



AMBIENT ASSISTED LIVING, AAL

JOINT PROGRAMME

ICT-BASED SOLUTIONS FOR ADVANCEMENT OF OLDER PERSONS'
INDEPENDENCE AND PARTICIPATION IN THE "SELF-SERVE SOCIETY"

D3.3 Basic ProMe

Final Version

Project acronym: **ProMe**

Project full title: **ProMe – Professional Intergenerational Cooperation and Mentoring**

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1. EXECUTIVE SUMMARY

1.1 Link with the objectives of the project

The purpose of this report is to provide the overall description of the Basic ProMe and present the active functionalities until the first half of the project's implementation. Furthermore, it is a reference point for the future development of the ProMe platform.

1.2 Structure

This report consists of two main chapters, one that is describing the ProMe layout and another one describing the recommendation engine and search function as it designed before in September 2015 (month 18 of project's implementation)

2. FIRST CONSOLIDATED VERSION OF BASIC PROME

2.1 Abstract

The Basic **ProMe** allows users to gain insights on the central idea of the project (homepage), to set up a personal profile, and provides first communication and collaboration tools. This version is available at <http://195.82.131.197/promo>. User and expert evaluation supported the development (see D2.3 Intermediate (User) Evaluation Report). So far, workshops, an expert evaluation and a user study have been carried. Workshops and user studies have been carried out in the Netherlands (NFE), Austria (EURAG), and Romania (AGIR). The expert evaluation took place in Austria (PLUS). These studies aimed at involving users throughout the whole development process, improving and supporting the development of the system.

The ProMe platform addresses two user groups: older adults, who are willing to share their knowledge and younger adults, who are searching for advice. On the ProMe platform, any user may choose both roles and then decide what role suits him/her best.

In general, the **Mentor** represents the role of a user, who aims to provide support for others. The tools that are provided on the platform aim at supporting user to take over the role as somebody, who provides support for others, e.g., as a coach or mentor. Thereby, users are encouraged to develop their own role as provider of support. The **Mentee** represents the role of a user, who aims to retrieve support from an experienced person (who is then his mentor).

2.2 Functionalities and available features

The following section briefly describes the different services and functionalities that are currently available.

2.2.1 ProMe homepage

The ProMe homepage provides information about the project and about the services and roles on the platform. Moreover, visitors can read success stories that provide insights on experiences of users, who are already part of the ProMe network.

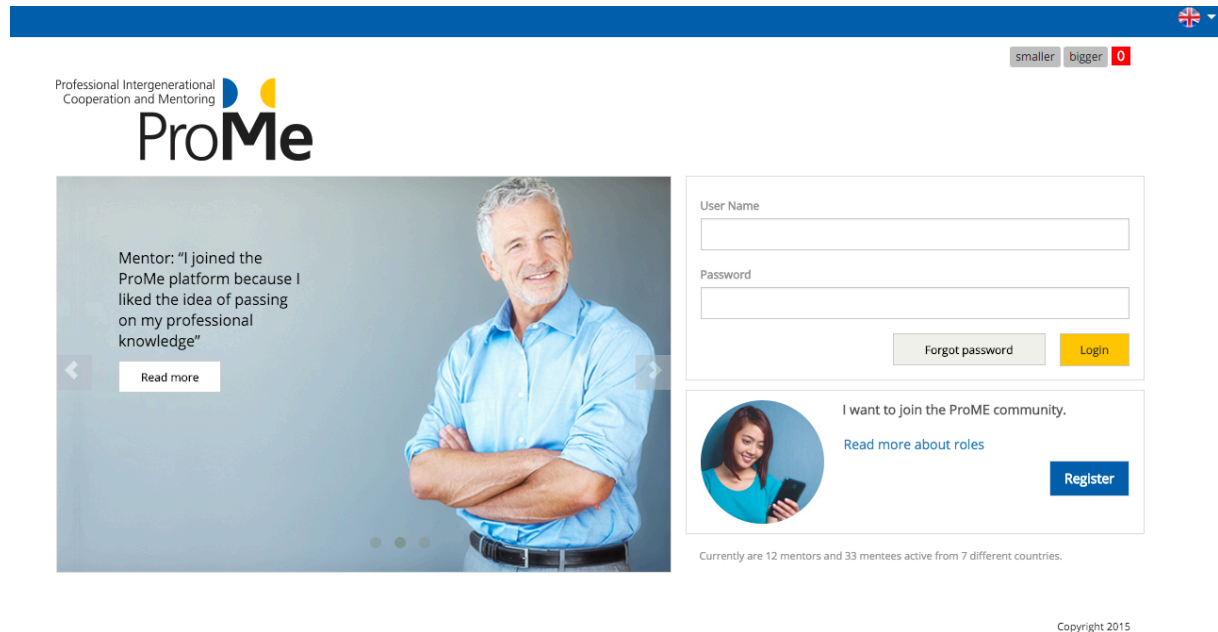


Figure 1: Homepage with sign-up/log-in option



Figure 2: Details of a success story available on ProMe platform

2.2.2 Sign-up (register, sign-in, log out and reset password)

Users can become part of the ProMe network by registering and by setting up a profile. Thereby, it is also possible to access (register) with an existing Profile on, for example, Xing or LinkedIn. Users can only take full advantage of the ProMe service if they have fully completed their profile. This is in particular important, to search for adequate mentors and mentees, based on, for example, certain skills or expertise.

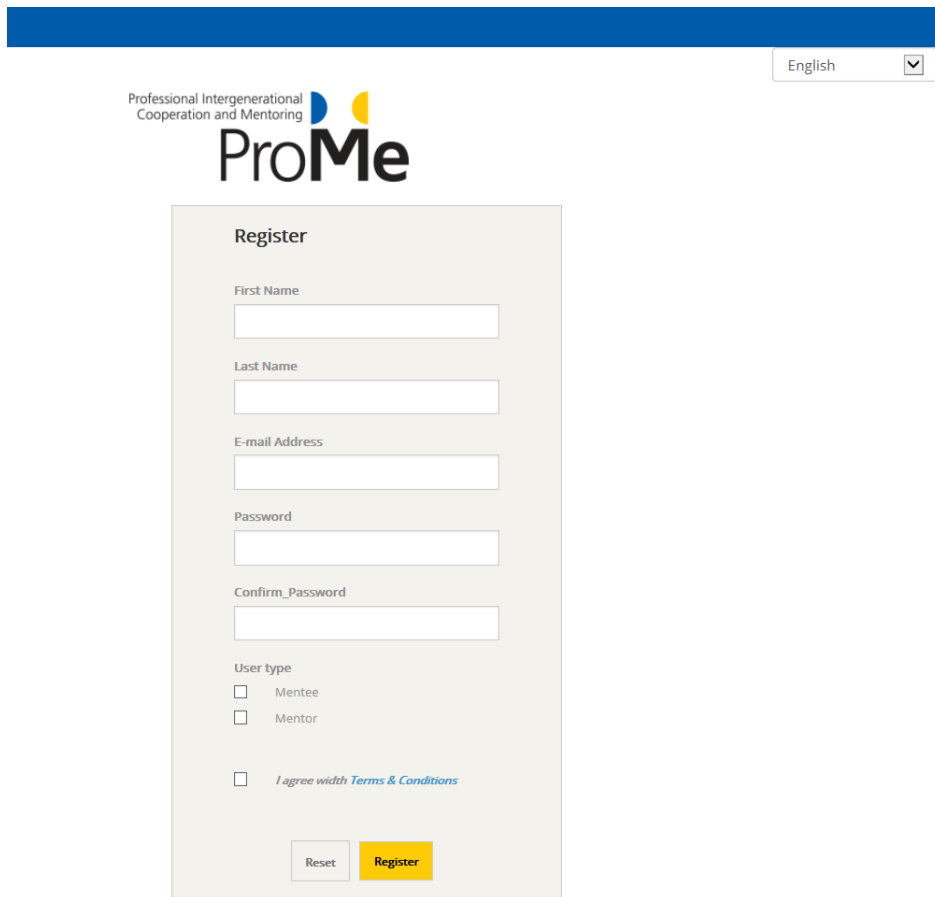


Figure 3: Register form

2.2.3 Setting up a profile

When setting up a profile, users are asked to upload a profile picture and a curriculum vitae (CV). Moreover, they are asked to indicate languages skills, interests, their professional expertise, details about the time they are willing to invest, and information about their availability.

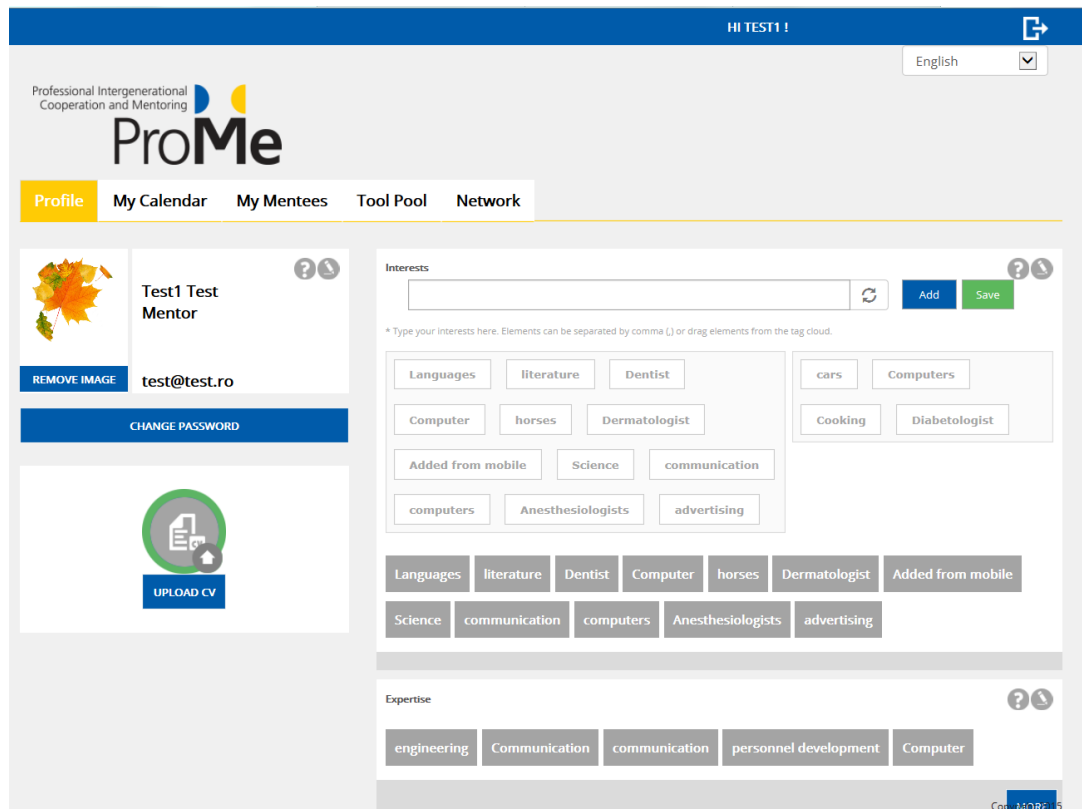


Figure 4: Details on Profile page

2.2.4 Communication - searching for appropriate collaboration partners

The communication part has its base on the recommendation. It is not part of the basic ProMe interface since the integration process has recently began. For publicity purposes, Gluk Advice B.V. has created another “demo” interface presenting partially the capabilities of the recommendation system developed. This demo has been used during the AAL Forum 2015.

Among others the basic functionalities that this module offers are:

- Simple user search and matching
- User search according to specific criteria (e.g. location, nationality, etc)
- User matchmaking and matching according to personal preferences
- Review and assessment the quality of services/profile of a user
- Personalized recommendations using **trust, user similarity and reputation** for more accurate recommendations on ProMe online community
- Enable users to be informed about new users and provided services according to their personal preferences
- It can use local information by enabling geo-location services for more accurate information and better experience. This functionality is implemented but not yet integrated into the ProMe recommendation component for privacy reasons.
- Encourage users to join and share content. The success of an online community depends on its ability to attract members and to encourage them sharing content. In order to facilitate user engagement,

any user has to register within a matter of a few minutes, and form friendships, follow others, participate in groups, and upload content.

In online communities, the ease of creating an account and the freedom to share content cause security issues and information overload, respectively. In this context, identifying trustworthy and relevant information for computing the reputations is not trivial. While most recommendation systems compute the reputation of user simply as the average of the feedback, our recommendation system was adapted in order to deal with attacks and information overload.

