

STUDENT HELPDESK MANAGEMENT SYSTEM

A MINOR PROJECT REPORT

Submitted by

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2020-310-142**

in partial fulfillment for the award of the degree of

B.TECH COMPUTER SCIENCE ENGINEERING

Under the supervision of

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(2023)

DECLARATION

I, **Mr. Mohd Arham** a student of **Bachelors in Technology Computer Science Engineering(B.Tech C.S.E.)**, Enrolment No : **2020-310-142**

hereby declare that the minor project entitled "**STUDENT HELPDESK MANAGEMENT SYSTEM**" which is being submitted by me to the Department of Computer Science, Jamia Hamdard, New Delhi in partial fulfillment of the requirement for the award of the degree of **Computer Science**, is my original work and has not been submitted anywhere else for the award of any Degree, Diploma, Associateship, Fellowship or other similar title or recognition.

MOHD ARHAM

Date: 02-05-2023

Place: JAMIA HAMDARD

ACKNOWLEDGEMENT

I would want to express my gratitude to a number of persons who have encouraged and assisted me in the preparation of this project, both directly and indirectly. It allows me to look back and reflect on the support I've had during this process.

I would like to express my gratitude to **Dr. Imran Hussain**, my mentor, as well as the professors of Jamia Hamdard University, for their invaluable recommendations, innovative criticisms, and support throughout the writing process. I would like to offer my heartfelt gratitude to the entire faculty of Jamia Hamdard University (SEST).

My heartfelt gratitude goes out to my family and friends, as well as my esteemed university,

Jamia Hamdard, for providing me with the chance and infrastructure to complete this project. Finally, I want to express my gratitude to everyone who assisted me in gathering data during the creation of the project, without whom it would not have been possible.



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the UGC Act, 1956 vide Notification No. F.9-18/85-U.3
dated 10.5.1989 of the Government of India)*

**HAMDARD NAGAR
NEW DELHI-110062**

Accredited by NAAC in 'A' Category

CERTIFICATE

On the basis of the declaration submitted by **Mohd Arham (Enrolment No: 2020-310-142)** a student of **B.Tech (Computer Science and Engineering)**, I hereby certify that the minor project entitled "**STUDENT HELPDESK MANAGEMENT SYSTEM**" being submitted to the Department of Computer Science & Engineering, Jamia Hamdard, New Delhi is partial fulfillment of the requirement for the award of the degree of **B.Tech (Computer Science and Engineering)** is carried out by him under my supervision.

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(Supervisor)

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Jamia Hamdard

TABLE OF CONTENTS

1. Abstract	Page 1
2. Objective	Page 2
3. Introduction	Page 3
4. Problem Statement	Page 4
5. Use Case Diagram	Page 5
6. Cost/Effort Estimation	Page 6
7. Gantt Chart	Page 7
8. Entity Relationship Diagram	Page 8
9. Activity Diagram	Page 9
10. Snapshots of different input and output screens	Page 10
11. Benefits.....	Page 16
12. Features	Page 18
13. Conclusion	Page 20
14. Limitation And Future Scope	Page 22
15. Bibliography	Page 23

ABSTRACT

- The Student Helpdesk project is an online platform that facilitates communication between students and the university administration. The system provides a centralized location for students to submit queries related to academics, administrative issues, or any other concerns they may have.

- The project aims to streamline the process of handling student queries and reduce the response time of the university administration. This report outlines the development process of the Student Helpdesk project, including the objective, problem statement, use case diagram, class diagram, entity relationship diagram, Gantt chart, and conclusion.

OBJECTIVE

- The Help Desk Management System is a set of programs which run as a software providing assistance to all the complaints, queries and services to the customers within a set of organization. It is a web based software which has made the working procedure of organization much easy.
- This software will fulfill customer's need by providing them technical support for their relevant issues as well as time period considered for solving the problems will be much shorter. All the queries and issues that will be posted in portal will be saved into the database for future reference.
- The software is an intranet based software which can be used within the organization. It is basically a customer care management system. This software is very efficient in future time because it is an E-help desk system which tries to solve the problems of all the customer via internet medium and digital medium and thus reducing even the working time for the users too, to solve their problems and queries.

INTRODUCTION

- A web-based student helpdesk system is an online platform that enables students to request academic, technical, and administrative support from their educational institution.

