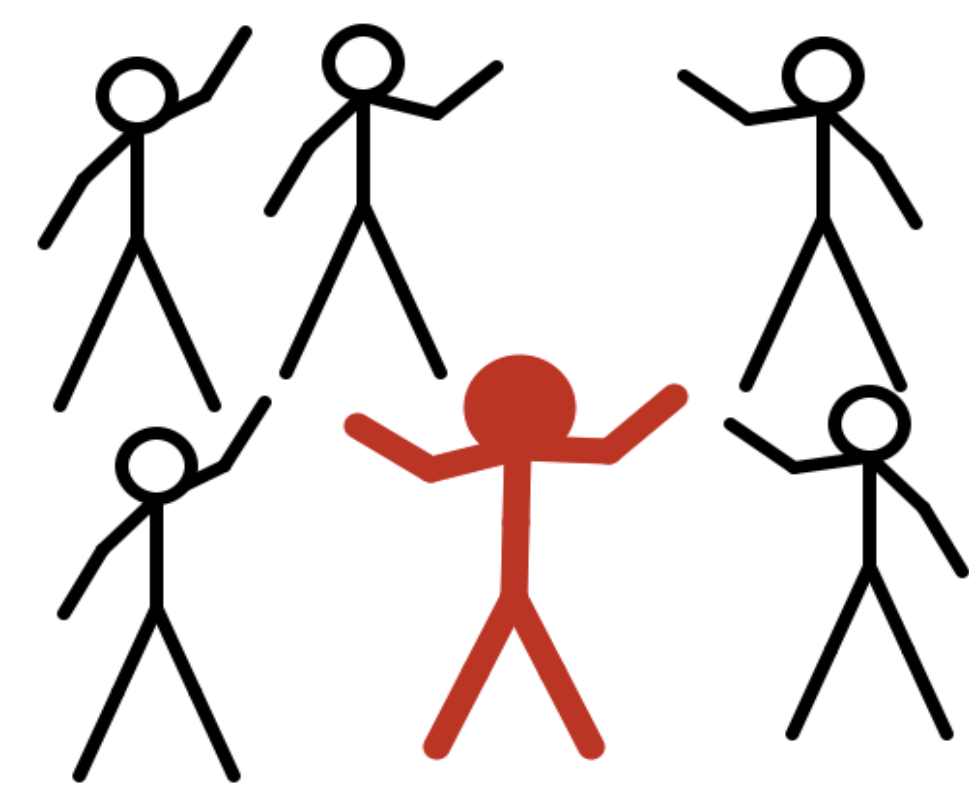


## Problem

- Consultants help students using a hand raising system

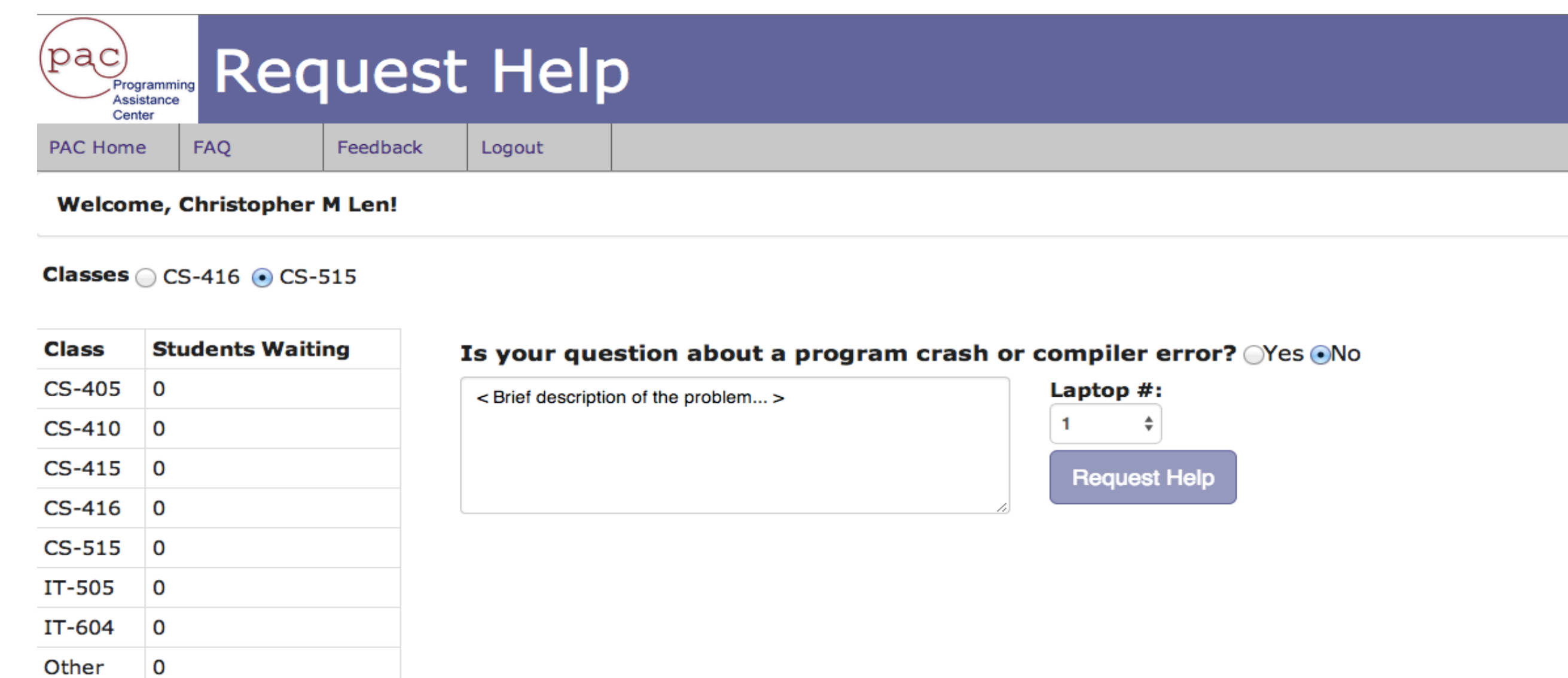


- Hard to keep track which student to help next, leading to long and unfair wait times

- Administrator has little information about when PAC is busy, and about which students need the most help