2.3 Usability

In the development of user interactive applications, user-centred techniques and design act as milestones. For ensuring a clear, simple and intuitive navigation system we are using Drupal's core technologies and we continuously address issues related to user experience. User experience (UX) focuses on a deep understanding of users' needs, values, abilities, and limitations.

In order to provide satisfactory usability centred on user-friendliness, the platform fulfils the following criteria:

- Useful: the content should be original and fulfil a need
- Usable: Sites must be easy to use
- Desirable: Image, identity, brand, and other design elements are used to evoke emotion and appreciation
- Findable: Content needs to be navigable and locatable onsite and offsite
- Accessible: Content needs to be accessible to people with disabilities
- Credible: Users must trust and believe what you tell them

The quality of the platform reflects accessibility, design, content, technological aspects and interactivity, creativeness and originality. All these criteria are taken into consideration and via a series of use cases, the mock-ups are drawn up.

2.3.1 Use cases

A use case is a written description of how users will perform tasks on your website. It outlines, from a user's point of view, a system's behaviour as it responds to a request. Each use case is represented as a sequence of simple steps, beginning with a user's goal and ending when that goal is fulfilled. Use cases add value because they help explain how the system should behave and in the process, they also help to identify possible pitfalls.. A full list of use cases that are relevant for the basic ProMe can be found in the Annex (section 6).

2.3.2 Structure of a use case

A use case is composed of several components (see also Table 1), i.e., an actor, a description, preconditions, postconditions, the frequency of use, and scenarios. It also refers to associated use cases. In the following, we briefly describe the different components.

2.3.2.1 Actor

An actor is a person who interacts with the system and performs use cases to accomplish tasks. Different actors often correspond to different user classes, or roles, identified from the customer community that will use the product.

2.3.2.2 Description

Provide a brief description of the reason for and outcome of this use case, or a high-level description of the sequence of actions and the outcome of executing the use case.

2.3.2.3 Preconditions

List any activities that must take place, or any conditions that must be true, before the use case can be started. Number each precondition.

2.3.2.4 Postconditions

Describe the state of the system at the conclusion of the use case execution. Number each postcondition.

2.3.2.5 Frequency of Use

Estimate the number of times this use case will be performed by the actors per some appropriate unit of time.

2.3.2.6 Main Success Scenario

Provide a detailed description of the user actions and system responses that will take place during execution of the use case under normal, expected conditions.

2.3.2.7 Alternative Scenario

Document other, legitimate usage scenarios that can take place within this use case separately in this section.

2.3.2.8 Reference to associated use cases

Every use case also includes associated use cases. Common functionality that appears in multiple use cases can be split out into a separate use case that is included by the ones that need that common functionality.

Use Case ID:	[Unique ID of this use case]
Use Case Name:	[Enter the goal of the use case - preferably as a short, active verb phrase]
Created By:	[Who owns this use case]
Date Created:	[Date created]
Last Updated By	[Who update this use case]
Date Last Updated:	[Date last updated]
Actor:	[A person that interacts with system to achieve the goal of this use case.]
Description:	[Describe the goal and context of this use case. This is usually an expanded version of what you entered in the "Title" field.]
Preconditions:	[Describe the state the system is in before the first event in this use case.]
Postconditions:	[Describe the state the system is in after all the events in this use case have taken place.]
Frequency of Use:	[How often will this use case be used?]
Main Success Scenario:	[Describe the normal course of events]
Alternative Scenario:	[Describe alternative scenario for this use case]
Includes:	[list of use cases that are included ("called") by this use case]
Business rules and exceptions:	[list of rules or exceptions for this use case]

Table 1: Template for a use case

2.4 Mentoring TOOLS

Based on the concept for mentoring (see D2.5), several “tools” have been developed, that aim at successfully supporting mentor and mentee to work with each other. Considering that most of the users, did not experienced mentoring and coaching before and have never taken on the role of Mentor or Mentee, the platform provides a number of support tools that aim at (1) establishing a sound Mentoring relationship (“Framing Tools”), (2) enabling both partners to take on an active role as Mentor or Mentee (“Role Clarification Tools), and (3) supporting the quality and the sustainability of the ongoing Mentoring relationship (“Process Support Tools”). In this document, we describe a number of these tools and describe their use ‘in context’ by means of scenarios. The actors within the scenarios are based on our Personas we developed within the project, i.e., Sarah and Maria. In the following, we briefly describe the three types of tools and their major purpose:

1. **FRAMING TOOLS:** Supporting the initial phase of the collaborative relationship, i.e., establishing the conditions for a sound Mentoring relationship. This category consist out of (a) The Mutual Agreement that clarifies the expectations of Mentor and Mentee and creates the basic rules for collaboration, (b) a joint Calendar allowing to plan for all activities within the collaborative relationship, and (c) My Progress, which allows the Mentee to follow up his/her progress and achievements throughout the Mentoring process and share that information with his/her Mentor.
2. **ROLE CLARIFICATION TOOLS:** Clarifying the concept of Mentoring and enabling both partners to take on an active and effective role as Mentor and Mentee respectively. In this category we have (a) Mentoring Basics for Mentees and (b) Mentoring Basics for Mentors.
3. **PROCESS SUPPORT TOOLS:** Developing a qualitative and effective collaborative relationship and support the quality and the sustainability of the ongoing Mentoring relationship over time. This involves mainly job-aids to improve communication skills to maintain a sound, transparent, and open relationship. In this category we include (a) The Grow Model, (b) Constructive Feedback, (c) Process Review for Mentors, (d) Process Review for Mentees, e) Active Listening and f) Develop your Strengths

The tools are conceived as “job-aids” to be used while Mentor and Mentee are working individually (e.g., while they prepare the Mentoring session) or when they engage in the Mentoring dialogue. They are either directly incorporated on the platform (e.g., mutual agreement, my progress, calendar) or are available as one-page information tools (this mainly refers to the role clarification tools and process support tools), which are available in the so-called “tool pool”, i.e., users can retrieve the most important information there (information is also available as pdf and can be downloaded as one-page documents from the platform). Additionally we will work on alternative ways to present these tools to the users while they are online and to integrate them better on the platform.

Users of the platform can freely choose, whenever they would like to make use of a certain tool. However, on top of that, the system suggest using a certain tool in a certain stage of the process, e.g., when mentor and mentee connect for the first time via the platform they receive a kind of notification to set up their mutual agreement. Thus, users’ behavior (action) trigger notifications that encourage certain actions. Additionally, notifications are triggered by time, e.g., if users did not update the mutual agreement for a while, the system will remind them to do so. For each of the tools we have included information about intended notifications and the scenarios provide examples.

2.5 Framing Tools

Framing tools aim at supporting the initial phase of the mentoring/coaching relationship, i.e., establishing and planning the relationship. It encompasses the “mutual agreement”, a shared “calendar” and “my progress”. An important precondition for mentoring/coaching relationships is to set up a complete profile. Thus, if a user has not completed his/her profile (e.g., one field is not filled in), every time when s/he signs in, the system reminds him/her to complete the profile.

2.5.1 Mutual Agreement

The main goal of the Mutual Agreement (MA) is to **set up the framing conditions for the collaborative relationship**, i.e., support the initial phase. Based on the concept for knowledge sharing (see D2.2) norms of cooperation and collaboration need to be clear, mutual expectations need to be shared and expressed, and expected commitment of Mentor and Mentee needs to be discussed. The MA needs to be set up between Mentor and Mentee. To support this process, the MA tool will support Mentor and Mentee to **define the framing conditions of their collaborative relationship**.

Visible for:

The MA is (and stays) visible for a Mentor and Mentee within a collaborative relationship.

When:

The tool to set up the MA is used by Mentor and Mentee from the moment they are considering to start a collaborative relationship. As soon as both parties find ‘matching expectations’, feel the commitment to start the actual mentoring relationship, and agree with what has been concluded in the MA, the mentoring relationship starts. During the collaboration and in function of changing situations and expectations the MA is altered and updated regularly.

Description of the tool:

- To support both parties in setting up the MA two parts are provided: 1) trigger questions, that encourage users to reflect upon their expectations and needs and a template (see Figure 5), for documenting their agreements. Users are asked to fill in the template as soon as they start a collaborative relationship. The MA is located in the personal space area.
- Notifications remind Mentor and Mentee to set up (or update) the MA and the template is designed in a way that Mentor and Mentee can jointly work on the document. If content is changed, only from one party, the other party will be notified about the changes and needs to accept them before the changes appear in the shared document. The general idea is that Mentor and Mentee fill out the document during an online conversation and agree on the content and wording during that conversation.
- The MA consists of four high level areas, which cover the most important information the collaboration partners should know about each other from the beginning of the relationship:
 - *Relevant Context Information (sharing & mutually challenging)*
 - *Expected Outcomes & Professional Impact (sharing & mutually challenging)*
 - *Needs & Expectations for the Collaboration (sharing & mutually challenging)*
 - *Mutual Commitments & Agreements (mutually agreeing & contracting)*

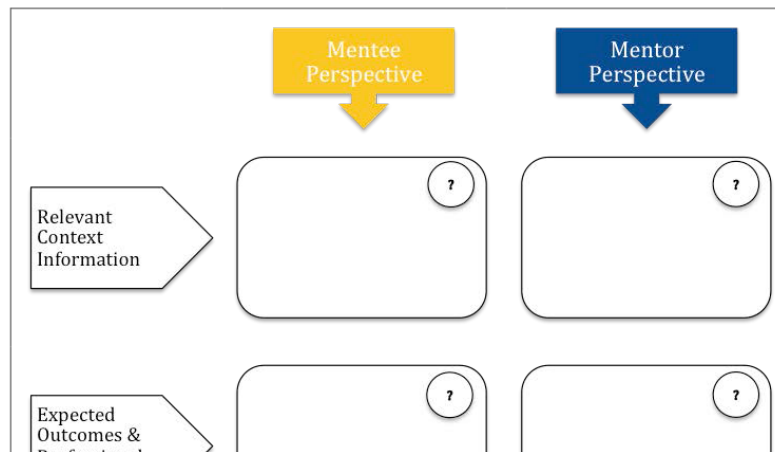


Figure 5: Example Template for the Mutual Agreement

Scenario:

Sarah is currently writing a research proposal for her own project. As she has hardly any experiences in project management and the resources in her institute are limited, she is searching for somebody, who can support her. Her friend Brian recommended her the ProMe platform in order to find a Mentor, who can support her through the process. Sarah joins ProMe and based on the expertise she is searching for, the system suggests Maria, who has 15 years of experience in project management. She asks her via the text message tool, incorporated in the ProMe platform, to have a video-communication with her in order to find out if they actually match together. Maria agrees to meet Sarah and they have a conversation via video-communication. During that conversation, they look up the template for the **Mutual Agreement** (see Figure 5) and start discussing their expectations. They find out that some of the issues are not that easy to define and they decide to have some individual time to reflect upon some of the issues and agree on a next video conversation. This appointment is filled in into the calendar. Some days before their planned second video conversation, they are notified that the MA is not finalized yet and are invited to use the **trigger questions** to prepare for their meeting. Individually, they reflect on these questions and start filling in some of the answers they have (that is visible for the other partner) thus, prepare for that second video conversation. During their second meeting they discuss all these issues again (explain to each other what is meant by their unilateral information in the MA format) and they agree on their mutual expectations. Feeling that they are on the same wavelength they decide to 'launch' the Mentoring relationship. This happens "physically" by saving the MA. They agree to have their first 'Mentoring video discussion' on Wednesday next week and fill in the appointment in the calendar.

When selecting the "Save" button of the MA template at the end of their video conversation, Maria and Sarah are informed about the importance of keeping the MA up-to-date during the evolving collaboration and they are asked to choose the time frame in which they want to be reminded about it again automatically through the platform. The options range from "once a month" till "every six months". Maria and Sarah decide to choose the option "Please remind us after three months", as they think that their expectations will not dramatically change overnight and that only after three months of actual Mentoring experience, they can 'fine-tune' their expectations and their MA. If they should feel the need earlier they can always manually open up the MA Tool and change their agreement and adapt it to their changing needs¹. If changes are made unilaterally both partners are notified and invited to discuss the need for change of one of the partners. The MA is only changed

¹ Maria and Sarah can see the document every time they select the "Mutual Agreement" button on their personal space page.

when both parties accept the changes. The unilateral alterations will be shown, for example, in a different color (grey) but will not be adopted in the document without mutual consent.

2.5.2 Calendar

The Calendar is used to *coordinate all different events and appointments* between Mentor/Mentee. It is personal and should therefore be placed at the personal space of the user.

