Scenario: Implementation of a New Student Learning Management System (LMS)

# Background

Your organisation, a mid-sized tertiary education provider, currently relies heavily on outdated paper-based and manual processes to manage student enrolments, assignments, and communication between staff and students. This approach has led to inefficiencies, delays in processing, and dissatisfaction among both students and lecturers. With increasing student numbers and growing expectations for digital learning, there is a strong need to modernise the institution’s learning and administration systems.

# Business Need

The existing manual processes for enrolments, assignment submissions, and grade tracking are time-consuming and prone to errors. Students often face long queues for enrolments, lecturers spend excessive time managing paper submissions, and administrators struggle to provide accurate academic records in a timely manner. Moreover, communication between students and lecturers is fragmented across emails, paper notes, and face-to-face interactions, leading to poor accessibility and transparency.

# Project Objectives

The organisation aims to introduce a new Student Learning Management System (similar to Moodle or Canvas) to:

* Provide a user-friendly online enrolment platform for new and continuing students.
* Enable digital assignment submission with plagiarism checking and due date tracking.
* Automate and centralise grade tracking, making results easily accessible to students and lecturers.
* Offer a secure messaging system for communication between students and lecturers.
* Improve efficiency, reduce administrative overhead, and enhance student experience.

# Project Scope

* Online Enrolment – Students can register and enrol in courses through a secure web portal.
* Assignment Submissions – Lecturers can create assignments; students can submit online, with timestamps and confirmation receipts.
* Grade Tracking – Grades will be entered and stored digitally, visible to both students and lecturers.
* Messaging – A built-in messaging function allows secure communication between students and lecturers.

The system will be web-based, mobile-friendly, and accessible 24/7.

# Constraints

* The project must be implemented within six months to be ready for the next academic year.
* The budget is capped at $200,000.
* Data migration from existing student records must be completed with minimal disruption.
* Compliance with institutional IT security policies and student data privacy regulations is mandatory.

# Expected Benefits

* Reduced paperwork and faster administrative processes.
* Improved accuracy and accessibility of student records.
* Enhanced student satisfaction through digital convenience.
* Improved lecturer efficiency in managing assignments and communicating with students.
* Stronger institutional reputation for adopting modern learning technologies.