Improved Student Issue Reporting and Resolution

Project Report

Ulster University

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Abstract

The inspiration for my project came about as a result of my time as a course representative for my class in University. I found that encouraging people to provide feedback in class was not very effective. We also used Facebook for informing the group of upcoming events like deadlines for assignments. I discovered that the class believed a few issues where not being addressed when it was reported to the studies advisor.

Several of our modules where on website development, therefore I decided that I could use the skills I had learnt and the communication capabilities of the internet to create a solution, that would allow students to easier come forward with any issues and that a process to determine if a solution has been met and only have issues signed off on when that happens.

I wanted broaden the scope of the technologies that I could use while doing this to determine if there was a better way to create the website. I discovered Ruby on Rails. It is a framework using the Ruby Language that handles a lot of the integration of the website allowing for simplification and greater scope with gems. I however had no experience with the language and would have to perform a broad review of it in comparison to technologies I had already used to get an operational understanding of the framework.

There is little that is truly unique about the website, most if not all of the features can be found elsewhere but the aim is to package them into a product that can serve specific audience in this case students but it could be repurposed for an internal communications system in a working environment or simply a group of friends.

I followed the waterfall lifecycle model for the development of the project as it closely matched the order that the task would be completed in.

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