



CuseConnect

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Introduction

CuseConnect is a dynamic mobile application tailored for Syracuse University students and administrators. It's designed to enhance engagement with campus life and the local community. The app serves as a comprehensive campus companion, offering three main features:

This app serves as a versatile campus companion, offering three key functionalities:

- 1) Grievance Reporting
- 2) Event Discovery
- 3) Dining Options



App Overview

Grievance Reporting:

CuseConnect streamlines grievance reporting for students encountering issues, offering a straightforward process to report concerns, attach necessary details (browse/capture images), and receive real-time updates as the app ensures swift acknowledgment and resolution.

From an administrative perspective, CuseConnect provides a centralized dashboard for managing grievances, facilitating timely responses and efficient communication with students, ultimately fostering a more engaged and satisfied campus community.

Event Discovery: The Event Discovery feature in the CuseConnect app, powered by the Ticketmaster API, enriches user engagement by offering easy access to a wide array of local events. This functionality simplifies the process of discovering and keeping track of events.

Dining Discovery: Using the Yelp API, this application allows students to explore Syracuse's culinary scene, providing restaurant listings, reviews and other important information making dining choices more informed and enjoyable.



Target Audience

CuseConnect caters to two primary user groups: Syracuse University students and administrators.

1) For Students:

The app empowers students to address academic and campus-related concerns, knowing that their issues will be promptly attended to. Students also enhance their social life by planning outings and finding dining destinations.

1) For Administrators:

CuseConnect provides administrators with a tool to efficiently manage student concerns, address them and provide feedback to the students regarding the issue resolution.



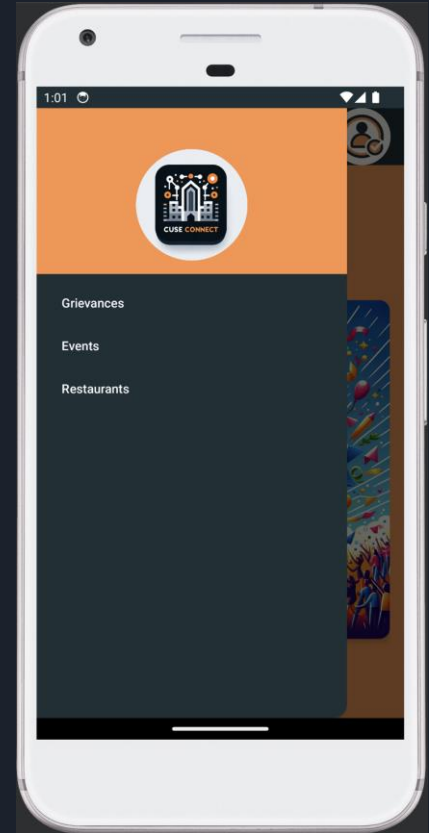
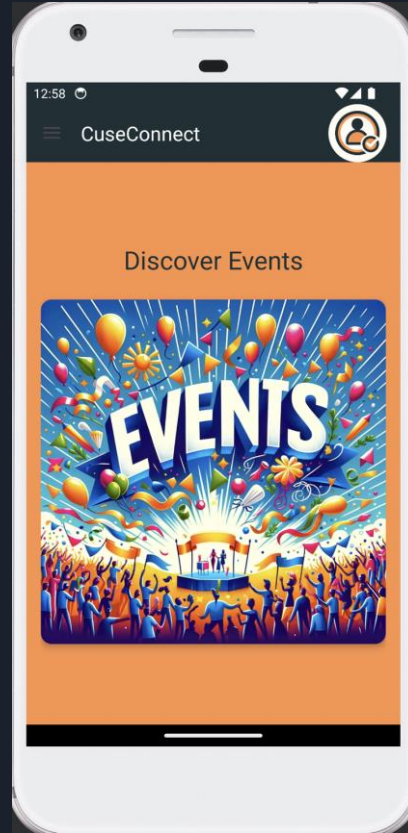
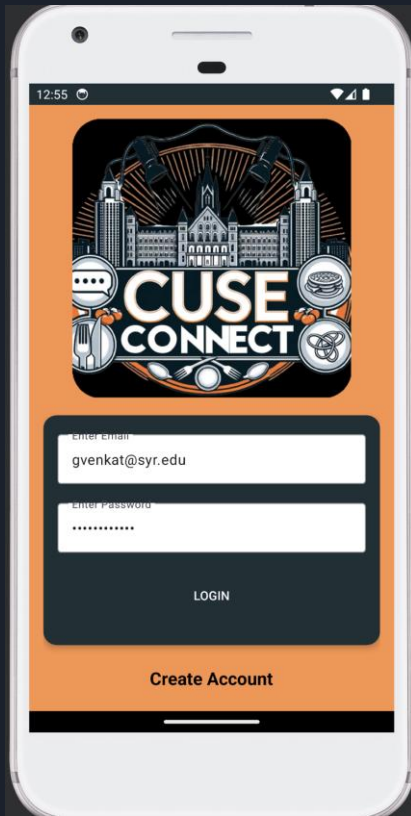
Backend - Firebase

