Policy Guideline: Student Ticketing System

1. Purpose
This policy outlines the procedures and responsibilities involved in the implementation and operation of the Student Ticketing System at European City University (ECU). The system is designed to efficiently manage student queries, complaints, and support cases, ensuring timely responses and institutional accountability.

2. Scope
This policy applies to all students enrolled at ECU, as well as academic and administrative staff responsible for responding to student support tickets.

3. Ticket Categories and Routing
Students may submit tickets through the official ticketing system. Each ticket will be categorized and routed to the appropriate department as follows:

Category	Routed To	SLA / Response Time
General Inquiry	Student Services Team	48 hours
Academic Support	Assigned Course Tutor	48 hours
Technical Issue	IT / LMS Support Team	24–48 hours
Complaint	Quality Assurance or Dean's Office	Acknowledgment in 48 hours, resolution within 5–7 working days
Administrative Issue	Registrar / Administration Team	3 working days

4. Ticket Workflow and Tracking
Each ticket submitted will receive a unique ID and pass through the following workflow: Open → In Progress → On Hold (if needed) → Resolved → Closed. Students will receive automated updates at each stage. Staff are expected to update ticket status promptly and document all actions taken.

5. Responsibilities
- Students: Submit complete and clear tickets with all relevant details.
- Staff: Acknowledge, investigate, and resolve tickets within the designated SLA.
- Dean of Academic Affairs: Handle escalated academic complaints and ensure academic quality in resolution.
- Quality Assurance: Monitor ticket trends and report recurring issues to university leadership.

6. Monitoring and Improvement
The effectiveness of the ticketing system will be reviewed periodically. Feedback will be collected from students and staff to improve the system and ensure its responsiveness as ECU continues to grow.