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Project Proposal

PROJECT PROPOSAL

Project Title: ACADEMIC ISSUE TRACKING SYSTEM

Organisation: Makerere University

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Summary

In universities, students and faculty members often face issues related to grading marks, registration of students, administrative support and technical problems. This system will provide a user-friendly platform for students and faculty members to report academic issues that were mentioned above and track their resolution in a transparent and efficient manner.

Objectives

To create a platform for students and staff to report issues and resolve them

To enable students, track the status of their issues with transparency

To set up reminders and notifications to ensure issues are addressed in a timely manner

To provide a user-friendly platform/interface for all platform users

Scope

Issue submission and status updates

User roles and authentication

Assignment and escalation workflow

Search and filtering

Report and analysis

Feedback and resolution confirmation

Features

1.Student and Staff registration

Registration of new members

Authentication and login/logout features

2.Issue reporting

Students can submit academic issues for grading

Uploading supporting documents like screenshots

3.Issue tracking

Users can track the status of their reported issues

Notification functions to update students when an issue is updated or resolved

4.Commenting

Staff can communicate with students through comments on the issue page

Students can ask for updates or clarifications

5.Reporting

Generating reports on the number of issues reported, resolved and pending

Receiving feedback for improvements

Technologies

Frontend: -React Js, HTML, CSS, JavaScript

Backend: -Python, Django, Node Js

Database: - PostgreSQL

Version Control: -GitHub

Key deliverables

Fully functional web-based AITS

User manuals and training

System documentation and API references

Budget and resources

Wireframe Document

LOGIN PAGE

ISSUE SUBMISSION PAGE

STUDENT DASHBOARD

LECTURER DASHBOARD

REGISTRAR DASHBOARD

Academic registrar
PK UserID
name
email
roleID
password

Oversees

Notification
PK Notification ID
FK userID
FKIssueID
status

Course

Complaint
PK Issue ID
FKstudentID
category
description
status
assignedTo
createdAt
updatedAt

has

Status History
Status ID
Issue ID
Status
Changed By
Changed At

has

Reports

STUDENT
Student ID
PK UserID
name
email
roleID
password

Reviews

Lecturer
PK Lecturer ID
name
email
roleID
password