



Senior Project , 2017, Summer Professional Program Management System

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Problem

The Professional Master of Science in Information Technology website does not have a method for:

- Reporting issues
- Communicating with administrators
- Tracking currently enrolled students
- View and edit schedules for available courses.

Solution

The product-owner envisioned a centralized a web application that provides a ticketing system. Our team's approach was to:

- Create a web portal to keep track of currently enrolled students
- Provide users availability to safely change credentials
- Develop a ticketing system to establish communication with support staff

Current System

Currently, the only means to notify administrators are via e-mail or calls to technical support resulting in increased wait times and decreased user satisfaction.

There is no managed solution to maintain student enrollment records.

Screenshots

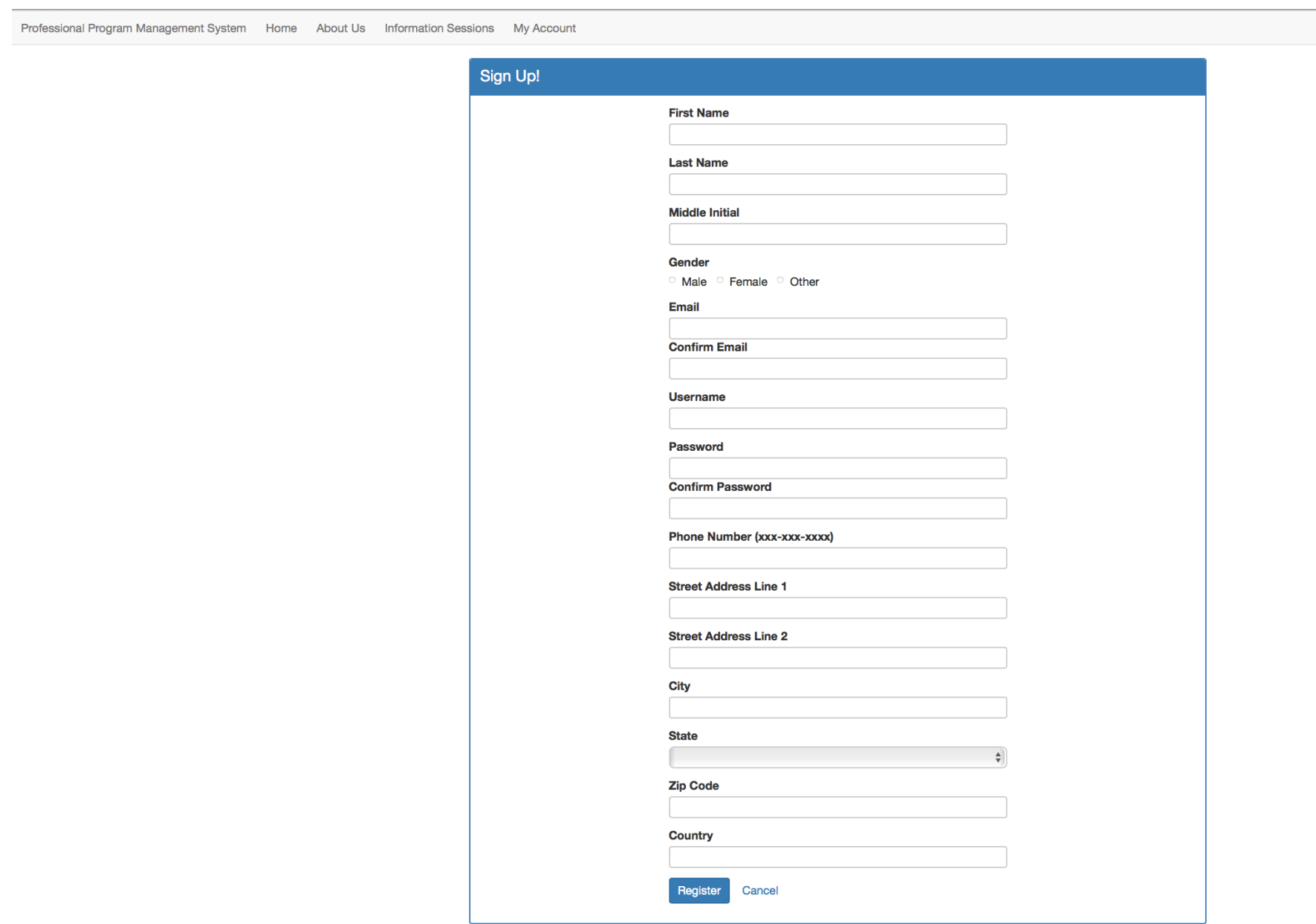


Figure1: Registration Form Template

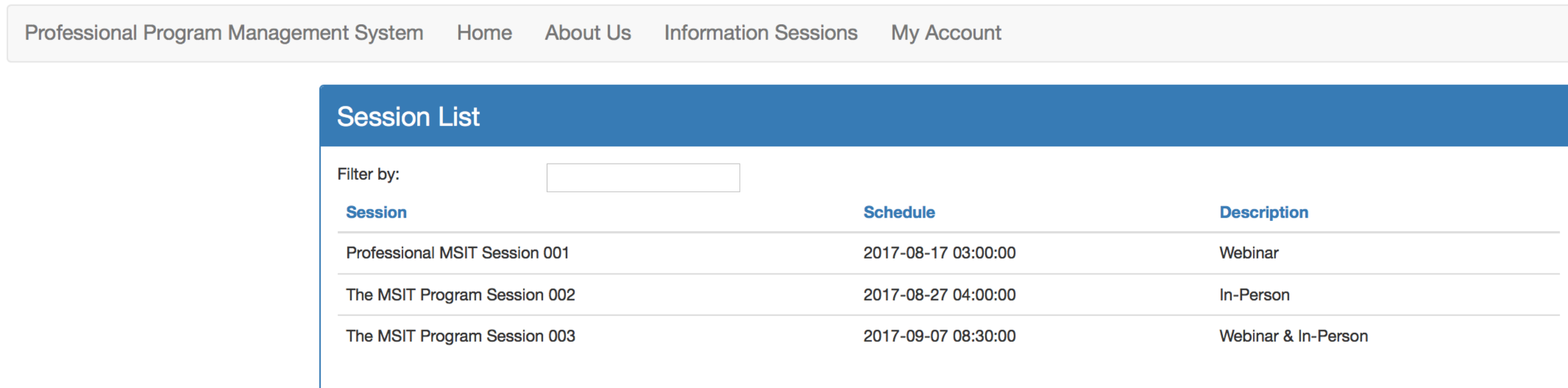


Figure2: Information Sessions List

Requirements

- Allow users to create accounts using unique username and personal information.
- Allow users to change credentials safely.
- Allow users to access account and manage their own ticketing requests.
- Allow system to grant access depending on user role.
- Allow administrator to view all available tickets and respond.

System Design

Implementation framework for user interface:

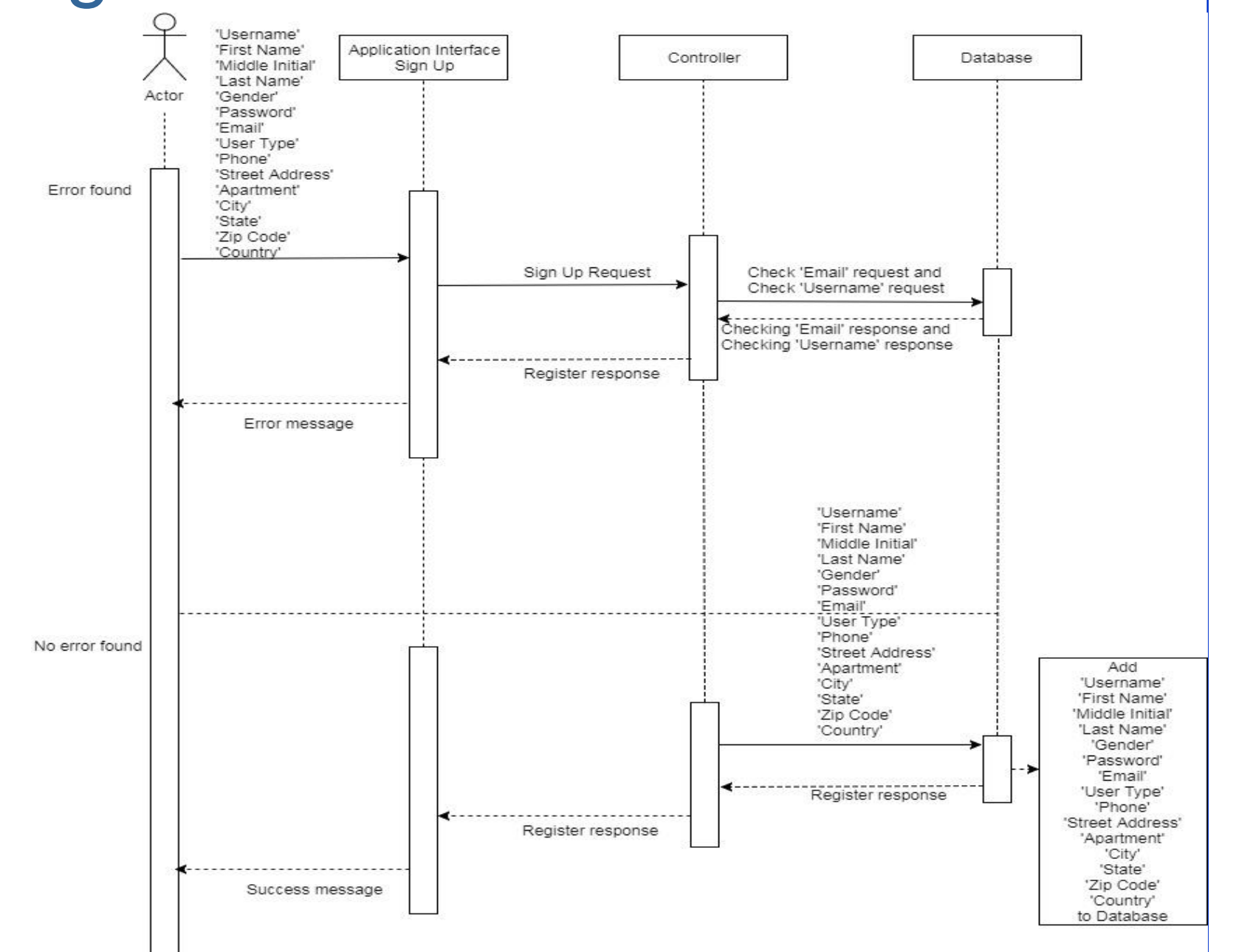
- Angular 2
- NodeJs
- HTML5

Implementation framework for back-end:

- PHP
- MySQL

Implementation

Sample implementation for user registration.

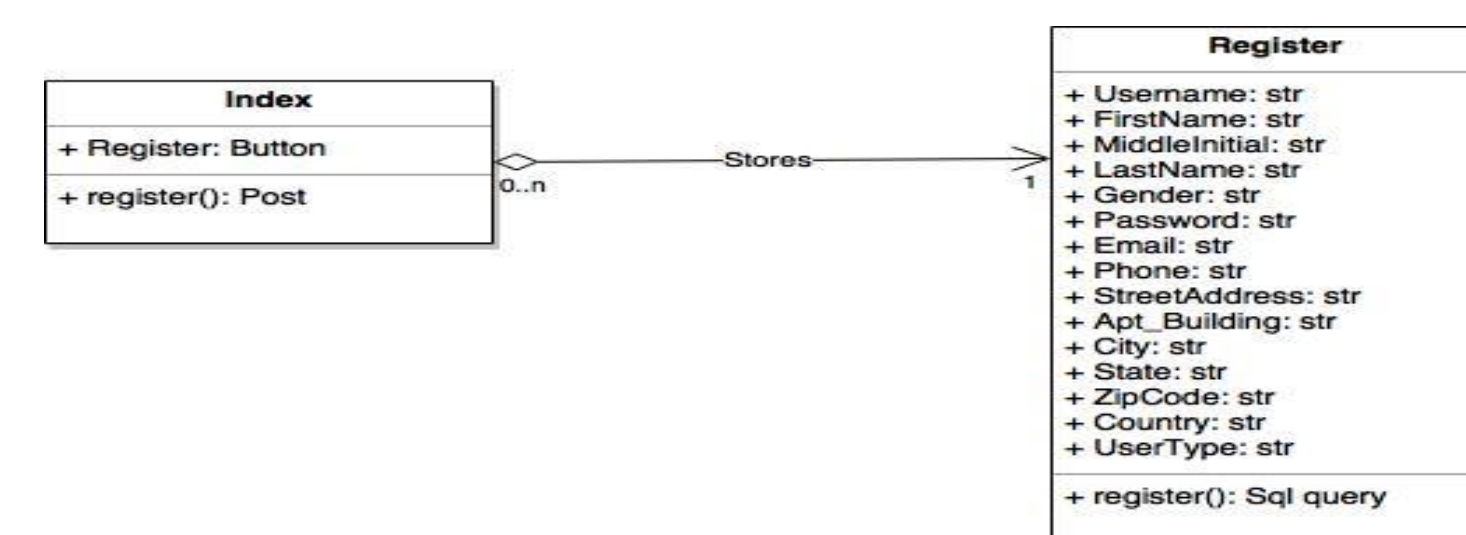


Verification

- The system verifies credentials for usernames.
- Username registration forms validate user input data and uniqueness of usernames.

Object Design

Registration



Information sessions



Summary

- Users are able to register to the website using personal information and generate credentials.
- Users are able to see all available information sessions.

Acknowledgement

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