
Feasibility Analysis Report

for

Online Rating System

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1.1 Purpose

This feasibility analysis serves the sole purpose of testing whether our project idea (Online Rating System) is in demand or is worthy to be produced. This is done by surveys and general discussion.

1.2 Product Scope

The scope of our project is limited and it is limited to students, professors, visitors and folks which are directly or indirectly associated with the university.

1.3 Document Conventions

- Convention for Heading:
Font Name: Times New Roman.
Size: 18.
- Convention for Sub-Heading:
Font Name: Times New Roman.
Size: 14.
- Convention for Body:
Font Name: Calibri (Body).
Size: 12.
- Entire document is justified.

1.4 Idea Overview

Basic goal of our system is to improve the services for the user in the near future by using the feedbacks provided by the users of our system.

Our system is known as an “Online Rating System” in which we provide users the freedom to rate and review the services provided by the university so that the organizations which are running those services are able to improve them in the future.

Services provided by the university are:

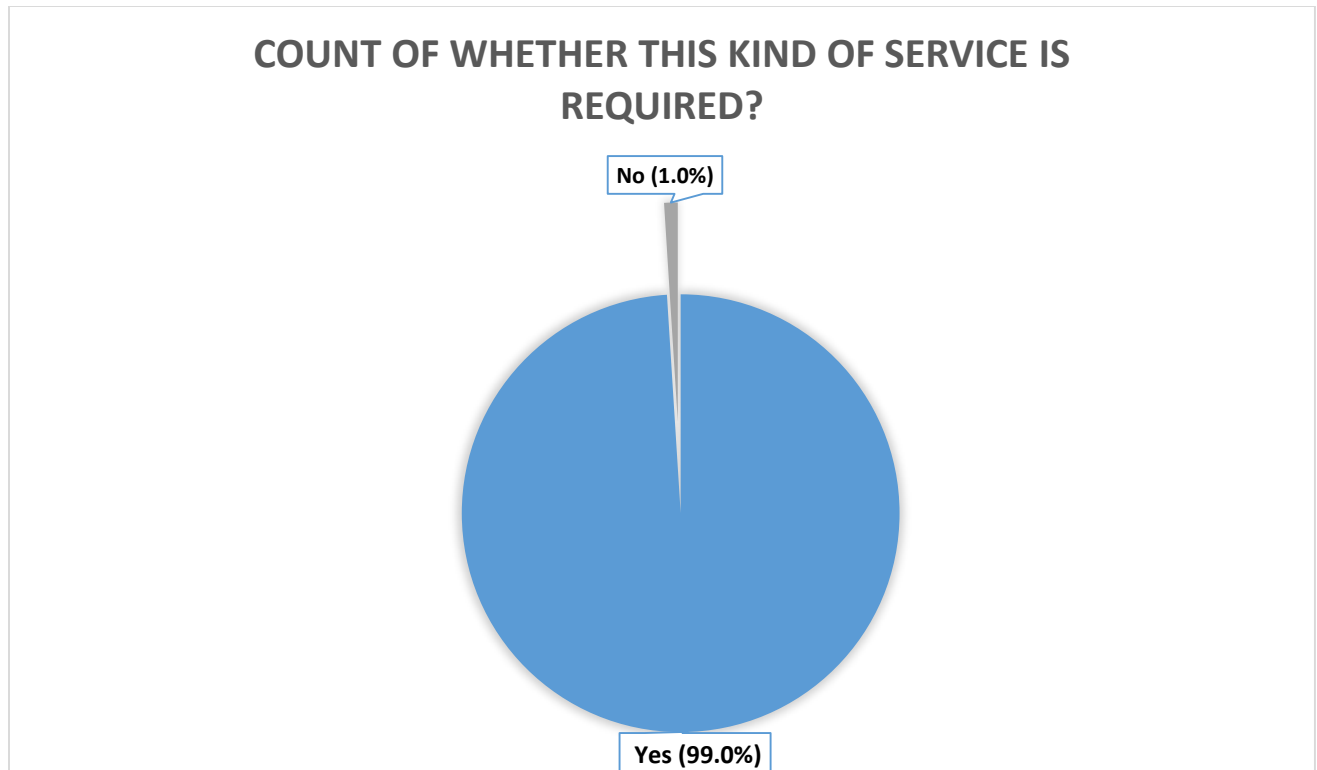
1. Library
2. Mess
3. Laundry
4. General Stores (HOD, Tuck Shop, TMP, Apno Gaon)
5. E-Services (Moodle, ERP)
6. Sports Services

