

User Help Manual



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SECTION ONE: COURSE REGISTRATION

1. Overview

This module allows students to select and register for available courses each semester, view course prerequisites, manage their timetable, and confirm registration status.

2. User Roles & Access Levels

- Student: View and register for courses
- Lecturer: View enrolled students
- Admin/Registrar: Open registration windows, resolve conflicts

3. Common Issues & Troubleshooting

Issue: "Submit" button is unresponsive.

Fix: Ensure all required fields are filled and your internet connection is stable.

Issue: Course conflicts in schedule.

Fix: Check for overlapping times and remove one of the conflicting courses.

Issue: Course not found

Fix: Course not offered this semester, Check course list

Issue: Prerequisite error.

Fix: Confirm that you've passed the prerequisite courses; otherwise, contact your academic adviser.

4. FAQs

Q: How do I know when registration opens?

A: Check your dashboard or email notifications.

Q: Can I swap a course after registering?

A: Yes, within the registration window.

Q: How do I register for courses?

A: Go to the "Course Registration" tab, select your department and semester, and choose courses that match your level.

Q: What if a course is missing from the list?

A: Contact your department or check if you've met the prerequisites.



Q: Can I edit my registration after submission?

A: Only within the registration window and before final approval.

5. How-To Guides

Register for a Course:

1. Login to portal
2. Navigate to "Course Registration"
3. Select available courses
4. Click "Register" and confirm

Drop/Swap Course:

1. Go to "My Courses"
2. Click "Edit"
3. Choose action (Drop/Swap)
4. Confirm submission

6. Support Flow & Escalation Pathway

- Step 1: Try troubleshooting via this guide
- Step 2: Submit ticket (include screenshots & student ID)
- Step 3: Support Level 1 (General Helpdesk)
- Step 4: Escalation to Registrar/Faculty IT team
- Step 5: Resolution & email confirmation

7. Screenshots or Visuals

(Insert screenshots for visual guide)

SECTION TWO: LMS ACCESS

1. Overview

This is where students can access course materials, upload assignments, take quizzes, and interact with instructors.

2. User Roles & Access Levels



- **Super Admin:** Full control over the LMS platform, settings, and user management
- **LMS Admin:** Operational management of the LMS content and user access
- **Instructor (Lecturer):** Develop and manage learning materials and student activities
- **Student:** Consume learning content and complete assigned tasks

3. Common Issues & Troubleshooting

Issue: File upload fails.

Fix: Ensure file size and format match the system requirements.

Issue: Quiz won't start.

Fix: Check quiz window time and browser compatibility.

Issue: LMS content not updating.

Fix: Clear cache or contact your lecturer to confirm the upload.

Issue: File won't open

Fix: Unsupported format, use recommended software

4. FAQs

Q: Where are my class notes?

A: Under the LMS tab of your course.

Q: Where can I find lecture notes and videos?

A: Inside the 'LMS' section under your registered courses.

Q: How do I submit assignments?

A: Click on the relevant course, then upload your file in the 'Assignment' tab.

Q: Can I retake a quiz?

A: Depends on the instructor's settings.

5. How-To Guides

Download Content:

1. Go to LMS
2. Select course
3. Download files

6. Support Flow & Escalation Pathway



- Step 1: Verify access rights
- Step 2: Contact instructor or LMS team

7. Screenshots or Visuals

(Insert screenshots for visual guide)

SECTION THREE: STUDENT INFORMATION MANAGEMENT SYSTEM

1. Overview

This module allows students to view and update their personal information, academic records, contact details, and manage their student profile throughout their academic journey.

2. User Roles & Access Levels

- **Student:** View and update personal information, view academic history
- **Academic Officer:** Update student records, manage enrollment status
- **Registrar:** Full access to student records, transcript generation
- **Admin:** System-wide student data management and reporting

3. Common Issues & Troubleshooting

Issue: Cannot update personal information.