Visible for:

The Calendar is individually visible for Mentor and Mentee, i.e., meaning that each party has its own calendar.

When:

Mentor and Mentee can add individual activities related to the Mentoring collaboration into their calendar at any time. If the Mentor has more than one Mentee, all entries concerning all those mentoring relationships are integrated in one single calendar. Users can synchronize the Calendar with their personal Calendar (e.g., Google Calendar) in such a way that the 'ProMe' Mentoring appointments are visible in their personal or professional agenda (if they want that).

What:

- All dates and appointments related to 'Mentoring activities'
- Mentor and Mentee can introduce agenda items and invite the other partner so that the appointment appears in both calendars (and for intervision, e.g., amongst Mentors, they could even invite four colleagues for an intervision session). Mentor and mentee can also introduce individual activities such as 'prepare next mentoring session', that are not shared with their mentoring partner.
- Users are reminded of events, dates, appointments, etc. by means of a notifications (E-Mail and/or desktop note) a few days/hours before (the timeframe for notifications can be individually selected by the users).

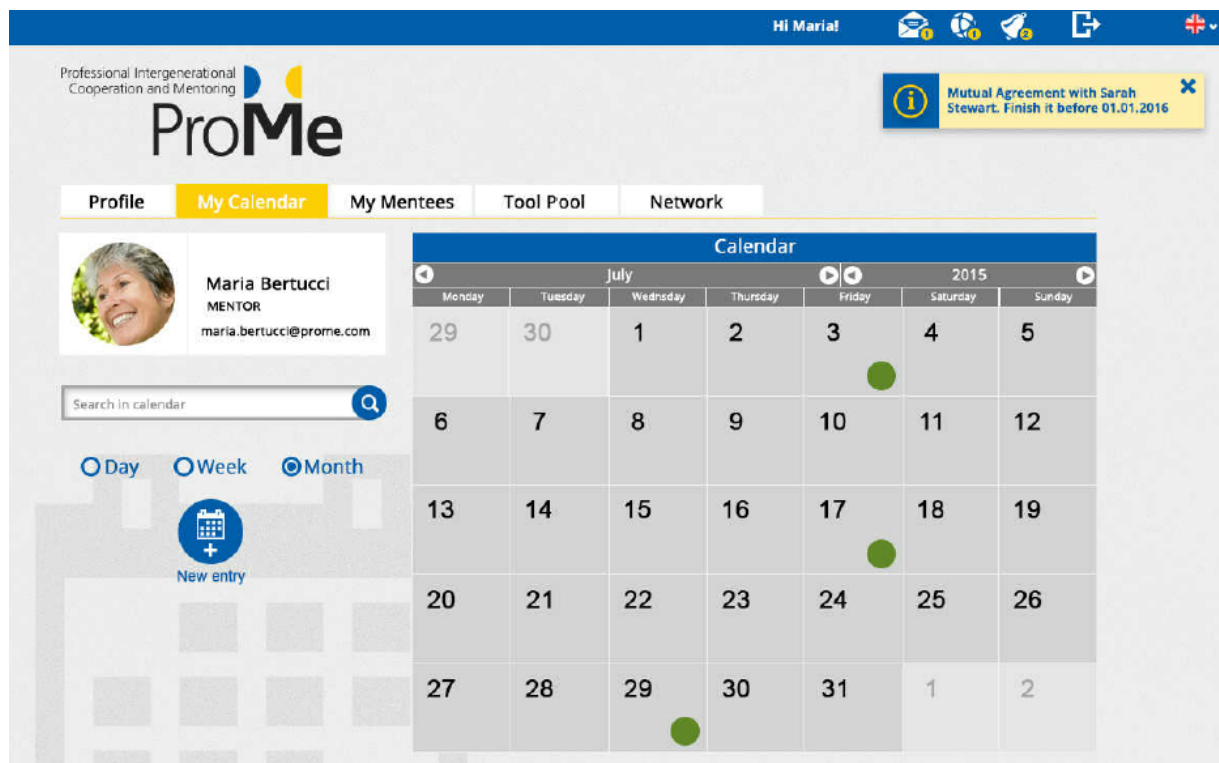


Figure 6: Preview of My Calendar (proposed design)

Scenario

Since a couple of months, Maria is active on the platform and has a lot of appointments in her **Calendar**. Some are Mentoring conversations with her Mentee Sarah and her second Mentee Kurt, who only needs minor support. Furthermore, she frequently meets online with other Mentors and exchanges experiences. She sometimes plans an intervision session for which she invites four other colleague Mentors. As she has also some appointments beside those on the platform Maria has synchronized her Google Calendar with the ProMe Calendar to keep track of all appointments. Recently, Sarah has asked if Maria has time for an extra meeting. She fills in the date of appointment in her Calendar. Maria receives a notification, which generates an invitation for Maria, which she can accept or deny. By accepting the invitation, the date it is automatically included in her Calendar too. A few days before the next appointment Maria and Sarah receive an E-Mail (both have chosen that they would like to use this function) that reminds them of their appointment.

2.5.3 My Progress

The main goal of the “My progress” tool is to **monitor important development steps and make the progress of the collaborative relationship visible**. Showing the Mentee’s progress and the Mentor’s contribution has been identified as important requirements within the user studies and the expert interviews (see D2.2) and which is also evidenced in literature (see D2.5).

Visible for:

“My progress” is only visible for two people within a Mentor-Mentee relationship on their ‘shared’ space. That means that if people are engaged in more than one Mentoring relationship (as Mentor or Mentee) they will have for each relationship they are engaged in a space to document the progress.

When:

“My progress” will be used as soon as mentor and mentee have started a relationship. Each time an additional step in the development process of the Mentee is agreed upon, or an interim objective is achieved, the Mentee is asked to document his/her progress. That information is for the Mentor a possible ‘starting point’ for the next Mentoring conversation.

What:

It creates a mental model for Mentor and Mentee that shows ‘where we come from’, ‘what we already achieved’ (in terms of developmental results) and where we are going (aspiration of the Mentee). It is not about ‘plotting’ the activities that occur in the collaborative relationship (that is Calendar) but is meant for the Mentee to document decisions, actions, impact of actions, changes in behaviour, personal reflections, etc... and share that with his/her Mentor.

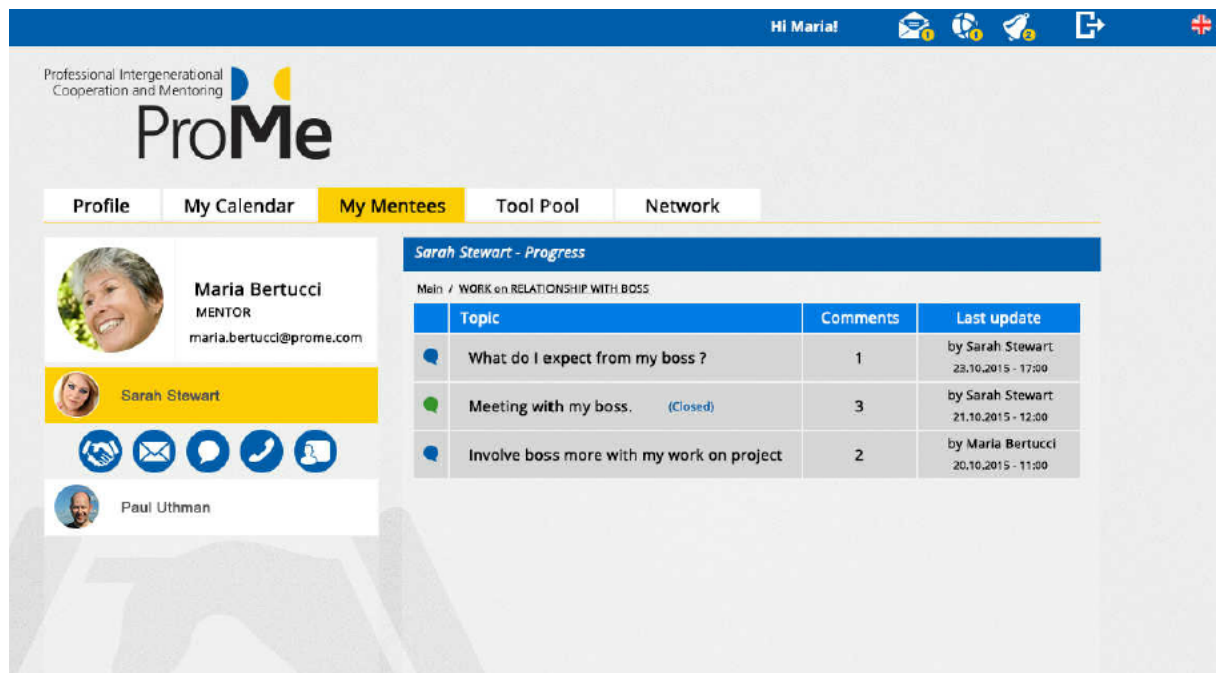


Figure 7: Progress preview (proposed design)

Scenario

Maria just had a discussion with her Mentee Sarah and their common conclusion was that a lot of the difficulties Sarah experiences at work have to do with the somewhat conflictual relationship with her boss. Therefore, they discussed what the mentee could do to improve the relationship, e.g., clarify what Sarah expects from her boss. After this conversation, Sarah creates a new theme in “my progress”.

2.6 Role Clarification Tools

The role supporting tools are meant to support Mentor and Mentee to take an active role as Mentor and Mentee in the collaborative relationship by identifying themselves with a certain role. It encompasses information and advice that enable the Mentor and Mentee to reflect on what behavior is expected for their relationship to really work.

Visible for:

Depending on the role a user takes on, the ProMe platform provides a tool for support, i.e., for the mentor with regard to the role of the Mentor and for the Mentee, with regard to the receiver, respectively.

When:

The information is available at any time on the platform and can be also downloaded as pdf.

2.6.1 Basics for the mentor/mentee

So far, the role clarification tools are more or less documents that provide basic information for mentor and mentee.

Scenario

Although Maria has plenty of experience in project management she has no clear idea of how she can support Sarah best, i.e., how she could be a “good” mentor. She aims at supporting her mentee, however sometimes she is not sure what mentoring actually means. The ProMe tool pool offers information on the **mentoring basics** and Maria decides to have a look at the tool to better understand the basics of mentoring. The

information helps her to reflect upon her own role she has taken so far in the relationship with Sarah and she recognizes that she sometimes gives too much advice. Maria decides that she would like to encourage Sarah to take more responsibility and ownership for the steps towards her goal.

2.7 Process Support Tools

The process support tools aim at helping mentor and mentee to improve their communication skills and to sustain their collaborative relationship over time. In the following we provide a few examples of tools we consider most important. The process support tools are available in the so called “tool pool”. In order to use the tool pool the following notifications are intended.

2.7.1 GROW Model

The G.R.O.W. model offers a structure for Mentor and Mentee during a Mentoring conversation. It can be used by Mentee and Mentor in order to prepare the Mentoring conversation and/or to keep it structured and focused. It provides a number of questions for each phase, but it is to be used ‘loosely’ to support the conversation and connection between Mentee and Mentor.

Visible for:

The G.R.O.W. model is available for both Mentee and Mentor at any time and can be downloaded from the tool pool.

When:

As soon as an appointment between Mentor and Mentee for a Mentoring conversation is made and introduced in the Calendar, both parties are notified to prepare that Mentoring conversation and possibly use the GROW model to do that. At the start of the video conversation itself a new reminder is visible for both parties that they can use the GROW model to structure their conversation.

What:

- Mentor and Mentee will receive a reminder that they can use the G.R.O.W model to prepare for their Mentoring session.
 - The Mentee is encouraged to reflect on a number of questions that will be discussed during the Mentoring conversation with the Mentor. It enables the Mentee to clearly express e.g., open issues and to document experiences and observations at work etc. before the actual Mentoring conversation.
 - The Mentor is encouraged to prepare the Mentoring session, customize a number of questions and during the Mentoring session it serves to structure the discussion and if in the natural course of the discussion some important issues are omitted, it is a handy checklist to direct the conversation back to some important questions to be raised.

The GROW model can either be opened on the homepage or can be directly downloaded as a PDF (to write on etc.).

Scenario

Maria and Sarah have had a few Mentoring conversations and they both have the feeling that their discussions are not focused enough. They have received a reminder by the system each time, to take some time to prepare and structure their Mentoring discussions based on the **G.R.O.W. model**, however so far they did not follow this advice. After the third Mentoring discussion Maria proposed to prepare the conversation using the GROW model.

