Improved Student Issue Reporting and Resolution by effective communication with the Course Representative through a Website or an Application

Project background

The project is to enable an improved class collaboration and problem reporting. The current method that are class use is a Facebook group. This allows us to post things for the whole class to see. The group is invite only however anyone that is the group can see anything that is said and can get to the Facebook profile of other group members. This is not much of an issue however feedback for the staff to student consultation may be stifled as a result of having to identify a private means for reporting back to the course representative. Having 1-1 access as well as a means for students to complain about issues in a singular environment, may help in acquiring constructive feedback. Furthermore tools could be developed to help the course representative construct the feedback.

Project Aim and Objectives

The primary aim is to create an environment where the class communicate with one another.

The environment should make resolving issues about the course easier in several ways:

1. A conversation should be created for the group to discuss the issue notifying all students in the class of the issue. This part not only allow other students to answer but also indicate they have the same issue. If the issue is resolved all individuals who had the issue should indicate the issue is resolved and the course representative should sign off on it, writing a report if necessary.
2. A one to one with the course representative, text or voice in app or on the web page with email available also.
3. Some way to communicate with the course tutors in app if necessary.
4. Some way to communicate with the course co-ordinator in app if necessary.

These issues should then be able to be formed into a report for the staff student consultation, tools or guidance notes should be provided to the course representative with the purpose of creating a non-bias and constructive report.

The application should be able to be used as a social environment to for the class to communicate.