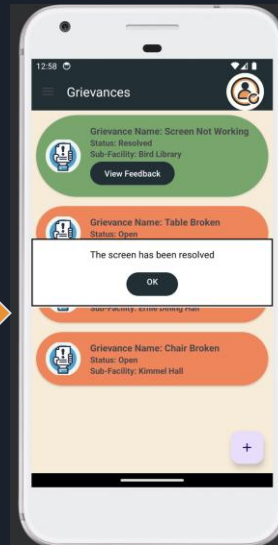
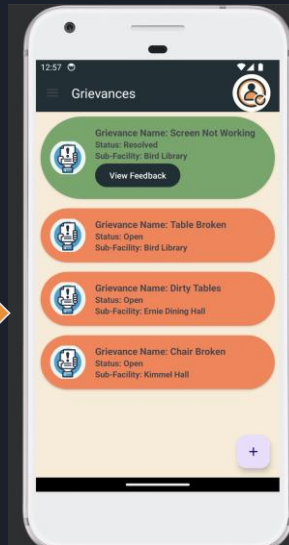
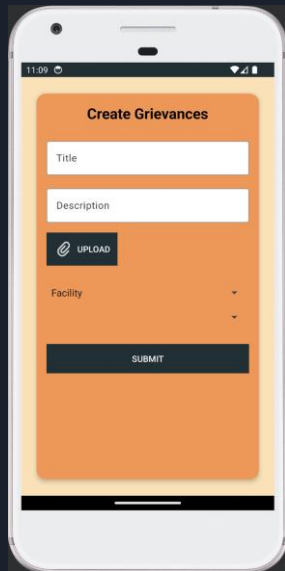
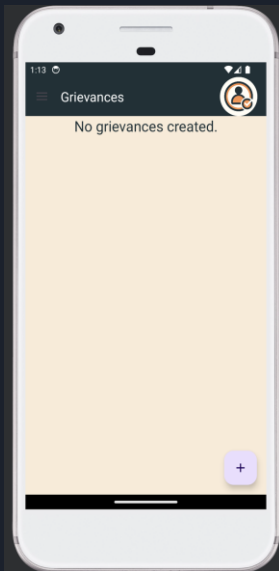
- **Cloud Firestore:** In CuseConnect, we utilized Cloud Firestore as a flexible, real-time NoSQL database, effectively syncing user data across devices and maintaining consistent functionality throughout the app.
- **Firebase Authentication:** We employed Firebase Authentication to ensure secure and distinct access for both users and administrators, streamlining the sign-in and registration processes.
- **Data Storage:** For data management, we used Firebase Storage to securely handle and store images uploaded by users in their grievances, integrating these with Cloud Firestore for efficient retrieval and administrative review.



Students App Flow - Description

- Upon opening the CuseConnect app, users first arrive at the login page, where they have the options to either log in using their existing account credentials or create a new account. After account creation, they are logged in.
- After successful login, users land on the main page where they will be able to access the three core features: Grievances, Events, and Restaurants using the navigation drawer.
- Clicking the toolbar icon in the app allows students to view their personal details and offers a sign-out option for exiting the app.







