> <p>Job placement support</p>	<p>Limited course variety.</p>
Code Mentor	<p>Strong community support</p> <p>1:1 Mentorship provided</p>	<p>Limited course catalog.</p> <p>High price for scheduling the calls with mentors.</p>
Growth School	<p>Teach practical skills relevant to entrepreneurship and business growth.</p> <p>Strong community of entrepreneurs and learners, encouraging networking and collaboration.</p> <p>Small course catalog.</p>	<p>Limited course selection.</p>

Metrics:

Net Promoter Score (NPS): Measure of user satisfaction and likelihood to recommend the platform to other students.

Metrics	Definition
Engagement	<ul style="list-style-type: none">● # No of Daily/weekly/monthly users using platform's communication Channel● Average time spent by users on the platform per session● #Number of chat messages sent, calls initiated, and active participation in group discussions.
Adoption	<ul style="list-style-type: none">● % of users that adopt and utilize new features like profile creation, notifications, chat, calls etc.● % of users who complete their profiles with relevant information.
Retention	<ul style="list-style-type: none">● Churn rate = % of users who stop using the platform over a specific period of time.● Retention Rate = % of users who continue using the platform over time.