

Mahara Enhancements and New Features v1.0

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Background

This project is work-in-progress, and we would like to share it with the Mahara community to get some feedback and ideas.

Totara Learning Solutions is currently working on enhancements as well as developing new features and plugins for Mahara (described in this document). Specifically, we are focusing on improving and adding various elements of social networking. This will include but is not limited to implementing Mahara activity streams with user and group status updates, adding sharing at the artefact level, and developing features that would improve user engagement with the community such as sharing ideas and asking questions

If you would like to give us any feedback, please use Mahara “Comments on feature proposals” forum, or email to Yuliya Bozhko <yuliya.bozhko@totalms.com>.

1 Proposed changes

1.1 New features

The table below describes the major features we plan to add to Mahara, along with our proposed approach to implementation.

Concept	Comment
Activity	A record of an event connected with an action or artefact. This will be defined as a new table, but will be linked to the relevant artefact. Ideally this will be based on the JSON Activity Stream 1.0 Specification
Activity stream	Chronological feed of individual activities, filtered for a particular purpose. Implemented as a new notification plugin and blocktype.
Chat	Integrate an existing robust, open source chat server
Idea	A new artefact and blocktype
Like	A new feature available on activities and displayed within the activity stream.
Questions and Answers	A new artefact and blocktype
Status update	A new artefact and blocktype

1.2 Enhancements to Mahara

1.2.1 Artefact-level sharing

In Mahara, the terms “sharing” and “access” are used to describe the permissions or access restrictions on a page. We intend to use only the term “sharing” to describe who has access to an object, and we will extend sharing to be applicable at the artefact level. Artefact level sharing will include only “allow” and “moderate” comments settings (which are similar to page level sharing) but exclude the other “advanced options” currently available when sharing pages.

The Default Sharing tab in user settings determines who a new content object will be shared with by default.

When creating a new content object, the default sharing for that object will be selected. The sharing can be changed

before finalising the creation of the object.

A user can see what objects they are sharing by going to the content menu item for each object type and clicking the “Shared by me” filter. Here they can also select “Shared with me”.

To facilitate easy sharing, when an item is created a simplified sharing interface will be presented (see mockups in section 3.1.1). This new interface will be used when creating new Pages too. However full sharing controls will still be available when sharing is edited after item creation.

1.2.2 Changes to notification system

Mahara users are able to “Add page to watchlist”. This allows users to be informed when a page is changed, through the “Watchlist” Notification setting. Also, users can subscribe to a group forum, with notifications being controlled by the “New forum post” Notification setting.

We suggest to change, the terminology slightly to “watch” an item (removing the concept of “list”). Pages, forums, forum posts and most/all artefacts will be able to be watched. Each type of object that is watched will have a corresponding Notification setting that determines how the user is notified when a change is made. Current notification types Inbox, Email, Email digest and None are available. Additional notification types Alert and Activity Stream will be implemented.

If a user interacts with a page or artifact they will automatically be set to “watch” the item. This will ensure users receive updates on items they have interacted with. However a user can “watch” an item that they haven’t interacted with and can also “unwatch” an item they have interacted with if they are not interested in receiving updates.

Since pages and artefacts will both be watchable it is possible a user could receive multiple notifications for the same event. The system will be designed to exclude the duplicates if that would occur (if the duplicates are being sent to the same notification type).

Users will be able to see what objects they are watching by clicking on the object type in the Content menu and selecting the “Watched” filter.

The “Alert” notification type is designed to allow messages to a user to be split into two groups - messages from a real person and messages from the system. Messages from a real person will always go to the existing inbox, but by default system generated messages will go to the “alerts” section instead. The Alerts page will look and function in a very similar way to the existing inbox.

2 Wireframes

The following wireframes give more detail on what these new features will look like.

2.1 Activity streams

Three types of activity streams are listed below, along with a description of what they contain and examples:

1. **Individual Stream**

Content: Activities an individual has generated or participated in. The user will see an unfiltered list of their own

activities. The activities that other users can see on this page will depend on each item’s sharing settings.

Location: User profile page

Examples: individual’s status updates, ideas contributed, questions asked, questions answered, comments, and new connections made

Visible to: user themselves, others who are viewing profile

Purpose: A way to get updated on the recent activity of a single user within the system.

2. Home Stream

Content: Activities generated or participated-in by an individual’s connections/colleagues/groups and shared with the user PLUS the user’s own activity, filtered by the user’s notification settings. Conceptually similar to the individual’s activity except it aggregates items generated by the user’s first degree network.

Locations: Home page (Home tab)

Examples: User X’s (a connections) status updates, User X asked a question, User X commented on Y, You are now connected with User Y, User X updated their profile.

Visible to: every logged-in user

Purpose: To let users see site activity of interest to them.

3. Group Stream

Content: Activities generated by group administrators and group members within a group’s forums or pages

Location: Group page

Examples: New forums added, new forum discussions created, replies to forum discussions, pages added, content added to pages, comments added to page content

Visible to: group members

Purpose: to let group members stay informed on group-related activities

Currently, Mahara provides elements of activity stream through the notification system which also serves as a messaging system between users. This system will need to be updated and extended to include activity updates/notifications generated by the new features proposed here.

Activities that can happen and how they will be displayed on an activity stream:

Activity	Mockup on activity stream
New connection	Example: [User X] <i>connected with</i> [User Y]

<p>Cannot be watched or commented on</p>	 <p>Harold Faltemeyer connected with Santa Claus Dec 20 2012 at 1:17pm</p>
<p>New group membership Cannot be watched or commented on</p>	<p>Example: [User X] <i>joined</i> [Group A] group</p>  <p>Harold Faltemeyer joined Secret Santa group Dec 20 2012 at 1:17pm</p>
<p>New status update</p>	<p>Example: User's name followed by microblog text</p>  <p>Harold Faltemeyer I just finished a draft of the conference report.  Conference Report v0-1 DRAFT.doc Like Comment Watch Dec 20 2012 at 1:17pm</p> <p>3 people like this 1 comment Hide</p>  <p>Carol Volderman Great job! My comments here!  Conference Report v0-1 DRAFT_CV.doc Dec 20 2012 at 2:54pm</p>  <input type="text" value="Add a reply..."/>
<p>New group created Cannot be watched or commented on. User subscription to group updated is based on group membership and can be set up in user notification settings</p>	<p>Example: [User X] <i>created</i> [Group A] group</p>  <p>Harold Faltemeyer created NZ Tax group Like Join Dec 20 2012 at 1:17pm</p> <p>3 people like this</p>
<p>New post in a blog</p>	<p>Example: [User X] <i>wrote an article</i> [title]</p>  <p>Harold Faltemeyer wrote an article Business Trip to LA Like Comment Watch Dec 20 2012 at 1:17pm</p> <p>3 people like this 10 comments Show</p>
<p>New forum topic created in a group</p>	<p>Example: [User X] <i>started a discussion</i> [title] in [Group A]</p>

	 <p>Harold Faltemeyer started a discussion News & Updates in NZ Tax group Like Comment Watch Dec 20 2012 at 1:17pm</p> <p>3 people like this 21 comments Show</p>
New page access given	Example: [User X] <i>published a page</i> [title]  <p>Harold Faltemeyer published a page Office Ethics Like Comment Watch Dec 20 2012 at 1:17pm</p> <p>5 people like this 3 comments Show</p>
New question created	Example: [User X] <i>asked a question</i> [title]  <p>Harold Faltemeyer asked a question How can I migrate my database from MySQL to Postgres? Like Comment Watch Dec 20 2012 at 1:17pm</p> <p>3 people like this 1 comment Hide</p>  <p>Carol Volderman Might be able to help Dec 20 2012 at 2:54pm</p>  <input data-bbox="771 1161 1482 1224" type="text" value="Add a reply..."/>
New idea created	Example: [User X] <i>proposed an idea</i> [title]  <p>Harold Faltemeyer proposed an idea Let's organise a conference! Like Comment Watch Dec 20 2012 at 1:17pm</p> <p>3 people like this 21 comments Show</p>
Updates to items I am watching Cannot be commented on, but can be unwatched	Examples: [User X] <i>updated</i> [item type] [title] <i>details</i> [User X] <i>deleted</i> [item type] [title] [User X] <i>voted for an idea</i> [title] [User X] <i>closed question</i> [title] [User X] <i>answered a question</i> [title] [User X] <i>re-opened question</i> [title] [User X] <i>selected the best answer for question</i> [title] [User X] <i>commented on</i> [item type] [title]

	[User X] <i>replied to a discussion</i> [title] in [Group A]
--	--

Existing Mahara message settings will be integrated into the new set of settings. All setting types have a setting to indicate what should happen when an item is created or performed, but only some setting types indicate the notification action to perform when there is a change (because these items cannot be changed once created or performed, or notification on change is not useful). The notification types are Inbox, Home Stream, Alert, Email, Email digest, and None. Not all notification types are available for all settings (the object will define which options are available, for example “Private message” can only be sent to “Inbox”, “Email” or “Email digest”, since they need to be read by the recipient). Some settings will only be available to administrators. Help popups located next to each setting dropdown list will give a detailed list of which actions will be covered by the setting, based on the information in the New and Change columns in the table below.