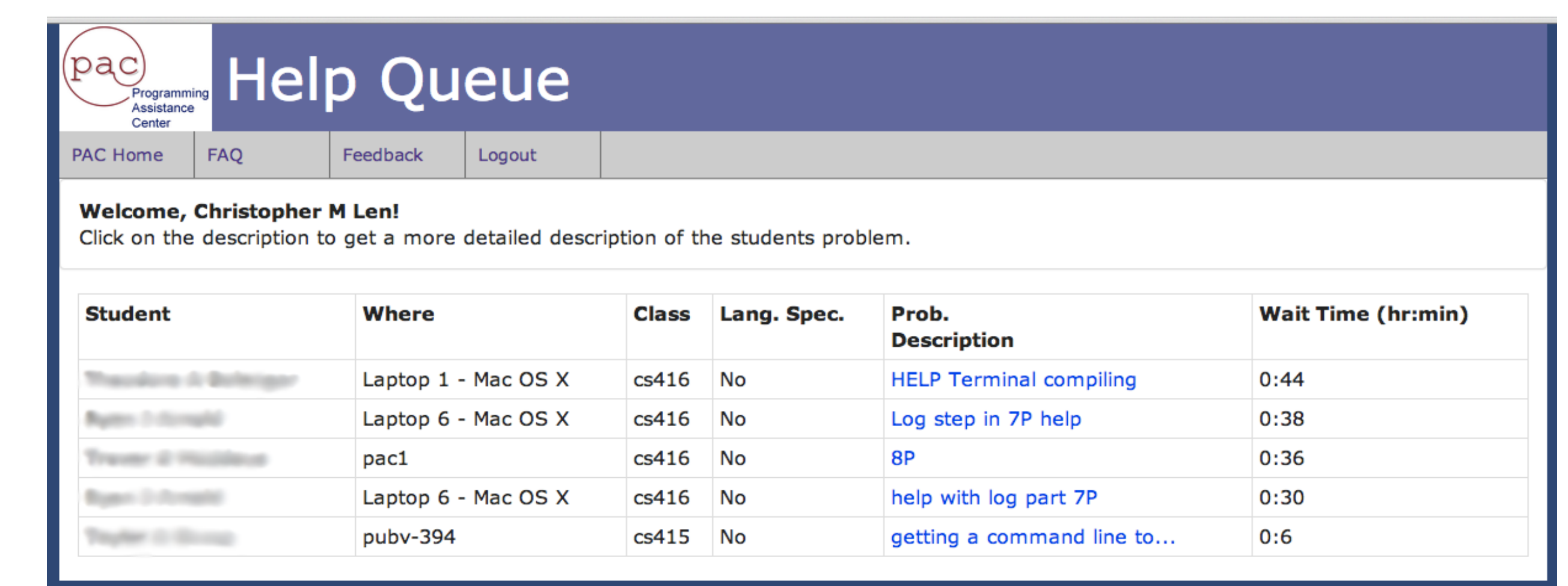
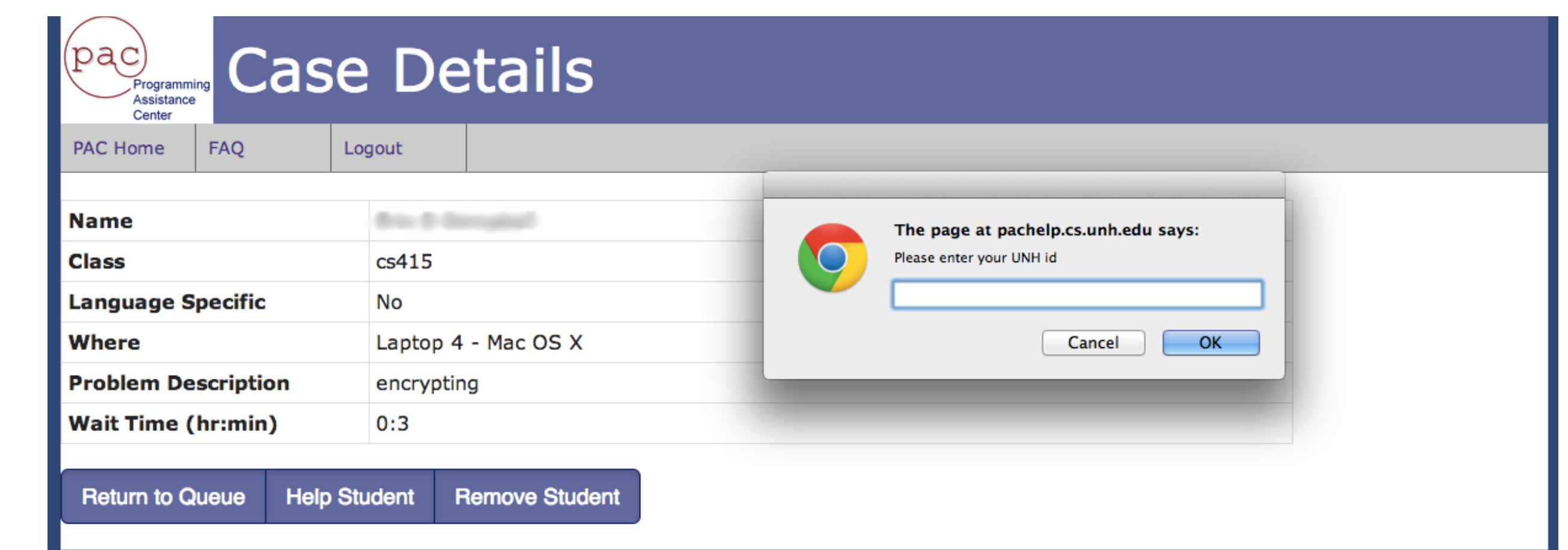
## Solution