Sarah and Maria were both reminded by the system, a few days before the Mentoring conversation, that they still had to prepare for that. Using the GROW model made it possible for Sarah to reflect upon her goals and the resources she has. It helped her to clarify what she really wanted to share with Maria. Maria on her turn used the GROW during preparation to create for herself GROW as a mental model, in order to be able to structure the conversation with Sarah better, and she uses the structure to brainstorm on good, open questions that could help her challenging Sarah to “think out of the box”.

During the Mentoring conversation, they were not only able to go deeper into the reflection together, but could also structure their conversation so that they were not inclined to linger over details or being sidetracked. Maria did not read through all the questions during the conversation with Sarah, but rephrased when appropriate.

2.7.2 Constructive Feedback

Feedback as a process has **two distinct functions** in the Mentoring process. On the one hand, it is one of the behaviors of the Mentor next to listening, questioning, and challenging and is meant to raise awareness of the Mentee by feeding back what the Mentor sees the Mentee doing (or saying). On the other hand, feedback is also used to improve and clarify the relationship and communication between Mentee and Mentor.

One of the instances where feedback will be appropriate is when the Mentee observes a Mentor’s behavior that is not in line with what was agreed upon in the MA or when the Mentor sees defensive behaviour and wants to give that feedback to the Mentee in order to enable the Mentee to reflect upon possibilities first instead of discarding them right away. Certain “techniques and skills” are required in giving feedback in such a way that it is building a better, more collaborative and more effective relationship. The constructive feedback tool contains a number of easy to understand ground rules for **constructive feedback**, as well as a format that can be used to formulate (up front) feedback messages.

Visible for:

The tool for constructive feedback is visible for Mentor and Mentee, contains the same information for both and can be downloaded from the tool pool.

When:

Whenever a Mentor/Mentee has to give feedback and wants to keep it constructive.

What:

Mentor and Mentee receive a list of questions/advices they are asked to reflect upon in order to prepare feedback. The tool consists out of three sections:

- The nature of feedback (a gift to the other in order to clarify the relationship and communication)
- Rules for constructive feedback
 - Be specific in your comments and relate it to what you saw
 - Express your feelings, take responsibility for your comments
- A format that helps you formulate effective and constructive feedback messages
 - “I saw you ... (doing this or that)
 - “I felt ... (convey your feelings, the effect it has on you)
 - “I would like you to ... (your expectation)

Scenario

Sarah and Maria are working together now for a couple of weeks and had a number of conversations. The system notifies both, to provide constructive feedback to each other in order to improve the collaboration.

Both individually go through the **constructive feedback tool**. When reading the recommendations, Maria recognizes that she sometimes tends to “judge” Sarah, who is sometimes timid. Maria decides to change her behavior and to provide her feedback by describing Sarah’s behavior.

Due to the quality of Maria’s feedback Sarah feels more comfortable with trying out new things (as she is sometimes timid). They agree (new objective in the Mentoring relation) that in the coming weeks she will actually try to experiment with a few of the ideas that came up during the last Mentoring session. The following day Sarah reflects upon Maria’s feedback again and starts to implement her suggestions in her activities.

2.7.3 Process Review

The process review consists out of two ‘questionnaires’ to be reflected on respectively by Mentor and Mentee. They can use the questionnaires to prepare mutual feedback, meant to improve the quality of the collaborative process. If as a consequence of this process review, new commitments are made or arrangements are agreed upon, you could formalize that and update it in ‘The Mutual Agreement’ on the ProMe platform.

Visible for:

The Process Review tool is visible for Mentor and Mentee and contains the same information for both.

When:

The process review tool is specifically useful in order to reflect upon a certain stage in the mentoring process, e.g., after the mentee has achieved a milestone.

What:

Mentor and Mentee receive a list of questions/advises they are asked to reflect upon in order to prepare feedback.

Scenario

After two months of intensive work Sarah has achieved her first milestone. The ProMe platform reminds Maria and Sarah to reflect upon the mentoring process and suggests to use the **process review tool** that contains a few questions for mentor and mentee. Both, Sarah and Maria decide to go through and reflect upon these questions in order to improve the process in the future. During their meeting they also share their scores on the respective process review questionnaires and decide together that they would go for a more regular pace of Mentoring conversations and adapted the MA accordingly.

During their conversation, Maria realizes that Sarah is sometimes unable to experiment with new ideas and ways of working. She also recognizes that she tends telling Sarah what to do instead of supporting her developing her own ideas. She wants to give her that feedback, but wants to be sure she does it in a way that it really helps Sarah to be more open for experiment and not be that afraid of failure that she just doesn’t try it. Maria notices that on one hand, she needs to change her behavior and on the other hand would like to make Sarah aware of her strengths.

After the conversation, Maria looks up the recommendations for **active listening** and writes down some recommendations she aim to consider for the next meeting. Moreover, she looks up the info sheet about **developing ones strengths** and decides to prepare some questions for Sarah for the next meeting in order to motivate her developing her own ideas.

2.8 Innovative aspects

2.8.1 The Recommendation System

A challenge we faced in this project is to apply our personalized reputation system. Due to the large number of participants and their dynamic behavior, several challenges arise. First, the large amount of available information challenges the users to identify relevant information for computing the reputations and getting recommendations. Second, the ease of account creation enables malicious users to promote themselves by spreading false information. To face these challenges, we propose a personalized reputation system that exploits social features and relationships. The socially rich available information of online communities allows us to exploit the intrinsic patterns of their user behavior and their evolution over time. Thus, we can compute personalized reputations according to the preferences and the social connections of each user. In the following table (see Table 2) we summarize the challenges we faced during the implementation:

	ProMe Recommendation engine Challenges	Mapping
Technical Challenges	1. To study specific profiles of potential members of our online community, the profile of a mentor/mentee, and the potential services provided by them	Market Feasibility
	2. To identify an initial set of functional building blocks of the social media platform 3. To explore the type of information needed from a user in order to have accurate personalized recommendation and the social functionality (in terms of features such as like, follow, wallposts, batches) of the platform	Initial Requirements
	4. To explore the technical requirements for designing the online social media Infrastructure in terms of software technology, network support, database management, recommender system functionality.	Specific Requirements
	5. To explore the type of attacks in such a platform and effective security mechanisms that are able	Security Requirements
	Business Challenge	1. Create new economic opportunities in the area social inclusion related to targeted online advertisement, increasing the effectiveness of business processes.
Social Challenges	1. To promote mentor/mentee concept specially to the elderly people’s community and make them feel more active	Analysis of the social impact
	2. Enable elderly people (mentors) to identify interested audience. 3. To facilitate knowledge transfer among users	Social, ethical and legal implications
	4. Facilitating mentorship and enhance user experience through personal reputation system	Impact on users and service providers
Economical Challenges	1. Estimation of the cost of the social media platform design and maintenance 2. Estimation of the positive economic benefits	Cost/Benefits Analysis

Table 2: ProMe Recommendation engine challenges

3. UI MOCKUPS CONSIDERATIONS

3.1 Methodology followed towards the UI mockups creation

To define the significant use-cases, which represent the base of the UI mockups creation, we applied user centred design principles throughout the development process, i.e., requirements analysis and iterative user evaluation (see also D2.2 and D2.3).

UCD represents a design process comprising specific methods and principles, focused on user research, user interface design and usability evaluation. The approach of exploring the advantages of integrating the requirements analysis methodology and UCD was chosen in compliance with the features and the objectives of the ProME project. User-Centered Design (UCD) is an iterative approach to software development, which increase the chances to implement a successful ICT project. Using *UCD methods and principles* is appropriate in approaching specific objectives of the ProME project and the target group, i.e. older adults that are interested to share professional knowledge with young adults via an online platform.

Being a user-driven (as opposed to a technology-driven) approach, the UCD approach implies the involvement of users from the start and in all stages of product / service development in an iterative manner. As such, it is capable of accounting for the individual needs of our target group and adapting the solutions continuously based on user feedback. Given the specific of our target group, we will create and will adapt continuously the design of the user interface (UI), from the perspective of the end-users involved in the professional intergenerational cooperation and mentoring processes. Applying the UCD methodology (based on the results of an iterative process and on the feedback from users) in the implementation of the ProME project, we aim at obtaining increased efficiency and usability, user satisfaction and comfort.

Usually, software development projects include four types of work activities in the implementation phase in order to deliver a functional and operational ICT system:

- Research / Analysis of requirements
- Design (software engineering or technical design)
- Programming / Development
- Testing

We aim to use *the UCD principles and techniques* in every phase of the project implementation, including the phase of the UI design and UI mockups creation.

3.1.1 Interface Design based on UCD

The interface design implies creating a new look and feel for the site, in line with the solution' requirements and architecture, domain and the user experience.

Our design team have prepared a UI design concept based on the approved wireframes, showing a number of key screens on the desktop, mobile and tablet views. Our design team have worked closely with the development team to ensure that the UI concept serves all needs and does not go outside the scope of the functional specification. Applying the UCD methods, the concept design of UI was presented to the end-users

and the stakeholders in an early stage (e.g., during design workshops) and direct feedback was collected. The concept design has been iteratively reviewed by the project team (i.e., designers, developers, end user organizations and researchers) and refined collaboratively with the end-users to arrive at an approved final design. A detailed description with regards to the different iterative evaluation studies can be found in D2.3.

During the UI implementation, the software developer, who practices the UCD design will be focused on “creating or enhancing a key deliverable” (prototype, mockup, requirements document or a specification document), “in a way that incorporates a user-centered perspective.” [Seffah, Gulliksen, Desmarais 2005],

The UCD approach presumes the involvement of users in the stage of UI design in an iterative manner, in order to adapt the solution continuously, based on the end-user feedback. In this stage of UI design, the software developers/designers have used good-quality UI templates/patterns in order to enhance the usability of the system.

Considering the specific of the project target group, we have created and adapted continuously the design of the user interface, from the perspective of the end-users involved in the professional intergenerational cooperation and mentoring processes.

Using the methods and the principles of UCD in this stage of UI design, have been improved the usability, scalability, performance and robustness of the system. For example, using a number of iterations in designing the user interface should have as result a higher end-user satisfaction, and, finally, additional revenue.

4. DEMOS

4.1 Demos purposes

In order to visualize the primitive results of the search function and recommendation engine we created a demo interface. This interface is not going to be the final one of the ProMe project and is being used only for demo purposes. This demo can be found online at: www.prome.glukadvice.nl.

In the recommendation engine, for validation purposes, and in order to provide correct recommendations, “test” users have been inserted in its database. The engine in order to provide correct recommendations need popularity of users. For this reason, more than 10.000 “test” users had been used and still are being used. All the user names, user details, and general user information that have been inserted into the system are not real and no personal data have been used or asked.

4.2 Technology behind

Trust, similarity and reputation are three basic ingredients for more accurate recommendations on large-scale users based communities [Backstrom, Leskovec 2011]. Trust of a user indicates his trustworthiness, similarity between two users indicates their proximity, and reputation of a user indicates the opinion of the other users about that user.

This software offers reliable recommendations by handling the information overload on large-scale users based communities, and protects from spamming, malicious users and misreporting. This is being achieved by using in house implemented algorithms for **Machine learning, Internet data crawling, Internet data analysis, user behaviour analysis** and **algorithms for recommendations/predictions**.

4.2.1 Methodology in short

In order to deliver a high quality result in every case we run our software we are following the next 3 steps:

- a. **Data cleansing/optimization.** In this step our algorithms try to detect and create a pattern of user behavior and behavior prediction.
- b. **Data Analysis.** During this step we create Business Analytics (Business Intelligence) from the existing raw data of the users.
- c. **Predictive Analytics.** In the 3rd step we use the info and data from the previous steps in order to provide the recommendations. In this step, in some case, we even use genetic algorithms.

4.2.2 Re-configurability

Since the situation in user behavior is always changing our software is automatically reconfigured.

The recommendation software is based on the community structure. A community is represented as a graph where users and items are the nodes and their relationships are the edges. The edges can be weighted and have several features e.g. time of creation, number of interactions with other nodes, etc.

The method we use is “walking” across the edges of the graph. The length of a walk between two nodes represents the level of their trust. When there is no path between two nodes, our recommendations are based

on reputations. The model is represented on Figure 1. where we present several walks between two nodes, node i and j.