We have done the feasibility analysis by pitching our idea in Google docs and got interesting results.

Firstly, we thought that the idea was not too good to implement, our main question which is making us stop to go for this idea is, Why the people will rate the services, means who have so much time to rate the services, then after the result of the feasibility analysis we are shocked, that about 99% people (total people given review were 55) of the university people wanted this service.

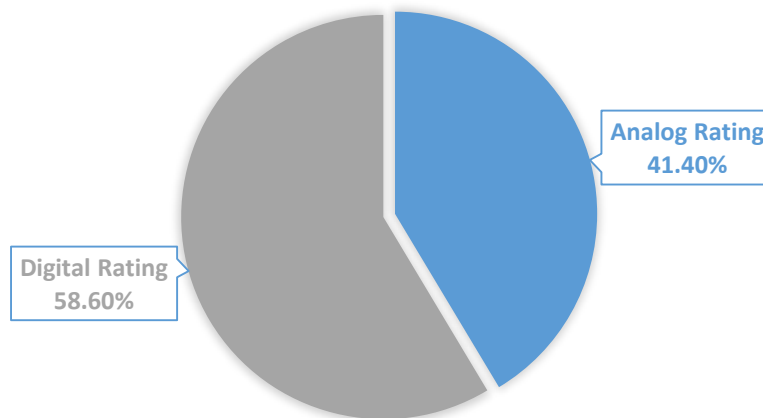
We have got 55 responses and mostly are positive, and only one drawback response we got!

The following Pie Chart distribution is based on the “55 responses” we got:



- Above Pie Chart shows whether User want the service which we are going to provide.

COUNT OF HOW WOULD YOU LIKE TO REVIEW THE SERVICES?



- Above Pie Chart shows how would user want to rate the services provided by the University, and according to the chart you can clearly see most user want digital rating system, so we are going to implement this system.

Some important suggestions/reviews which we got were:

1. *if someone gives low rating to a service, there should be an option for them to provide reason or suggestion about what can be improved. [Rohan Shrivastava]*
2. *how will u ensure that this rating is seen by corresponding department heads & our dean student affairs so that services can be improved. [Priyamwad Pathak]*
3. *the ratings should be reviewed from time to time and if average rating below. The service should be looked into asap. [Soumyadeep Guha]*
4. *You people should give anonymity to the user who is giving the review for the particular service if the user doesn't want his identity to be revealed as anonymity is the best security for the user if he wants to tell the actual truth. [Neha Gupta]*

The drawback/negative review which we got is:

1. *It seems that the size of target customer is very small. The idea should be more generalized. It's not feasible also. In such a big system (here University) only rating everything is very inefficient because it doesn't provide a clear picture of the problems faced by students. Also why somebody will rate the services? He/she would rather like to describe the problem in words. If students don't rate frequently then how will you find patterns in data? [Raghav Mittal]*

So, after getting positive results from feasibility analysis, we are going to implement our system as a web application using the available web technologies like HTML5, CSS, JavaScript and PHP.

1.5 References

- 1) https://docs.google.com/a/st.niituniversity.in/forms/d/1220VEprCOLSO-4j2wKOar88GIMhXi_gLqEKFJDVR_Lo/edit?ts=57c5a466
- 2) https://docs.google.com/spreadsheets/d/1jCc_GKTm4WWuRAIPRDQrx2ccllcSMXpUrm135U72b08/edit#gid=1797016161