Fix: Some fields may be locked and require administrative approval. Contact the registrar's office.

Issue: Academic history is incomplete.

Fix: Check if all courses have been properly recorded. Contact your academic adviser if discrepancies exist.

Issue: Profile photo upload fails.

Fix: Ensure image is in JPG/PNG format and under 2MB in size.

Issue: Contact information won't save.

Fix: Verify all required fields are completed and use proper formatting for phone numbers and email addresses.

4. FAQs

Q: How do I update my contact information?



A: Go to "Student Profile" > "Personal Information" and edit the relevant fields.

Q: Can I view my complete academic transcript?

A: Yes, under "Academic Records" > "Transcript View" you can see your complete academic history.

Q: How do I change my profile picture?

A: Click on your current photo in the profile section and upload a new image.

Q: Why can't I edit certain information?

A: Some information like student ID, date of birth, and official name changes require administrative approval for security reasons.

5. How-To Guides

Update Personal Information:

1. Login to portal
2. Navigate to "Student Profile"
3. Click "Edit Profile"
4. Update required fields
5. Save changes

View Academic History:

1. Go to "Academic Records"
2. Select "Transcript View"
3. Choose semester/year range
4. Download or print if needed

6. Support Flow & Escalation Pathway

- Step 1: Check field requirements and formatting
- Step 2: Contact student services helpdesk
- Step 3: Escalate to registrar's office for record discrepancies
- Step 4: IT support for technical issues

7. Screenshots or Visuals

(Insert screenshots for visual guide)



SECTION FOUR: ASSESSMENT AND RESULTS COMPUTATION

1. Overview

This system manages all forms of student assessments including assignments, quizzes, exams, and automatically computes results based on predefined grading schemes and course weightings.

2. User Roles & Access Levels

- **Student:** View grades, assessment schedules, and computed results
- **Instructor:** Create assessments, input grades, review computed results
- **Head of Department:** Approve final grades, resolve grade disputes
- **Exam Officer:** Manage exam schedules, oversee result computation process

3. Common Issues & Troubleshooting

Issue: Grade not showing after submission.

Fix: Grades may take 24-48 hours to appear. If delayed beyond this, contact your instructor.

Issue: Incorrect GPA calculation.

Fix: Check if all courses are included and credit units are correct. Report discrepancies to academic office.

Issue: Assessment not visible in portal.

Fix: Ensure you're registered for the course and check assessment release date with instructor.

Issue: Cannot view detailed breakdown of grades.

Fix: Refresh browser and ensure you're in the correct semester view.

4. FAQs

Q: When will my results be available?

A: Results are typically available 2-3 weeks after assessment submission, pending instructor grading.

Q: How is my CGPA calculated?

A: CGPA is computed using credit-weighted average of all completed courses.

Q: Can I see the breakdown of my course grades?



A: Yes, click on any course to view detailed assessment breakdown and weightings.

Q: What if I disagree with a grade?

A: Follow the grade dispute process by contacting your instructor first, then the head of department if needed.

5. How-To Guides

View Assessment Results:

1. Login to portal
2. Go to "Assessments" or "Results"
3. Select semester
4. Click on course for detailed breakdown

Check GPA/CGPA:

1. Navigate to "Academic Records"
2. Select "GPA Calculator"
3. View current and cumulative GPA

6. Support Flow & Escalation Pathway

- Step 1: Contact course instructor for grade queries
- Step 2: Academic adviser for GPA calculation issues
- Step 3: Head of Department for grade disputes
- Step 4: Exam office for technical computation errors

7. Screenshots or Visuals

(Insert screenshots for visual guide)

SECTION FIVE: VIRTUAL MEETINGS AND CHAT ROOMS

1. Overview

This platform enables real-time communication between students and instructors through video conferencing, voice calls, and text-based chat rooms for academic discussions and support.



