

Office Hour Hub

A centralized University Office Hours Management System

Business Requirements Document (BRD)

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1. Problem Statement

University Office hours are an important part of the student experience. Many students rely on them to ask questions, get help with assignments, review grades, or simply receive academic advice. Instructors also benefit by getting a chance to connect with their students and support their learning more directly. The university, in return, wants to improve student outcomes and make sure the time spent on office hours brings real value.

However, there are several problems in the current situation. Some instructors don't activate or commit to their office hours. Sometimes the office hour timings are not flexible for all students. In other cases, instructors may not provide enough support during those hours. Some students may not even care or try to attend. Others might struggle to find out when or where the office hours are. At the same time, some instructors spend time waiting during office hours but no students show up — which is wasted time.

From the university's side, there is a lack of information or insights on how effective these office hours really are. All these problems need to be addressed.

2. Project Objectives

1. Help students easily know their instructors' office hours, locations, and request a meeting.
2. Make it easy for instructors to manage their office hours including time, type (in-person or online), and activity level.
3. Give the university clear data and insights about how office hours are being used and how students and instructors are engaging with them.

3. Project Scope

In Scope:

- Develop a centralized office hours system for all instructors.
- Connect the system to the university's official database.

Out of Scope:

- Deciding the number of office hour days or how many hours per week each instructor should provide

4. Business Requirements

A. Student Requirements

- View office hours for all instructors.
- Book a slot in any available office hour.
- Choose the reason for booking (e.g., explanation, grade review, advice, etc.).
- Request a meeting outside office hour times by submitting a short message and selecting the reason.
- Cancel or update a booking at least 24 hours in advance.
- Give feedback and rate the office hour experience.

B. Instructor Requirements

- Set and manage their office hours weekly.
- Edit the schedule at least one day in advance (if there are no bookings).
- Cancel a booked slot with a reason (limited number of times).
- Mark whether a student showed up or not.
- Accept or reject a student request with a short note.

C. University Requirements

- Set rules about minimum office hour duration.
- Control the length of each student appointment.
- Analyze data (number of bookings, types, cancellations, time patterns, etc.) to improve the system.
- Collect feedback from students.
- Handle unblocking requests through simple reviews.

D. System Requirements

- Display office hour details clearly.
- Show available and unavailable time slots.
- Allow students to choose the type of visit.
- Allow students to submit special requests with a message.
- Keep a history of past visits for both students and instructors.
- Automatically block students who miss 3 appointments without cancelling 24 hours before.
- Block instructors who miss 3 booked appointments.
- Allow both students and instructors to cancel or reschedule 24 hours before.
- Give the university full access to office hour data.
- The system should automatically send an email to both the student and teacher when a new booking is confirmed.
- The system should automatically send an updated email to both parties if an existing appointment is rescheduled.

5. Stakeholders

Stakeholder	Role and responsibility
Students	Use the system to view office hours, book appointment, request meeting outside office hours, and submit feedback
Instructors	Manage office hours schedules, approve or reject books, track attendance, and respond to student requests
University Administration	Set policies, monitor system usage, analyzed reports, and ensure office hours meet university standards
It Department	Integrate the system with the university database, maintain technical performance, and ensure data security
System Developer/Vender	Design, develop, and maintain the Office Hour Hub system according to project requirements

6. Current State (As-Is)

- Some students find it difficult to know when and where office hours happen.
- Sometimes instructors are not present during their assigned office hours.
- Students may have class schedule conflicts with the available office hours.
- Some instructors spend time waiting without any student showing up.
- The university has limited data about how office hours are working.

7. Future State (To-Be)

- Students can easily access clear details about office hours.
- Students can book, cancel, or reschedule meetings smoothly.
- Instructors can manage and monitor office hours more effectively.
- The university can analyze valuable data to improve the overall experience and encourage better usage of office hours.
- Additionally, the new system will send automated email notifications to both students and teachers whenever a booking is created or modified. This ensures everyone is aware of the latest schedule and helps prevent missed or conflicting appointments.

8. Project Constraints

- The system must be simple and user-friendly.
- Must work with the university's existing student database.
- Limited budget for initial development.

9. Project Risks

- Some students or instructors may not use the system properly.
- Lack of budget or financial support could delay development.
- Technical issues might occur during development or integration with university systems.