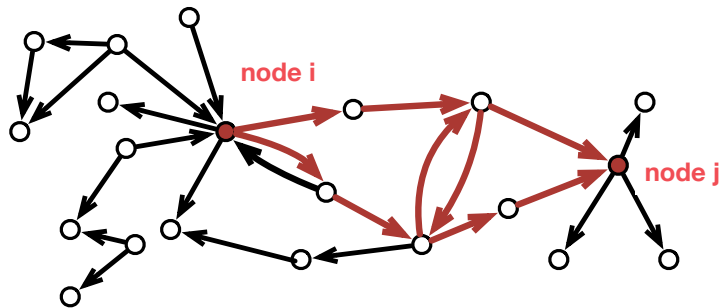


Figure 8: The node model we are based on

4.2.3 Demo’s screenshots

In the following images, you can see some screenshots from the demo described above.

Home Page

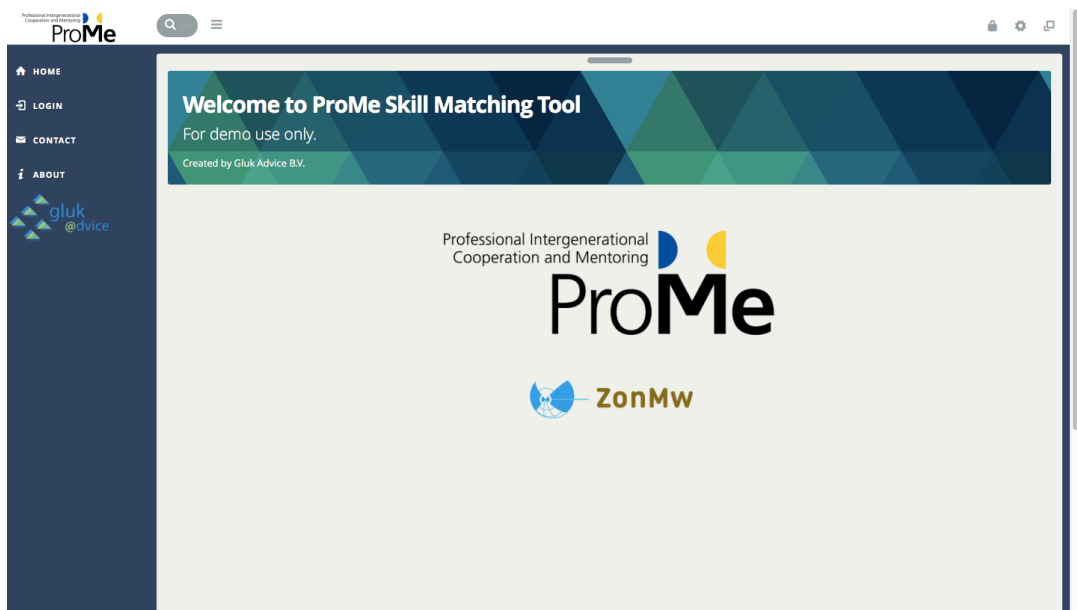


Figure 9: Home Page

Login Page

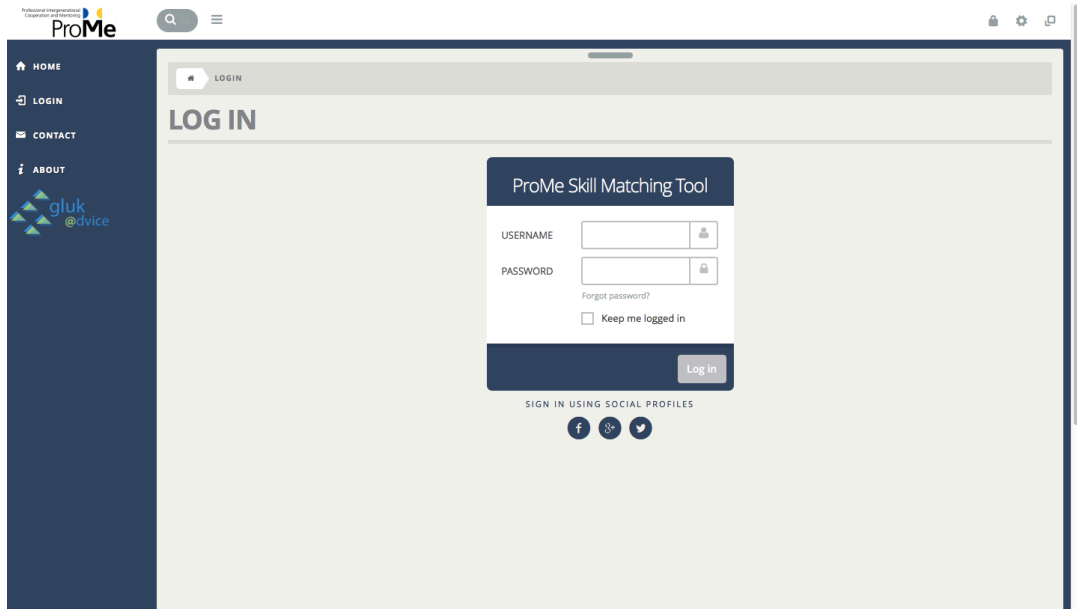


Figure 10: Login Page

Search Function

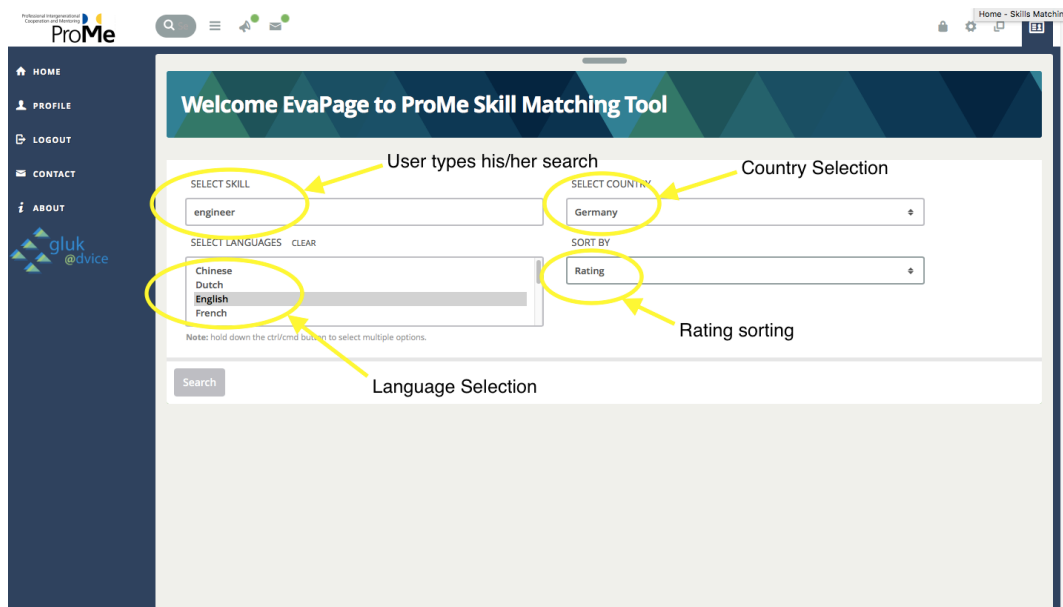


Figure 11: Search Function

Results screen

The screenshot shows the ProMe Results screen. At the top, there are search filters: 'SELECT SKILL' with a text input containing 'engineer', 'SELECT COUNTRY' with a dropdown menu showing 'Germany', 'SELECT LANGUAGES' with a list containing 'Chinese', 'Dutch', 'English', and 'French', and 'SORT BY' with a dropdown menu showing 'Rating'. A 'Search' button is located below the filters. The main content area is titled 'Results' and shows a table of results. The table has columns for USERNAME, COUNTRY, SEX, SKILLS, LANGUAGES, RATING, VIEWS, POINTS, and ACTIONS. The first three rows of results are highlighted with a yellow box. The first row is for 'EloiseTorres', Germany, female, with skills 'Electrical Engineer', 'Biochemist', and 'Optometrist', and a rating of 5 stars. The second row is for 'ClaireMcbride', Germany, female, with skills 'Computer Network and Systems Engineer', 'Advertising Manager', and 'Medical Superintendent', and a rating of 4 stars. The third row is for 'EmmaBlack', Germany, female, with skills 'Hospital Pharmacist', 'Electronic Engineer', and 'Recruitment Consultant', and a rating of 4 stars. The table also shows 'Showing 1 to 3 of 3 entries' and navigation buttons for 'Previous', '1', and 'Next'.

USERNAME	COUNTRY	SEX	SKILLS	LANGUAGES	RATING	VIEWS	POINTS	ACTIONS
EloiseTorres	Germany	female	Electrical Engineer Biochemist Optometrist	English Greek	★★★★★	673	5707	View Profile
ClaireMcbride	Germany	female	Computer Network and Systems Engineer Advertising Manager Medical Superintendent	English Russian	★★★★	971	5407	View Profile
EmmaBlack	Germany	female	Hospital Pharmacist Electronic Engineer Recruitment Consultant	English Italian	★★★★	218	2374	View Profile

Figure 12: Result Screen

5. ON THE MEDIA

Towards the development of the above technologies, a video illustrating the ProMe components created and released to media.

The link of this video is the following: <https://vimeo.com/140652708>

6. SUMMARY

This document summarizes the main functionalities of the basic ProMe platform, which is currently available at <http://195.82.131.197/promo>. Basic ProMe encompasses information about the ProMe project and information about the different roles, users can take over on the platform. Moreover, a personal profile can be set up and first communication and collaboration tools are provided. Following a UCD approach a variety of user and expert evaluation studies (D2.3) supported the development process. Moreover, the Personas that have been developed within the requirements analysis (D2.2) supported the team to keep focus on the user needs. Based on further user studies, the platform will be further developed and modified until the platform can be tested with potential end users in the field.

