Kannur University

Online Service Dashboard

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Introduction to the University

Kannur University was established in 1996 in Kerala, India. Its goal is to promote higher education in the districts of Kannur, Kasaragod, and Wayanad. The university focuses on improving learning, research, and academic quality through digital initiatives and efficient administrative systems.

To enhance student and institutional service delivery, Kannur University launched the Online Service Portal, a digital platform that simplifies many academic and administrative tasks. This program supports the university's mission to provide clear, accessible, and efficient digital services to students, colleges, and related departments.

Kannur University Online Services

Purpose

The main purpose of this system is to make it easier to track student service requests and to support transparency and accountability. By collecting application data and showing it through interactive dashboards, the system helps with timely decisions, workflow analysis, and performance evaluation.

System Overview

The Online Service Dashboard is a centralized website for managing, monitoring, and analyzing student service applications at an academic institution. It is built using PHP (Codeigniter) and MySQL. The dashboard offers both summarized and detailed data views for nine academic service categories. It replaces manual processing with an online workflow, leading to faster service delivery and real-time monitoring.

It gives institutional administrators insights into the total number of applications, as well as those that are approved, processing, reopened, and rejected. Additionally, it includes a performance grading system from A to D, based on how efficiently services are handled.

Key Objectives:

• Make it easier for students to submit applications and track their status.

• Give administrators real-time statistics for better decision-making.

• Increase transparency and accountability with digital record management.

• Boost efficiency by getting rid of paper-based manual processing.

Key Features

The system now manages nine key student service categories. Each category has its own administrative workflow. The dashboard collects data from all services and shows both total and approved application counts. This provides a clear view of the institution's performance.

Applications Count

Total Applications	39,465
Approved	35,954
Rejected	1,384
Pending	924

Dashboard Summary

Services Managed

1. Bonafide Certificate

2. Inter College Transfer

3. Attendance Condonation

4. Equivalence Certificate

5. Medium of Instruction Certificate

6. Migration Certificate

7. Position Certificate

8. Readmission Certificate
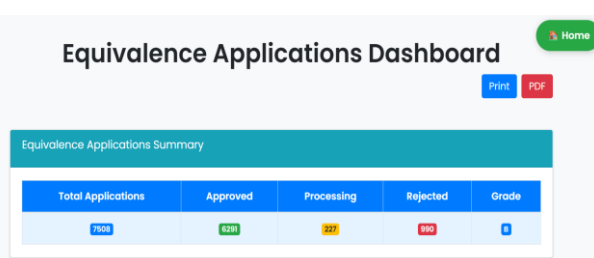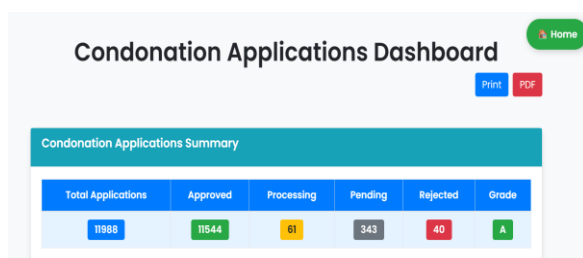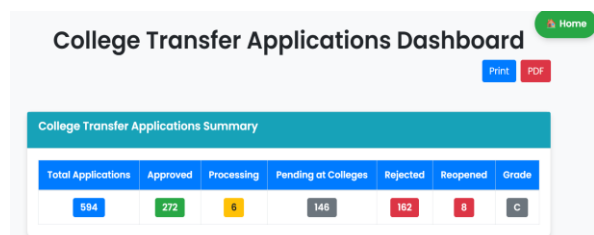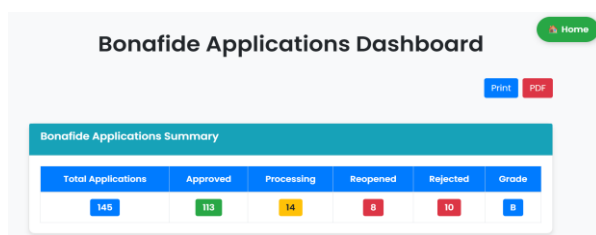
9. College Transfer with Readmission

Below Displays a list of service categories with columns:

1. **Category** — Name of the service.

2. **Total** — Total number of applications received.

3. **Approved** — Number of successfully processed applications.

4. **Action** — Button to view detailed statistics for each category.