Type	New	Change
Private message	New message from another user	
System message	New message from system [any other message generated by the system that isn't specified elsewhere on the settings page]	
Connection invite	New connection invitation from another user	
Connection	New connection made	Changes to my connections [connection changed profile]
Institution invite	New institution invitation request from another user, new institution invitation from another user	
Institution	New institution created	Changes within my institutions [edited, deleted, user joined, user left]
Group invite	New group invitation request from another user, new group invitation from another user	
Group	New group created	Changes within my groups [edited, deleted, user joined, user left]
Page	New page or collection from one of my connections or groups	Change made to a page or collection that I'm watching [edited, deleted, commented]
Folder	New folder from one of my connections or groups	Change made to a folder that I'm watching [file added, file removed, commented]

File	New file from one of my connections or groups	Change made to a file that I'm watching [edited, replaced, deleted, commented]
Question	New question from one of my connections	Change made to a question that I'm watching [edited, deleted, answer added, answer removed, answer edited, best answer chosen, closed, reopened, commented]
Idea	New idea from one of my connections	Change made to an idea that I'm watching [edited, deleted, voted, commented]
Status update	New status update from one of my connections or groups	Change made to a status update that I'm watching [edited, deleted, commented]
Blog	New blog from one of my connections	Change made to a blog that I'm watching [deleted, details edited, new blog post]
Blog post	New blog post from one of my connections	Change made to a blog post that I'm watching [edited, deleted, commented]
Forum	New forum from one of my groups	Change made to a forum that I'm watching [edited, deleted, discussion added]
Discussion	New discussion from one of my groups	Change made to a discussion that I'm watching [edited, deleted, reply added, reply edited]
Contact us	User filled in the "Contact us" form (administrators only)	
Objectionable content	User reported objectionable content (administrator only)	
Repeat virus upload	User uploaded multiple virus infected files (administrator only)	
Virus flag release	The same as Mahara (administrator only)	

The table below shows how the existing settings from Mahara will be migrated to the new notification settings.

Existing Mahara setting	New Mahara Setting
System message	Reuse maharamessage
Message from other users	Reuse usermessage
Watchlist	Change to page

New page access	New page
Institution message	New institution invite
Group message	Not transferred (the new "Group" settings cover a broader range of actions than Mahara, so we want to use the new default settings rather than users' old "Group message" setting)
Feedback	Not transferred (each object type that can have comments has a "change" setting which covers notifications when comments are made)
New forum post	New discussion
Contact us	Reuse contactus
Objectionable content	Reuse objectionable
Repeat virus upload	Reuse virusrepeat
Virus flag release	Reuse virusrelease

ORGANISATION NAME

Home Content People Groups

John Smith [Public profile](#) [Settings](#) [Logout](#)

1 5

Settings

General Notification Default Sharing

If you select either of the email options, notifications will still arrive in your inbox, but they will be automatically marked as read.

Activity type	New	Change
Private message	Email	
System message	Email	
Connection	Home stream	Home stream
Institution invitation	Alert	
Institution	Home stream	Email
Group invitation	Alert	
Group	Home stream	Alert
Page	Home stream	None
Folder	Home stream	None
File	Home stream	Alert
Question	Email digest	Alert
Idea	Email	Alert
Status update	Home stream	Alert
Blog	Inbox	Email
Blog post	Home stream	Email digest
Forum	Inbox Alert	None
Discussion	Email Email digest	Alert
Contact us	None Email	
Objectionable content	Email	
Repeat virus upload	Email	

Save

Chat Options

The activity stream shows an individual’s homepage. It centralizes activities based on the individual’s connections and all the groups of which the individual is a member. From this home page a user should be able to add new status updates,

ask questions, and propose ideas, which are displayed in activity stream as a part of user activities.

An activity consists of author, title, content, url (if any), published date/time, and attachments (if any). A user can like other users' activities, comment on their own or other users' activities, and share activities with others.

Users can search through their activity stream (full text search and tag search), and filter it based on their own updates, or updates from their connections. A user will also be notified through notification system about all updates directly related to their activities.

ORGANISATION NAME

 **John Smith** ▾
  1
 5

Home
Content
People
Groups

All site content ▾
Search
🔍

Tags only

Update status
Ask a question
Propose an idea





Harold Faltemeyer > [Sales & Marketing Group](#)

I just finished a draft of the conference report.

 [Conference Report v0-1 DRAFT.doc](#)

[Like](#) | [Comment](#) | [Watch](#) Dec 20 2012 at 1:17pm

 
 (visible to status update owner)

3 people like this
1 comment [Hide](#)



Carol Volderman

Great job! My comments here!

 [Conference Report v0-1 DRAFT_CV.doc](#)

Dec 20 2012 at 2:54pm





Name > [Group name](#) (if relevant)

Text

 (if uploaded)

[Like](#) | [Comment](#) | [Unwatch](#) Date and time published

 
 (visible to status update owner)

people like this
13 comments [Hide](#)



Carol Volderman

Great job! My comments here!

 [Conference Report v0-1 DRAFT_CV.doc](#)

Dec 20 2012 at 2:54pm



Jules Verne

Nice. All looks good to me.

Dec 20 2012 at 4:24pm



Joseph Escariot

Comment

Dec 20 2012 at 4:29pm

Changes to main navigation/main page:

- Replace current "Dashboard" page with a new "Home" page
- Separate "Groups" menu into "Groups" and "People" menu items
- Move "Pages" menu element from "Portfolio" into "Content"
- Merge "Collections" and "Pages" together
- "Shared by me", "Shared with me" will be available under "Pages" as a content filter
- Remove "Portfolio" menu element
- Remove "Profile" and "Profile pictures" from "Content" menu
- Separate messaging into "Messages" and "Notifications" items (top right corner)
- Remove search form from the top right corner (Moved to the Home page main area)
- Move all links associated with profile editing and user settings under the menu selected through username (top right corner)

14 | Page

2.1.1 Status updates

Status updates are a form of microblogging allowing individuals and group leaders to inform their network about important things such as what they are working on, as well as events and information worth sharing.

All status updates are by default shared with others according to a user's privacy settings. However, a user can set individual access settings for each status update. After submitting, this status update will appear in their activity streams and the user's personal stream. Status updates can have file attachments, can be commented on, "liked", and shared by others. The author of a status update can edit, delete, or change sharing settings of their post at any time.

An individual status update stream is a part of the activity stream that shows only statuses authored by a user or dedicated to a user by others. The individual stream appears on a user profile page. Other users visiting this page will see only status updates shared with them (and status updates shared with "everyone"). A user visiting their own personal updates stream will see all status updates. Further information see in section "3.2.1 User viewing their own page" and "3.2.2 User viewing another user's profile page".

Update status Ask a questions Propose an idea

Enter title

Enter description

Share with Start typing...

Tags [Show my tags](#)
Enter tags
Enter comma-separated tags

[Cancel](#) [Propose](#)

Update status Ask a questions Propose an idea

Enter title

Enter description

Share with

- Everyone
- Logged-in users
- My connections
- My groups

Tags [Show my tags](#)
Enter tags
Enter comma-separated tags

[Cancel](#) [Propose](#)

Update status Ask a questions Propose an idea

Enter title

Enter description

Share with Logged-in users (x)

Tags [Show my tags](#)
Enter tags
Enter comma-separated tags

[Cancel](#) [Propose](#)

Update status | Ask a questions | Propose an idea






Share with

Group 1 (x)

My connections (x)

James Bond (x)

Group 3 (x)

[Show my tags](#)

Tags

Enter tags

Enter comma-separated tags

[Cancel](#)

Share

Update status | Ask a questions | Propose an idea

Enter title

Enter description




Share with

My connections (x)

[Show my tags](#)

Tags

Enter tags

Enter comma-separated tags

[Cancel](#)

Ask

2.2 Profile

Profile pages display information about a user.

User profile page layout can be locked and editable which is determined through admin settings. If profile page layout is locked, users cannot change the layout of the page (i.e. move blocks around or change number of columns). Editable

profile pages allow users to change anything on the page.

For the initial release, user profile layout/blocks will be predefined in code, and admin will have a setting allow/prohibit editing. For the later versions, we might consider adding profile page template that can be configured by an admin.

The admin setting will be added to Configure Site > Site Options > User Settings as follows:

Lock profiles If checked, users will not be able to edit their own profile page. All changes that users might have made before will be kept.

All profile pages are automatically shared with logged in users.

2.2.1 User viewing their own profile page

User viewing their own profile page will see their social contribution history which is essentially their activity stream, a chronological series of all the contributions that they have made (e.g., status updates, ideas, questions, answers, comments, contacts made, forum discussion posts).

The individual's social contribution summary includes a number of status updates, ideas, questions, answers, comments, connections, pages, etc.

Other blocks will include: user details, pages they share, groups they belong to, their connections, tags they used.

ORGANISATION NAME

 John Smith ▾
 1
 6

Home Content People Groups

X

John Smith (You)

[Public profile](#)
[Settings](#)
[Logout](#)

EDIT THIS PAGE

[Edit your personal details](#)
[Print](#)

Social contribution history (activity stream)

X

John Smith > [Group name](#) (if relevant)
Content

[Like](#) | [Comment](#) Date and time published

✎ ✕

people like this
comments [Show](#)

X

John Smith > [Group name](#) (if relevant)
Content

[Like](#) | [Comment](#) Date and time published

✎ ✕

people like this
comments [Show](#)

X

John Smith > [Group name](#) (if relevant)
Content

[Like](#) | [Comment](#) Date and time published

✎ ✕

people like this
comments [Show](#)

X

John Smith > [Group name](#) (if relevant)
Content

[Like](#) | [Comment](#) Date and time published

✎ ✕

people like this
comments [Show](#)

Introduction

PERMISSIONS:
 You: See everything
 Connection: See everything
 Viewer: See everything
 Admin: See everything

Social contribution summary:

- # [pages shared](#)
- # [ideas proposed](#)
- # [questions asked](#)
- # [answers provided](#)
- # [files uploaded](#)
- # [plans created](#)
- # [discussions started](#)
- # [comments made](#)
- # [status updates](#)
- # [connections](#)

Shared pages

PERMISSIONS:
 You: See everything
 Connection: See pages shared to you
 Viewer: See pages shared to you
 Admin: See everything

Groups

PERMISSIONS:
 You: See everything
 Connection: See everything
 Viewer: See everything
 Admin: See everything

Connections

PERMISSIONS:
 You: See everything
 Connection: See everything
 Viewer: [Connect with John](#)
 Admin: See everything

Tags used

PERMISSIONS:
 You: See everything
 Connection: See everything
 Viewer: See everything
 Admin: See everything

Removable, non-removable blocks should be defined in admin settings

Chat ● [Options](#)

2.2.2 User viewing another user's profile page

This page is similar to the previous one. It includes user's social contribution history, social contribution summary, and other blocks. What other users can see on this page is defined by their sharing and level of connection to the user whose profile page they are viewing.