- Students request help by providing a description of their problem, then get entered into help queue



- Wait queue sorts students based on wait time while providing meta data such as name, class, location, and problem description

## Screenshots



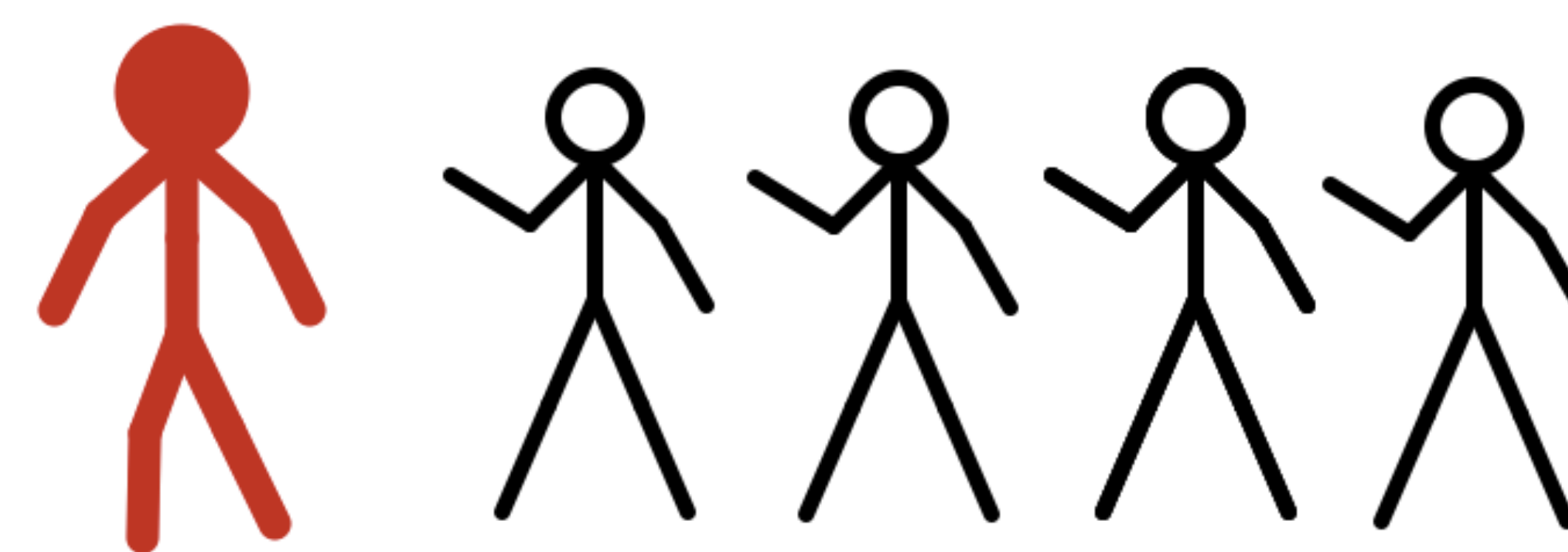
## How the Application Changed the PAC Experience for the Three Different Types of Users:

### Student

- Students no longer have to wait with their hand raised, they can enter the queue and then focus on their problem
- Students can view PAC utilization, along with how many people are ahead of them in the queue