7. ANEXX A – BUSINESS PROCESSES

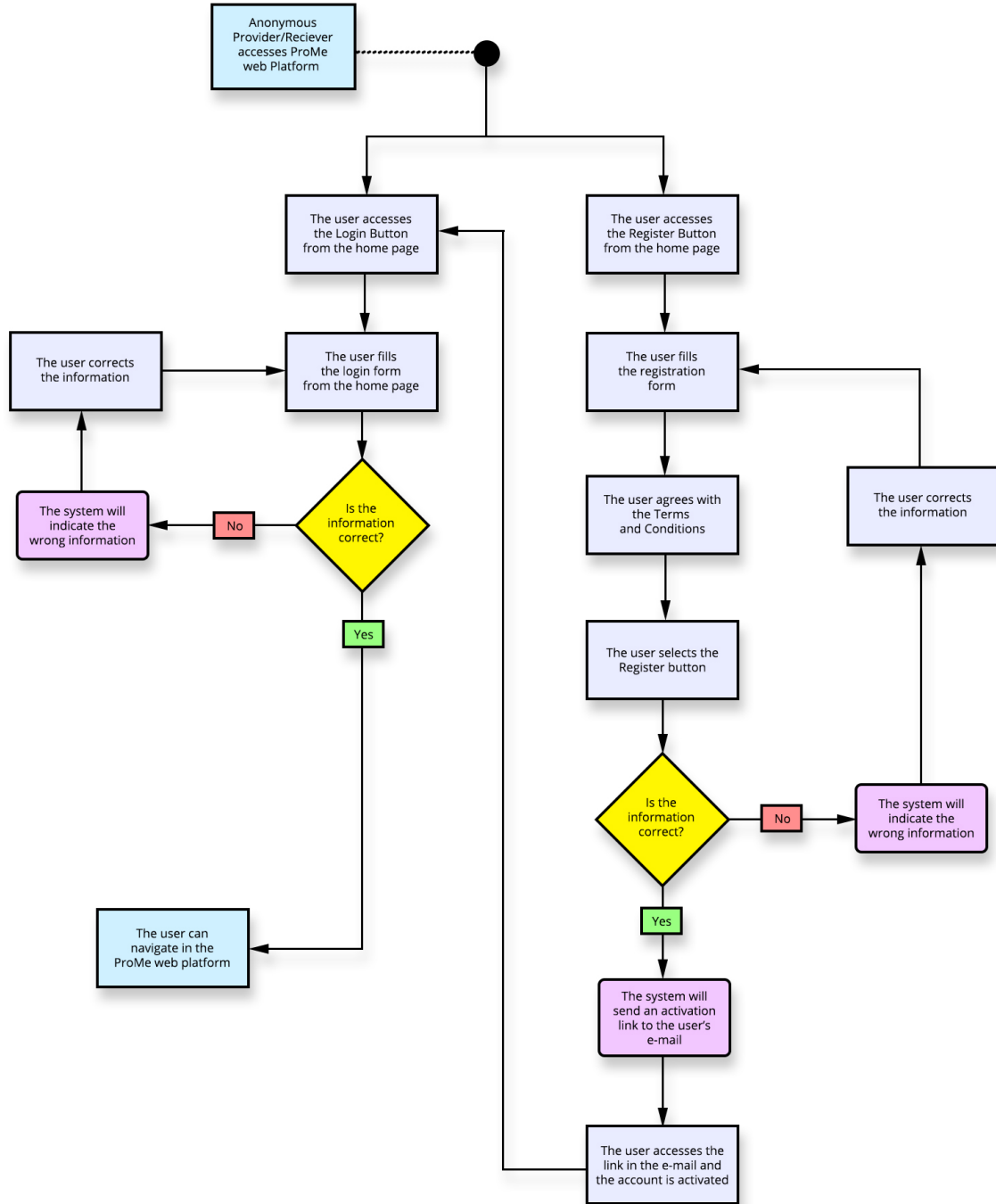
7.1 Business processes

7.1.1 BP-001 Platform navigation

Business Process ID:	BP-001
Business Process Name:	Platform Navigation
Created By:	Dan Antaluta
Date Created:	5/28/2015
Last Updated By	Robert Watzlawek
Date Last Updated:	11/19/2015
Actor:	Anonymous provider, anonymous receiver
Description:	This business process lists to the main functionalities of the ProMe platform
Preconditions:	A valid user is created on the platform
Postconditions:	A new registration is successfully saved in ProMe data store.
Frequency of Use:	Once
Main Success Scenario:	<p>Accessing the main functionalities of ProMe mentoring platform:</p> <p>Steps:</p> <ol style="list-style-type: none"> 1. A registered user accesses the ProME platform from browser. The following options are available from the main menu: <ul style="list-style-type: none"> • Profile • My Calendar • My Mentees / My Mentor • Tool Pool.
Alternative Scenario:	n/a
Includes:	<ul style="list-style-type: none"> • UC-001-1 Accessing portal • UC-001-2 Accessing Profile area • UC-001-3 Editing My Profile • UC-001-4 Accessing My Calendar section • UC-001-5 Accessing My Mentor/My Mentee area • UC-001-6 Accessing Tool Pool section
Business rules and exceptions	<ul style="list-style-type: none"> - The system checks if the passwords are matching. If not, the system displays an error message.

7.1.2 BP-002 Authentication

Business Process ID:	BP-002
Business Process Name:	Authentication
Created By:	Dan Antaluta
Date Created:	5/28/2015
Last Updated By	Robert Watzlawek
Date Last Updated:	7/29/2015
Actor:	Anonymous provider, anonymous receiver
Description:	This business process describes how a user can register to ProMe platform
Preconditions:	n/a
Postconditions:	A new registration successfully saved in ProMe data store.
Frequency of Use:	Once
Main Success Scenario:	<p>Registering to ProMe mentoring platform:</p> <p>Steps:</p> <ol style="list-style-type: none"> 1. An Anonymous provider or an anonymous receiver access the ProMe platform on web browser. 2. The user accesses “Register” option from home page already opened. 3. The user fill the register form providing the following information: <ul style="list-style-type: none"> • First name • Last Name • E-mail address • Password • Confirm password 4. The user check the Agreement button from footer 5. The user clicks on “Register” button. The registration is saved in ProMe database and a link will be sent to the user’s e-mail to activate the account.
Alternative Scenario:	n/a
Includes:	<ul style="list-style-type: none"> • UC-002-1 Register on platform • UC-002-2 Sign in • UC-002-3 Reset password • UC-002-4 Change password
Business rules and exceptions	<ul style="list-style-type: none"> - An e-mail address should be a valid one and it can be used only once for registering in ProMe; - The system checks if the used e-mail address is correct and if not, the system displays an error message - An username can be used only once for registering in ProMe mentoring platform;



- The system checks if the passwords are matching. If not, the system displays an error message.
- The registration process can be performed with success if all the mandatory fields are filled;

Figure 13: Diagram for authentication process

7.1.3 BP-003 Network

Business Process ID:	BP-003
Business process Name:	Network
Created By:	Robert Watzlawek
Date Created:	5/28/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee
Description:	This business process describes how a mentee can find a provider on the Network
Preconditions:	The mentee user is already authenticated in ProMe platform
Postconditions:	Search results list will be displayed on the same screen.
Frequency of Use:	Any time when you are looking for a mentor, advisor.
Main Success Scenario:	<p>Search a provider in Network area :</p> <p>Steps:</p> <ol style="list-style-type: none"> 1. An mentee user access the ProMe platform on web browser. 2. The user sign in to ProMe platform 3. The user accesses "Network" area from navigation menu 4. The user writea a keyword into "search" bar 5. The user selects "Mentor" from the selector besides the search button 6. The user presses the "Search" button and a list of search results is displa <p>1.</p>
Alternative Scenario:	n/a
Includes:	<ul style="list-style-type: none"> • UC-003-1 Access Search section • UC-003-2 Search a provider • UC-003-4 Filter available users for search results • UC-003-5 Filter all users for search results • UC-003-6 Filter age min/max for search results • UC-003-7 Filter time to invest for search results • UC-003-8 View more results • UC-003-9 Navigate in search results
Business rules and exceptions	<ul style="list-style-type: none"> - The search results is related to "Mentor" database; - If the keyword doesn't matching with any user, the platform will display a simple message "Unfortunately we have found no results for this keyword" - Search results list will be displayed on a grid with 3 columns and 4 lines - If the user wants to see more results should press the "More results" button. Each person displayed into search results have a minimum profile elements:

	<ul style="list-style-type: none">- Name- A picture- Spoken language- Get in touch button- Recommendations (optional)
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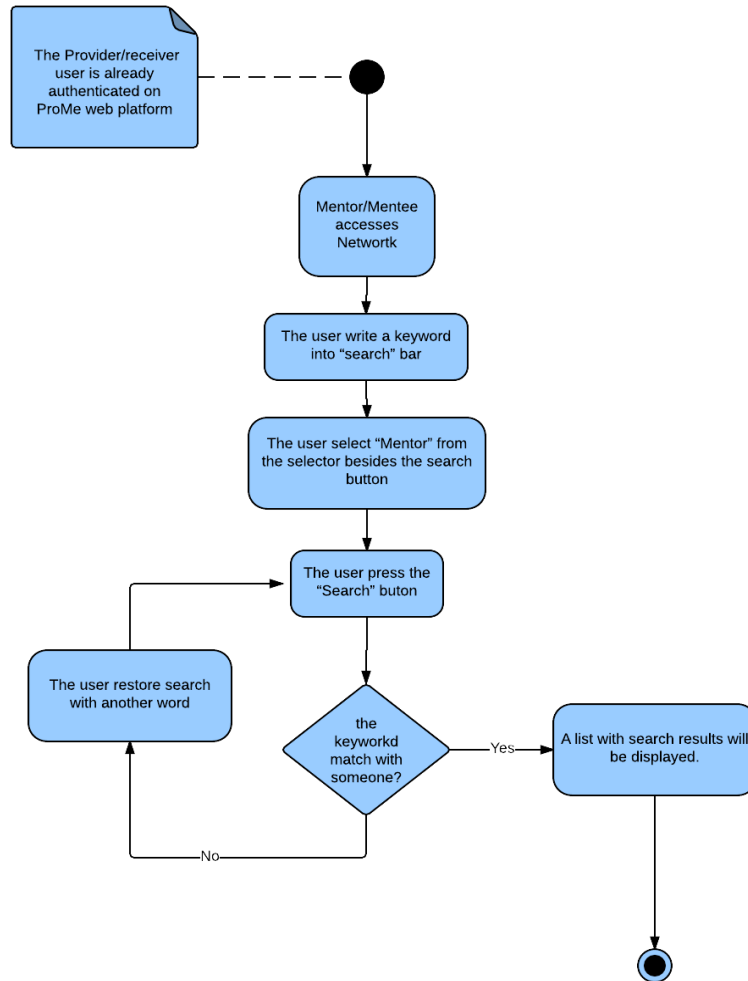


Figure 14: Diagram for searching Mentor/Mentee

7.1.4 BP-004 My Profile

Business Process ID:	BP-004
Business process Name:	My Profile
Created By:	Robert Watzlawek
Date Created:	8/3/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	This business process describes how a mentee, mentor or Advisee can edit their profile.
Preconditions:	The user is already authenticated in ProMe platform
Postconditions:	The changes will occur and update the user profile on the ProMe Platform
Frequency of Use:	Any time when the user wants to edit his/her profile.
Main Success Scenario:	If the user wants to update the profile, changes will occur. The information about the user will be more accurate and would help other users noticing the updated profile.
Alternative Scenario:	n/a
Includes:	<ul style="list-style-type: none"> • UC-008-1 Edit your name • UC-008-2 Edit your e-mail • UC-008-3 Upload your CV • UC-008-4 Edit Interests and Expertise area • UC-008-5 Edit Your spoken languages • UC-008-6 Change your password • UC-008-7 Sign out from application
Business rules and exceptions	<ul style="list-style-type: none"> - When changing the password, if the old password is not correct, the input box's borders colour will transform from gray to red and a message will appear in the input box in which the user will be notified that the password was incorrect. - When changing the password, if the new password and confirm password fields do not match, the input boxes borders colour will transform from gray to red and a message will appear in the input box in which the user will be notified that the password was incorrect.

