FIU Student Guidance Request System Documentation

## Functional Requirements

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| Feature | Description |
| Student Request Submission | Students can submit one categorized request every 24 hours with attachments. |
| Request Categories & Types | Fixed categories/types (e.g. Accounting, Dormitory) from a dropdown (DB-based). |
| Attachment Handling | Max 3 files, 2MB each, mandatory for some request types. |
| Status Workflow | Requests go through Pending → Informed → Completed. |
| Admin Actions | Admin can view/filter, respond, attach docs, update status. |
| Supervisor Role | Read-only view for academic requests. |
| Notifications | Email and in-app alerts for submission, status, and uploads. |
| Authentication | Student login via SIS credentials. |
| Dashboard Views | Students can track submissions and download admin replies. |

## Non-Functional Requirements

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| Category | Requirement |
| Performance | Supports up to 5000 concurrent users, < 2s response time |
| Availability | 24/7 system uptime, >99.9% availability |
| Security | HTTPS, RBAC, virus scanning, input validation, SIS-based auth |
| Usability | Responsive design, mobile support, user-friendly error handling |
| File Limits | 2MB max per file, 3 files per request, validated file types only |
| Compliance | Predefined categories, required uploads enforced, no free text types |