The screenshot shows a user profile page for 'John Smith'. The page is divided into several sections:

- 1 Introduction:** A box containing the user's name, a placeholder for a profile picture, and a 'SEND MESSAGE' button. Below this are links for 'Unconnect', 'Online now Chat', and an 'Invite to...' dropdown menu with an 'Invite' button.
- 2 Social contribution summary:** A box listing various activities such as 'pages shared', 'ideas proposed', 'questions asked', 'answers provided', 'files uploaded', 'plans created', 'discussions started', 'comments made', 'status updates', and 'connections'.
- 3 Social contribution history (activity stream):** A list of user activities, each with a placeholder for a profile picture, a title (e.g., 'Name (if relevant) Micro-blog text'), content, and a 'visible to profile owner' status. Each item includes 'Like', 'Comment', and 'Watch' links, along with 'people like this' and 'comments Show' statistics.
- 4 Groups, Connections, and Tags used:** Three side panels showing the user's group memberships, connections, and tags, each with its own permissions section.

Notes:
There are some non-removable blocks which can not be moved around.

1. Introduction text
2. The individual's social contribution summary.
3. The individual's social contribution history takes the form of an activity stream, essentially a chronological series of all the contributions that the individual has made (e.g., status updates, ideas, questions, answers, comments, contacts made, forum discussion posts).
4. What a viewer would see if the profile owner is a connection. If the viewer was not a connection, they would see this:

'Send message' opens a modal window.

'Unconnect' opens a modal window requesting confirmation of unconnection.

'Connect' opens the following:

2.3 Pages

Pages allow users to organise artefacts in a way that can be shared with other users/audiences. Collections allow users to group a number of pages under the same navigation and apply the same sharing rules to each page in a collection (currently one page cannot be used in more than one collection).

2.3.1 User pages and collections (Overview)

Default sharing of pages is defined in user sharing settings. See 3.6 Sharings section. By default all user pages are initially shared with logged-in users. User can change these settings at any time.

A list of pages is filtered by "My pages" by default, and can display all pages or can be filtered by the pages shared with the user by others. This page will have two view options "Overview" and "Sharing" (see section 3.3.3 Pages and collections shared by user). This section describes "Overview" option.

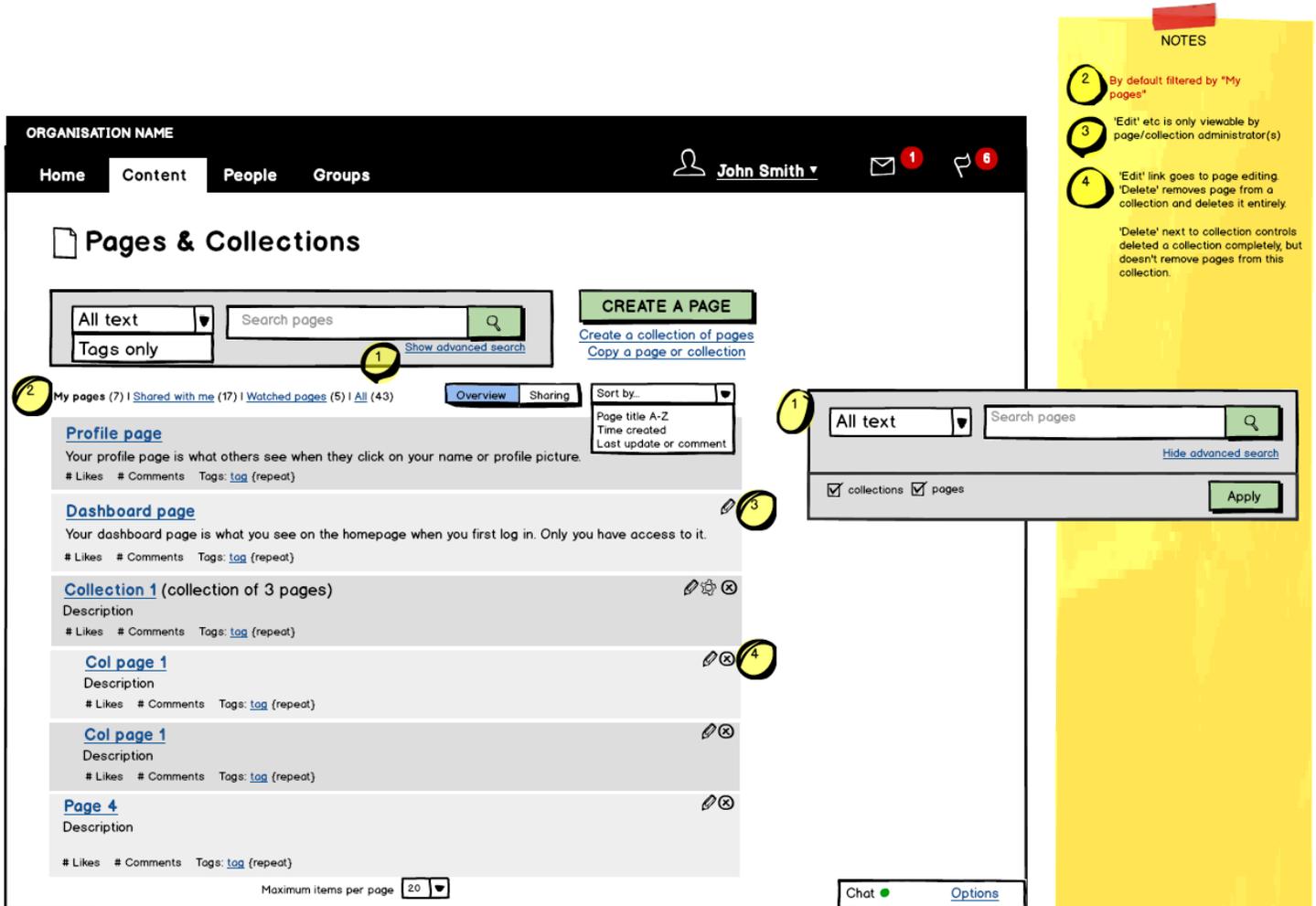
A list of pages can be sorted by page title, time when pages were created or time of the last change/comment to the pages.

Search bar allows users to search through their pages (full text search and tag search). Through advanced settings,

search can be limited to pages only or to collections only. If search is limited to pages only, pages that belong to collections should still be displayed with the note next to them that they are a part of a collection. Page sorting can be applied to the search results.

Page management features (like, manage collections, delete, or edit) are displayed to the page owners or administrators only.

There should be a visual indicator that would allow users to see which pages belong to collections (We decided to follow Totara hierarchy display approach, see wireframe for this section).



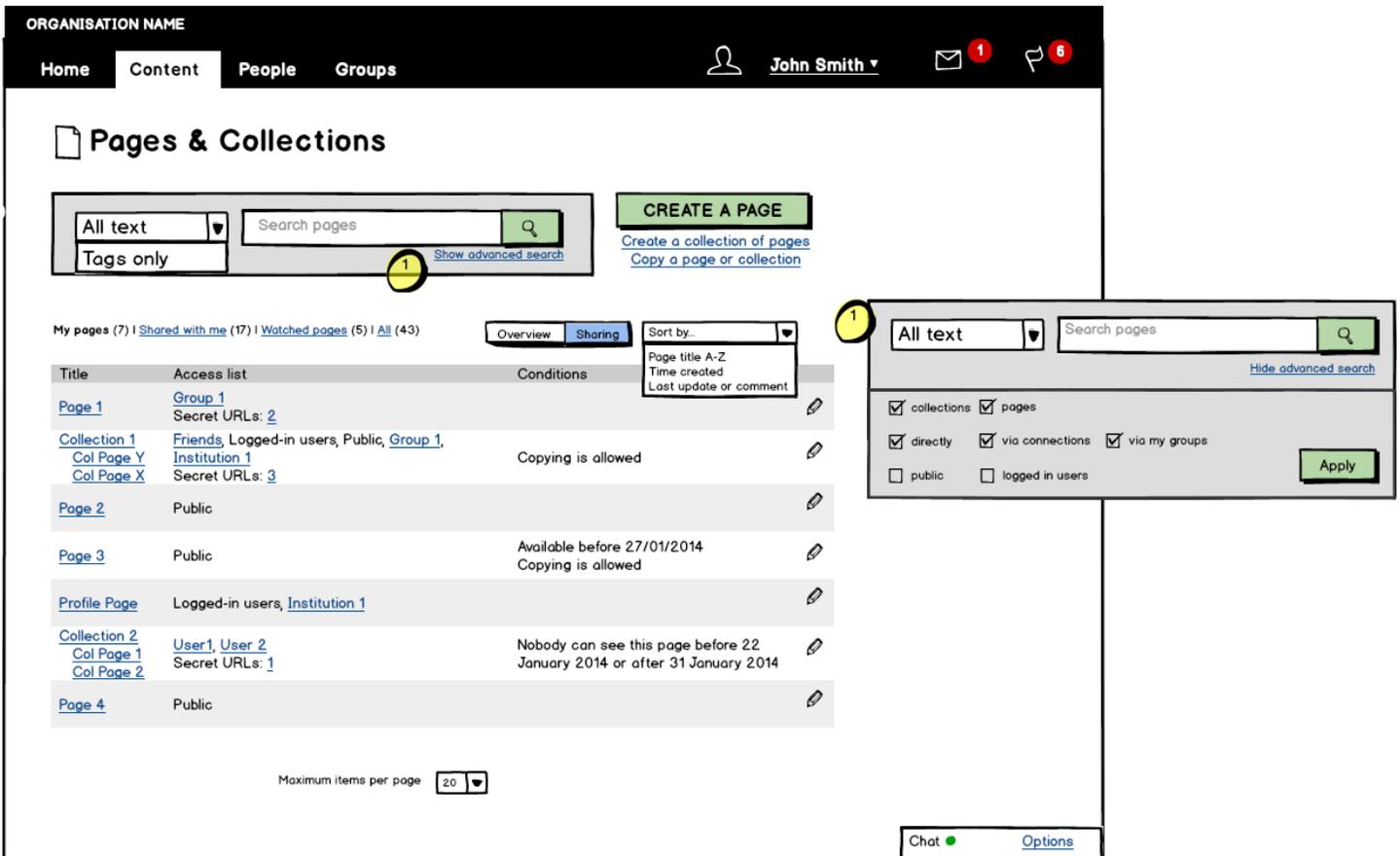
2.3.2 User pages and collections (Sharing)

This page is an alternative view of the “Pages & Collections” page. Filtering and sorting of items on this page should be applied when switching between “Overview” and “Sharing” views. The system should remember which view an individual user last selected and present that view from then on.

