

Online Feedback Analyses system

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Abstract— Online Feedback management System is a web based application that provides platform for the various colleges and university to take the student's feedback online or to automate the feedback. This online system is the best place to find feedback report according to the requirement such as feedback given by the various kind of people or student and so on and it is the efficient place to get feedback analysis and maintain security. Students will fill online feedback using a standard form. In this project security is also maintain that is the result of feedback is only visible to authentic user. Online feedback is an integral feature of effective & efficient learning & teaching. It can be one of the powerful way to enhance & strengthen student learning.

Key words: Online feedback, Information Technology and Communication wing (ITC)

I. INTRODUCTION

A. Online Feedback Analysis System

Online Feedback Analysis System is a web based application that provides platform for the colleges to conduct student's feedback online. In the existing system students can give feedback about the lecturers by doing manually. By this process student can give feedback in online system without wasting his time in writing.

After giving feedback by every student papers are collected by the faculty and calculated the overall grade for each subject and each lecturer. After that those all grade report is viewed by the HOD which is given by the faculty. Hence estimating the performance of lecturers and giving feedback to college staff. So, the existing system carries more time to do a piece of work for this reason the online system feedback is implemented. This is the main advantage of the existing system for giving feedback about the lecturers and viewing report of lecturers. Feedback represents information communicated to the learner that is intended to modify the learners thinking for purpose of improving learning. The idea of feedback to make corrective actions based on the difference between the desired and the actual value can be implemented in many different ways. Student feedback on courses is an essential element in quality assurance.

Questionnaires are of primary importance in the dialogue with students, since they are the best tool we currently have for collecting objective, detailed and reasonably systematic information on a wide range of questions, which: informs the teacher about students' perceptions of the course's strengths and weaknesses; can prompt changes in delivery methods, course content, the provision of resources and the structures of support and guidance for the course; are useful to staff maintaining teaching portfolios; are central to monitoring of teaching standards. In order to gain maximum advantage: students should be told how the data will be used, when and how results will be published, and that their contribution is important and taken seriously. Getting the right feedback at right time is of at most importance, for any organization or

faculties of an institution. Getting the feedback from the users will help an organization or faculty to provide better services to the users or students. Ongoing interaction with users can help improve the efficiency of an organization, and enable them to provide better service to the users. Collecting feedback from the users is very important thing for any organization. Until now, feedback collection process is conducted manually, using printed forms. All that has changed with the computer network as well as World Wide Web, making communication far easy. It is very easy to collect feedback about an organization, or about the staff of an institution through web based system. Valuing and asking for feedback has recognized benefits for both staff and students in an institution. For Staff to provide information for course design to further develop teaching skills to match learning to learners needs to support bids for funding teaching projects For Students to feel valued and 'listened' to to have ownership in their own learning to develop reflective thinking to be better informed in selecting a course/module For All to enhance relationships and define roles to provide a 'positive' teacher/student partnership, which in turn has more chance of ensuring high quality teaching, thereby meeting learners' needs to establish learning objectives, and measure the extent to which they are met to inform executive action, policy developments and resource allocation as part of quality assurance procedure Feedback should be encouraged to be positive as well as giving suggestions concerning areas that could be enhanced.

II. PROBLEM DEFINITION

This project aims to develop an online web-based feedback collection system for Information Technology and Communication wing (ITC) of NITC. This system has two user levels Administrator and User. The user means the student/faculty who has the access to the services provided by ITC. The user can post his/her opinions, request and queries through a web-based interface. The administrator can analyze the feedback, query the feedback and reply to the user. Second part of this project aims to develop a feedback system which can be used by the Students to give the feedback to the faculty. This system will provide a web-based interface to the students, where they can write their feedback, comments and queries, about the course offered by a particular faculty and send this feedback to the corresponding faculty. This system enables the faculty to easily get feedback from their students

A. Existing System

The existing method for collecting feedback about the faculty from the students makes use of printed forms on paper. Students write their feedback and submit it to the faculty. This is very time consuming and costly procedure. Preparing the printed form and collecting the forms back from the students is a time consuming procedure. Collecting the feedback from the student about the service offered by ITC is also such a time consuming and difficult procedure.



Fig. 1:

1) Disadvantages of Existing System

- 1) After giving feedback by every student papers are collected by the faculty and calculated the overall grade for each subject and each lecturer.
- 2) Hence estimating the performance of lecturers and giving feedback to college staff. So, the existing system carries more time to do a piece of work.

B. Proposed System

The proposed system is a web based system. The user can log in to the system with a valid ID and password, fill in an online feedback form and submit the feedback to the system. The administrator can later analyze the feedback



Fig. 2:

C. Features of the Proposed System

The proposed online feedback collection system is a web based system. So valid users can access it from anywhere. This is a platform independent system. So there is no need for installing any additional software on the client systems. The new system issues the users, asset of questionnaires. The user answers the question and submits this feedback. This is very effective, fast and cost effective method for collecting the feedback. The users, who give the feedback, are authenticated with a Login ID and password.