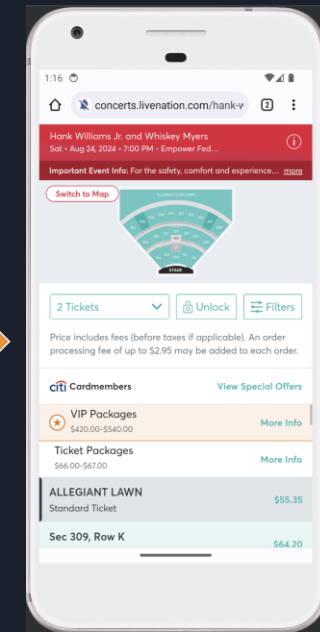
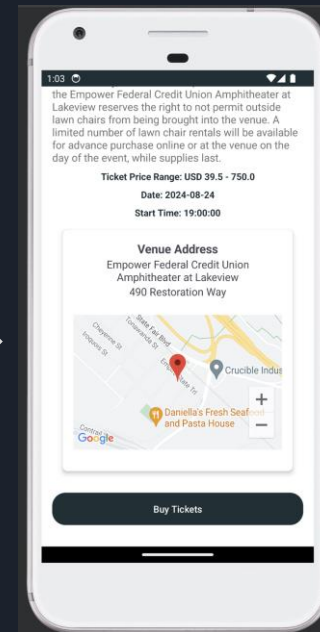
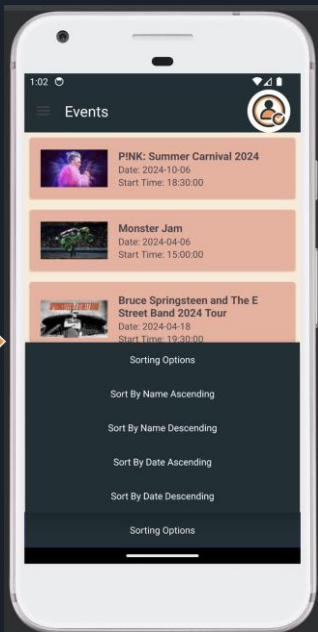
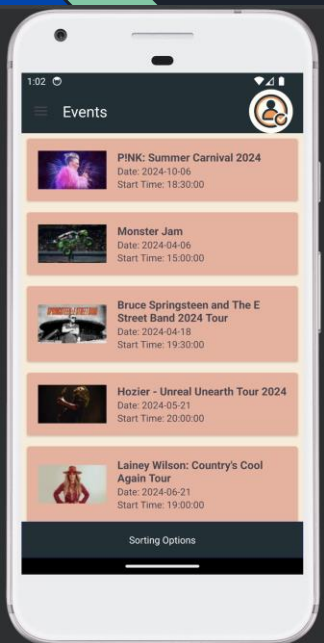
Grievances(Student) - Description

- **Grievance List View:** Displays user-submitted grievances in a color-coded card format for easy status identification (orange for open, green for resolved). When the user has not reported any grievances, a message indicating the absence of grievances will be displayed.
- **Detailed Feedback:** Option to view feedback on resolved grievances, offering insight into the resolution.
- **Report Grievances:** Dedicated button leading to a form for submitting new grievances, requesting details like title, description, and associated facility. Users can attach relevant images to their grievances, aiding in quicker resolution by campus administrators.
- **Detailed Grievance View:** Selecting a grievance card opens a detailed view with comprehensive information, including title, description, and any uploaded images, providing a thorough overview of the user-submitted issue.



