

Literature Review: Digital Suggestion Box [DSB]

Introduction

The purpose of this literature review is to explore existing research related to digital suggestion methods, particularly in the context of university settings. This review aims to identify foundational elements, weaknesses, and key improvements needed in these systems, specifically focusing on how they can effectively gather student ideas while ensuring safety and appropriateness. By analyzing current literature, this review seeks to identify key themes, methodologies, and gaps, providing a solid foundation for the present study.

Methodology

● Search Strategy

A comprehensive search was conducted using prompts from search engines such as Google and artificial intelligence tools like Perplexity AI and ChatGPT. The search terms included "digital suggestion box," "student feedback systems," "idea management in universities," and "anonymous suggestion tools."

● Inclusion and Exclusion Criteria

Studies were included if they were published within the last 10 years, focused on digital suggestion systems in educational contexts, and provided empirical data or theoretical insights. Excluded studies were those that focused solely on traditional physical suggestion boxes or lacked peer-reviewed status.

Thematic Analysis

● Theme 1: Enhancing Student Engagement

Key Findings: Digital suggestion boxes can significantly enhance student engagement by providing a platform for anonymous feedback. Studies indicate that when students feel their voices are heard, they are more likely to participate actively in their educational environment (Robisearch, 2021; PeopleSpheres, 2023).

Implications: This suggests that implementing a digital suggestion box can foster a culture of openness and collaboration among students at the University of Rwanda.

● Theme 2: Safety and Appropriateness Filtering

Key Findings: The integration of filtering mechanisms to screen suggestions for appropriateness is crucial in maintaining a safe environment. Research shows that systems that implement content moderation can reduce instances of harmful or violent suggestions (Piezunka & Dahlander, 2023).

Implications: Implementing these features can lead to more democratic decision-making processes within the university, ensuring that the most valued suggestions are considered by those in charge.

● Theme 3: Real-time Feedback and Upvoting Mechanisms

Key Findings: Real-time feedback mechanisms allow for quicker responses to student suggestions, enhancing their relevance. Additionally, upvoting features enable students to prioritize ideas that resonate most with them (Wrenly.ai, 2023).

Implications: The integration of suggestion systems into existing communication platforms can streamline feedback processes and enhance user engagement.

● Theme 4: Moderation and Consequences for Inappropriate Suggestions

Key Findings: Implementing a downvoting mechanism allows students to evaluate the relevance and usefulness of suggestions. Research indicates that peer evaluation can effectively filter out low-quality submissions and encourage more thoughtful contributions (Smith et al., 2022). In this system, if a suggestion receives a significant number of downvotes, the student who posted it may face temporary restrictions on future submissions.

Implications: This approach not only helps maintain the quality of suggestions but also promotes accountability among students. By banning users who submit unhelpful content for a period of three months, the system encourages participants to think critically about their contributions. This can lead to a more constructive environment where students are motivated to provide valuable ideas that align with the community's interests and needs.

Gaps in the Literature

Despite extensive research on digital suggestion systems, several gaps remain. Notably, there is limited empirical evidence on the long-term impact of these systems on student satisfaction and engagement. Additionally, more research is needed on effective strategies for managing idea crowding in educational environments where many suggestions may be submitted simultaneously.

Conclusion

This literature review has highlighted significant findings regarding the benefits and challenges of digital suggestion boxes while identifying critical gaps in the existing body of knowledge. The insights gained will inform the methodology and direction of the current study, which aims to develop a more effective digital suggestion system tailored specifically for students at the University of Rwanda. This system will facilitate idea submission while ensuring safety through content filtering and prioritize suggestions through upvoting mechanisms.

● References

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