

TECH MAHINDRA UI Design Track

Training Track : UI Design
Module : Project Development
Project Title : Issue Tracking System for Engineering College

Problem Definition:

The "Issue Tracking System for Engineering College" is a specialized platform designed to streamline issue resolution and communication within the college environment. This system aims to improve efficiency, transparency, and collaboration among faculty, staff, and students for various college-related tasks and incidents.

Requirements:

The Issue Tracking System for Engineering College should meet the following requirements:

1. Issue Categories and Prioritization:

- The system should support categorization of issues based on different aspects of college operations, such as academic, infrastructure, facilities, or administrative.
- Each issue should be prioritized based on its urgency and impact on college activities.

2. Academic Issues Management:

- Faculty members should be able to report and track academic-related issues, such as course content updates, exam schedule changes, and assignment submissions.
- Students should be able to raise concerns related to course material, grades, or academic facilities.

3. Infrastructure and Facilities Issues:

- Staff and students should have the ability to report infrastructure-related issues, including maintenance requests for classrooms, laboratories, equipment, and campus facilities.
- College maintenance staff should be able to receive and track these issues for resolution.

4. Administrative Support and Student Services:

- Students should have a channel to raise administrative issues, such as enrolment, registration, fee payments, and document requests.
- College administrators and staff should be able to address and resolve these issues promptly.

5. Project and Assignment Tracking:

- Faculty members should be able to assign projects and assignments to students and track their progress.
- Students should have a clear view of their assignments, deadlines, and submission status.

6. Research and Lab Equipment Issues:

- Faculty and researchers should be able to report issues related to research equipment and laboratories.
- College technicians should be able to manage and resolve equipment-related problems.

7. Collaboration and Communication:

- The system should facilitate seamless communication among faculty, staff, and students for issue resolution.
- Users should be able to add comments, attachments, and updates to relevant issues.

8. Notification and Alerts:

- The system should send notifications and alerts to stakeholders when issues are reported, assigned, or resolved.
- Email or SMS notifications can be utilized to keep users informed of issue progress.

9. Issue Analytics and Reporting:

- The system should provide analytical tools to track issue resolution times, trends, and areas requiring improvement.
- Customizable reports can assist college administrators in monitoring issue resolution efficiency.

10. Integration with Existing Systems:

- The Issue Tracking System should be designed to integrate with other college systems, such as the Student Information System (SIS) and Learning Management System (LMS), for seamless data flow

User Roles:

1. **Faculty:** Reports academic, research, and infrastructure issues, assigns projects, and tracks their resolution.
2. **Students:** Reports academic, administrative, and facility-related issues, and collaborates on assignments and projects.
3. **Staff:** Receives and manages infrastructure and facility-related issues, as well as research equipment problems.
4. **Administrators:** Oversee the overall system, handle issue analytics, and ensure system efficiency.

Modules and Functionalities:**1. Faculty:**

- Login: Secure access to the faculty account.
- Issue Reporting:
 - Academic Issues: Report and track academic-related concerns.
 - Research Issues: Report research equipment and lab-related issues.
- Project and Assignment Tracking:
 - Assign Projects: Assign projects and assignments to students.
 - Track Student Progress: Monitor student project and assignment status.

2. Students:

- Login: Secure access to the student account.
- Issue Reporting:
 - Academic Issues: Report and track academic-related concerns.
 - Administrative Issues: Raise administrative issues and requests.
 - Infrastructure Issues: Report facility and infrastructure-related problems.
- Collaboration:
 - Collaborate on Assignments: Participate in discussions and submit assignments.

3. Staff:

- Login: Secure access to the staff account.
- Issue Management:
 - Infrastructure Issues: Receive, manage, and resolve infrastructure-related problems.
 - Research Equipment Issues: Handle research equipment and lab-related issues.

4. Administrators:

- Login: Secure access to the administrator account.
- System Management:
 - Issue Analytics: Generate reports on issue resolution efficiency and trends.
 - Integration: Ensure seamless integration with other college systems.

Note:

This problem statement outlines the key features and functionalities of the Issue Tracking System tailored to the requirements of an Engineering College. It highlights the roles and modules involved in addressing various college-related tasks and incidents. Feel free to customize it further to match the specific needs of your Engineering College!