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Problem Statement

The UNESWA Student Residence Billing System

In order for a student to be allocated a room on campus, they have to physically visit their respective campus warden's office where there are usually long queues which results in students queueing for hours on end. Since the warden works alone without any assistance, they cannot assist a number of people at the same time, the students are further delayed and made to wait for a long time each time a semester starts. The warden uses a spreadsheet to tell which rooms are available at a time, and therefore which rooms can be allocated to students, and it is the same system that the warden uses to bill the students based on the number of days they have stayed in campus. This spreadsheet system is basically a manual system that is outdated and prone to error the as the university is prone to unplanned closure during the course of the semester. During these unplanned periods of closure, students don not have a way of accessing their residence bills in order to tell whether the billing system is ongoing or not. Students need to access this information in order to tell how much they are owing in terms of their residence bill and to also see how they are billed when the university closes.

In the current system being used, students need to visit the finance office in order to see their bill, the finance office often has long queues this often results in students being turned back without getting help, meaning they have wasted their time and money on traveling from their respective homes to the school only to not get the help they need. The problems emanating from this outdated manual billing system make it clear therefore that the school needs a new, technologically advanced residence billing system, which will be both accessible to the students and easy for the warden's office to use.