

State-Level Students Grievance Support System

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ABSTRACT

Students are the essential factor in an organization. The Scholar may feel dissatisfied with the service when he or she receives the delay of services. To beat this, we offer an optimized solution for the student grievances support system for improving the relationship between student and university by representing the model of e-complaint web-based system. The prevailing system has manual processing through committee, principal, head of department and college premises. This project overcomes the restrictions of the existing systems of complication of submitting a complaint and organizing it and it'll be a State-level support system. The proposed model is that the student has the ability to post a complaint easily and specifically using categories through our application and therefore the Admin are often ready to sort complains by supported keywords since the web application involves the utilization of keywords that are Students, Committee, Principal, University and Campus Which can be help us to provide the update data information through internet and It will helps to overcome the time process in an efficient way by acquire, store and process the data.

Keywords : Student Grievance, University, State-Level, Web Application

I. INTRODUCTION

Web application is that the process of developing a website, activities in a network which are aimed toward a pre-defined goal. The main objective of developing the current project college automation system is to create effective system which is fast, accurate, consistency, reliable and flexible enough so that it can incorporate any future enhancements.

In an existing student support system there's no Proper way to analyse the complaints and organising it The existing system has manual processing through committee, principal, concerned departments and college campus the system isn't efficient. sending grievance from lower level to critical level is a tedious process

We are developing Web application for submitting complaints online by using web application to form it more user friendly. Any User which is within the state can register in the system and post a complaint. Since it will be a State-level support system. A user can upload/post his complaint easily by using our web application with a Personal Computer. User can submit his complaint by creating his/her own profile at homepage. Then that user can check the current status of their complaints by login in to his account at any time. It will show whether it is in processes or closed. This system will give solution to the student's grievances.

This paper mainly focuses to finish the method automatically and easily by using our application.

Admin can maintain various areas in the college campus like Department, university and college. For each campus a higher authority will be there. Student can directly send their complaint to higher authority and solutions related to complaints is rectified in time. Admin can add the department, add university, add college, and add student registration in this application.

II. METHODS AND MATERIAL

i. SYSTEM ARCHITECTURE

In the existing system all the data only from Student were computerized. There is no Proper way to analyze and there is no proper system for decision making to develop our college environment. Admin find it difficult to analyze the college wise. The existing system is completely manual. In order to write down the complaint, the student either Visits the related department and registers his complaint within the respective complaint register, which is monitored by the respective Department Heads. Existing system requires manual process

Problems of complaint procedure

1. students don't know the channel for complaint and the way to file complaints
2. students spend tons of your time on complaint
3. students don't have channel for tracking complaint

Problems of complaint management

1. The redundancy of complaints from organizations
2. The details of complaints are unclear and insufficient
3. The organization do not have channel for asking further information about complaint and providing feedback

4. Complaints are not related to the responsible department

Here we are going to get complaints from students; we can update the college environment according to the complaints suggested by the students. The idea is to automate the whole complaint process. It will be an easy access application, accessible to students, members of Student Grievance Redressal Committees, respective heads. Students should be able to post complaints under different categories, Department Level, Institute/College Level and University Level Sending grievance from lower level to critical level is completed automatically. Students can able to track the grievance once the complaint has been registered

ii. MODULES DESCRIPTION:

1. ADMIN

Admin can add the department related details, add university related details, college related details, Students and Head of the department of various sectors is added by the admin. Entire System is controlled by the admin and without his rights student and Head of the department cannot access the application.

2. STUDENT MODULE

The student must provide the basic details and can register their details in this module. The username and password is provided in this module which is later used for further access.

a. Add Complaints

The registered student can login by providing the username and password. The new complaints can be added against various departments in this module. The complaints number can be noted so that the status of the complaints can be viewed later.

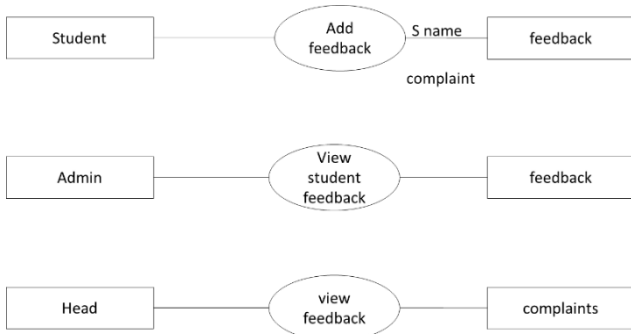
b. View Status

The reply sent for the registered complaints can be viewed in this module. The actions taken for the compliant registered already can be viewed in this module.

