**Problem Statement(Draft 1):**

In our recent discussions with the client, it became evident that the existing communication methods on the course websites are not meeting the desired standards. Several challenges have been identified:

* Inefficient Communication Channels: The current platforms result in delayed responses, leaving students waiting for vital information. This lack of promptness hinders their academic progress and creates unnecessary stress.
* Overburdened Administrative Staff: The administrative personnel are constantly overwhelmed with the volume of queries, which not only leads to slower response times but also affects the quality of their interactions with students.
* Accessibility Issues: Some users face challenges accessing vital information on the site, leading to feelings of exclusion and frustration.
* Lack of Personalization: The website does not offer tailored information based on individual student needs, forcing them to sift through generic content to find what they require.