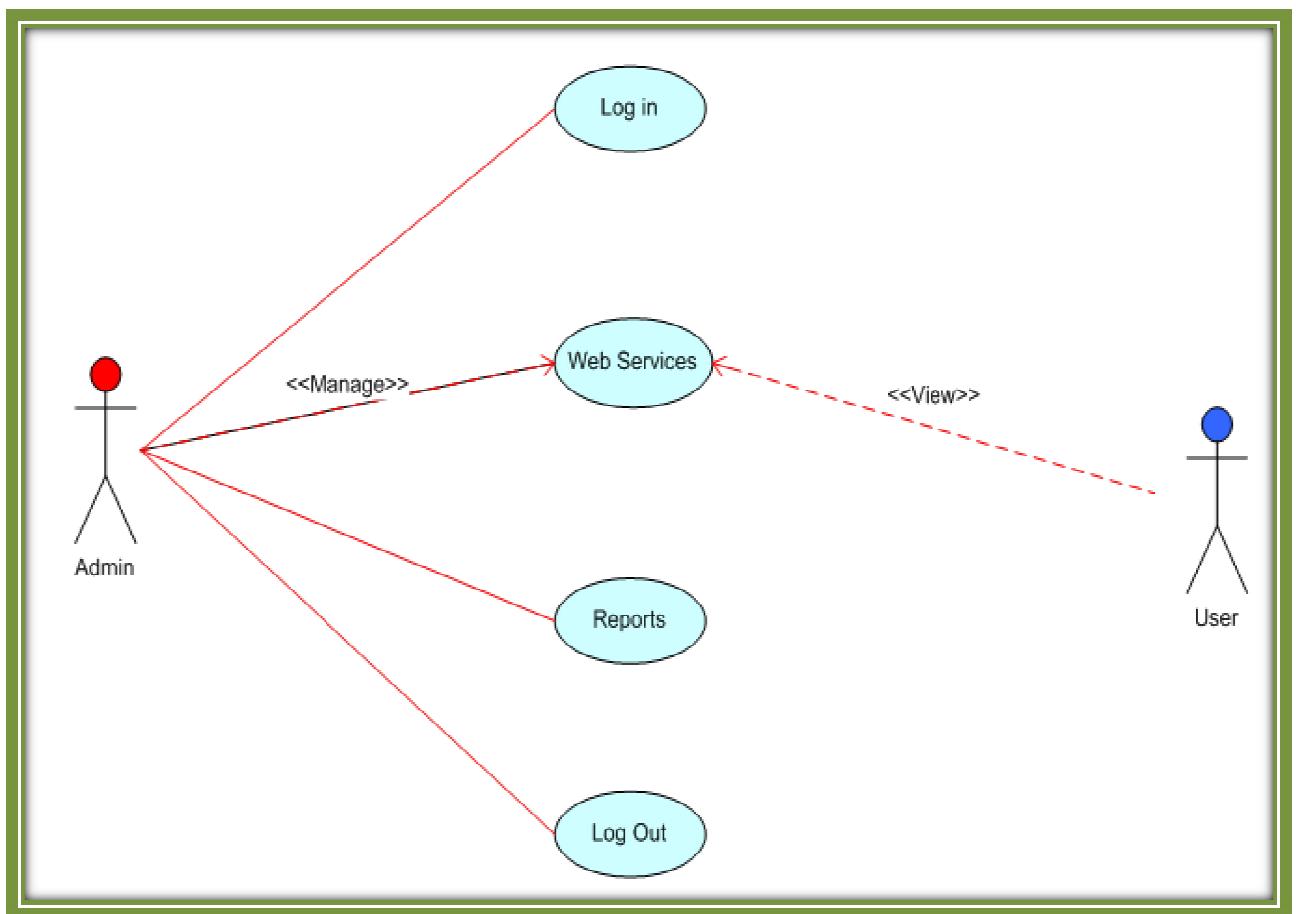
- The system is accessible from anywhere with an internet connection, making it easier for students to receive timely assistance and improve their academic experience. Overall, a web-based student helpdesk system is a powerful tool that can enhance the academic experience for students and help institutions provide better support and services.

PROBLEM STATEMENT

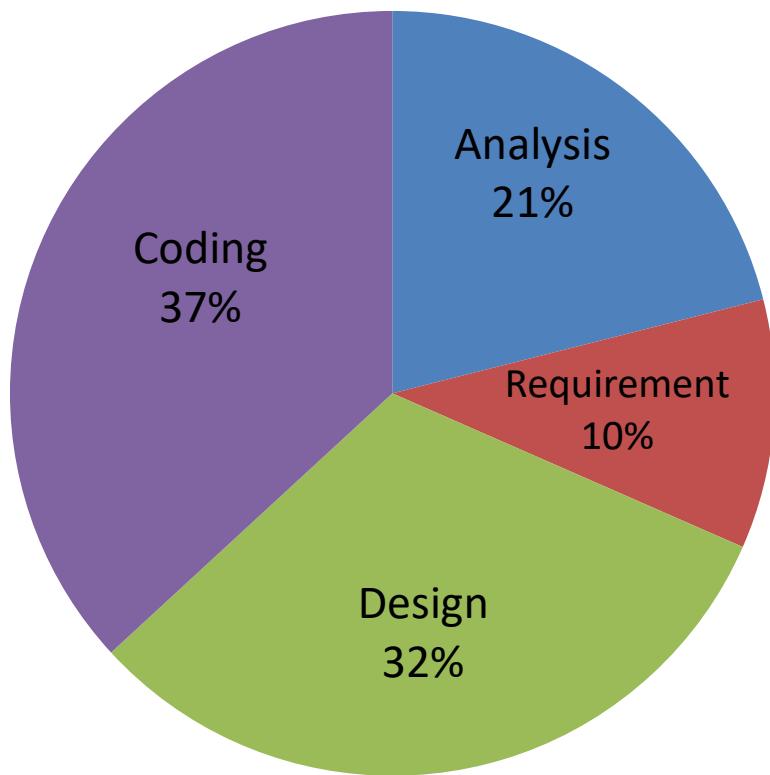
- The current process of handling student queries at our university is inefficient and time-consuming. Students are required to visit different departments and fill out physical forms to submit their queries. The university administration also lacks a centralized system to manage and respond to student queries. As a result, students face delays in getting their queries resolved, and the university administration is burdened with the task of manually managing a large volume of queries.