This page lists all user pages and collections with information about how and with whom these pages are currently shared, as well as any additional conditions of sharing (like copying restrictions, date restrictions, etc.).

Similarly to “Overview”, a list of pages can be sorted by page title, time when pages were created or time of the last change/comment to the pages.

Search bar allows users to search through their pages (full text search and tag search). Through advanced settings, search can be limited to pages only or to collections only. If search is limited to pages only, pages that belong to collections should still be displayed, but with the note next to them that editing page sharing settings will require editing an entire collection sharing settings. Page sorting can be applied to the search results.



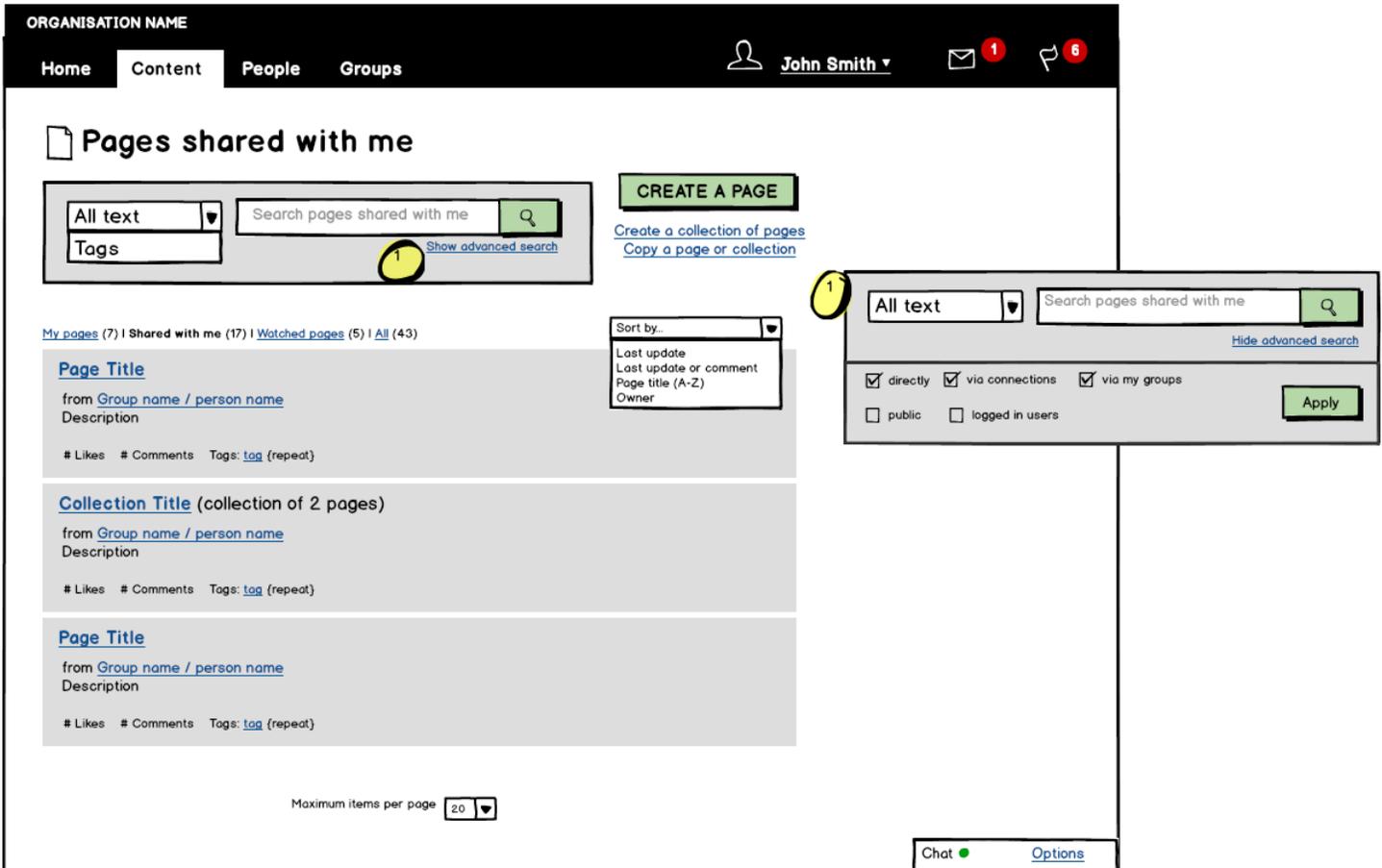
2.3.3 Pages and collections shared with user

This page displays every page and collection that is currently shared with a user.

In the list of pages/collections a user should be able to see title, description, author’s name (linked to their profile), number of likes and shares, and a list of tags. Collections should have some additional information next to their names such as number of pages included in a collection.

A list of pages can be sorted by title, last updated date, last updated or commented date, or owner name.

Search bar allows users to search through their pages (full text search and tag search). Advanced search settings allow to limit search to pages shared directly with user, via user connections or groups, public pages and pages available to all logged-in users. Page sorting can be applied to the search results.



The screenshot displays the 'Pages shared with me' section of the Mahara interface. At the top, there is a navigation bar with 'Home', 'Content', 'People', and 'Groups'. The user 'John Smith' is logged in, with notification icons for messages (1) and alerts (6). The main content area features a search bar with a dropdown menu set to 'All text' and a search button. A 'CREATE A PAGE' button is visible, along with links for 'Create a collection of pages' and 'Copy a page or collection'. A list of pages is shown, including 'Page Title' and 'Collection Title', each with details like 'from Group name / person name', 'Description', and 'Tags'. A filter panel on the right allows filtering by 'directly', 'via connections', 'via my groups', 'public', and 'logged in users'. A 'Sort by...' dropdown menu is also present. At the bottom, there is a 'Maximum items per page' dropdown set to '20' and a 'Chat' button.

2.4 Ideas

Ideas page displays all ideas or can be filtered by “My ideas” (ideas created by the current user) or “My Votes” (votes cast by the current user for the ideas of other users). A list of ideas is filtered by “My ideas” by default.

A list of ideas can be sorted by the most recently added ones, as well as the ones with most votes.

If a user hasn’t voted for an idea yet, they see “Yes”/”No” buttons allowing them to make their choice. Voting is blind which means that users will not see the overall results until they cast their vote. Users can vote only once per idea and they cannot change their choice once the vote is cast. Idea owners cannot vote for their own ideas.

Search bar allows users to search through the ideas using free text search and tag search. Via advanced search settings search can be limited to the ideas that a user has previously rejected or supported. Ideas sorting can be applied to the search results.

Idea management features (like, delete or edit) are displayed to the idea owners or administrators only. Any user can use “improve tags” option to add/correct tags.

ORGANISATION NAME

Home Content People Groups John Smith 1 6

Ideas

All text Search ideas [Search] PROPOSE AN IDEA

Tags [1] Show advanced search

My Ideas (1) | My Votes (7) | Watched ideas (5) | All (16) Sort by: Most recent | Most votes

Idea Title (101 votes)
 from person name
 Idea text (limit to 420 characters then an ellipsis if more characters exist)
 # Comments Tags: tag, (repeat) Improve tags
 YES NO

Idea Title (15 votes)
 from person name
 Idea text (limit to 420 characters then an ellipsis if more characters exist)
 # Comments Tags: tag, (repeat) Improve tags
 Yes 10 No 5
 You voted: Yes

Idea Title (68 votes)
 from person name
 Idea text (limit to 420 characters then an ellipsis if more characters exist)
 # Comments Tags: tag, (repeat) Improve tags
 Yes 21 No 47
 You voted: No

Maximum items per page 20

Chat Options

NOTES:
 Voting is blind and users can't change their vote.
 Once a vote is cast, the current voting results display.
 A user should only be able to vote once for an idea.
 Questions:
 1. What kind of advanced search filters can we have here?

All text Search ideas [Search] Hide advanced search
 rejected supported Apply

2.4.1 Idea

“Idea” page displays a single idea with all the related information. Users should be able to see idea title and description, tags, attachments (if any), comments, and URLs (if any); votes statistics and their choice of vote if they have voted already, or “Yes”/“No” buttons if they haven’t. Idea owner should be able to see idea management options (buttons “Edit”/“Delete”) and should be able to edit/delete their idea at any time. Any logged-in user can update a list tags related to the idea to improve them.

Any user can add a comment by filling out the form at the bottom of the page. All comments are displayed in a list under the idea body.

Voting is blind which means that users will not see the overall results until they cast their vote. Users can vote only once per idea and they cannot change their choice once the vote is cast. Idea owners cannot vote for their own ideas.

