

1. Title

Smart Campus Issue Reporting and Resolution Platform

Domain

Smart Campus · EdTech · Digital Governance

Problem Statement

Develop a **Smart Campus Issue Reporting and Resolution Platform** that enables students and staff to digitally report campus-related issues such as infrastructure damage, cleanliness problems, safety concerns, and IT issues. The platform should allow users to track the resolution status of reported issues and enable campus authorities to efficiently manage, prioritize, assign, and resolve issues through a centralized digital system.

Background & Context

In many educational institutions, campus issues are reported through informal channels such as verbal communication, phone calls, or messaging applications. This leads to delayed resolutions, lack of transparency, unclear accountability, and no centralized tracking of issues. Authorities often struggle to identify recurring problems, high-risk locations, or maintenance inefficiencies due to the absence of structured data.

A unified digital solution is required to ensure **transparent issue reporting, real-time tracking, structured resolution workflows, and improved campus maintenance management.**

Objective

The objective of this challenge is to design a **simple, user-friendly, software-based platform** that improves communication between students, staff, and campus authorities while ensuring timely resolution, accountability, and operational visibility.

Scope of the Solution

Participants are expected to build a digital system that includes:

- An interface for students and staff to report and track campus issues
 - A centralized dashboard for authorities to manage, assign, and resolve issues
 - Basic reporting and analytics for monitoring issue trends
-

Functional Requirements

1. Issue Reporting

Users should be able to submit issues with:

- Issue title and description
- Category (Infrastructure, IT, Cleanliness, Safety, etc.)
- Location (building, room, or area)
- Optional image upload

2. User Roles

- **Student/Staff:** Report issues and track their status
- **Admin/Authority:** View, assign, update, and close issues

3. Issue Tracking

Each issue should have a defined status:

- Submitted
- In Progress
- Resolved

Users should be able to view the current status of their reported issues.

4. Authority Dashboard

- Centralized view of all reported issues
- Filters by category, status, and location
- Ability to prioritize issues based on urgency or frequency

5. Notifications

- Notify users when issue status changes
- Notify authorities when new issues are reported

6. Reporting & Insights

- Number of issues by category
- Average resolution time
- Frequently reported locations