- The objective of the Student Helpdesk project is to address these issues by providing a centralized platform for students to submit and manage their queries and for the university administration to respond to these queries in a timely manner.

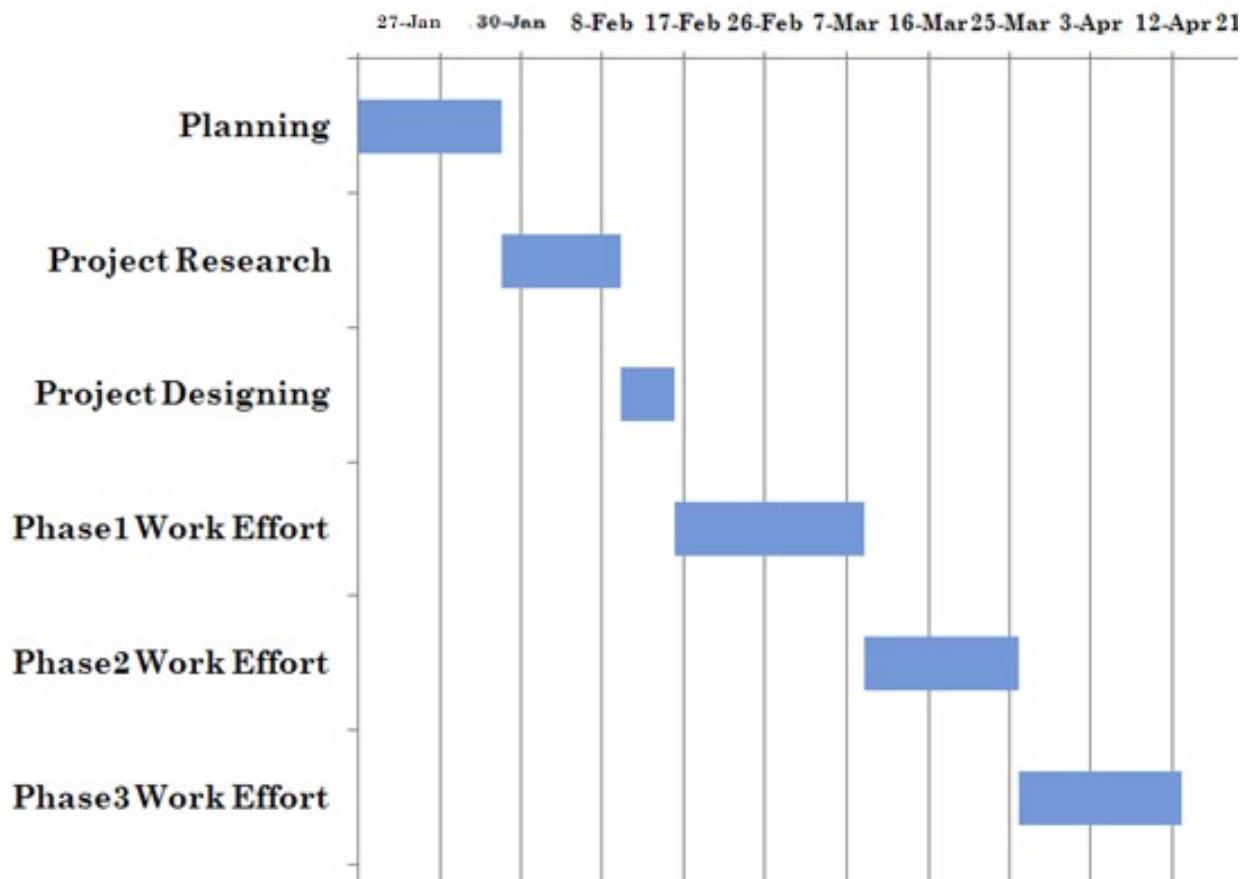
USE CASE DIAGRAM



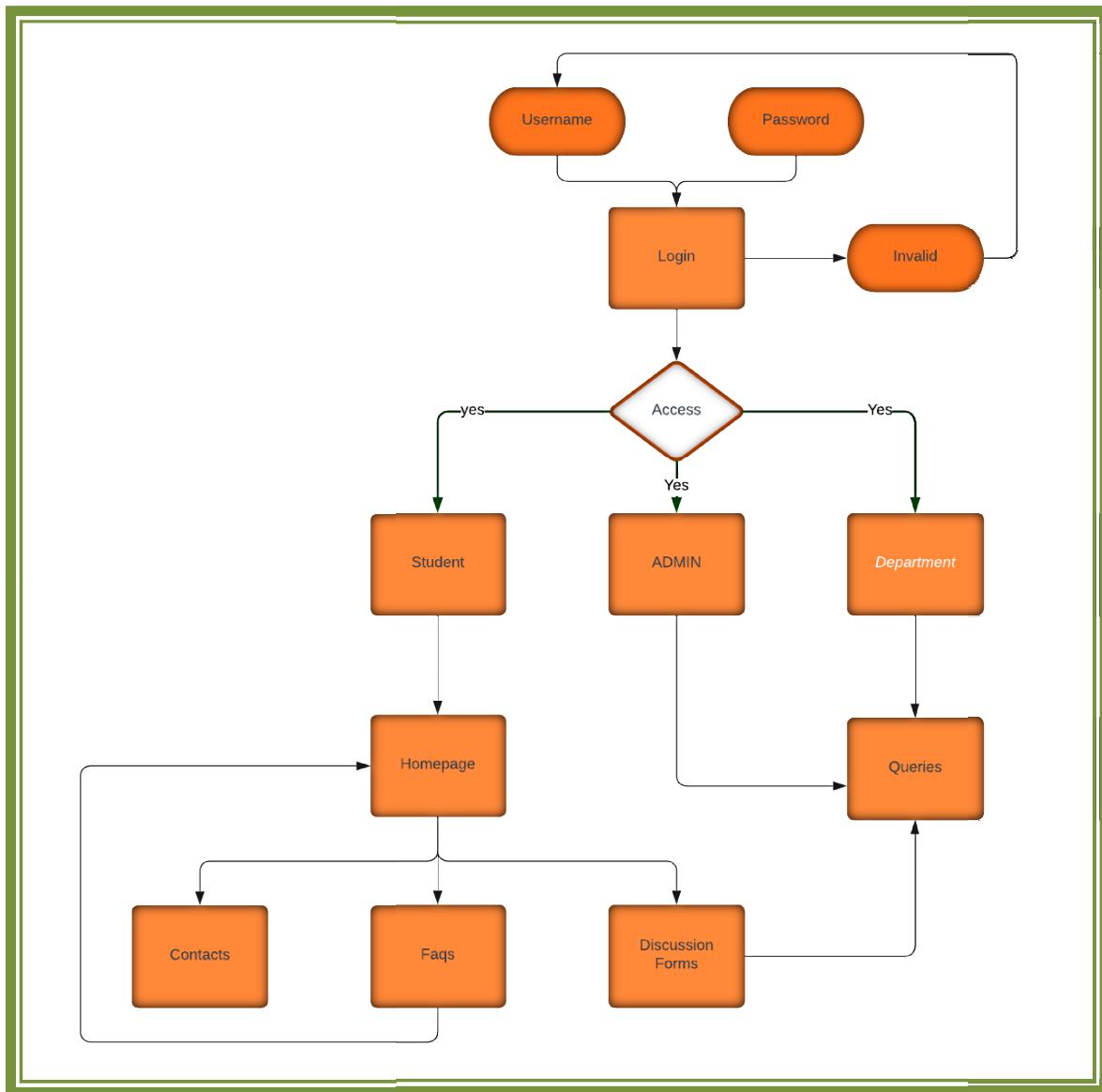
EFFORT ESTIMATION BASED ON MODEL



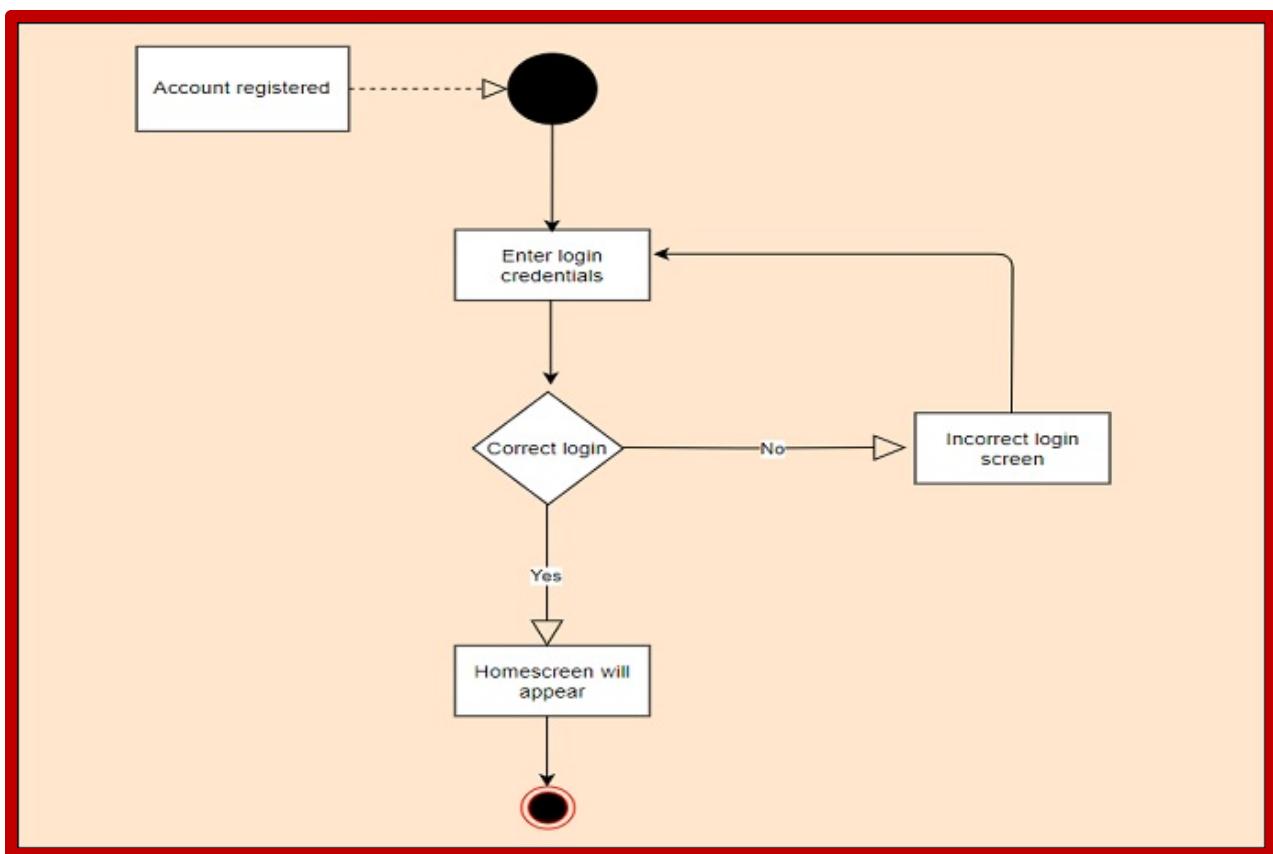
GANNT CHART



ENTITY RELATIONSHIP DIAGRAM



ACTIVITY DIAGRAM



SNAPSHOTS

HOMEPAGE

The screenshot shows a web browser window with the URL arham-student-helpdesk.000webhostapp.com/index.php. The page has a dark header with the university's name "Jamia Hamdard" and a navigation menu. The main content features a large title "Student Helpdesk" with "Student" in white and "Helpdesk" in green. To the right is the university's logo and text: "Deemed to be University", "Accredited in 'A' Grade by NAAC", and "Declared to be designated as Institute of Eminence (IoE) by MHRD, GOI". Below the title are four stats: "150+ Courses", "1300+ Students", "80+ Teachers", and "100% Satisfaction". A cartoon illustration of a student is on the left, and a "Why Choose Us?" section is on the right.

ABOUT

The screenshot shows the "About" page of the website. The layout is similar to the homepage, with a dark header and a navigation menu. The main content features a large illustration of a student sitting at a desk, writing in a notebook while holding a coffee cup. To the right is a "Why Choose Us?" section with text about the services offered and resources available. A "Contact Us" button is located at the bottom of this section.