Category	Total	Approved	Action
Bonafide Certificate	145	113	View
Inter College Transfer	594	272	View
Attendance Condonation	11980	11544	View
Equivalence Certificate	7507	6291	View
Medium of Instruction Certificate	1296	1215	View
Migration Certificate	16635	15513	View
Position Certificate	841	619	View
Readmission Certificate	445	376	View
College Transfer with Readmission	23	11	View

(Note: These counts are based on current dashboard data and may update dynamically as new applications are received or processed.)

Detailed Service View

Bonafide Applications Dashboard — Bonafide Applications Summary

Total Applications	Approved	Processing	Reopened	Rejected	Grade
145	113	14	8	10	B

College Transfer Applications Dashboard — College Transfer Applications Summary

Total Applications	Approved	Processing	Pending at Colleges	Rejected	Reopened	Grade
594	272	6	146	162	8	C

Condonation Applications Dashboard — Condonation Applications Summary

Total Applications	Approved	Processing	Pending	Rejected	Grade
11988	11544	61	343	40	A

Equivalence Applications Dashboard — Equivalence Applications Summary

Total Applications	Approved	Processing	Rejected	Grade
7508	6291	227	990	B

Medium Applications Dashboard

Medium Applications Summary

Total Applications	Approved	Processing	Rejected	Reopened	Grade
1296	1215	7	60	14	A

Migration Applications Dashboard

Migration Applications Summary

Total Applications	Approved	Processing	Reopened	Rejected	Grade
16638	15514	12	1080	32	A

Position Applications Dashboard

Position Applications Summary

Total Applications	Approved	Processing	Rejected	Reopened	Grade
841	619	122	96	4	C

Readmission Applications Dashboard

Readmission Applications Summary

Total Applications	Approved	Processing	Pending at Colleges	Rejected	Grade
445	376	2	32	35	B

College Transfer with Readmission Applications Dashboard

College Transfer with Readmission Applications Summary

Total Applications	Approved	Processing	Pending at Colleges	Rejected	Reopened	Grade
23	11	0	11	1	0	C

- For each service category, the dashboard displays:

  - **Total Applications**

  - **Approved**

  - **Processing Reopened**

  - **Rejected**

  - **Grade/Performance Indicator**

Grading System

The dashboard uses a **performance-based grading model** determined by the **Disposal Rate** (percentage of total processed applications that have been approved or resolved).

Grading Equation:

$$Disposal\ Rate\ (\%) = \frac{Total\ Disposed\ Application}{Total\ Application} * 100$$

Where:

- **Total Disposed Applications** = Approved + Rejected

- **Total Applications** = All submitted requests for that service.

Grade Disposal Rate (%) Description

A 90%-100% Excellent – Applications are processed Efficiently and on time.

B 75%-89% Good - Most applications processed with minor delays.

C 50%-74% Average - Noticeable pending or reopened cases.

**D** Below 50% Poor - Processing efficiency requires immediate attention.

Services in Grade A
- ↻ Attendance Condonation
- ↻ Medium of Instruction Certificate
- ↻ Migration Certificate

Back

Services in Grade B
- ↻ Bonafide Certificate
- ↻ Equivalence Certificate
- ↻ Readmission Certificate

Back

Services in Grade C
- ↻ Inter College Transfer
- ↻ Position Certificate
- ↻ College Transfer with Readmission

Back

Services in Grade D

No services available in this grade.

Back

Graphical Analytics

A **bar chart visualization** shows the distribution of applications by status.