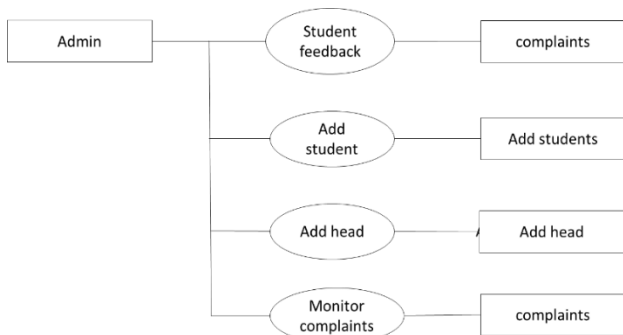
3. HEAD OF THE DEPARTMENT MODULE

In this module, the head of the department can see the complaints suggested by the students against the department only, can identify the student’s needs and try to provide problem solution against the concerned department directly through the complaint suggested by students. He can update the reply status to the student, so the interaction between the student and head of the department can be maintained in this module.

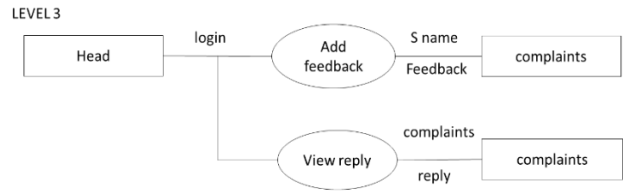
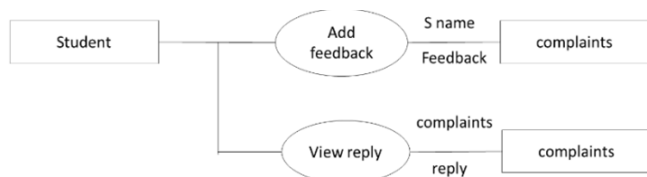
LEVEL 0



LEVEL 1



LEVEL 2



III. RESULTS AND DISCUSSION

Students can only register a complaint after he/she register an account using the essential details and login username and password given at the time of registration

After register and login in system student will be able to post a complaint by selecting the college and the category of the complaint

Only after entering in the admin mode we are able to make changes to system such as updating colleges, categories and adding and deleting staffs. Other than admin staffs who provided privileges by Admin can modify the system. The staff can be a member of student grievance committee

Just like a student the staffs also need to register within the system and then the user can login to view the complaints by students According to his registered details or category wise.

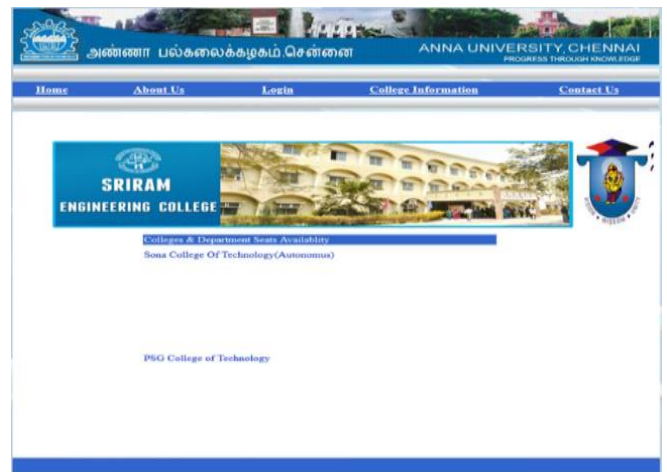


Figure 1: Home page

IV. CONCLUSION

This was a quick overview of Complaint Management System for State. This web app is mainly designed to

reduce the manual efforts and receive all complaints about college and also for providing the current status of complaints and managing data of complaints and make the work easier for users and thus the complaint solvers. which enables users to send the complaint easier, and also provides the channel for progress tracking also allows the staff to manage the complaint through the web application rather than done manually on the paper form. Finally, the system generates the data visualization for the summary of complaint data

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