### Consultant

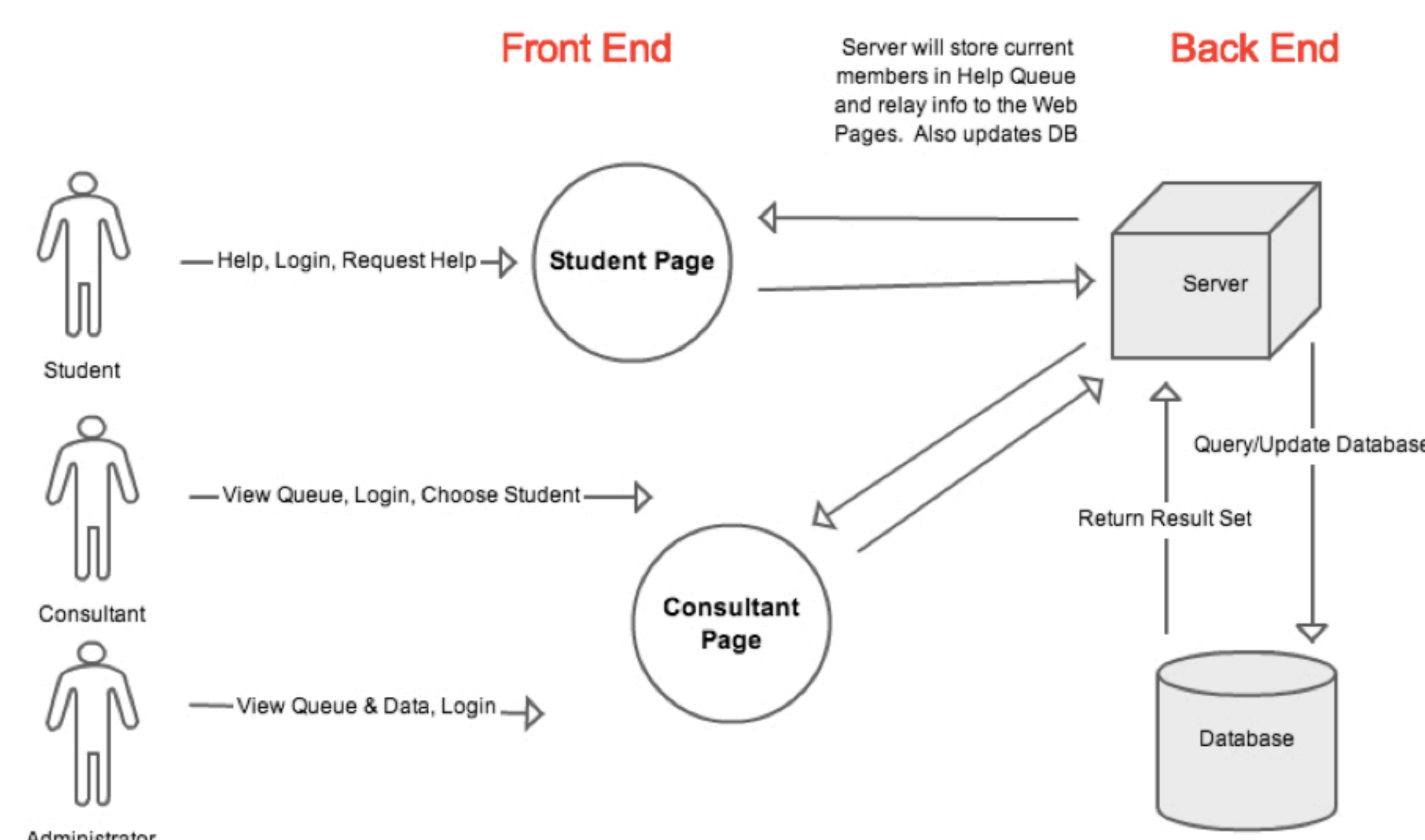
- Creates virtual line where the first person to need help is the first to receive help



### Administrator

- Helps the administrator(s) keep track of the daily activity in the PAC, making scheduling more efficient
- Enables administrator to discover struggling students to further offer tutor services

## System Architecture



- Consultant can focus solely on helping students, rather than scheduling future help instances

## Technologies Used

