**PROJECT PROPOSAL**

**Project Title**: **ACADEMIC ISSUE TRACKING SYSTEM**

**Organisation**: Makerere University

**Author**: Group F

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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**

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| **Category** | **Estimated cost (shs. / year)** |
| Domain name | 50,000 |
| Web hosting | 250,000 |
| Development cost | Self development (Group F) |
| Security and maintenance | 500,000 |
| Testing and deployment | 120,000 |
| Promotion | 200,000 |
| Total Estimated Cost | 1,120,000 |