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**Project Proposal: Academic Issue Tracking System (AITS)**

**1. Introduction**

Makerere University is currently grappling with challenges in the efficient management of academic issues, such as missing grades and transcript errors. These problems are frequently reported through informal channels, resulting in delays, miscommunications, and a lack of transparency. To address these challenges, the Academic Issue Tracking System (AITS) project aims to develop an online platform that facilitates the logging, tracking, and resolution of academic issues. This system will enhance communication among students, lecturers, and administrative staff, ensuring timely and transparent resolutions. Ultimately, AITS seeks to improve overall academic efficiency and bolster student satisfaction.

**SCOPE**

1. **Issue Logging**: Users—including students, lecturers, and administrative staff—can submit new academic issues accompanied by detailed descriptions, relevant attachments (such as supporting documents), and priority levels to ensure appropriate handling.
2. **Issue Tracking:** The system monitors each issue throughout its lifecycle, from submission and assignment to resolution, providing real-time updates and status changes.
3. **Communication & Collaboration**: Integrated in-app messaging, notifications, and discussion forums promote seamless communication and collaboration among students, lecturers, and administrators.
4. **Role-Based Access Control**: A robust role-based access control system ensures that only authorized personnel can access and modify specific information, upholding data integrity and privacy.

**The primary objectives of the AITS project are to:**

* **Improve Efficiency**: Streamline the process of reporting, tracking, and resolving academic issues, reducing response times and administrative overhead.
* **Enhance Transparency**: Provide a clear and transparent system for all stakeholders, ensuring accountability and building trust in the issue resolution process.
* **Improve Communication**: Facilitate effective communication and collaboration between students, lecturers, and administrative staff, minimizing miscommunication and delays.
* **Increase Student Satisfaction**: Enhance the overall student experience by providing a responsive and efficient system for addressing academic concerns.
* **Provide Data-Driven Insights**: Collect data on issue trends and resolution times to inform decision-making and identify areas for improvement in academic processes.
* **Ensure Data Security**: Comply with data protection regulations to safeguard sensitive student and institutional data.
* **Integrate User Feedback**: Continuously improve the system based on user feedback to meet evolving needs.

**Implementation Plan**

* Phase 1: Requirements Gathering and Analysis (Week 1-2)
* Phase 2: System Design and Prototyping (Week 3-4)
* Phase 3: Development and Testing (Week 5-8)
* Phase 4: Deployment and User Acceptance Testing (Week 9-10)
* Phase 5: Maintenance and Support (Ongoing)

**The key deliverables of the AITS project include**:

* **Functional AITS Software:** A fully functional and tested web-based application that meets the defined system requirements.
* **System Documentation:** Comprehensive documentation, including user manuals, technical specifications, and installation guides.
* **Training Materials:** Training materials for students, lecturers, and administrative staff on how to use the AITS effectively.
* **Deployed System:** A fully deployed and operational AITS accessible to all authorized users within Makerere University.
* **Project Report:** A final project report summarizing the project's objectives, methodology, results, and lessons learned.

**CONCLUSION**

The **AITS** project will provide an efficient, transparent, and reliable academic issue tracking system tailored for Makerere University. By leveraging modern technologies such as Django and React, the system will ensure smooth communication, accountability, and improved student satisfaction while supporting the university's long-term digital transformation goals.