2. User Roles & Access Levels

- **Student:** Join meetings, participate in chat rooms, initiate one-on-one chats
- **Instructor:** Create meetings, moderate chat rooms, manage participant permissions
- **Meeting Administrator:** Technical support for meetings, manage room settings
- **IT Support:** Troubleshoot connection issues, manage platform settings

3. Common Issues & Troubleshooting

Issue: Cannot join virtual meeting.

Fix: Check internet connection, browser compatibility, and ensure meeting link is correct.

Issue: Audio/video not working.

Fix: Check browser permissions for camera/microphone access and restart browser if needed.

Issue: Chat messages not sending.

Fix: Refresh the page and check internet connection stability.

Issue: Screen sharing not working.

Fix: Ensure browser allows screen sharing permissions and try using a different browser.

4. FAQs

Q: What browsers are supported for virtual meetings?

A: Chrome, Firefox, Safari, and Edge are fully supported. Chrome is recommended for best performance.

Q: Can I record meetings?

A: Only instructors can initiate recordings. Students can request recordings be made available.

Q: How do I join a chat room?

A: Navigate to "Communications" > "Chat Rooms" and select your course chat room.

Q: Is there a limit to meeting duration?



A: Standard meetings are limited to 2 hours. Extended sessions require approval.

5. How-To Guides

Join Virtual Meeting:

1. Click meeting link from email or portal
2. Allow browser permissions for audio/video
3. Enter meeting room
4. Test audio/video before session starts

Participate in Chat Room:

1. Go to "Communications" tab
2. Select "Chat Rooms"
3. Choose your course
4. Start typing to participate

6. Support Flow & Escalation Pathway

- Step 1: Check technical requirements and browser settings
- Step 2: Contact IT helpdesk for connection issues
- Step 3: Meeting administrator for room access problems
- Step 4: Instructor for content-related meeting issues

7. Screenshots or Visuals

(Insert screenshots for visual guide)

SECTION SIX: ADMIN DASHBOARD AND ANALYTICS

1. Overview

This section provides students with analytics about their academic performance, attendance tracking, study patterns, and personalized insights to improve their learning experience.

2. User Roles & Access Levels

- **Student:** View personal analytics and performance dashboards



- **Academic Adviser:** Monitor assigned students' progress and analytics
- **Department Head:** Departmental analytics and student performance overview
- **System Admin:** Platform-wide analytics and usage statistics

3. Common Issues & Troubleshooting

Issue: Dashboard not loading or showing outdated information.

Fix: Clear browser cache and refresh. Data updates every 24 hours.

Issue: Analytics showing incorrect attendance.

Fix: Verify you logged in/out properly from sessions. Report discrepancies to academic office.

Issue: Performance charts not displaying.

Fix: Check browser compatibility and disable ad blockers that might block chart rendering.

Issue: Cannot export analytics reports.

Fix: Ensure pop-up blockers are disabled and you have appropriate permissions.

4. FAQs

Q: How often is the analytics data updated?

A: Performance data updates daily, while real-time activities like login times update immediately.

Q: Can I compare my performance with class averages?

A: Yes, anonymous benchmarking is available in the "Performance Comparison" section.

Q: What does my study pattern analysis show?

A: It tracks your portal usage, study hours, and suggests optimal study times based on your activity patterns.

Q: How is my engagement score calculated?

A: It's based on portal usage, assignment submissions, forum participation, and attendance.

5. How-To Guides

View Performance Dashboard:

1. Login to portal
2. Go to "Dashboard" or "Analytics"



3. Select time period for analysis
4. Review performance metrics and trends

Export Analytics Report:

1. Navigate to desired analytics section
2. Click "Export" or "Download Report"
3. Choose format (PDF/Excel)
4. Download to device

6. Support Flow & Escalation Pathway

- Step 1: Refresh data and check browser settings
- Step 2: Contact academic adviser for performance interpretation
- Step 3: IT support for technical dashboard issues
- Step 4: Data administrator for significant data discrepancies

7. Screenshots or Visuals

(Insert screenshots for visual guide)

SECTION SEVEN: RESULTS CONSIDERATION AND APPROVAL

1. Overview

This workflow system manages the review, consideration, and approval process for academic results, including grade appeals, special considerations, and final result ratification.