ORGANISATION NAME

Home Content People Groups

John Smith

1 6

Ideas >

Idea Title

from [person name](#).
Tags: [tag](#), [repeat](#) [Improve tags](#)

[Comment](#) [# comments](#) Date and time published

YES NO

1

1

Yes 72 No 11
You voted: Yes

Cras et ante vitae sem ultrices tristique:

- Lorem ipsum dolor sit amet, consectetur adipiscing elit.
- Duis rhoncus quam ut risus hendrerit, auctor interdum ante porta.
- Donec non neque eu mauris imperdiet cursus nec non nibh.
- Mauris viverra odio at venenatis facilisis.
- Praesent placerat lacus id vehicula venenatis.
- Nullam mollis orci sit amet ipsum dignissim pretium.
- Phasellus congue dui et fermentum suscipit.
- Morbi sodales neque eu est tempus, non porta dui pulvinar.

Comments

[Person name](#)
comment text

[Share](#) Date and time published

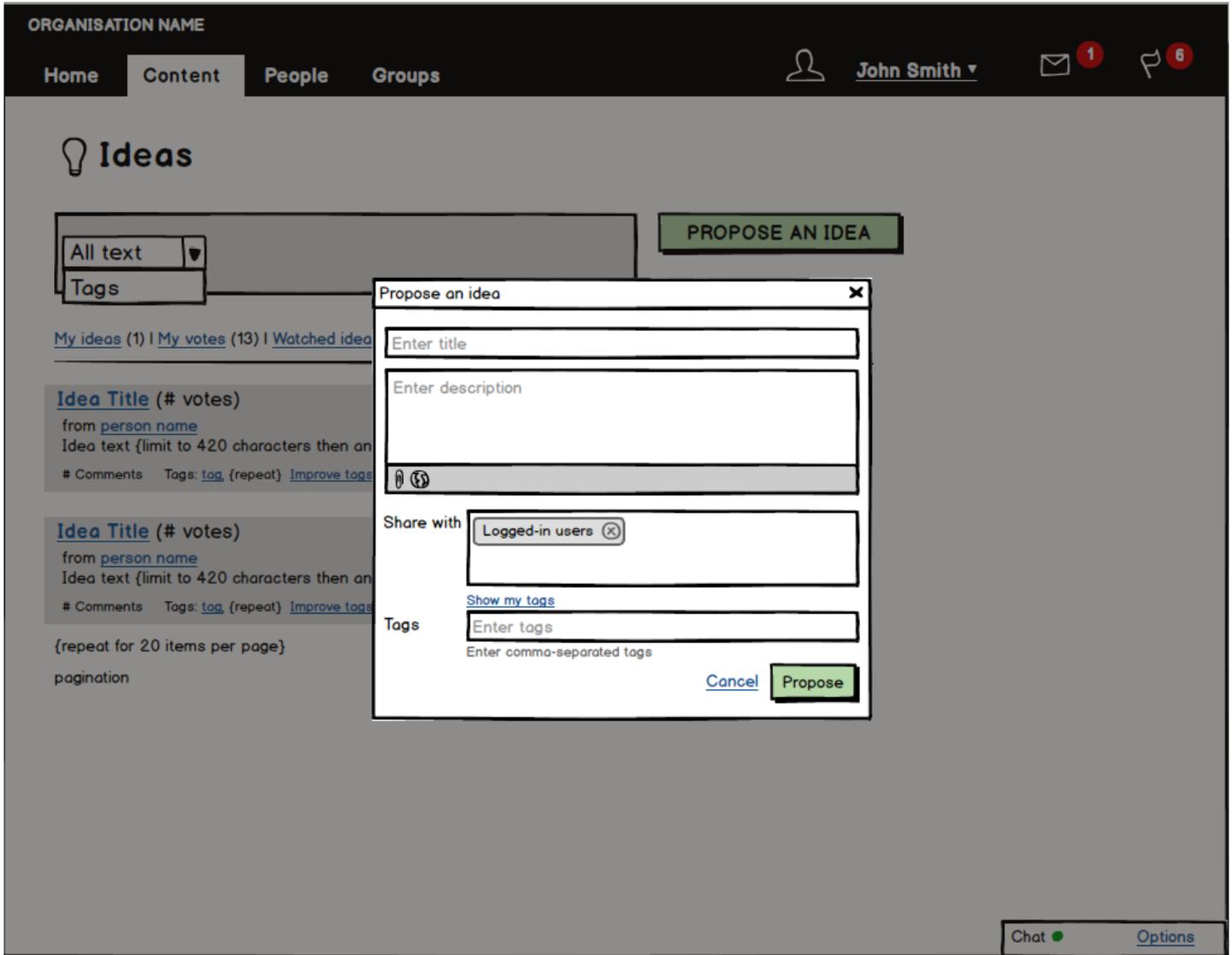
Add comment

Chat [Options](#)

2.4.2 Propose an idea

“Propose an idea” form has the same interface as the form on user dashboard (see “4.1.1 Status updates” section wireframes).

In this form user can add idea title, description, and tags. User can attach files and add URL link to their idea. User can also choose if they want to share this idea with someone (default value is defined in user Permissions setting).



2.5 Questions

Questions page displays all questions or can be filtered by “My questions” (questions created by the current user) or “My answers” (answers provided by the current user for the questions of other users). A list of questions is filtered by “My questions” filter by default.

A list of questions displayed on the page can be sorted by the title and the most recently added ones.

Each question on the page will show its title, description, number of replies, its current status, tags used, and author (is the page is not filtered by “My questions”).

Status of a question is defined by the following rules:

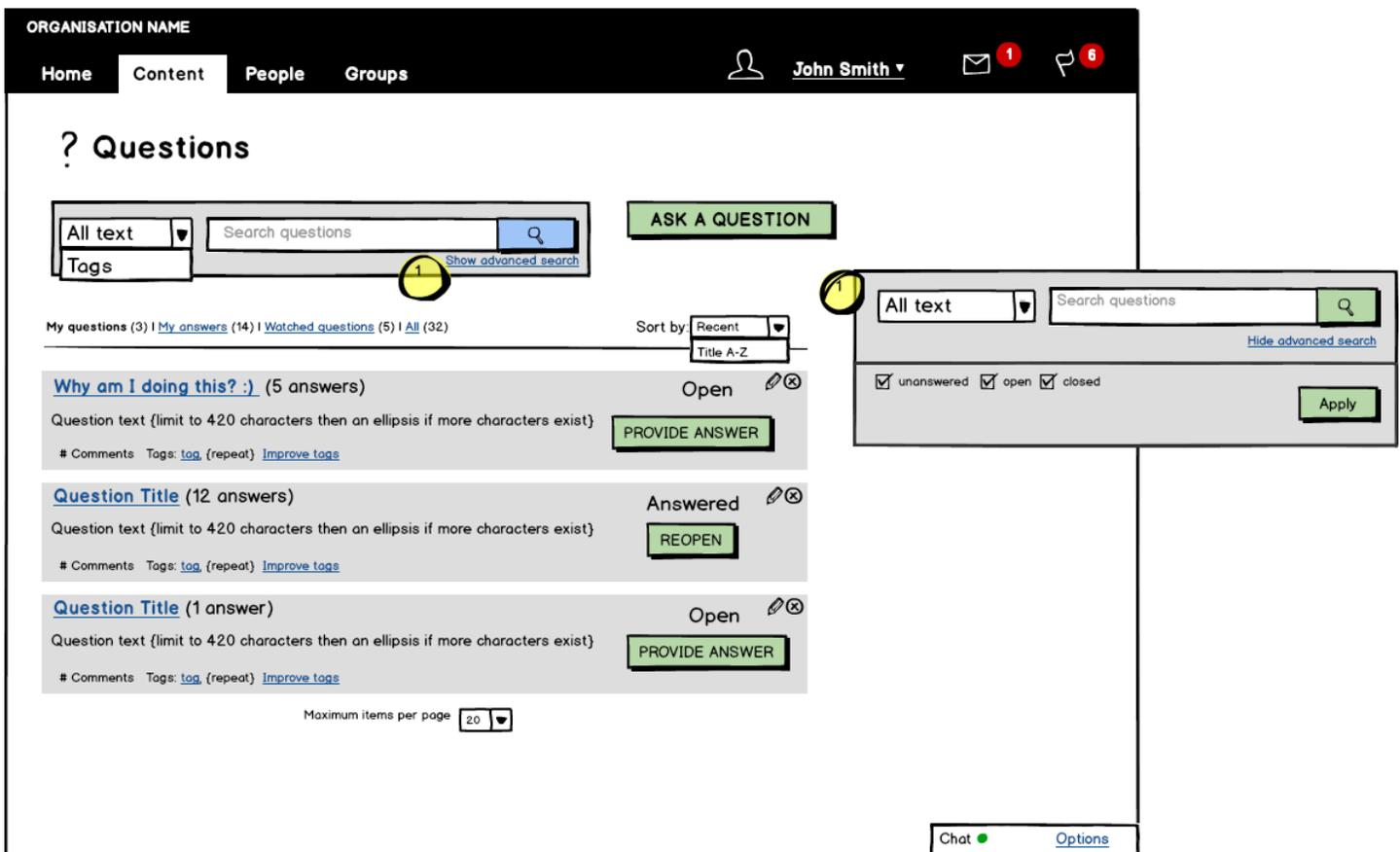
	Closed via close button	Not closed via close button
--	-------------------------	-----------------------------

Best answer picked	ANSWERED	ANSWERED
Best answer is not picked	CLOSED	OPEN

Any user (including a question owner) can provide an answer to an open question. Once a question is closed, answers are no longer accepted (forms and controls for this should be hidden as well) unless a question owner re-opens the question.

Search bar allows users to search through the questions using free text search and tag search. Via advanced search settings search can be limited to the questions that are open/closed/answered. Question sorting can be applied to the search results.

Question management features (like, close, open, re-open, delete, or edit) are displayed to the question owners or administrators only. Only question owner can pick the best answer. Users can delete their own answers. Any user can use “improve tags” option to add/correct tags.