TEACHERS

The screenshot shows a dark-themed website for 'Jamia Hamdard'. At the top, there's a navigation bar with links to Home, About, Courses, Teachers (which is highlighted in green), Reviews, Contact, Faqs, and Discussion Forum. Below the navigation is a section titled 'OUR SERVICES' with three cards:

- Academic Advising**: An illustration of two people working at a computer. Text below says: "By Using Specialized Publications And Social Media Platforms, Educational Institutions Can Reach Their Target Audience And Showcase The Value And Benefits Of Their Student Help Desk Services. By Providing Informative And Engaging Content That Addresses The Needs Of Students,"
- Study Skills Coaching**: An illustration of a person holding a megaphone next to a smartphone displaying social media icons. Text below says: "A Study Skills Coach Can Work With Students To Help Them Develop Effective Study Habits And Techniques, Such As Time Management, Note-Taking, And Test-Taking Strategies. By Identifying The Student's Individual Learning Style And Strengths And Weaknesses, The Coach Can Provide Personalized Guidance,"
- Writing Support**: An illustration of a person in a lab coat holding a flask over a microscope. Text below says: "Writing Support Services Can Help Students Improve Their Writing Skills And Develop Effective Strategies For Writing Essays, Research Papers, And Other Assignments. Writing Tutors Can Provide Feedback On Students' Writing, Help Them Identify Areas For Improvement, And Provide Guidance,"

At the bottom right of the page, there's a small note: "Powered by 000webhost".

REVIEWS

The screenshot shows the same website for 'Jamia Hamdard'. The navigation bar and 'OUR SERVICES' section are identical. Below them is a section titled 'STUDENT'S REVIEWS' with three testimonial cards:

- Mohd Arham**: A five-star review. Text: "The Staff At This Student Help Desk Truly Cares About Their Students. They Are Always Willing To Help And Offer Guidance Whenever Needed." Below the text is a circular profile picture of a man and five green stars.
- Kaif**: A five-star review. Text: "I Had A Great Experience With The Student Help Desk. They Were Always Available To Assist Me With Any Issues I Had, And They Were Incredibly Knowledgeable And Friendly. I Would Definitely Recommend Them To Anyone In Need Of Student Support." Below the text is a circular profile picture of a woman and five green stars.
- Amaan Syed**: A five-star review. Text: "The Support Team At The Student Help Desk Was Fantastic! They Were So Kind And Understanding, And They Really Took The Time To Listen To My Concerns And Help Me Find A Solution. I'm So Grateful For Their Assistance And Would Definitely Use Their Services Again In The Future." Below the text is a circular profile picture of a man and five green stars.

