

Refit Reva

Sankar Sreenath¹, R Devendranath Reddy², P Shiva Kishore Reddy³, Rudraraju Saikarthik⁴,
Geetha B⁵

^{1,2,3,4,5}School of Computing and Information Technology, Reva University, Bengaluru, India
¹sreenathchinna776@gmail.com, ²Devareddy2634@gmail.com, ³swistashiva1998@gmail.com
⁴karthiksachin563@gmail.com, ⁵geetha.b@reva.edu.in

Article Info

Volume 83

Page Number: 4807-4810

Publication Issue:

May-June 2020

Abstract

The purpose of the student feedback system is to automate the current manual system with the aid of computerized equipment and full-fledged computer software, completely compliant with their specifications, so that their valuable information can be stored with easy access and manipulation for a longer period of time. The required hardware and software are easily available and easy to use. Student feedback system can lead to a consistent and fast management system as described above. It will help the consumer focus on their other tasks, rather than concentrating on record-keeping. Therefore, it will help companies make better use of capital. Through duplicate entries the organization should create a computerized record. The aim is to automate their current manual system by using computerized equipment and full-fledged computer software to fulfill their requirements so that their valuable data can be stored with easy access and manipulation for a longer period of time.

Article History

Article Received: 19 November 2019

Revised: 27 January 2020

Accepted: 24 February 2020

Publication: 16 May 2020

1. Introduction

The university strives to deliver the best atmosphere and learning experience possible to enable students to realize their full potential. Student input helps the university to decide how it views service provision. It keeps track of their location and sends the message back to the specified number. This system is designed to make a person feel relaxed using it. Digital student feedback system is the students' input collection system which automatically collects input from students. We also built feedback systems for students to provide input to any department, such as hostel department, laundry department, food department, infrastructure department, cleaning department, library department, Library Department, Sports Department, Gymnasium Department, Classroom Maintenance etc. We are creating a Student Feedback System to provide feedback to higher authorities in a simple and fast manner. This Student Feedback System project is designed to create a mobile application that is very useful to the administrator to manage feedback files. In using this tool, we can make fast feedback on students' problems to head departments on time, as they referred to in the electronic mailing system. Through using this technology, we can provide feedback as easily as opposed to the current paper feedback system in online systems. This system also provides a paper-free world.

Current Student Feedback Management System

The feedback is provided by manual process when coming to the existing program. Students can provide input on the problems in the current program by using paper and pen. The aim of this project is to make the process of obtaining feedback from online students about any kind of issues faced by facilities, food, staff, cleanliness, etc. Using papers and pens this job was performed manually as of now. It has many drawbacks and it's a difficult method to determine written forms of this side. But the constraint here is if the student submits the study then later, he cannot change it. Using a mobile application framework, the student can send feedback on problems in a very efficient way without any data loss. Students may access these feedbacks and take effective action by the administrator and the incharges. By the method. Without wasting his time in writing, students can provide feedback in the online method.

2. Literature Survey

Several Applications and Online platforms have been created in Institutions for feedback purposes but there is no single website or app that provides a feature for complaints about all the Institute facilities.

We took this idea to create an app to give students feedback on all the departments.

❖ online Feedback System.

This paper sheds light on the fact that the institutions have a database that lists all the students in it and it's safer than the manual method.

- Disadvantages:

- 1) Only teachers can get input from the students.
- 2) The students can not complain about the lodging, transportation and other services.

- ❖ College Feedback System.

The paper describes that, in order to assess how they teach, professors should also rate themselves along with students rating them.

- Disadvantages:

- 1) No clear information of how the program works.
- 2) Students are not permitted to review other programs that the institution offers.

- ❖ Student Feedback System.

The paper explains that at the time of Feedback, a unique code is created for each student to divulge their identity.

- Disadvantages:

- 1) The department's students may only rate the department's services.
- 2) Students cannot provide input on libraries, laboratories and other facilities at the school.

- ❖ Online Grievance redressal system.

This complaint management system offers the feature of providing a monthly report that can be used to hold statistics about how many complaints are handled in a given month.

- Disadvantages:

- 1) It is not clarified proper website functionality and not all the college facilities can't be complained.

3. Components

Hardware:

Laptop with listed features below:

- i5 processor
- windows 10
- 8GB RAM
- 1TB ROM
- And a smart phone

Software:

- Java
- HTML
- Android Studios
- Online email system

4. Methodology

Since it is an online feedback system for students, the application has access to the students through their respective Id's. The program begins with the registration of students. It starts with a login page where the user is expected to either register or log in. They have to sign up as a new user or then log in directly if they are a current user. There is a page after signing in where the departments are listed and we have to select the department we will be looking for and there is another page after the department has been selected.

