

SAD 371 Assignment 1

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Team members:   
Jessica WIehe 600242, kaelo molebatsi 600697,

Arnan Kruger 601326, Hendrik Smith 600519

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# Introduction

At Belgium Campus, tutoring is an effective way of offering students extra support and closing learning gaps. Scheduling sessions is currently done manually and, as a result, is faced with many problems. Students and tutors rely on word of mouth or group chats, which lead to double bookings, missed sessions, and limited access to assistance. The project is devoted to creating an Online Tutoring Booking System to make the process easier and more reliable. Using the system, students will have the possibility to book, reschedule, or cancel tutoring sessions, while tutors can advertise their availability in one place. The Academic Office will also benefit from accessing records and reports of tutoring activity. With this system, scheduling will be more efficient, academic support will be more convenient, and the tutoring process in general will be easier for everyone involved.

# Phase 1 – System Request

## Problem Definition (½ page)

Belgium Campus students often struggle to coordinate tutoring sessions effectively. Word of mouth, group messages, or random messages are currently used to schedule most of the sessions. This approach leads to confusion, double booking, and lost sessions. It also hinders students from knowing which tutors are available at what time. Therefore, many students end up losing valuable study time while trying to arrange with tutors.

Tutors also have the same problems. Without a central system, they have trouble keeping appointments straight and avoiding scheduling conflicts. Academic Office also does not get much insight into how tutoring is being used and cannot easily monitor or track student progress. This disorganization reduces the overall benefit of tutoring as a learning tool.

An Online Tutoring Booking System addresses these issues by presenting a single point of session management. Students will see tutor availability, book appointments, and adjust bookings without unwarranted waiting time. Tutors will see their schedules clearly and be able to update their availability in real time. The Academic Office will have accurate records and reports, making program management and student success easier.

## Stakeholders

The stakeholders in this online tutoring system will be the system owner, the main users, the system designers as well as the developers. To dive dipper into the stakeholders let’s see how deep they can be involved and how this system is going to work.

The Academic Office at Belgium Campus is the principal system owner. Their responsibility involves managing tutoring services, in addition to ensuring that the system runs effectively and satisfies students as well as tutors. They watch over reports, evaluate how effective tutoring is, and improve on the system.

The main users are tutors and students. The students will use the system in an effort to find available tutors, book sessions, and manage their appointments. The tutors will use it in an effort to set their availability, receive bookings, and keep their schedules. Both groups depend on the system to reduce time wastage and lower scheduling problems.

System designers are the individual or team that create the layout and interface of the platform. They decide how the system is shown, how the users will use it, and what functionalities to put where. They try to make the system intuitive and meet the requirements of students, tutors, and the Academic Office.

The developers are the technical members of staff who will build and maintain the system. They do coding, set up databases, and integrate with existing campus systems. Their work makes the platform secure, stable, and able to meet the needs of all the users.

## System Request Document

Project Sponsor  
Academic Office, Belgium Campus

Business Need

* Students need a standardised way to schedule tutoring sessions outside of group conversations or verbal recommendations.
* Tutors need a timed system that avoids double booking and missed sessions.
* The Academic Office requires a system to track and measure tutoring activity.

Business Requirements

* Students need to view tutors' availability by subject and timeslot.
* The system must allow booking, rescheduling, and cancelling of sessions.
* Notifications must be sent to students and tutors.
* Tutors need a dashboard to manage their timetables.
* The Academic Office needs reporting tools to track usage and outcomes.

Business Value

* Saves time and reduces scheduling clashes.
* Increases student access to academic support.
* Helps tutors manage their workload more effectively.
* Provides data to the Academic Office for informed decisions.
* Improves the overall quality of tutoring services on campus.

Special Issues or Constraints

* The system must interface with campus security login credentials.
* It must be mobile friendly for on-the-go bookings.
* Budget and technical ability must be approved before development.
* Student data privacy must be protected under institutional policy.

# Phase 2 – Feasibility Study Executive Summary

## Technical Feasibility

## Economic Feasibility

## Organizational Feasibility

# Conclusion

The Online Tutoring Booking System is designed to make life easier for both students and tutors. Instead of relying on messy, last-minute arrangements, it introduces a clear, digital way to schedule meetings by cutting down on double bookings and making learning support more accessible. Tutors can set their own availability with confidence, while the Academic Office gains reliable records and insights to better manage resources. Most importantly, students get a dependable way to connect with the help they need to thrive. This system tackles real challenges on campus and brings meaningful benefits to everyone it touches.

# Github Repository link

<https://github.com/JessicaWiehe2003/SAD-371-Assignments>

# References

**There are no sources in the current document.**