Below the reviews, there's a section titled 'CONTACT US' with a 'Your Name' input field and a note: "Powered by 000webhost".

CONTACT

Website Settings | databases-auth.000webhost.com | Complete Responsive Online Stud... | +

arham-student-helpdesk.000webhostapp.com/index.php#contact

Apps Inbox WhatsApp Classroom YouTube GitHub

Jamia Hamdard

Home About Courses Teachers Reviews **Contact** Faqs Discussion Forum

CONTACT US

Your Name
Enter your full name

Your Email
Enter your email

Your Number
Enter your mobile number

Select Course
select the course --

Select Gender
 Male Female

Send Message

Powered by 000webhost

FAQ'S

Website Settings | databases-auth.000webhost.com | Faq-Knowledge Base For Stud... | +

arham-student-helpdesk.000webhostapp.com/faq.html

Apps Inbox WhatsApp Classroom YouTube GitHub

Knowledge Base For Student Help Desk

Q: What Is A Student Help Desk?

Q: How Do I Access The Student Help Desk?

Q: What Kinds Of Support Services Are Available Through The Student Help Desk?

Q: Are The Support Services Provided By The Student Help Desk Free?

Q: How Do I Know If The Student Help Desk Can Help Me With My Specific Issue?

A: The Student Help Desk Offers A Wide Range Of Support Services To Help Students With A Variety Of Academic-Related Issues. If You're Not Sure Whether The Help Desk Can Assist You With Your Specific Issue, You Can Reach Out To A Representative To Discuss Your Concerns.

Q: Is The Information Provided By The Student Help Desk Confidential?

Q: How Do I Provide Feedback On The Support Services Provided By The Student Help Desk?

Q: What Should I Do If I'm Not Satisfied With The Support Services Provided By The Student Help Desk?

Q: How Can The Student Help Desk Assist Me With Personal Counseling?

Q: Can The Student Help Desk Provide Me With Financial Aid Or Scholarships?

Q: How Can The Student Help Desk Assist Me With Career Planning?

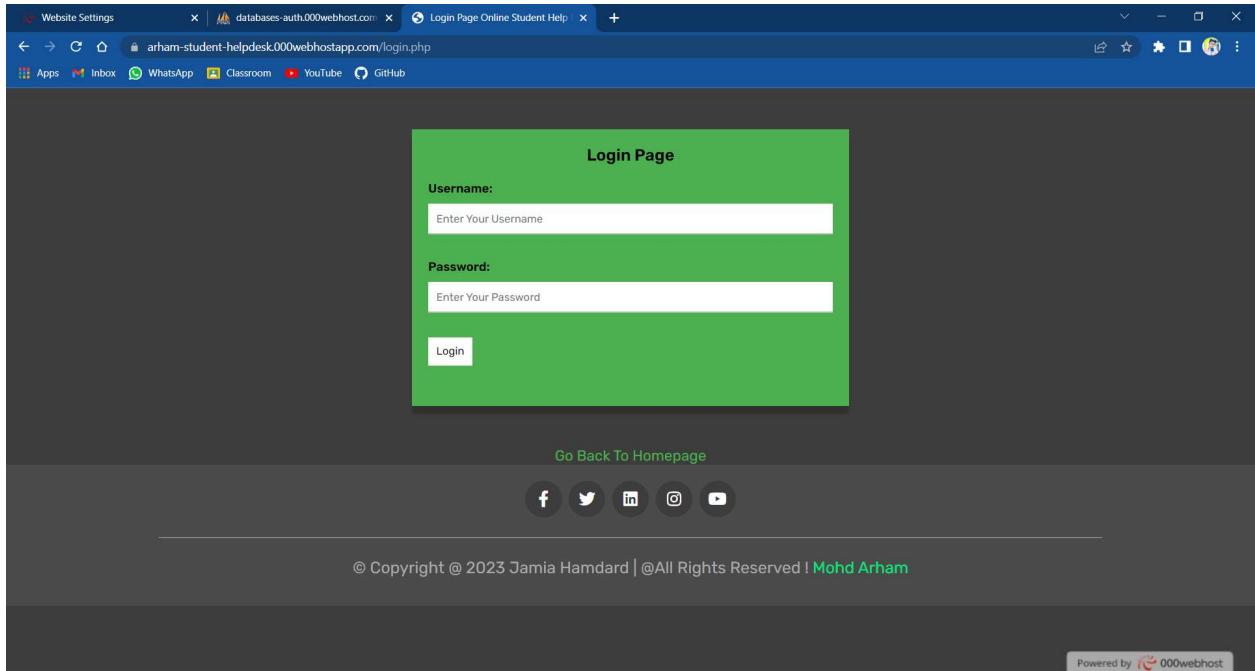
Q: How Long Can I Expect To Wait For A Response To My Inquiry?