Events - Description

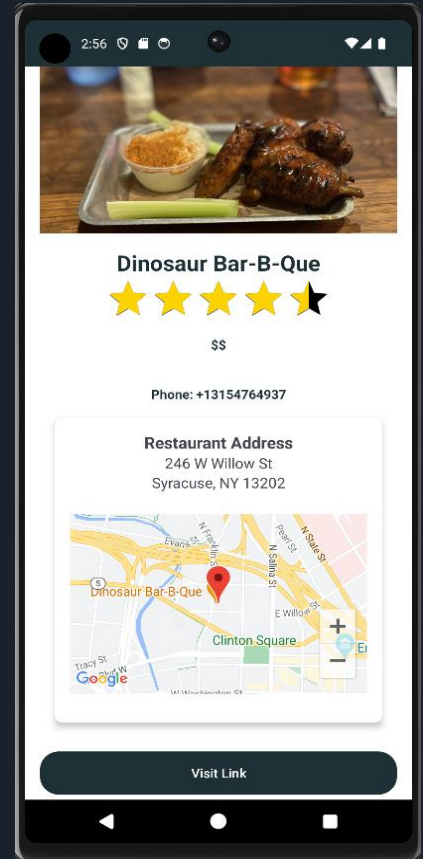
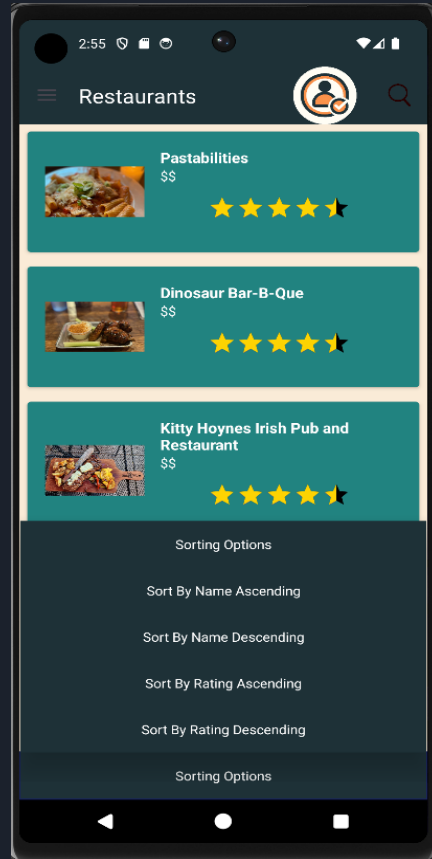
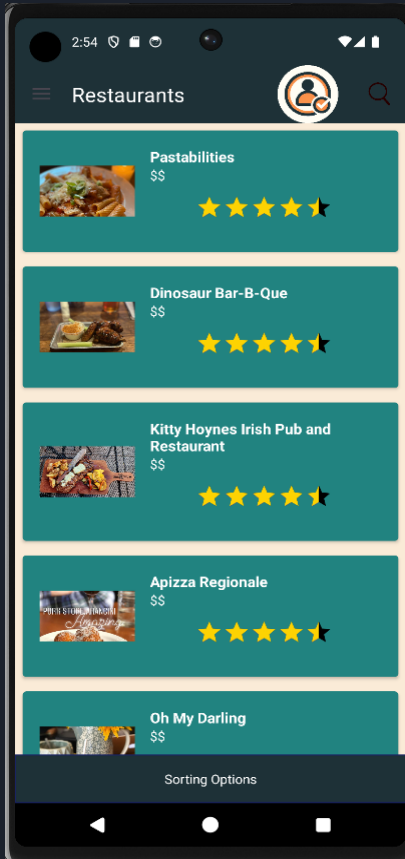
- Students have the option to explore events in Syracuse.
- Event List Page: The app utilizes the Ticketmaster API to gather and display event information for students, efficiently leveraging **Retrofit** and **Moshi** libraries for data handling. Users can easily search for events and sort them by name or date, enhancing the browsing experience.
- Event Detail Page: Offers a complete overview of each event, including images, detailed descriptions, and venue information with navigation support. A direct link for ticket purchase through Ticketmaster is provided for user convenience.