The screenshot displays the Mahara Questions page. At the top, there is a navigation bar with 'Home', 'Content', 'People', and 'Groups' tabs. The user 'John Smith' is logged in, with notification icons for messages (1) and questions (6). The main heading is '? Questions'. Below this is a search bar with 'All text' selected and a search input field. A yellow circle with '1' points to the search bar. To the right of the search bar is an 'ASK A QUESTION' button. Below the search bar, there are links for 'My questions (3)', 'My answers (14)', 'Watched questions (5)', and 'All (32)'. A 'Sort by' dropdown is set to 'Recent'. The main content area shows three question cards. The first card is 'Open' and has a 'PROVIDE ANSWER' button. The second card is 'Answered' and has a 'REOPEN' button. The third card is 'Open' and has a 'PROVIDE ANSWER' button. A yellow circle with '1' points to the 'PROVIDE ANSWER' button on the first card. To the right of the question cards is an advanced search settings panel with checkboxes for 'unanswered', 'open', and 'closed', and an 'Apply' button. A red circle with '1' points to the 'Apply' button. At the bottom of the page, there is a 'Chat' button and an 'Options' link. A 'Maximum items per page' dropdown is set to '20'.

3.5.1 Question

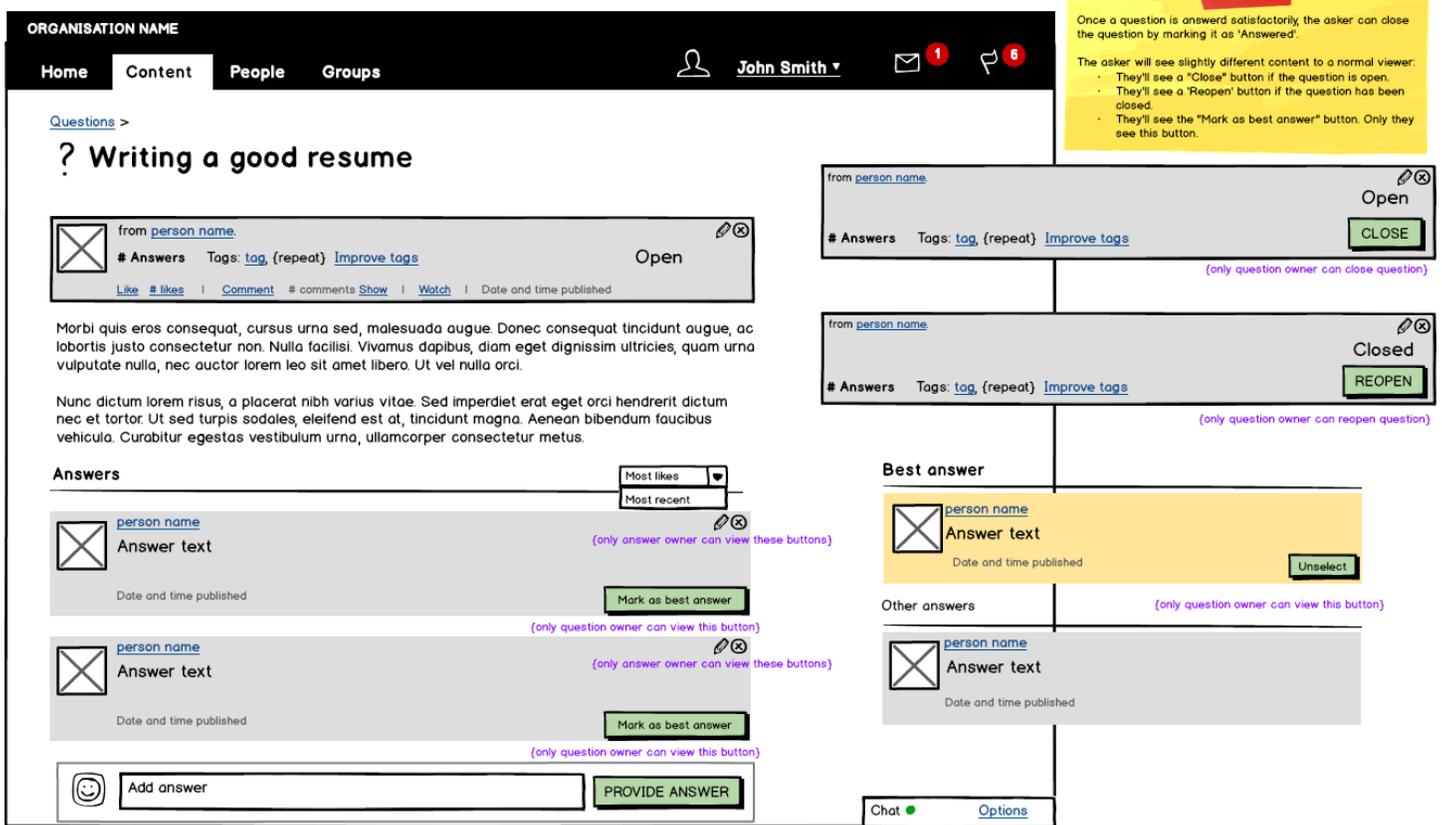
“Question” page displays a single question with all the information related. Users should be able to see question title and description, tags, number of likes and also attachments and URLs (if any). Question owner should be able to see question management options (buttons “Edit”/“Delete”) and should be able to edit/delete their question at any time. Any

logged-in user can update a list tags related to the question to improve them.

If a question is open (see status rules table in section “3.5 Questions”), any user can provide their answer by filling out the form at the bottom of the page. If the question is closed, provide answer form and controls should be hidden.

A list of answers is located under the question body. Answers can be sorted by a number of “likes” or time added (most recent). Each answer consists of author’s name and profile picture (linked to their profile) and answer body. Each answer can be “liked” by other users. Question owner can mark any answer as the best answer as well as change their best answer choice at any time .

Answer authors can edit/delete their answers. If an answer previously marked as the best is deleted, question status will change back to “Open” or “Closed” depending if the question was closed or not.

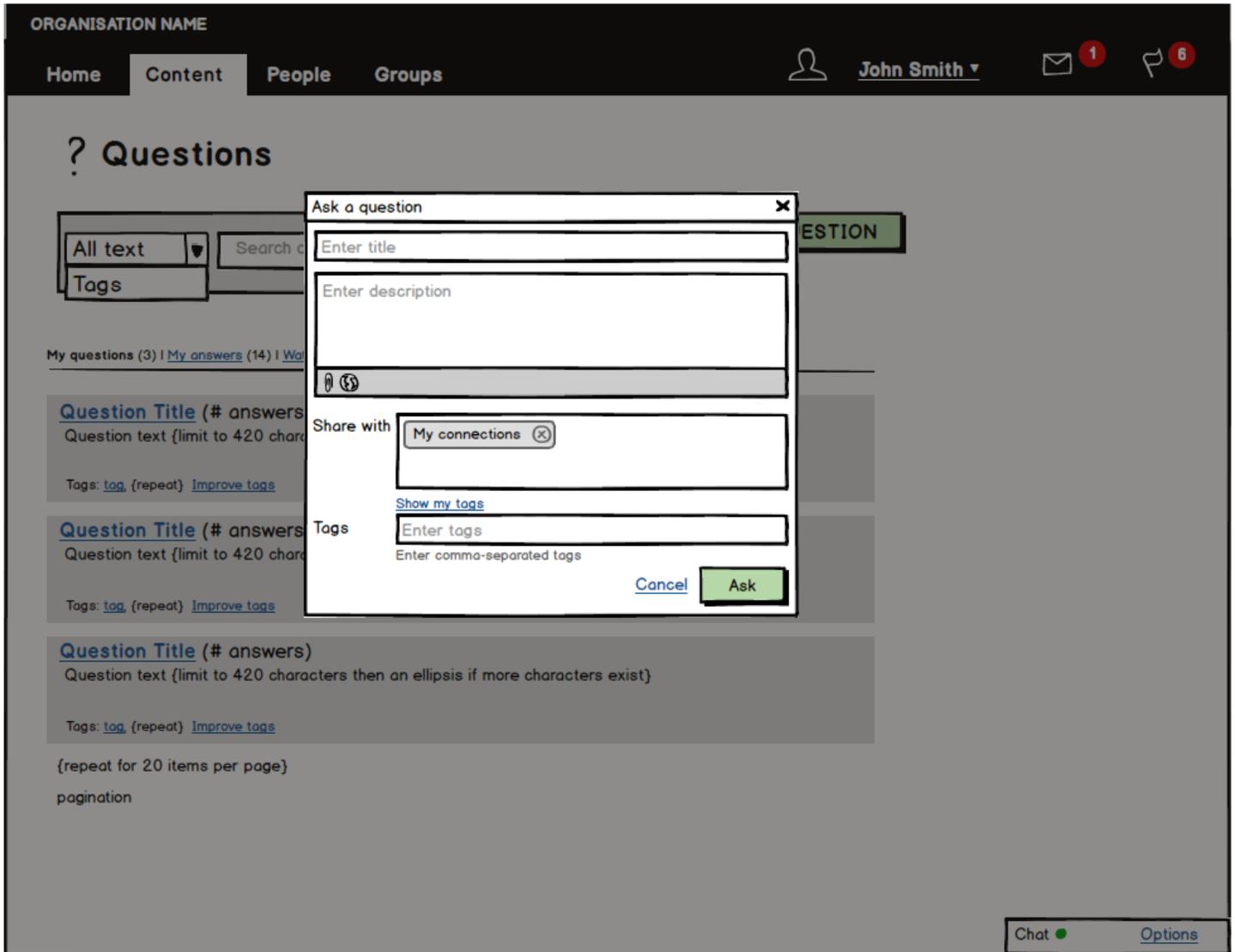


The screenshot shows the Mahara interface for a question titled "Writing a good resume". The interface includes a navigation bar with "Home", "Content", "People", and "Groups". The user "John Smith" is logged in. The question is currently in an "Open" state, with a "CLOSE" button visible. Below the question body, there are two answers, each with a "Mark as best answer" button. A "Best answer" section highlights the top answer with an "Unselect" button. At the bottom, there is an "Add answer" form with a "PROVIDE ANSWER" button. A yellow callout box explains that once a question is answered satisfactorily, the asker can close it, and the interface will change to show a "REOPEN" button instead of "CLOSE".