10. Project Assumptions

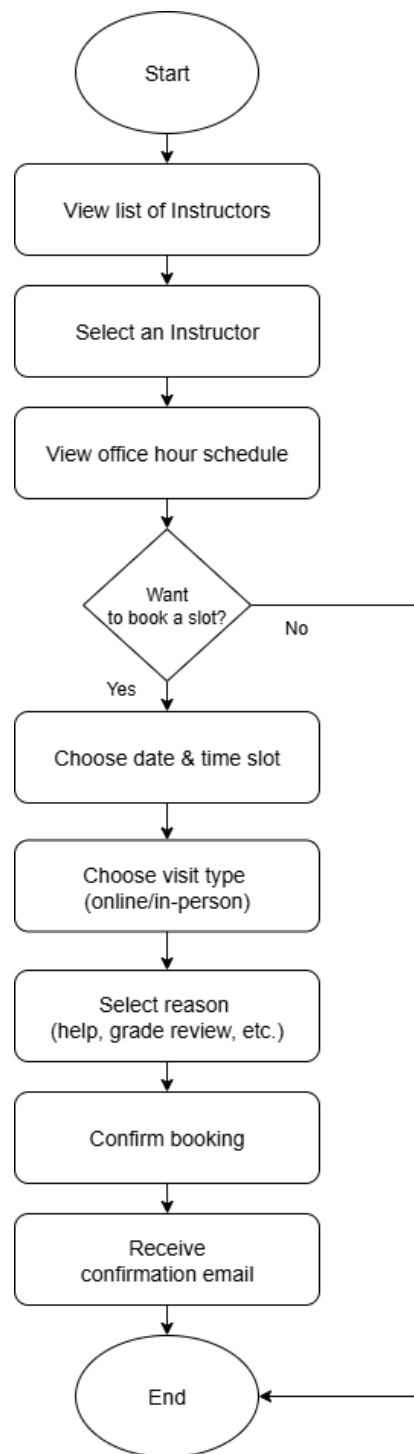
- The IT department will provide technical support throughout the project.

11. Appendix

A. Flowchart Diagrams

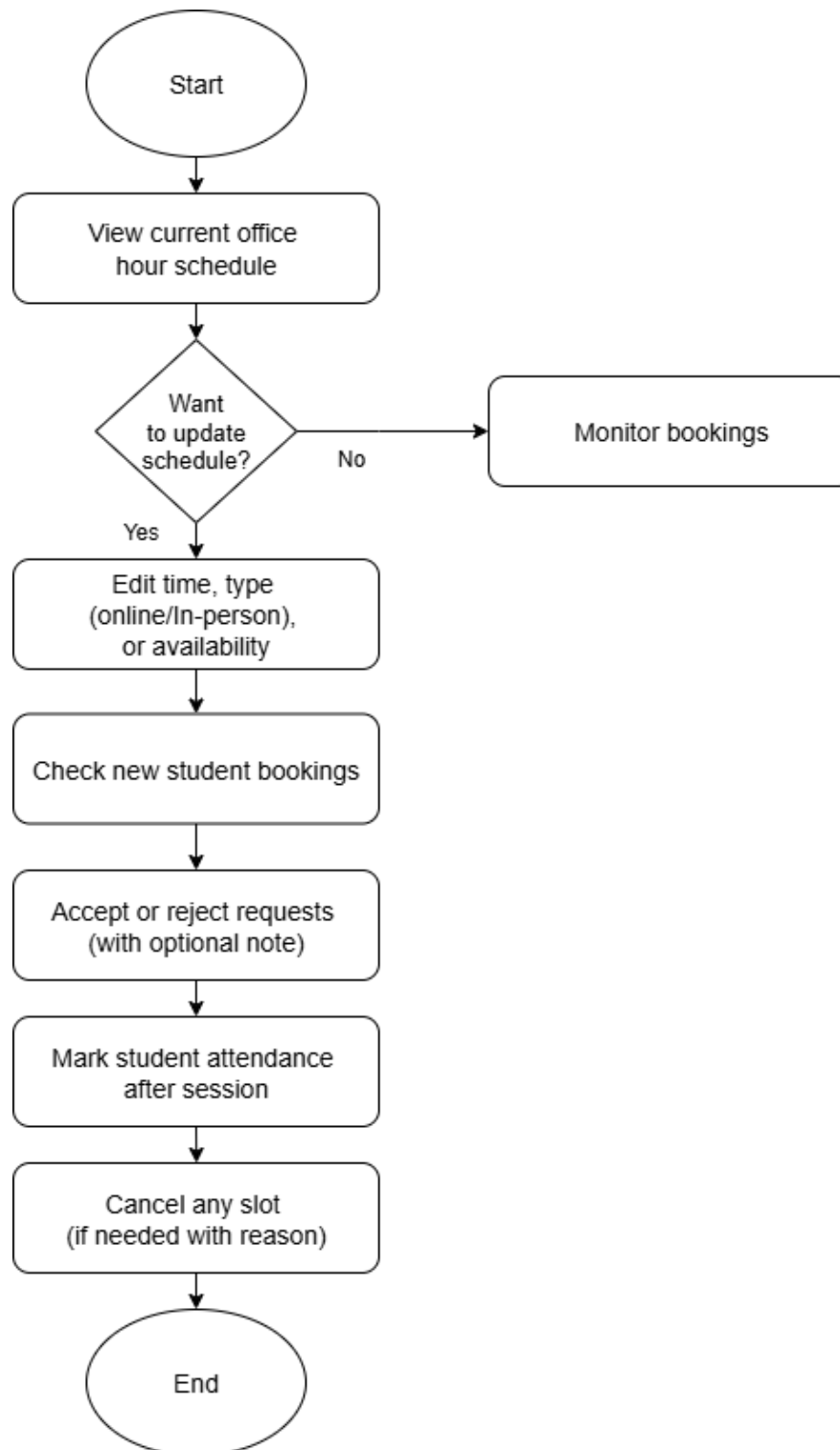
A.1. Diagram 1: Student Office Hour Journey