Q: What Should I Do If I Have An Urgent Issue Or Crisis Outside Of Regular Business Hours?

Go Back To Homepage

Powered by 000webhost

LOGIN PAGE

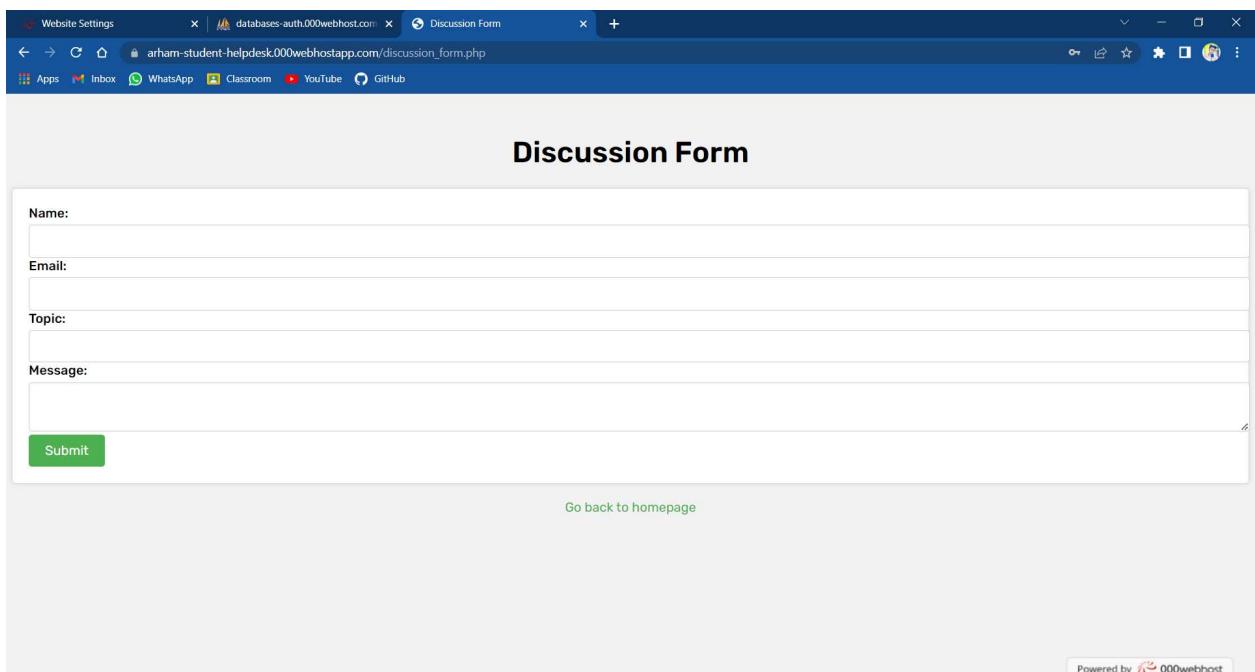


A screenshot of a web browser showing a login page. The title bar reads "databases-auth.000webhost.com" and "Login Page Online Student Help". The main content area has a green background and contains the following fields:

- Login Page**
- Username:**
- Password:**
-

Below the form, there is a link "Go Back To Homepage" and a row of social media icons (Facebook, Twitter, LinkedIn, Instagram, YouTube). At the bottom, a copyright notice reads "© Copyright @ 2023 Jamia Hamdard | @All Rights Reserved ! Mohd Arham" and a "Powered by 000webhost" logo.

DISCUSSION FORM



A screenshot of a web browser showing a discussion form. The title bar reads "databases-auth.000webhost.com" and "Discussion Form". The main content area has a light gray background and contains the following fields:

- Name:**
- Email:**
- Topic:**
- Message:**

Below the message input field is a green "Submit" button. At the bottom, there is a link "Go back to homepage" and a "Powered by 000webhost" logo.

WEB HOSTING

The screenshot shows the 000webhost dashboard for the website "arham-student-helpdesk". The left sidebar contains links for View Site, Dashboard (which is selected), Tools, Website Settings, Community Help, Earn Money, Learn to Code, Customer Support, and Power Store. The main area features a "Statistics" section with four circular gauges: Monthly Bandwidth Quota (0.19% used), Disk Space Quota (1.06% used), Inode Usage Quota (0.46% used), and Sendmail Daily Quota (2% used). Below this is a "Website" section with icons for Website Builder, Install WordPress, Error Pages, SEO Toolkit, Learn to Code, and Earn Money.

