

Project Software Engineering Proposal

Ticketsystem for course coordination

Erik Kooistra Thomas Schaper
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1 Introduction

If student has a question about the course, if you are unable to attend or you have a question about your grade there are multiple ways to ask that question. Send a email to the course coordinator, TA' or to the mailing-list and hope that someone will answer.

2 Problem statement

Currently most courses use a mailing list, however this has some problems. It creases race conditions if two people are answering the same email at the same time. It requires a second way of communication, for example telegram or slack to coordinate who will answer what. Also if a student is sending an email about his or here grade normally the person who graded the student will answer. But that also needs to be determent in a different system. Because it is often not clear how is responsible student receive not reply or a late a reply. To keep track of the emails it is required to reply-all however this is often forgotten.

3 Objective

The final project should be a package where students can send there questions to and a back-end where the teaching assistance and the course coordinator can manage the assignment of emails and track the progress of the emails and define assignment rules bases on specific input.

4 Requirements

We present the following requirements for several different aspects of the project. These requirements are intended to sketch an outline of the intended product and may change during the project.

- The product shall allow students to submit tickets using email.
- The product shall extract relevant data, for example the student number, name and mark the email accordingly.
- The product shall allow the TAs to post notes to on the email only visible to other TAs

- The product shall allow the TAs to assign labels to a ticket.
- The product shall allow TAs to mention other TAs in the notes.
- The product shall allow teaching assistants to answer the tickets, that will send an email back to the student.
- The system can assign the ticket to a specific TA based on the labels attached.

5 Project predictions

Detecting for what the student is mailing can be quite hard, and having multiple people in the team that have been teaching assistance can be useful to fully understand the problem. Interfacing with the different systems to retrieve information can be challenging. A modular setup is useful to integrate different authentication providers and data sources for the assignment rules.