This flowchart outlines the steps a student follows to access and book office hours. It includes viewing schedules, choosing suitable slots, and completing the booking process. The flow ensures students can easily make informed and organized visits to instructors.



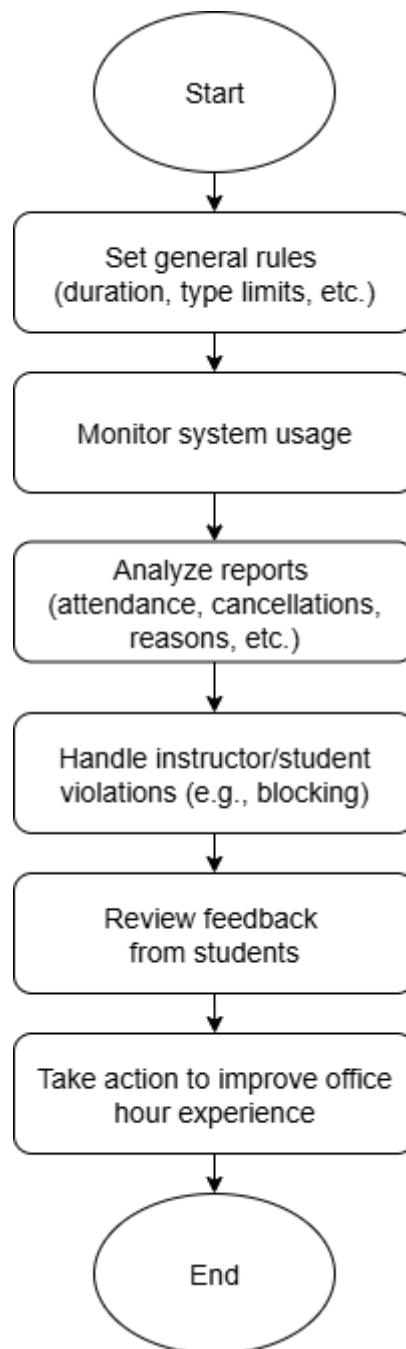
A.2. Diagram 2: Instructor Office Hour Management

This chart represents how instructors manage their office hour availability. From updating their schedule and responding to student requests, it gives instructors full control and visibility over their appointments and responsibilities.