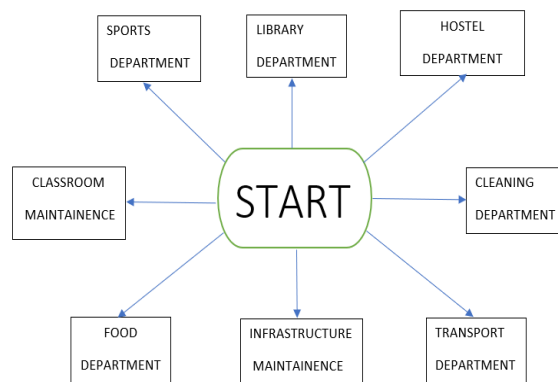


Figure 1: flow chart

- The application contains these departments shown in the figure above

On the website we find two choices one that displays the problem emergency to be posted and there are two buttons where we can press the photo on one button and write the issue on the other. If we write the issue and press send button then it goes straight to the mail and there will be an option to attach the images and the issue we have written will be taken as the subject of the mail. After we click on send mail, the mail will enter the mail of the faculties concerned.

5. Implementation

Systems design is the process of designing the architecture, components, modules, interfaces, and data of a system to satisfy specified requirements. Virtual student feedback or complaining system is the student's information collection mechanism which offers the automated production of a student feedback or complaint. Starting with student registration in this program process. We implementing a "registration and login" document for this registration in our application.



Figure 2: First interface of the application.

While the student is registered with the respective information (name, SRN no, e-mail, mobile no,

password), the student can provide feedback on their respective issues.



Figure 3: second interface of the app.

For that input we are providing input options as in “front end” format and to store all the information as in “back end” format (i.e., database systems and mail systems).

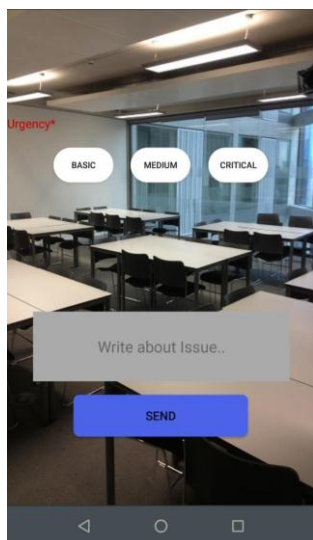


Figure 4: fourth interface of the application.

Only incharges are allowed to go through the feedback or complaint after sending the feedback or complaint form to respective departments. Then they will report to higher authorities, and take the appropriate action.

6. Flowchart

The proposed system being applied in this documentation is explained briefly in the flowchart displayed in Fig 1. The flow chart below shows the work flow between various stages or interfaces of the application, beginning with the student registration and continuing with the selection of departments / area to which the problem belongs and a summary box of fixed size or number of characters

permitted to clarify the issue and with an option to post the issue type image(if necessary). Once the feedback is submitted the mail will be received by the concerned faculty.

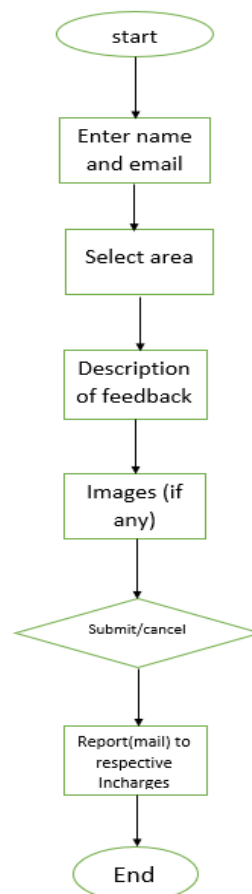


Figure 5: flow chart represents the work flow of the application.

7. Conclusion

This project is designed to reduce the time and the responsibility of maintaining large quantities of student’s records. It applies formulae at the time of generation of feedback to produce feedback on a particular problem. It will give out a mail to the workers after that. The new system is easier to handle whole things in a specific way as the contrast with manual feedback or current feedback system. As per the current method, saving each and every single student record by using the database is very simple operation.

Acknowledgement

We would like to express our gratitude to Geetha B Professor, Department of Computer Science, Reva University for her strong guidance ongoing supervision and encouragement during this course of study research which will enable us to achieve the planned target amid a maze of possibilities and failures.

References

- [1] P. Chavan and R. Mitra, "Developing a Student Feedback System using a Design-Based Research Approach," 2019 IEEE Tenth International Conference on Technology for Education (T4E), Goa, India, 2019, pp. 1-8.
- [2] O. Mirmotahari, Y. Berg, "Structured peer review using a custom assessment program for electrical engineering students", IEEE Global Engineering Education Conference EDUCON, vol. 1, 2018.
- [3] R. Esterhazy, C. Damşa, "Unpacking the feedback process: an analysis of undergraduate students' interactional meaning-making of feedback comments", Studies in Higher Education, vol. 5079, pp. 1-15, 2017.
- [4] June 2017, [online] Available: <https://stats.idre.ucla.edu/spss/faq/what-does-cronbachs-alpha-mean/>.
- [5] M. Tarare, M. Manwani, A. Paidlewar, S. Maturkar, P. Chaudhari, J.V. Shiral, "Feedback Management System for Evaluating And Generating Monthly Report", International Journal of Emerging Technology and Advanced Engineering, vol. 4, no. 3, pp. 519-522, March 2014, ISSN 2250-2459.