ONLINE STUDENT FEEDBACK SYSTEM

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ABSTRACT

Nowadays, in order to maintain a healthy and good relation with the students, educational institutions are increasing the involvement and participation of students in the process of learning and teaching. The online feedback system is a web-based platform for colleges/institutions to digitally conduct, review, and analyze versatile feedbacks of the students. The main aim of this online feedback system is to serve both the faculties and students for the betterment of the institution. It comprises 3 distinct modules i.e. admin, faculty, and students. It is undoubtedly a prominent tool to evaluate the performance of the faculties through genuine feedbacks because students are allowed to choose from excellent, very good, good, satisfactory, to poor based on their opinions.

Keywords: Feedback, Online Student Feedback System, Student, Feedback, Management.

I.   INTRODUCTION

The student feedback system is an online management system established for institutions to manage student's comprehensive feedbacks and information. It is developed using N-Tyre architecture that delivers better scalability, reliable security, and friendly maintenance. This technology also facilitates a user-friendly interface that reduces human efforts and allows the students to give feedback and opinions on web applications provided by the faculties and further admins are allowed to evaluate the generated feedback. In the existing system, students are required to generate feedbacks manually i.e. by writing and admins are also further required to check those feedbacks manually which is a comparatively a daunting task. Therefore, this web-based feedback system is innovatively designed that is far more effective and efficient compared to the existing system.

II.   EXISTING SYSTEM

The existing system is entirely based on a manual process, where students are supposed to give feedback about lecturers via pen and paper. Now after the feedback is given by the students all the papers are collected by the faculties and HOD or principal of the institution are further required to evaluate each feedback and grade lecturers performance based upon the opinions of the students.

So, the existing feedback system involves a lot of paperwork and it is undoubtedly a time-consuming task as it involves examining versatile feedbacks manually. Now due to this reason, the online student feedback system is developed and implemented by the institutions as it holds a major advantage over the existing system.

Disadvantages of existing system:

1. Involves a lot of paperwork
2. Comprises paper cost
3. Less accurate results
4. Limited reach and scalability
5. Inconvenience to the users

III.   PROPOSED SYSTEM

The proposed system i.e. online feedback system is a web-based platform that organizes and maintains multiple feedbacks of the students and provides aid to the admins in the process of examining feedbacks and grading lecturers. It concerns the participation of both the faculties and the students wherein, students are digitally allowed to generate opinions on lecturers ranging from excellent, very good, good, satisfactory, to the poor based upon their knowledge. As earlier mentioned, this portal is equipped with a user-friendly interface so therefore, admins can effortlessly review and examine all the genuine feedbacks of the students, and moreover, teachers are provided with a proper report based on their performance.
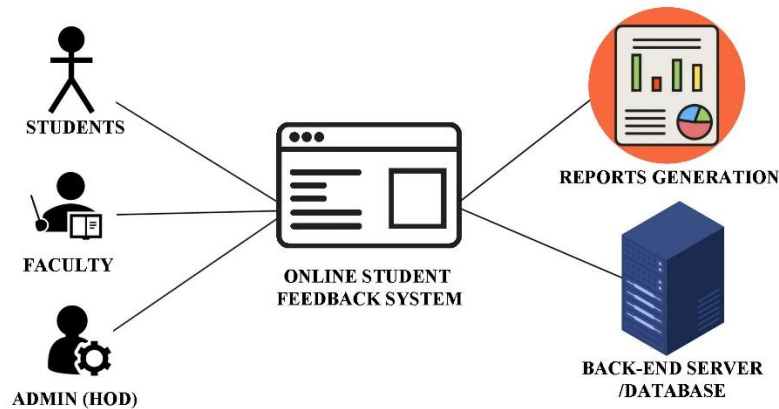
Figure 1: Architecture Diagram

Advantages of proposed system:

1. Time and cost-effective
2. Increased accessibility
3. Better reach and scalability
4. Highly accurate results
5. User-friendly interface
6. Enhanced security
7. Report generation feature.

IV.   IMPLEMENTATION OF MODULES

Student module:

Firstly, students have to register with the primary email address and enter their roll number with section details, and once the details and email address is verified then, as per their section a corresponding dashboard will appear consisting of numerous forms such as feedbacks on teaching quality, canteen facility, library infrastructure, sports, and other co-curricular activities. The most prominent feedback form comprises multiple questions related to teaching quality, where students can answer and also mention their opinions or suggestions to improve the teaching quality and more.
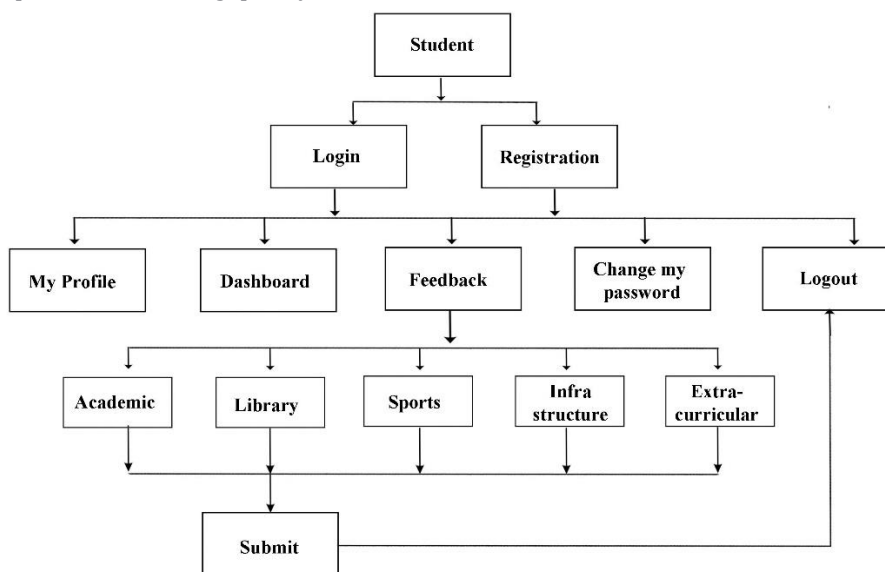