- Uses dynamic charts (e.g., bar or column charts) for visual comparison.
- Provides color-coded status visualization for quick interpretation.
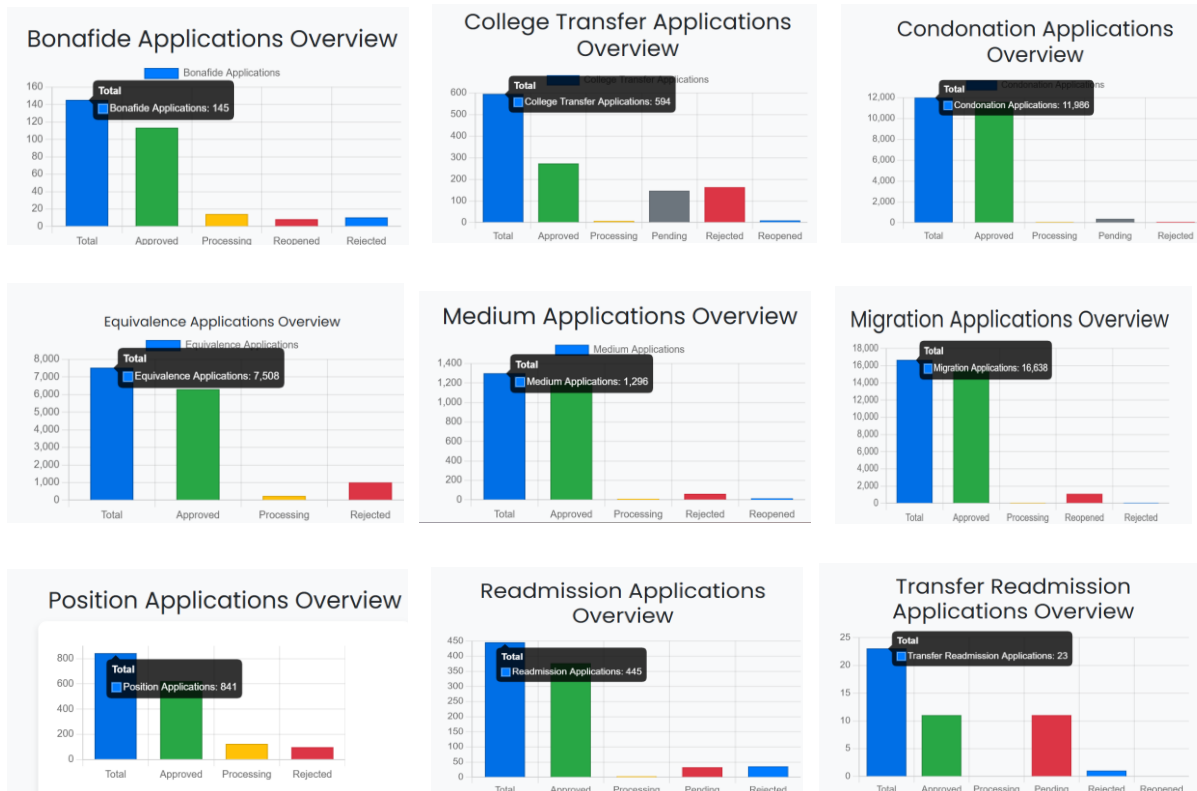
Technology Stack

Component	Technology Used
Frontend	HTML5, CSS3, JavaScript, Bootstrap (for responsive UI)
Backend	PHP (CodeIgniter Framework)
Database	MySQL / MariaDB
Chart Visualization	Chart.js or equivalent JS chart library
Server Environment	Apache (XAMPP / LAMP stack)

Workflow

1. **Data Retrieval:**

   The system fetches the count of applications from the database for each category, grouped by status.

2. **Dashboard Display:**

   The dashboard displays an aggregated summary in tabular format.

3. **Detailed View:**

When the user clicks "View" for a category, the system loads detailed statistics and a graphical overview.

4. **Visualization:**

A chart is rendered to depict the distribution of application statuses visually.

Future Enhancements

- Integration of downloadable **PDF/Excel reports**.

- Implementation of **user authentication and role-based access control**.

- Addition of **date range filters** for time-based analysis.

- Real-time **API integration** for data synchronization.

- Integration with **email/SMS notification systems**.

Highlights

- **Centralized Dashboard:**
  Displays all nine services with their corresponding totals and approval statistics.

- **Detailed Service View:**
  Each service includes separate metrics for *Total, Approved, Processing, Reopened,* and *Rejected* applications.

- **Performance Grading System:**
  Uses the **Disposal Rate** formula to evaluate service efficiency:

$$\text{Disposal Rate (\%)} = \frac{\text{Approved} + \text{Rejected}}{\text{Total Applications}} \times 100$$

Grades are assigned as:

  - A (90–100%)

  - B (75–89%)

  - C (50–74%)

- o D (<50%)

- **Visual Analytics:**

  Displays application trends using bar charts for each service category.

Conclusion

The **Kannur University Online Service Dashboard** represents a major step in academic digital transformation.
By integrating multiple services under a unified platform, it empowers both students and administrators with real-time access to service status, statistics, and institutional performance metrics.

This initiative reflects Kannur University's ongoing commitment to **transparency, technological innovation, and student-centric administration**, ensuring that service delivery is efficient, accountable, and future-ready.