**AZTEC SOLUTIONS**

**FOR: THE TECHNICAL UNIVERSITY OF KENYA**

ONE PAGER

**STUDENT SERVICES AND RECORDS SUB-SYSTEM**

**PROJECT SCOPE**

**17/10/2022**

**OVERVIEW**

1. **PROJECT BACKGROUND AND DESCRIPTION**

The Technical University of Kenya is a public university in Nairobi, Kenya. It was chartered in January 2013 by then-president Mwai Kibaki and is stationed along Haile Sellasie Ave, Nairobi.

After deliberation with the Director of The School of Computing (SCIT), it was determined that our group was to undertake the task of:

Automation of the student services and records module of the Technical university of Kenya student –institution User management and service Sub-system.

This module is in charge of accepting students requests for services offered as grouped by department/lecturer, storing said request , allowing authorized staff to view said requests and book a slot for them and offering a reply to the student.

Why automate the module?

1. **EXISTING PROBLEMS WITH THE CURRENT PROCESSES DONE TO RECORD, STORE AND ACT ON STUDENT CLAIMS, COMPAINTS AND REQUESTS(AS A SERVICE)**

The current system is a manual, human memory dependent system that is dependent on the institution’s agent in this case the director.

This arrangement has the following fallouts:

* The director is prone to forget a request as is innate to all humans
* Recording of student requests is done on unofficial and unregulated databases mostly paper scraps and personal notebooks which are not easily accessible or stored.
* Follow-up is dependent on the ability of the Institution’s agent to remember the student’s request.
* The manual statement is prone to being misunderstood/wrong action taken due to lack of clarity or inadequate explanation or questioning by both parties.

1. **THE PROPOSED SYSTEM**

* Reduce tracking time Lower the time lag between logging of a request and actual action taken
* Use existing technologies to make a system that is capable of managing, storing and retrieving requests all in a real-time manner
* Allow for transparency through an open system for both staff and students
* Subdivide student requests into easier more manageable categories. I.e technical assistance, financial and more.

1. **PROJECT SCOPE**

The project will implement a multi-layer web based and app based application system that will be accessible through:

* Service request review and response module – Institution agents only
* Service request input – students only
* Service response window – students only

* 1. **MODULES**
     1. **Service Request Module**
        1. **Filling**
        2. **Acknowledgement**
        3. **Response**
     2. **Booking**
     3. **Escalation**
     4. **User management**

**5 DELIVERABLES**

* Backend system to perform the storage tasks for the school
* UI –both app and web based.
* User manual
* Technical documentation for future development

**6. AFFECTED ORGANIZATION**

Student services

HR department – first pilot to be done within SCIT

**7. IMPLEMENTATION PLAN**

1. Development of low-fi prototype

2. Development of hi-fi prototype in figma

3. Approval and improvement of the prototype

4. Improvement of application logic and streamline it with the full university system

**7.1 MODULE IMPLEMENTATION PLAN**

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| REGISTRATION AND LOGIN |
| STUDENT SERVICE REQUEST SUBMISSION MODULE |
| REVIEW MODULE |
| RESPONSE MODULE |
| BOOKING MODULE |
| ESCALATION MODULE |

**8. TEAM MEMBERS**

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| --- | --- | --- |
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