III. SYSTEM ARCHITECTURE

In this project we have designs main three forms. Student login form, admin login form and staff login form. The student login form consists of user name and password. Students will login with valid user name and password which is provided by the admin user only. Student can change their password also using change password option present in the student login form. The only student can login into the feedback forms those have greater than 75% attendance. If students have below 75% attendance and trying to login in the form then error message will be

generated. After successful of login student can give feedback on various modules. And the modules are staff, infrastructure, library, department and training and placement. Students can fill these form by clicking radio buttons according to grading given in the feedback form. The another form is for main admin user. To enter in the admin form we have to log in first in the Admin login form. After entering the right user name and password, the admin home page appears. In that home page three options are there one for registration of student in which admin fills the information of student like name, semester, attendance and also registers the user name and password for the student. The next option in admin home page is to view student details, which is already filled by the admin. In this student details admin can also see the changed password of student. Another option is to see feedback report of all feedback forms. In which admin can see report of feedback form filled by the student according to grading marks. And there is one more option in report detail for calculating the average of report. By calculating average, it is easy to understand report.

The last form is for staff. In which staff can see their individual subject report by entering user name and password set for every subject faculty. Also staff can see average report in this form. In main feedback form we can go towards filling feedback form and also to see report of feedback form.

- Home page
- Student login
- Admin login
- Student login check
- Subject feedback form
- Admin login check
- Student registration
- Student details report
- All report forms

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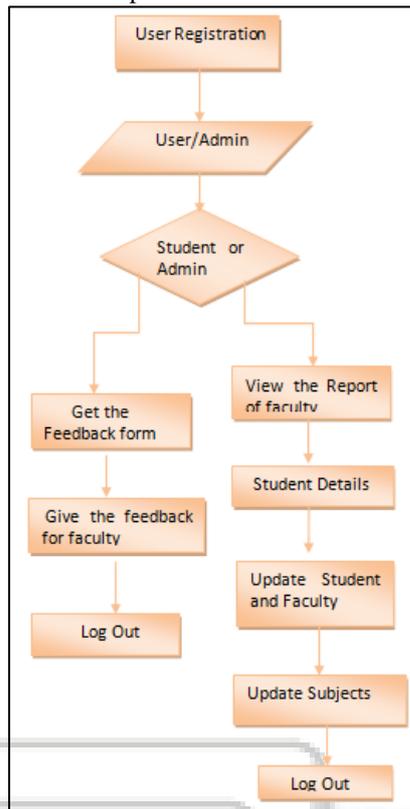


Fig. 3:

IV. IMPLEMENTATION

This section deals with the implementation details of the system designed in the previous section. Implementation is the process of converting design to code. The entities identified from design are to be implemented considering the association between them and how they communicate with each other.

A. Implementation Issue

This section deals with the discussion of the implementation issues that are found in the system. All aspects of the system are not discussed in this section. Only important aspects of the system are discussed. The implementation issue has to be discussed mainly on the following aspects:

- 1) Prospective users
- 2) Platform independency
- 3) Storage issues

1) Prospective users

In Module 1, feedback collection system for Dept, there are two levels of prospective users. *User*, who is a student or user of services provided by Dept, and *Administrator*, who is in charge of Dept

- a) Following are the actions associated with the User
 - User log in to the system with a valid ID and password.
 - User can request for one of the following feedback form Feedback form for Main Computer center Feedback form for LAN center
 - User can answer the questionnaires, write comments in the form and submit the form to the feedback system
 - Feedback system stores the feedback given by the user in to a file

Following are the actions associated with Administrator

- Administrator log in to the system with a valid ID and password.

Administrator can perform the following operations Add,delete or edit Users View the feedback about Main Computer Center View the feedback about LAN center

In Module 2, feedback system to collect feedback about faculty, there are three types of prospective users. Administrator, staff and students.

Administrator is the person, who is having the responsibility of the system.

Administrator can perform the following actions

Add new students, Delete or Edit existing students, Add new faculty

Delete existing faculty

Staff indicates the faculty of the institution

Faculty log in to the system with a valid ID

Faculty can read the feedback given by the students

Students of the institution can perform the following actions

- 1) Each student log in to the system with a valid ID
- 2) Student can request the feedback form for a particular faculty.
- 3) Student can answer the questionnaires and write comments in the feedback form.
- 4) The system stores the feedback along with the student's details in to a file associated with the particular faculty

V. CONCLUSION

This project is design in order to reduced burden of maintaining bulk of records of all the student's feedback details of who study in an educational institution. Inserting, retrieving and updating feedback details of student are easy when it is compared to the manual feedback and storing. Maintaining the details in the database is manageable .A web based interface for getting feedback from users of University is developed, which makes feedback collection easy. A web based interface for analyzing the feedback is developed. A web-based interface for giving feedback to a faculty is developed. Each user of the system is authenticated using ID and password. Admin home update, delete faculty and event data base

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