2.5.2 Ask a question

“Ask a question” form has the same interface as the form on user dashboard (see “3.1.1 Status updates” section wireframes).

In this form user can add question title, description, and tags. User can attach files and add URL link to their question. User can also choose if they want to share this question with someone (default value is defined in user Sharing setting).



The screenshot shows the Mahara interface for asking questions. At the top, there is a navigation bar with 'Home', 'Content', 'People', and 'Groups'. The user 'John Smith' is logged in, with notification icons for messages (1) and flags (6). The main heading is '? Questions'. A modal form titled 'Ask a question' is open, containing the following fields:

- Enter title**: A text input field.
- Enter description**: A larger text area.
- Share with**: A dropdown menu currently showing 'My connections'.
- Tags**: A text input field with the instruction 'Enter comma-separated tags' below it.

Buttons for 'Cancel' and 'Ask' are at the bottom of the modal. The background shows a list of questions with columns for 'Question Title (# answers)', 'Question text {limit to 420 characters}', and 'Tags: tag, {repeat} Improve tags'. A 'Chat' button is visible in the bottom right corner.

2.6 Permissions

In addition to the page level, permissions will be at the artefact level as well. Site and Institution admins can decide default values for artefact sharing. Users can override these settings with their own custom settings at any point of time.

ORGANISATION NAME

 **John Smith** ▾
  1
 5

[Home](#)
[Content](#)
[People](#)
[Groups](#)

[Public profile](#)
[Watchlist](#)
[Settings](#)
[Logout](#)

Settings

General
Notification
Default Sharing

When you create new items the sharing options will default to the settings below:

Content	Access List	Edit access
Pages	Not shared	
Files	Connections	
Plans	Group A, Group B	
Notes	Not shared	
Questions	Public	
Ideas	Public	
Status Updates	Public	

Save

Chat ●
[Options](#)

2.7 Chat

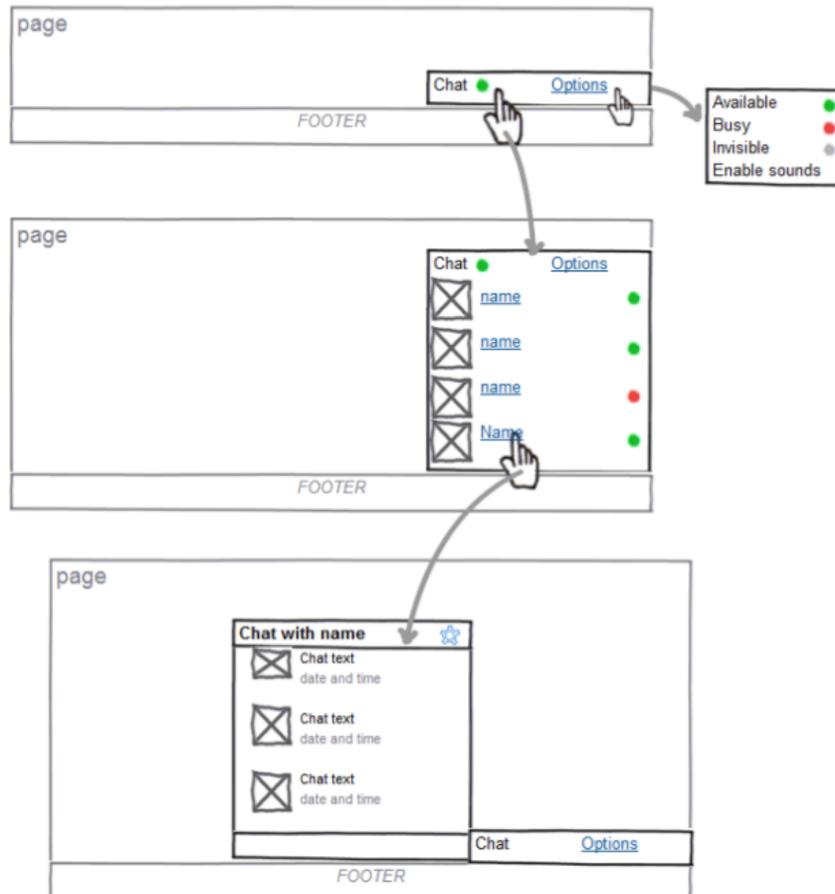
Can be a real-time chat feature with Ajax IM (<http://ajaxim.com>), xmpphp (<http://code.google.com/p/xmpphp/>), or an

alternative, suitably scalable, embeddable, open source chat application implemented in PHP.

A user can chat with their connections via chat block available on every page. Block displays connections that are currently online.

A user can have more than one chat at a time, but directly they can chat with only one person in a chat window. Users can chat using text only. File transfer/sharing is not supported.

A user should have a setting to turn off chat completely.



3 Requirements

The tables below capture requirements related to the functionality of the proposed components.

3.1 Mahara enhancements

ID	Requirement	Comment
	Ability for administrators to lock user profile editing features sitewide	Might need the same setting for institutions

	Ability for an individual to access elements of their social contribution through URL links in their in social contribution summary	For example, view a list of all shared pages, all questions asked, all ideas proposed, etc.
	Ability for an individual to edit their profile page layout and edit/delete blocks on the page if this page is not locked by administrator	
	Ability for an individual to access all pages related to their profile settings/account information grouped under the same navigation menu	This might include accessing “Public profile” or account settings
	Ability for a developer/theme designer to customise main site-wide navigation	Right now navigation menu is hard coded and relies on definitions coded on every page.

3.2 Activity Stream

ID	Requirement	Comment
	Ability for an individual to see a general (community) activity list on their activity stream	What is displayed in activity stream is based on user permissions, group membership, etc.
	Ability for an individual to filter activity list to display their connection activities only	
	Ability for an individual to filter activity list to display their own activities only	
	Ability for an individual to see other users comments on activities in their activity stream	
	Ability to expand/collapse comments list for any activity in activity stream	
	Ability to see a number of comments and likes for each activity in activity stream	
	Ability for an individual to get notifications on new activities in activity stream based on their user preferences	
	Ability for a group administrator to delete other users’ activities from group activity stream	
	Ability for a site administrator to delete other users’ activities from the general (home) activity stream	

	Ability for a user to see activities from various sources: status updates, ideas, questions, pages and collections, profile changes	(This is mahara activity streams API for other modules)
	Ability for a user to load next portion (page) of activities in stream when they reach bottom of page (JS infinite scroll)	
	Ability for a user to “like” their or others activity	
	Ability for a user to “unlike” activity they previously liked	
	Ability for a user to “share” others activities. In this case shared activity will appear on user own activity streams with mention of source	
	Ability for a user to delete their own activity	Deleting activity can also delete object of activity (e.g. status update) if activity streams plugin that added this activity support this
	Ability for a user to hide certain types of activities of other users from activity stream	Done via default settings
	Ability for a user to edit their own activity inline if it supports by activity streams plugin that created this activity	
	Ability for developer of future Mahara versions to create JSON API activity streams	This means that activity streams storage should be designed in way that allow export data in activity streams format with support of “verb”, “actor”, “object”, “target”, and other activity streams format entities
	Ability for user to quickly add activity using special text area on top of activity stream if it supported by activity stream plugin (status update, question, search)	
	Activity input field initially should be one line height. After click on this field it’s size should be no less than 4 lines, if current text height of activity is between 4-10 lines, input area should have the same size. If text is bigger than 10 lines, input area should have vertical scroll bar and be 10 lines height. Status update input field should be multiline text submitted by pressing “Enter”. To start next line user can press “Shift+Enter”. No submit button should be on input form	
	User can change sharing settings for activity in activity stream by clicking on drop-down button under input area and selecting	

	groups and users that he/she want's to share status update with. Also user can make status update public by selecting "everyone"	
--	--	--

3.3 Status updates

ID	Requirement	Comment
	Ability for user to add status updates to their wall	API for activity stream
	Ability for user to delete their status updates	API for activity stream
	Ability for user to edit their status updates	API for activity stream
	Ability for an individual to attach files from their repository to their status update	
	Ability for an individual to attach files from their computer to their status update	This might involve silent uploading of the files to the repository and attaching them to the status update
	Ability for an individual to write status updates directed to groups where they participate and users they have connection with	

3.4 Permissions

ID	Requirement	Comment
	User can make an artefact visible to others without having to put the artefact on a page.	
	The visibility settings of pages override the visibility settings of artefacts.	
	User can specify who can see their artefacts when they are created.	Defaults can be managed via user settings.
	User can change the visibility of their artefacts.	
	User can see the visibility of their artefacts.	Need to take into account artefacts shared through pages.
	User can see artefacts belonging to another user only when given permission.	
	User can see (visible) artefacts belonging to another user even when the artefacts have not been placed on a (visible) page.	