2. User Roles & Access Levels

- **Student:** Submit appeals and view approval status
- **Instructor:** Review and respond to student appeals
- **Department Head:** Approve/reject appeals and special considerations
- **Academic Board:** Final approval authority for complex cases

3. Common Issues & Troubleshooting

Issue: Cannot submit grade appeal.



Fix: Check if you're within the appeal deadline and all required documents are attached.

Issue: Appeal status not updating.

Fix: Appeals typically take 7-14 business days to process. Check status in "My Appeals" section.

Issue: Special consideration request rejected.

Fix: Review rejection reasons and resubmit with additional supporting documentation if available.

Issue: Unable to upload supporting documents.

Fix: Ensure documents are in PDF format and under 5MB size limit.

4. FAQs

Q: How long does the appeal process take?

A: Standard appeals take 7-14 business days, complex cases may take up to 21 days.

Q: What grounds are valid for grade appeals?

A: Computational errors, procedural irregularities, or evidence of bias in grading.

Q: Can I appeal multiple grades simultaneously?

A: Yes, but each course grade requires a separate appeal with specific justification.

Q: What happens after my appeal is approved?

A: Your grade will be updated in the system and you'll receive email confirmation of the change.

5. How-To Guides

Submit Grade Appeal:

1. Go to "Academic Services" > "Appeals"
2. Click "New Appeal"
3. Select course and assessment
4. Provide detailed justification
5. Attach supporting documents
6. Submit for review

Track Appeal Status:

1. Navigate to "My Appeals"
2. View current status and updates



3. Check for additional information requests
4. Review final decision when available

6. Support Flow & Escalation Pathway

- Step 1: Ensure proper documentation and deadline compliance
- Step 2: Contact academic adviser for guidance on appeal process
- Step 3: Department head for procedural questions
- Step 4: Academic board for complex or escalated cases

7. Screenshots or Visuals

(Insert screenshots for visual guide)

SECTION EIGHT: FEEDBACK, EVALUATION AND NOTIFICATION SYSTEM

1. Overview

This system manages course evaluations, instructor feedback, system improvement suggestions, and all automated notifications to keep students informed about important updates and deadlines.

2. User Roles & Access Levels

- **Student:** Submit evaluations, provide feedback, manage notification preferences
- **Instructor:** View evaluation results and student feedback
- **Quality Assurance:** Analyze feedback trends and implement improvements
- **System Admin:** Manage notification settings and system-wide communications

3. Common Issues & Troubleshooting

Issue: Not receiving important notifications.

Fix: Check notification preferences in settings and verify email address is correct and not in spam folder.



Issue: Cannot submit course evaluation.

Fix: Evaluations are only available during designated periods. Check evaluation calendar for active periods.

Issue: Feedback form not saving responses.

Fix: Ensure all required fields are completed and try submitting from a different browser.

Issue: Receiving too many notifications.

Fix: Customize notification preferences in "Settings" > "Notifications" to receive only essential updates.

4. FAQs

Q: When are course evaluations available?

A: Evaluations typically open 2 weeks before semester end and close 1 week after final exams.

Q: Are my evaluation responses anonymous?

A: Yes, all course evaluations are completely anonymous and cannot be traced back to individual students.

Q: How can I change my notification preferences?

A: Go to "Settings" > "Notifications" and customize which alerts you want to receive via email, SMS, or in-app.

Q: Can I provide feedback about the portal itself?

A: Yes, use the "System Feedback" option to suggest improvements or report issues with the portal.