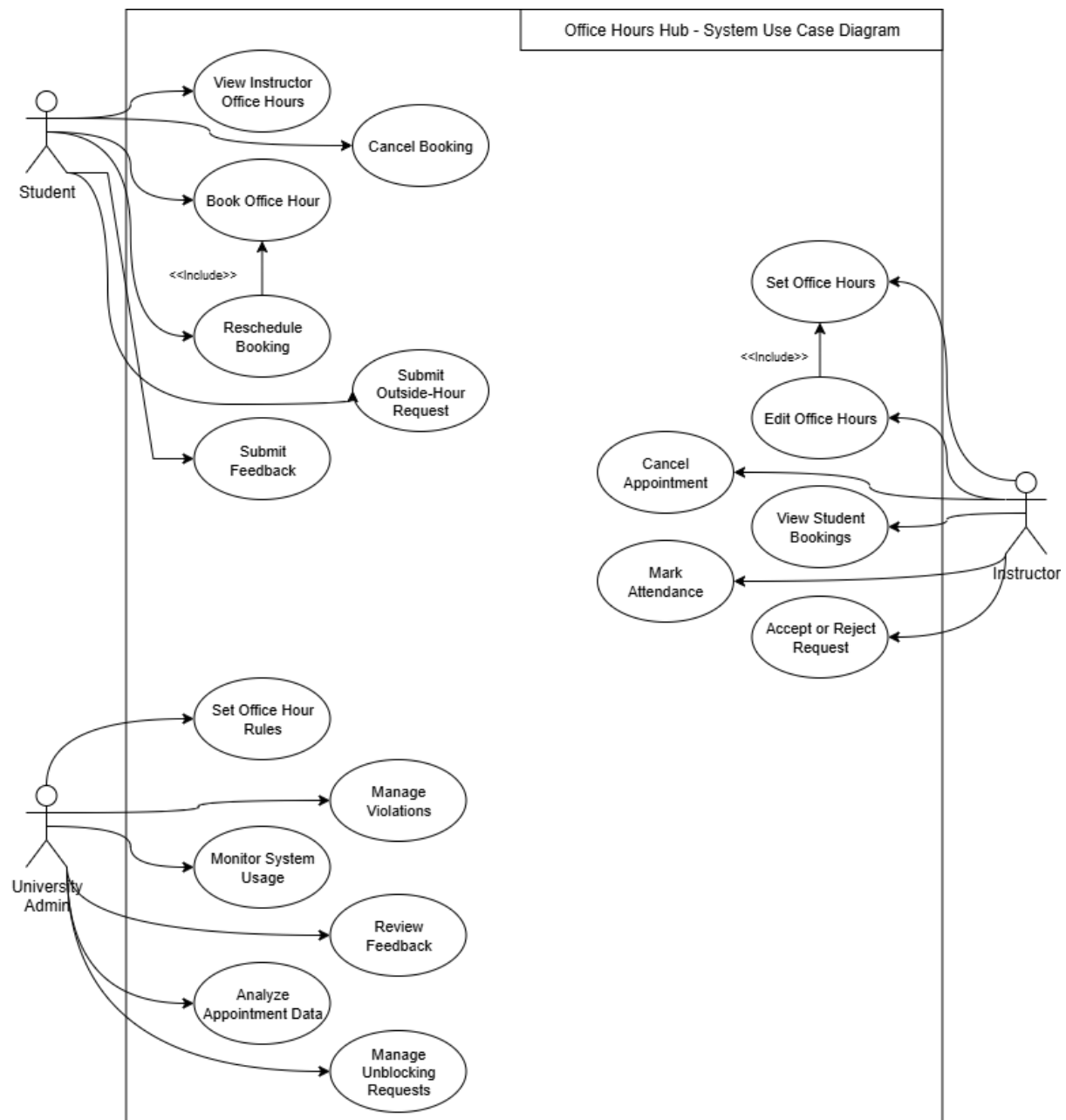


A.3. Diagram 3: University Admin Process for Office Hours

The This flowchart shows how the university administration oversees and improves the office hours system. Admins can define policies, access usage data, review feedback, and enforce accountability to maintain high-quality engagement between students and instructors.



B. Use Case Diagram



C. Personal Note

This project was created on my own as a way to practice and improve my business analysis skills. It's not related to any university or organization.