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3.5 Ideas

ID	Requirement	Comment
	Ability for an individual to create an idea by providing a title and description	
	Ability for an individual to attach files from their repository to the idea	
	Ability for an individual to attach files from their computer to the idea	This might involve silent uploading of the files to the repository and attaching them to the idea
	Ability to tag ideas	
	Ability for an individual to improve (edit) tag of their own and other users' ideas	
	Ability to share an idea with a target audience	Examples of an audience: "My connections", "Group A", "Group B", "Individual X"
	Ability for an individual to vote for other users' ideas	
	Ability for an individual to see the overall voting results after their votes has been cast	
	Ability for an individual to see their choice of vote	
	Ability for an idea owner to edit their own	
	Ability for an idea owner/administrator to delete an idea	
	Ability for an individual to comment on ideas	Idea owner can comment on their own ideas too
	Ability for an individual to view all of their own ideas	
	Ability for an individual to watch other users' ideas	
	Ability for an individual to view all of the community ideas with their author, details, number of comments, and a number of votes	
	Ability for an individual to view all of their votes	

	Ability to sort ideas by title, number of votes, or date created	
	Ability to search for ideas (free text search and tag search)	
	Ability to apply advanced search settings	Might include searching through rejected/supported ideas
	Ability to apply sorting filters to the search results	
	Ability for administrator to see site statistics/analytics on ideas	

3.6 Questions

ID	Requirement	Comment
	Ability for an individual to create a question by providing a title and description	
	Ability for an individual to attach files from their repository to the question	
	Ability for an individual to attach files from their computer to the question	This might involve silent uploading of the files to the repository and attaching them to the question
	Ability to tag questions	
	Ability for an individual to improve (edit) tag of their own and other users' questions	
	Ability to share a question with a target audience	Examples of an audience: "My connections", "Group A", "Group B", "Individual X"
	Ability for a question owner to edit a question	
	Ability for a question owner/administrator to delete a question	
	Ability for an individual to provide answers to own open questions	
	Ability for an individual to provide answers to other users' open questions	
	Ability for an individual to edit their own answers	
	Ability for an individual to delete their own answers	If an answer previously marked as the best is deleted, question status will change back to "Open" or

		“Closed” depending if the question was closed or not.
	Ability for an individual to “like”/“unlike” other users’ questions	
	Ability for an individual to “like”/“unlike” other users’ answers	
	Ability for an individual to watch other users’ questions	
	Ability for an individual to sort all answers to a question by most liked or most recent	
	Ability for an individual to view all of their own questions	
	Ability for an individual to view all of the community questions with their author, details, status, and a number of replies	
	Ability for an individual to view all of their answers	
	Ability to sort questions by title or date created	
	Ability to search for questions (free text search and tag search)	
	Ability to apply advanced search settings	Might include searching through unanswered/open/closed questions
	Ability to apply sorting filters to the search results	
	Ability for a question owner to mark an answer as “Best answer”	
	Ability for a question owner to change their previous “Best answer” choice	
	Ability for a question owner to close a question	
	Ability for a question owner to reopen a closed question	
	Ability for administrator to see site statistics/analytics on questions and answers	

3.7 Chat

ID	Requirement	Comment
	Ability for a logged-in user to view chat on every site page	
	Ability for an individual to turn off chat completely through user preferences settings	

	Ability for an individual to see their connections that are currently online	
	Ability to start chat by selecting another user's name from an online connections list	
	Ability for an individual to chat directly with one person at a time in one chat window	
	Ability for an individual to see a name of a person they are chatting with, their profile picture, chat messages, and a timestamp of each chat message	
	Ability for an individual to have more than one chat window open at a time	
	Ability for an individual to chat using text only	File transfer/sharing is not supported
	Ability for administrator to disable chat completely for an entire site	Might need the same option for institutions

4 Glossary

The table below describes some of the common terms used in this document.

Concept	Comments
Activity	<p>An activity is the core information component of an activity stream. It tells the story of a person or a system (i.e., the actor) performing an action on or with something. The general structure of an activity consists of an actor, a verb, an object, and a target, though the target is often optional.</p> <p>Example activities include: "Geraldine posted a photo," "John shared Mary's video," "Amy updated her bio," "Sue contributed an idea," "Bill asked a question," "Edward answered a question" "David posted a blog entry" etc.</p> <p>Activities appear in an activity stream, where individuals can interact with the activities by "liking", sharing, and replying to (i.e., commenting on) the activity or to other replies to the activity. These interactions appear visually connected to the original activity in the activity stream, and generate new activities in the activity streams of users who are outside of the original first degree network. Examples include: "John liked Geraldine's photo" "Amy share Geraldine's photo", "Sue replied to Geraldine's photo," "Geraldine replied to John's post", etc.</p>
Activity stream	An activity stream is a reverse-chronological feed of activities allowing users to keep up-to-date with new information provided by people and systems, and to engage with other users about the information.
Answer	An answer is a response to a question in the form of free-text, uploaded media (image, audio, or video), external url, or screenshare recording.

	<p>Answers, and their corresponding questions, are an essential way for knowledge to be informally shared within an enterprise social platform (i.e., are shared site-wide by default)</p> <p>In their profile, individuals can see the number of answers they have provided, and link to a list of those answers (and their corresponding questions).</p>
Blog	<p>A blog (or journal) contains long-form series entries of useful commentary, event descriptions, or other types of information. Blog entries may contain multimedia including embedded images, audio, and video, as well as links to external references. Entries are commonly displayed in reverse-chronological order, and can be tagged with topics (i.e. tags). Blog entries can be navigated via topic clouds (i.e., tag clouds).</p> <p>Depending on permissions set by the individual who maintains the blog, blogs can allow other users to view the blog entries and leave comments. Other options for users include giving ratings. Blog entries can also be included in search results, and added to “lists” maintained by users.</p>
Chat	<p>Chat (i.e., instant messaging) is a form of synchronous communication between two users logged into the enterprise social platform.</p> <p>Individuals can chat with their connections via chat block, which is available on every page. The block displays a searchable list of the individual’s connections, and indicates which connections are online. A chat dialog takes place in a hovering chat window. An individual can have more than one chat at a time.</p>
Connection	<p>A connection (i.e., contact, colleague, or friend) is a person who is willing to share profile access, activity updates, and online status for engaging in chat sessions. Connections are made by a connection request, which can either be accepted or rejected. Once a connection accepts a request from an individual, information can be shared (e.g., access to the contact own activity stream) based on permissions.</p>
Forum	<p>A forum (i.e., discussion board or message board) allows individuals to engage in conversations in the form of discussions (i.e., forums) containing posted messages and replies, which are typically displayed as message threads. When authoring a forum post, individuals can usually upload images, audio, video, and documents, and include external links for others to learn from. Forums are organized within groups. Therefore, access to forums will depend on group membership.</p>
Idea	<p>An idea is an insight piece of information worth sharing with the enterprise. Types of ideas include quick tips, best practice examples, and innovation suggestions (e.g., new product features, process/service improvements etc).</p> <p>Ideas are presented in the form of a thumbnail image, title, description, the name of the contributor (hyperlinked to the contributor’s profile). Ideas can also include a variety of media including external links, or uploaded files (documents, images, audio, video).</p> <p>When contributing an idea, individuals can choose the audience that will receive an update to its activity stream (e.g., all or selected contacts; all or selected groups, all or selected communities; or all users across the organization).</p> <p>Before contributing an idea, the contributor can decide which tags should be assigned to</p>

	<p>the idea. After the idea is posted, any individual can update the tags. Contributors receive message when tags have been updated on any idea they have contributed.</p> <p>When other users see an idea in their activity stream, or in search results, they can comment on it or rate it.</p>
Like	<p>The “Like” link allows individuals to signal agreement with content to their social network. It is a quantifiable alternative to expressing reaction to content like replies, and is more simplified than content voting systems (e.g., five-star rating). The popularity of an item of content can be attributed to the number of “Likes” it has received. Recommendation engines can also utilize an individual’s “Like” history to make recommendations (e.g., recommended activities with content or reply threads containing similar terms or phrases to content previously “liked”, or recommended connections with similar “like” histories).</p>
Messages	<p>Messages allow users to asynchronously communicate with each other by composing messages and replying to previous messages. Similar to email, a message contains a subject and message. The message body may contain HTML and hyperlinks. Individuals can begin the messaging process from the profile pages of other users, from their connections page, or from their inbox. Messages can be sent from users or from the system.</p>
Permissions	<p>Permissions allow individuals to specify how their profile and generated content is shared with other users in the platform.</p>
Profile	<p>The profile presents an individual’s identity.</p> <p>Elements of an individual’s identity shown in the profile include photo, name, title, location, brief bio, list of interests, and resume. Individuals can manage many elements of their workplace identity.</p> <p>Individuals can also share further information about themselves by way of a resume, blog, uploaded media (e.g., HTML, images, audio, video), links external references (other websites, or social networking accounts like LinkedIn or Twitter), or feeds (RSS or Atom from external blogs).</p>
Questions	<p>Questions are a key way for individuals to request expertise, as well as to learn from previous questions asked and answers to previous questions (and any comments added to both questions and answers). When posting questions, individuals can choose the audience that will receive an update in its activity stream (e.g., all or selected contacts; all or selected groups, all or selected communities; or all users across the organization). Before and after posting a question, individuals can decide which tags should be assigned to the question.</p>
Reply (Comment)	<p>A reply is a written, freeform, feed response to an idea, question, answer, or status update. Each comment displays the response text, the date and time of the response, and a hyperlinked name of the commenter. The hyperlink on the commenter’s name links to the commenter’s profile (thus providing an opportunity for other users to make a contact request, thereby extending their social network).</p>
Search	<p>Search allows individuals to easily find information across their network and data, to discover ideas, expertise, and knowledge, by entering keywords and using facets (e.g., ‘category’ and ‘media type’) to filter search results.</p>
Search results	<p>Search results are a listing of information items returned by a search engine and are typically ordered by a ranking algorithm. Each result includes a thumbnail image (e.g., screenshot, media type icon, etc), title, description, name of the creator (hyperlinked to the creator’s profile), and the date and time it was added. Search results can be sorted (e.g., by</p>

	'relevance', 'newest', or 'oldest'), and filtered by facets (e.g., 'categories', 'tags', or 'media types').
Share	The share function allows individuals to distribute activities found in their activity stream to all the users who they are connected with, as well as the groups they are members of.
Status updates	Status updates are a form of micro-blogging allowing individuals their network about important things such as what they are working on, as well as events and information worth sharing.
Tag	A tag is a non-hierarchical keyword or term assigned to a piece of information (idea, question, answer, status update, forum post) which helps describe the item and allows it to be found again by browsing or searching. Tags are generally chosen informally and personally by the item's creator or by other users.
Tag cloud	A tag cloud is a visual representation of text data. It is used to depict tags and visualize freeform text. The importance of each topic is shown with font size or color.