Restaurants - Description

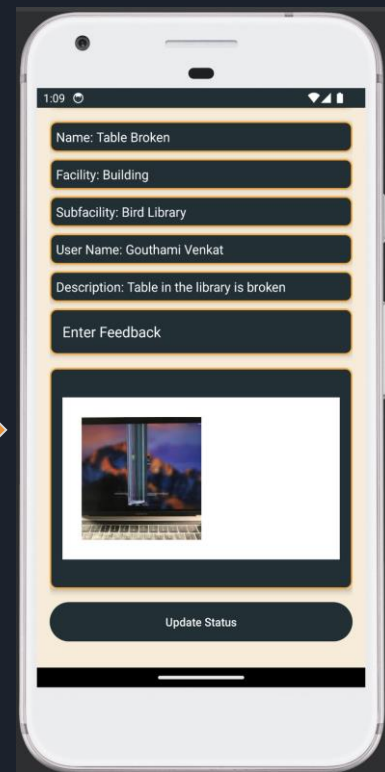
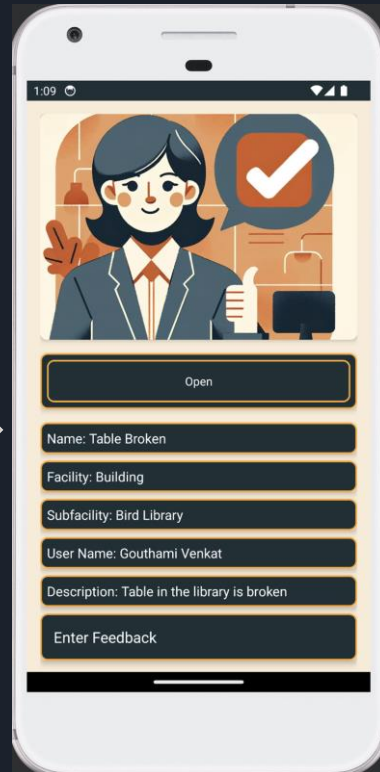
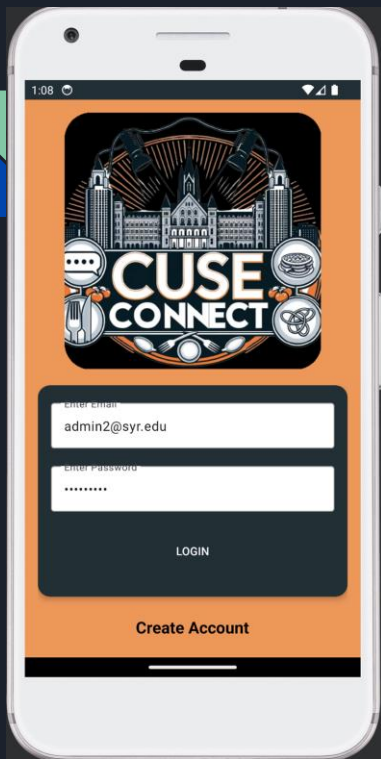
- The restaurant feature of the CuseConnect app dynamically pulls real-time data from the Yelp API to display a variety of dining options available to users. It delivers essential information about the restaurants.
- **Restaurant List Page:** Features a dynamic display of local restaurants with essential details like name, price, and ratings. Includes a user-friendly search and sorting options to enhance the browsing experience.
- **Restaurant Detail Page:** Provides in-depth information about selected restaurants, including ratings, contact information, and maps for easy navigation. Also offers a direct link to the restaurant's Yelp page for further information and user reviews.





Admin App Flow - Description

- Upon opening the CuseConnect app, admins first arrive at the login page, where they can log in using their existing account credentials that has been already created for them.
- Upon successful login, administrators reach a list page designed for managing grievances specifically assigned to them within their sub-facility. The system displays the grievances, and if there are none assigned, it presents a message to inform the admin of the absence of pending tasks.
- Clicking the toolbar icon in the app allows admins to view their personal details and offers a sign-out option for exiting the app.





Grievances(Admin) - Description

- Grievance List Page: Streamlined and user-centric, allowing administrators efficient access to relevant grievance information. Utilizes color coding (green for resolved, orange for open) to simplify the monitoring and prioritization of student grievances.
- Detailed Grievance Review: Detail page offers administrators a comprehensive view of each grievance, including the ability to update its status and provide feedback.
- Real-Time Status Updates: Any changes made by admins, including resolving grievances, are instantly visible, enhancing the tracking process.
- Enhanced Communication: Updates and feedback from administrators are made visible to users, ensuring a transparent and effective resolution process.



BASIC FEATURES

- Navigation/Drawer/ViewPager
- Toolbar
- Multiple Fragments and Activities
- Layout & Orientation Changes
- Cloud database
- Dialog/Custom View/Animation

ADVANCED FEATURES

- Camera/Gallery support
- Maps
- GPS
- Real API Data: TicketMaster API and Yelp API
- Retrofit/Moshi Libraries
- Firebase Security

Thank You!