Figure 2: Student Flow Diagram

Faculty module:

First, faculties of the institutions have to enter the assigned ID and password. After the ID and password are recognized by the database further access is granted where faculties in their dashboard can have an insight at

their own performance and grades in feedback reports. Faculties in this portal are also allowed to download the reports to monitor their progress from time to time. In short, this online feedback system assists faculties in directly examining their individual performance without summarising the whole feedback report of the institution.
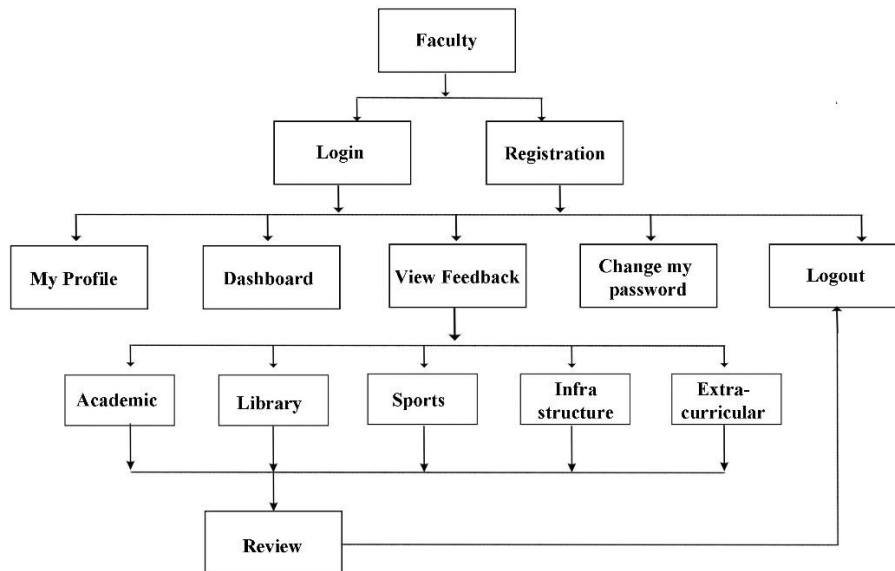

Figure 3: Faculty Flow Diagram

Admin module:

Now same as faculties and students, admins have to enter the ID and password and once the HOD or principal logins into their portal they can perform various tasks such as assign roles, add faculties, view classes, and much more. Now once the feedback forms are generated by the students, faculties can evaluate each feedback form and calculate the percentage or grade of an individual faculty based on their performance and behavior. Admins can also download the whole feedback report of the institution in order to monitor the improvement in faculties performance from time to time.
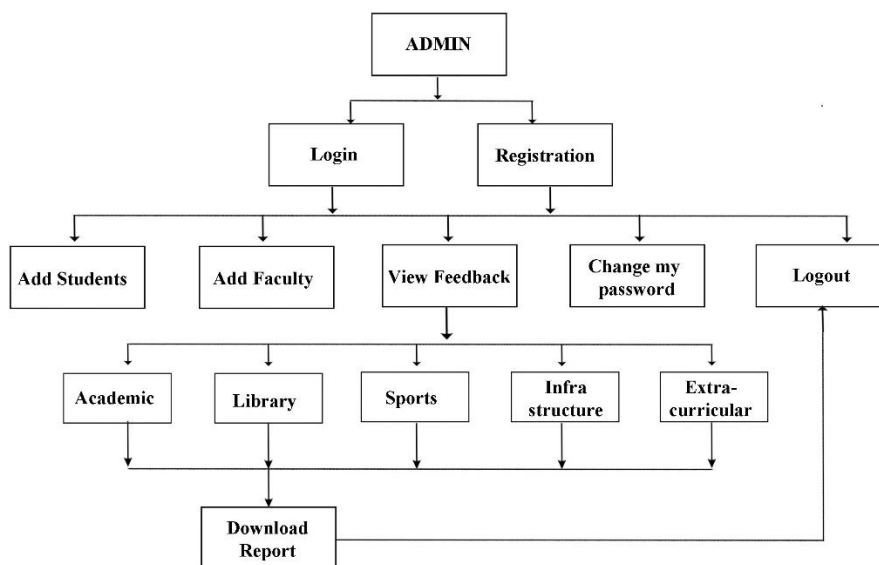

Figure 4: Admin Flow Diagram

Note: HOD's i.e. head of the departments cannot view operations and reports of the other departments in the institution.

V.   CONCLUSION

In this online era, a web-based platform such as a student feedback system ensures appropriate participation of students in the process of learning and teaching. Today's educational institutions are responsible for the future

of the students and it's their responsibility to ensure that proper education is being delivered and the only way to ensure is to take genuine feedback from the students. therefore, this portal is innovatively designed using N-Tyre architecture to target all the expectations, maintain security, and reduce human efforts in storing data and monitoring the progress of the faculties as well as the institution.

FUTURE ENHANCEMENT

This student feedback online system is specifically designed and developed to target future requirements and expectations of the users such as the educational institutions. In the future, further advancement can be implemented such as amendment in questions, importing new students, and faculties through the portal. It is also planned to enlarge this project on other mobile platforms like IOS and android. This is the future enhancement of the student feedback online system.

VI.   REFERENCES

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