CODE

The screenshot shows the 000webhost File Manager interface. The left sidebar shows the directory structure: /, public_html (containing css, images, js, Login, and tmp), and a file Arham Minor Project.docx. The main area displays a table of files in the public_html directory:

	Name	Size	Date	Permissions
	css		2023-04-08 12:21:00	drwxr-xr-x
	images		2023-04-08 12:22:00	drwxr-xr-x
	js		2023-04-08 12:23:00	drwxr-xr-x
	Login		2023-04-08 12:22:00	drwxr-xr-x
	htaccess	0.2 kB	2023-04-08 12:05:00	-rw-r--r--
	Arham Minor Project.docx	47.3 kB	2023-04-08 12:12:00	-rw-r--r--
	discussion_form.js	1.1 kB	2023-04-08 12:12:00	-rw-r--r--
	discussion_form.php	1.0 kB	2023-04-08 20:31:00	-rw-r--r--
	faq.html	8.2 kB	2023-04-08 12:12:00	-rw-r--r--
	index.php	20.5 kB	2023-04-08 12:12:00	-rw-r--r--
	LICENSE	1.1 kB	2023-04-08 12:12:00	-rw-r--r--
	login.php	3.5 kB	2023-04-08 15:21:00	-rw-r--r--
	process_form.php	1.3 kB	2023-04-08 14:54:00	-rw-r--r--
	README.md	7.3 kB	2023-04-08 12:12:00	-rw-r--r--
	submit.php	1.0 kB	2023-04-08 21:00:00	-rw-r--r--

DATABASE PHPMYADMIN

The screenshot shows the phpMyAdmin interface for a database named 'id20575961_arham'. The left sidebar lists tables: ContactUsers, DiscussionsData, LoginData, users, and information_schema. The main area displays a table structure with columns: Table, Action, Rows, Type, Collation, Size, and Overhead. The table contains four rows for ContactUsers, DiscussionsData, LoginData, and users, all using InnoDB storage engine and utf8_general_ci collation. The total size is 64.0 KIB. Below the table, there is a 'Create table' form with 'Name:' and 'Number of columns:' fields set to 4, and a 'Go' button.

Table	Action	Rows	Type	Collation	Size	Overhead
ContactUsers	Browse Structure Search Insert Empty Drop	3	InnoDB	utf8_general_ci	16.0 KIB	-
DiscussionsData	Browse Structure Search Insert Empty Drop	9	InnoDB	utf8_unicode_ci	16.0 KIB	-
LoginData	Browse Structure Search Insert Empty Drop	1	InnoDB	utf8_unicode_ci	16.0 KIB	-
users	Browse Structure Search Insert Empty Drop	1	InnoDB	utf8_general_ci	16.0 KIB	-
4 tables	Sum	14	InnoDB	utf8_unicode_ci	64.0 KIB	0 B

BENEFITS

There are several benefits of a web-based student Helpdesk

Management System, including:

Accessibility: A web-based system can be accessed from anywhere with an internet connection, allowing students to receive support and assistance from anywhere at any time.

Efficiency: A helpdesk management system can streamline and automate the process of handling student inquiries, improving response times and reducing the workload for helpdesk staff.

Improved student experience: By providing timely and efficient support, a helpdesk management system can improve the overall student experience and satisfaction with the educational institution.

Enhanced communication: A helpdesk management system can facilitate communication between students and helpdesk staff, providing an effective and efficient means of resolving issues and answering questions.

Data management: A web-based system can track and manage data related to student inquiries and support requests, providing valuable insights into common issues and areas for improvement.

Cost-effective: A helpdesk management system can reduce the cost of providing support services, by streamlining processes, reducing staff workload and automating tasks.

FEATURES

Course Information: Students can access information on course schedules, syllabi, assignments, and more.

Tutoring Services: Students can schedule appointments with tutors and access online resources to help them succeed in their courses.

Academic Resources: Students can find information on academic policies, procedures, and resources to support their academic success.

Contact Form: Students can reach out to the help desk team for support and assistance.

Feedback System: Students can provide feedback on their support experience, which can be used to improve the helpdesk system and ensure that students receive high-quality assistance.

Social Media Integration: Students can connect with the helpdesk team through social media channels like Twitter and Facebook, providing another avenue for support and engagement.

Knowledge Base: Students can access a database of frequently asked questions and articles related to academic and technical issues.

FAQ Section: Students can access a list of frequently asked questions and answers related to common academic and technical issues.

CONCLUSION

- The Student Helpdesk project uses a combination of HTML, CSS, JavaScript, and PHP to create a user-friendly interface that allows students to request help and support from their educational institution. The project features support request handling, a messaging system, and analytics and reports to help staff members provide effective support and improve their performance.
- Student Help Desk reduces the paper work, saves student precious time and solve student queries .
- Student can access this application from anywhere via Internet, since the database is placed on server.

- This idea of student help desk can be implemented by all other departments as well.
- Overall, the Student Helpdesk project uses a combination of HTML, CSS, JavaScript, and PHP to create a user-friendly interface that allows students to request help and support from their educational institution. The project features support request handling, a messaging system, and analytics and reports to help staff members provide effective support and improve their performance.

Limitations and Future Scope

Limitation

- This Student Helpdesk Webpage has a login page which allows only enrolled students of Department of Computer Science to login and thereby preventing unauthorized access.

Future Scope

- Student Help Desk Website can be used by any department of University.
- The Application can be further enhanced and several other functionalities can be added.

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