5. How-To Guides

Submit Course Evaluation:

1. Navigate to "Evaluations" during evaluation period
2. Select course to evaluate
3. Complete all required sections
4. Provide detailed written feedback
5. Submit evaluation

Customize Notifications:

1. Go to "Settings" > "Notifications"
2. Choose notification types (email, SMS, push)
3. Select which events trigger notifications



4. Save preferences

Provide System Feedback:

1. Click "Feedback" in main menu
2. Select feedback category
3. Provide detailed description
4. Attach screenshots if relevant
5. Submit feedback

6. Support Flow & Escalation Pathway

- Step 1: Check settings and system requirements
- Step 2: Contact student services for evaluation issues
- Step 3: IT support for notification problems
- Step 4: Quality assurance team for feedback processing issues

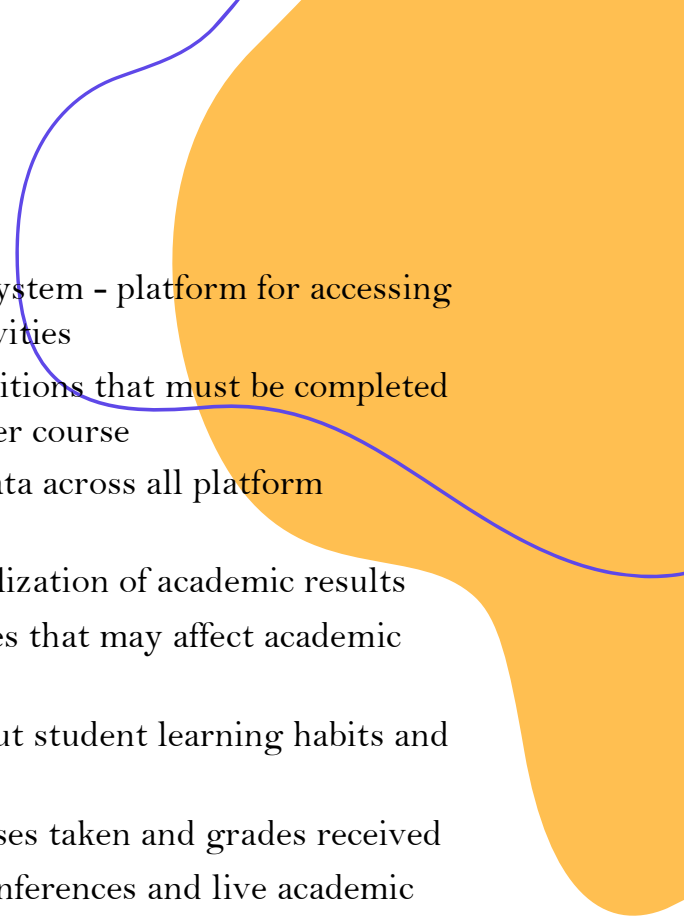
7. Screenshots or Visuals

(Insert screenshots for visual guide)

GLOSSARY

Term	Meaning
Add/Drop Period	Timeframe when course changes are allowed
CGPA	Cumulative Grade Point Average - overall academic performance across all semesters
Credit Load	The total number of units a student registers in a semester
Credit Unit	Numerical value assigned to courses indicating their academic weight
Engagement Score	Metric measuring student participation and activity on the platform
GPA	Grade Point Average - academic performance measure for a specific semester





LMS	Learning Management System - platform for accessing course materials and activities
Prerequisite	Required courses or conditions that must be completed before enrolling in another course
Real-time Sync	Immediate updating of data across all platform components
Result Ratification	Official approval and finalization of academic results
Special Consideration	Exceptional circumstances that may affect academic performance evaluation
Study Pattern Analysis	Data-driven insights about student learning habits and optimal study times
Transcript	Official record of all courses taken and grades received
Virtual Meeting Room	Online space for video conferences and live academic sessions
Weighting	Percentage or proportion that different assessments contribute to final grade
Workflow System	Automated process for managing academic procedures and approvals