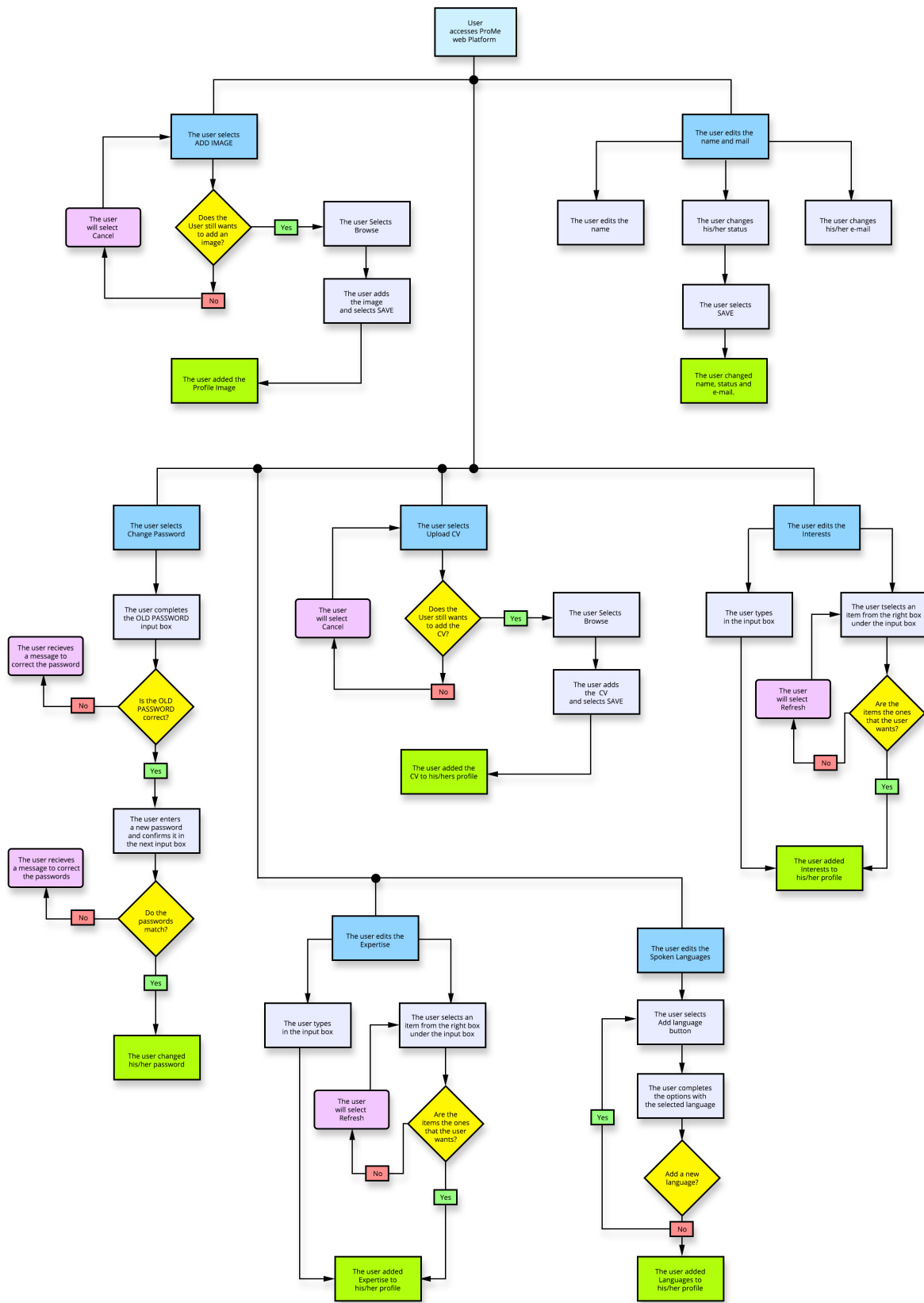


Figure 15 Diagram for My Profile options and functionalities

7.1.5 BP-005 My Calendar

Business process ID:	BP-005
Business process Name:	<i>My Calendar</i>
Created By:	Robert Watzlawek
Date Created:	12/9/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	This business process describes how a mentee, mentor or Advisee can navigate through the calendar
Preconditions:	The user is already authenticated in ProMe platform
Postconditions:	The changes will occur and update the user’s calendar on the ProMe Platform
Frequency of Use:	Any time the user accesses the My Calendar section.
Main Success Scenario:	The user can view the meetings in the calendar in more Month, Week and Day views, can create a new entry in the calendar by adding details of the meeting like date, place and other users.
Alternative Scenario:	n/a
Includes:	<ul style="list-style-type: none"> - UC-005-1 Accessing Calendar - UC-005-2 Change Calendar view in “Month Mode” - UC-005-3 Change Calendar view in “Week Mode” - UC-005-4 Change Calendar view in “Day Mode” - UC-005-5 View next month – Calendar view - UC-005-6 View previous month – Calendar view - UC-005-7 View next year – Calendar view - UC-005-8 View previous year – Calendar view - UC-005-9 Select a specific day in Calendar - UC-005-10 Add a new entry in Calendar - UC-005-11 Modify an entry in Calendar - UC-005-12 Remove an entry in Calendar - UC-005-13 Synchronize with events from the My meetings section
Business rules and exceptions:	N/A

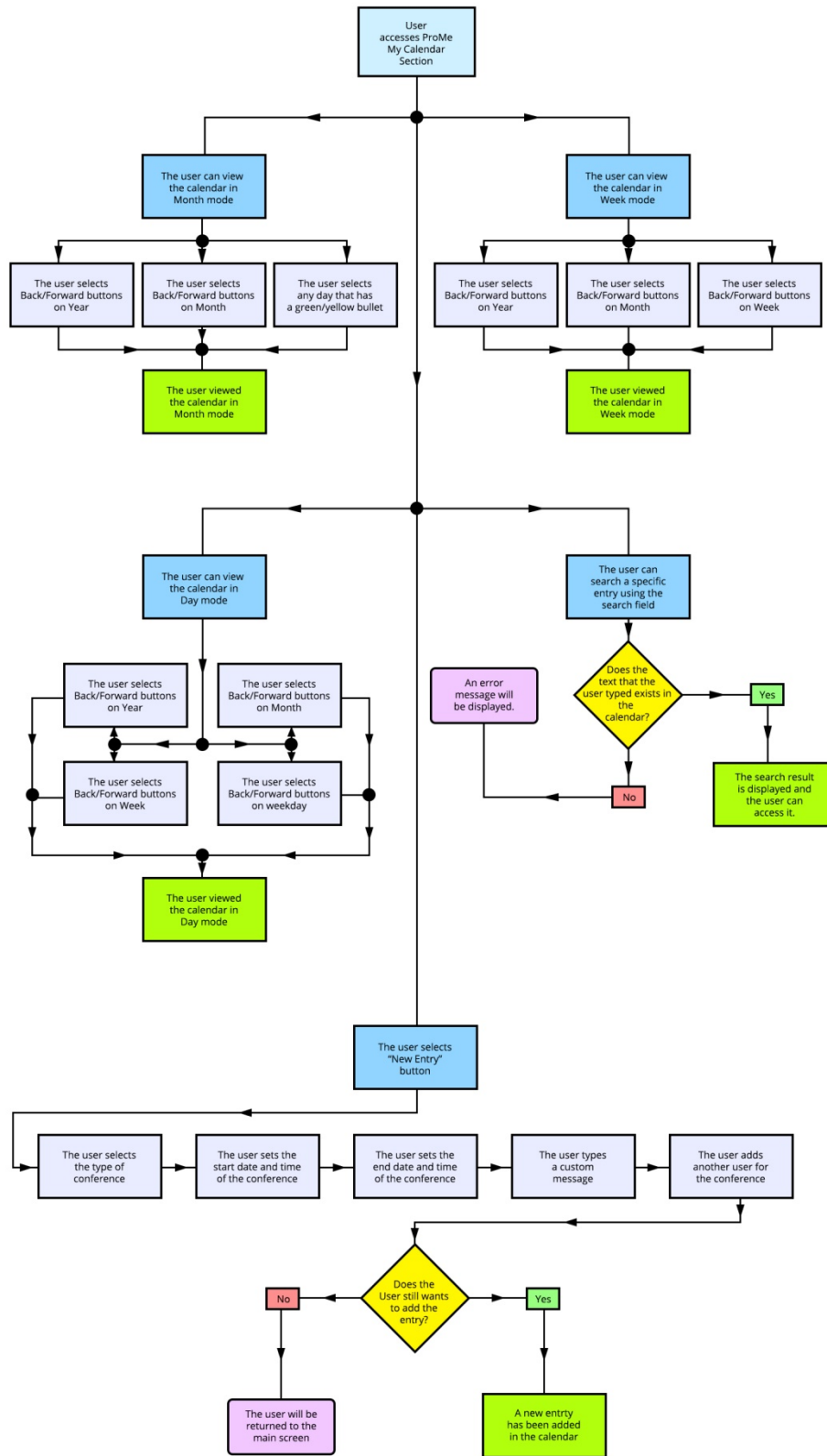


Figure 16: Diagram for "My Calendar" options and functionalities

7.1.5.1 UC - Accessing Calendar

Use Case ID:	UC-005-1
Use Case Name:	<i>Accessing Calendar</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can access the Calendar section
Preconditions:	The user is already authenticated in ProMe platform
Postconditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.2 UC - Change Calendar view in "Month Mode"

Use Case ID:	UC-005-2
Use Case Name:	<i>Change Calendar view in "Month Mode"</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the Calendar in

	“Month Mode”
Preconditions:	The user is already authenticated in ProMe platform
Postconditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. The user selects “Month” radio button 4. The display mode of the calendar will be in Month Mode
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.3 UC - Change Calendar view in “Week Mode”

Use Case ID:	UC-005-3
Use Case Name:	<i>Change Calendar view in “Week Mode”</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the Calendar in “Week Mode”
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. The user selects “Week” radio button 4. The display mode of the calendar will be in Week Mode

Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.4 UC - Change Calendar view in “Day Mode”

Use Case ID:	UC-005-4
Use Case Name:	<i>Change Calendar view in “Day Mode”</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the Calendar in “Day Mode”
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. The user selects “Day” radio button 4. The display mode of the calendar will be in Day Mode
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.5 UC - View next month – Calendar view

Use Case ID:	UC-005-5
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Use Case Name:	<i>View next month – Calendar view</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the next month in the calendar view
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. On the month tab, click on the forward directional button 4. The displayed month will be changed to the next one.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.6 UC - View previous month – Calendar view

Use Case ID:	UC-005-6
Use Case Name:	<i>View previous month – Calendar view</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor

Description:	The Use Case describes how a mentee, or mentor can view the previous month in the calendar view
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. On the month tab, click on the backward directional button 4. The displayed month will be changed to the previous one.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.7 UC - View next year – Calendar view

Use Case ID:	UC-005-7
Use Case Name:	<i>View next year – Calendar view</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the next year in the calendar view
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. On the year tab, click on the forward directional button 4. The displayed year will be changed to the next one.

Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.8 UC - View previous year – Calendar view

Use Case ID:	UC-005-8
Use Case Name:	<i>View previous year – Calendar view</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the previous year in the calendar view
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. On the year tab, click on the backward directional button 4. The displayed year will be changed to the previous one.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.9 UC - Select a specific day in Calendar

Use Case ID:	UC-005-9
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Use Case Name:	<i>Select a specific day in Calendar</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the previous year in the calendar view
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. The user clicks on a specific day 4. The calendar's menu will be changed to Day mode after a double click.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.10 UC - Add a new entry in Calendar

Use Case ID:	UC-005-10
Use Case Name:	<i>Add a new entry in Calendar</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor

Description:	The Use Case describes how a mentee, or mentor can view the previous year in the calendar view
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. The user clicks on "New entry" button 4. The user selects the type of conference 5. The user sets the start date and time of the conference 6. The user sets the end date and time of the conference 7. The user types a message 8. The user adds the connected mentor/mentee 9. If the user clicks ok to finish adding the new entry in the calendar 10. The calendar entries will be updated
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.11 UC - Modify an entry in Calendar

Use Case ID:	UC-005-11
Use Case Name:	<i>Modify an entry in Calendar</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the previous year in the calendar view
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a

Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. The user goes to the day in the calendar where an entry is inserted 4. The user double-clicks or right-clicks/modify on the entry and a new window will be opened 5. The user selects the new type of conference 6. The user sets the new start date and time of the conference 7. The user sets the new end date and time of the conference 8. The user types a new message 9. The user adds the connected mentor/mentee 10. If the user clicks ok to finish adding the new entry in the calendar 11. The calendar entry will be updated
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.12 UC - Remove an entry in Calendar

Use Case ID:	UC-005-12
Use Case Name:	<i>Remove an entry in Calendar</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the previous year in the calendar view
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. The user goes to the day in the calendar where an entry is inserted 4. The user right-clicks/remove on the entry

	5. The calendar entries will be updated
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.5.13 UC - Synchronize with events from the My meetings section

Use Case ID:	UC-005-13
Use Case Name:	<i>Synchronize with events from the My meetings section</i>
Created By:	Robert Watzlawek
Date Created:	12/11/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the previous year in the calendar view
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Calendar section
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Calendar from the main menu 2. The Calendar menu will be displayed 3. The user clicks on "New entry" button 4. The user selects the type of conference 5. The user sets the start date and time of the conference 6. The user sets the end date and time of the conference 7. The user types a message 8. The user adds the connected mentor/mentee 9. If the user clicks ok to finish adding the new entry in the calendar 10. The calendar entries will be updated 11. The user selects My Mentors/My Mentees button 12. The user selects the connected Mentors/Mentees 13. The user selects My Meetings button from the User menu. 14. The My Meetings menu is displayed and the user awaits for the confirmation from the selected mentor/mentee or confirms the meeting by selecting the green button or denies the meeting proposal bt selecting the red button.

Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6 BP-007 My Mentees / My Mentors

7.1.6.1 UC - My Mentees / My Mentors

Business process ID:	BP-007
Business process Name:	<i>My Mentees / My Mentors</i>
Created By:	Robert Watzlawek
Date Created:	12/10/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	This business process describes how a mentee, mentor or Advisee can view their connected users.
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	The user can view a list with the connected users by clicking on the specified title. The title changes
Alternative Scenario:	n/a
Includes:	<ul style="list-style-type: none"> - UC-007-1 <i>View the page with my Mentees</i> - UC-007-2 <i>Progress</i> <ul style="list-style-type: none"> - UC-007-2-1 <i>Access progress of a Mentee</i> - UC-007-2-2 <i>Navigate through posted items</i> - UC-007-2-3 <i>Status of progress posts (open/closed)</i> - UC-007-2-4 <i>Comment a post of a Mentee</i> - UC-007-3 <i>Mutual Agreement</i> <ul style="list-style-type: none"> - UC-007-3-1 <i>Access the main view of the Mutual Agreement section</i> - UC-007-3-2 <i>Add relevant context information</i> - UC-007-3-3 <i>Edit relevant context information</i> - UC-007-3-4 <i>Access trigger question assigned to relevant context information section</i> - UC-007-3-5 <i>Add expected outcomes and professional impact</i> - UC-007-3-6 <i>Edit expected outcomes and professional impact</i> - UC-007-3-7 <i>Access trigger question assigned to expected outcomes and professional impact section</i> - UC-007-3-8 <i>Add needs and expectations</i> - UC-007-3-9 <i>Edit needs and expectations</i> - UC-007-3-10 <i>Access trigger questions assigned to needs and</i>

	<p>expectations section</p> <ul style="list-style-type: none"> - UC-007-3-11 View mutual commitments and agreements - UC-007-3-12 Edit mutual commitments and agreements - UC-007-3-13 Access trigger questions assigned to Mutual Commitments and Agreements - UC-007-4 Quick Mail <ul style="list-style-type: none"> - UC-007-4-1 Add sender(s) address(es) - UC-007-4-2 Add a subject - UC-007-4-3 Add a Message - UC-007-4-4 Book a conference - UC-007-5 Chat <ul style="list-style-type: none"> - UC-007-5-1 View the message box, maximize, minimize and close it - UC-007-5-2 Write and send a message - UC-007-5-3 Recieve a message - UC-007-6 Call <ul style="list-style-type: none"> - UC-007-6-1 Initiate a call - UC-007-6-2 Share the screen - UC-007-6-3 Initiate the video window - UC-007-7 My meetings <ul style="list-style-type: none"> - UC-007-7-1 Display the status of the meetings and their status - UC-007-7-2 Accept a meeting request - UC-007-7-3 Reject a meeting request
Business rules and exceptions:	N/A

7.1.6.2 UC - View the page with my Mentees

Use Case ID:	UC-007-1
Use Case Name:	<i>View the page with my Mentees</i>
Created By:	Robert Watzlawek
Date Created:	12/14/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the My Mentors/Mentees menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a

Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears and the main user can select the options from that menu.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.3 UC - Progress

Use Case ID:	UC-007-2
Use Case Name:	<i>Progress</i>
Created By:	Robert Watzlawek
Date Created:	12/14/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the Mentee’s progress
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears and the main user can select the options from that menu. 5. On the right side of the mentioned menu the default menu will be the progress menu.
Alternative Scenario:	n/a

Includes:	<ul style="list-style-type: none"> - UC-007-2-1 Access progress of a Mentee - UC-007-2-2 Navigate through posted items - UC-007-2-3 Status of progress posts (open/closed) - UC-007-2-4 Comment a post of a Mentee
Business rules and exceptions:	N/A

7.1.6.4 UC - Access progress of a Mentee

Use Case ID:	UC-007-2-1
Use Case Name:	<i>Access progress of a Mentee</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, mentor or Advisee can view their connected users, click on them and access the user options
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. On the right side, the default menu that appears is the Progress menu of the mentee.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.5 UC - Navigate through posted items

Use Case ID:	UC-007-2-2
Use Case Name:	<i>Navigate through posted items</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, mentor or Advisee can view their connected users, click on them and access the user options
Preconditions:	The user is already authenticated in ProMe platform
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. On the right side, the default menu that appears is the Progress menu of the mentee. 6. The user can select the topics 7. If the user is a mentee, a new topic could be added by clicking the blue “Plus” button that is on the right low side of the progress menu 8. The user can select the sub-topics 9. The user can view the mentor’s/mentee’s postings and reply via a comment by selecting the comment button
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.6 UC - Status of progress posts (open/closed)

Use Case ID:	UC-007-2-3
Use Case Name:	<i>Status of progress posts (open/closed)</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, mentor or Advisee can view their connected users, click on them and access the user options
Preconditions:	The user is already authenticated in ProMe platform as a Mentee
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My mentors button 2. A list of connected Mentors is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. On the right side, the default menu that appears is the Progress menu of the mentee. 6. The user selects the topics 7. The user selects the sub-topics 8. The user changes the status of a sub-topic from “open” to “closed” by clicking the “Lock button” on the right low side from the menu.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.7 UC - Comment a post of a Mentee

Use Case ID:	UC-007-2-4
Use Case Name:	<i>Comment a post of a Mentee</i>
Created By:	Robert Watzlawek

Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, mentor or Advisee can view their connected users, click on them and access the user options
Preconditions:	The user is already authenticated in ProMe platform as a Mentor
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My mentees button 2. A list of connected mentees is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. On the right side, the default menu that appears is the Progress menu of the mentee. 6. The user selects the topics 7. The user selects the sub-topics 8. The user comments a mentee’s entry by selecting the “Plus” button from the right low side of the menu. 9. The user types the comment. 10. The user selects the Send blue button 11. The new comment is added.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.8 UC - Mutual Agreement

Use Case ID:	UC-007-3
Use Case Name:	<i>Mutual Agreement</i>
Created By:	Robert Watzlawek
Date Created:	12/14/2015
Last Updated By	n/a

Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the Mutual agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button
Alternative Scenario:	n/a
Includes:	<ul style="list-style-type: none"> - UC-007-3-1 Access the main view of the Mutual Agreement section - UC-007-3-2 View relevant context information - UC-007-3-3 Edit relevant context information - UC-007-3-4 Access trigger question assigned to relevant context information section - UC-007-3-5 View expected outcomes and professional impact - UC-007-3-6 Edit expected outcomes and professional impact - UC-007-3-7 Access trigger question assigned to expected outcomes and professional impact section - UC-007-3-8 View needs and expectations - UC-007-3-9 Edit needs and expectations - UC-007-3-10 Access trigger questions assigned to needs and expectations section - UC-007-3-11 View mutual commitments and agreements - UC-007-3-12 Edit mutual commitments and agreements - UC-007-3-13 Access trigger questions assigned to Mutual Commitments and Agreements
Business rules and exceptions:	The Mutual Commitments and Agreements cannot be edited by both Mentor and Mentee at the same time.

7.1.6.9 Access the main view of the Mutual Agreement section

Use Case ID:	UC-007-3-1
Use Case Name:	<i>Access the main view of the Mutual Agreement section</i>
Created By:	Robert Watzlawek

Date Created:	12/14/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the Mutual agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects one of the following tabs from the Mutual Agreement: <ol style="list-style-type: none"> a. Relevant Context Information b. Expected Outcomes & Professional Impact c. Needs and Expectations for the Collaboration d. Mutual Commitments and Agreements
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.10 View relevant context information

Use Case ID:	UC-007-3-2
Use Case Name:	<i>View relevant context information</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a

Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the relevant context information from the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects the Relevant Context Information tab from the Mutual Agreement.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.11 Edit relevant context information

Use Case ID:	UC-007-3-3
Use Case Name:	<i>Edit relevant context information</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	T The Use Case describes how a mentee, or mentor can edit the relevant context information from the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section

Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects the Relevant Context Information tab from the Mutual Agreement. 7. The user selects the Edit button 8. The user types the relevant text 9. The user presses the Save button.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.12 Access trigger questions assigned to relevant context information section

Use Case ID:	UC-007-3-4
Use Case Name:	<i>Access trigger questions assigned to relevant context information section</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the questions from the relevant context information in the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.

Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects the Relevant Context Information tab from the Mutual Agreement. 7. The user selects Questions button 8. The user views the displayed questions with the blue color
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.13 View expected outcomes and professional impact

Use Case ID:	UC-007-3-5
Use Case Name:	<i>View expected outcomes and professional impact</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view expected outcomes and professional impact from the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects the Expected Outcomes and Professional Impact tab from the Mutual Agreement.

Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.14 Edit expected outcomes and professional impact

Use Case ID:	UC-007-3-6
Use Case Name:	<i>Edit expected outcomes and professional impact</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can edit expected outcomes and professional impact from the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects the Expected Outcomes and Professional Impact tab from the Mutual Agreement. 7. The user selects the Edit button 8. The user types the relevant text 9. The user presses the Save button.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.15 Access trigger question assigned to expected outcomes and professional impact section

Use Case ID:	UC-007-3-7
Use Case Name:	<i>Access trigger question assigned to expected outcomes and professional impact section</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the questions from Expected Outcomes and Professional Impact in the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects the expected outcomes and professional impact tab from the Mutual Agreement. 7. The user selects Questions button 8. The user views the displayed questions with the blue color
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.16 View needs and expectations

Use Case ID:	UC-007-3-8
Use Case Name:	<i>View needs and expectations</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view Needs and Expectations from the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects the Needs and Expectations for the Collaboration tab from the Mutual Agreement.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.17 Edit needs and expectations

Use Case ID:	UC-007-3-9
Use Case Name:	<i>Edit needs and expectations</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015

Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view Needs and Expectations from the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects the Needs and Expectations for the Collaboration tab from the Mutual Agreement. 7. The user selects the Edit button 8. The user types the relevant text 9. The user presses the Save button.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.18 Access trigger questions assigned to needs and expectations section

Use Case ID:	UC-007-3-10
Use Case Name:	<i>Access trigger questions assigned to needs and expectations section</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor

Description:	The Use Case describes how a mentee, or mentor can view the questions from the Needs and Expectations in the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects the expected Needs and Expectations for the Collaborations tab from the Mutual Agreement. 7. The user selects Questions button 8. The user views the displayed questions with the blue colour
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.19 View mutual commitments and agreements

Use Case ID:	UC-007-3-11
Use Case Name:	<i>View mutual commitments and agreements</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the Mutual Commitments from the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section

Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects the Mutual Commitments and Agreements tab from the Mutual Agreement.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.20 Edit mutual commitments and agreements

Use Case ID:	UC-007-3-12
Use Case Name:	<i>Edit mutual commitments and agreements</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the Mutual Commitments from the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button

	<ol style="list-style-type: none"> 6. The user selects the Mutual Commitments and Agreements tab from the Mutual Agreement. 7. The user selects the Edit Button. 8. The user types in the new text. 9. The user presses the Save button.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.21 Access trigger questions assigned to Mutual Commitments and Agreements

Use Case ID:	UC-007-3-13
Use Case Name:	<i>Access trigger questions assigned to Mutual Commitments and Agreements</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the questions from Mutual Commitments and Agreements in the Mutual Agreement menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects the “Mutual Agreement” button 6. The user selects the Mutual Commitments and Agreement tab from the Mutual Agreement. 7. The user selects Questions button 8. The user views the displayed questions with the blue colour.
Alternative Scenario:	n/a

Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.22 Quick Mail

Use Case ID:	UC-007-4
Use Case Name:	<i>Quick Mail</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can view the Quick Mail menu
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A "connected user menu" appears 5. The user selects Quick Mail button
Alternative Scenario:	n/a
Includes:	<ul style="list-style-type: none"> - UC-007-4-1 Add sender(s) address(es) - UC-007-4-2 Add a subject - UC-007-4-3 Add a Message - UC-007-4-4 Book a conference
Business rules and exceptions:	N/A

7.1.6.23 Add sender(s) address(es)

Use Case ID:	UC-007-4-1
Use Case Name:	<i>Add sender(s) address(es)</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can add a sender’s address
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects Quick Mail button 6. An overlaying window appears with the title “Quick mail” 7. The user adds in the first line the Sender’s address.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.24 Add a subject

Use Case ID:	UC-007-4-2
Use Case Name:	<i>Add a subject</i>
Created By:	Robert Watzlawek

Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can add a sender’s address
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects Quick Mail button 6. An overlaying window appears with the title “Quick mail” 7. The user adds in the first line the Sender’s address. 8. The user types in a subject to the mail.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

7.1.6.25 Add a Message

Use Case ID:	UC-007-4-3
Use Case Name:	<i>Add a Message</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor

Description:	The Use Case describes how a mentee, or mentor can add a sender’s address
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears 5. The user selects Quick Mail button 6. An overlaying window appears with the title “Quick mail” 7. The user adds in the first line the Sender’s address. 8. The user types in a subject to the mail. 9. The user types in the message of the mail
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A
Use Case ID:	UC-007-4-4
Use Case Name:	<i>Book a conference</i>
Created By:	Robert Watzlawek
Date Created:	12/15/2015
Last Updated By	n/a
Date Last Updated:	n/a
Actor:	Mentee, Advisee, Mentor
Description:	The Use Case describes how a mentee, or mentor can add a sender’s address
Preconditions:	The user is already authenticated in ProMe platform and has selected the My Mentors/My mentees section
Post conditions:	n/a
Frequency of Use:	Any time the user accesses the My Mentees/ My Mentors section.
Main Success Scenario:	<ol style="list-style-type: none"> 1. The user selects My Mentees/My mentors button 2. A list of connected users is displayed 3. The main user selects one of the options 4. A “connected user menu” appears

	<ol style="list-style-type: none">5. The user selects Quick Mail button6. An overlaying window appears with the title "Quick mail"7. The user adds in the first line the Sender's address.8. The user types in a subject to the mail.9. The user types in the message of the mail10. The user checks the Book Conference box11. The user sets the type of conference12. The user sets the start date and time of the conference13. The user sets the end date and time of the conference14. The user clicks ok and sends the quick mail.
Alternative Scenario:	n/a
Includes:	n/a
Business rules and exceptions:	N/A

8. REFERENCES

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