Student Residence Information System for UNESWA

Problem Statement

A student residence information system is a software that provides online services for students residing on campus hostels.

The University of Eswatini is currently using manual system to provide for student residence services. As students of the university, we truly understand the challenges brought by this system. These challenges include:

* Travelling long distances from home for allocation of rooms by the warden. Students have to travel from different parts of the country to their respective campuses in order to be allocated rooms before a semester resume. They are not allowed to move in immediately after allocation but to return at some specified date. This is time consuming and costly, especially for students who come from remote areas. With the large number of students enrolled in the institution, some may travel the long distances only to find all rooms occupied since they are allocated according to who came first.
* Student requests such as maintenance requests, room transfers, or any other necessary requests after allocation can only be done face to face with the warden. When the warden is busy or unavailable, he can’t attend to the students request regardless of an emergency of that request.
* Billing. Residence bills are paid according to the number of days stayed on campus and a students are supposed to calculate themselves to check for the amount they owe whenever they want to make some payment. This may lead to miscalculations by students paying in instalments as the semester proceeds. The miscalculations may lead to some students having their results withheld at the end of semester when they thought they settled their residence bill but they actually have not.
* Students do not have a platform to suggest some important things that will help during their stay in allocated domes (i.e. suggestion box). This can compromise students safety at the hostels since most important challenge they are likely face are security issues.

With all the problems students face with the current system, the proposed residence information system aims to eliminate or reduce those challenges as well as providing efficiency in hostel management of the university.