



Department of Information Technology

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UNIVERSITY OF MUMBAI

Academic Year 2019-2020

A Project Report on
Web Based Student Helping System

Submitted in partial fulfillment of the degree of
Bachelor of Engineering(Sem-8)
in

INFORMATION TECHNOLOGY

By

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1. Project Conception and Initiation

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1.1 Abstract

The purpose of this project is to provide the colleges with an interactive web system for different activities going on in the colleges. The students will be able to know, ask about what all activities colleges is doing for the students. Also we can provide students to give there suggestions or requests for particular activities that the students may require on college/departmental or personal basis as well. We will be making a website for an online complaint management system where the issues of the student can be registered online and will be resolved by the college authorities. This web application can reduce the gap between the student and the college staff as all the requests, complaints suggestions etc will be confidential and only the authorised person or the person who is intended to the requests can be able to view it.

1.2 Objectives

- The main objective behind building this project is to reduce the communication gap between the students and the college authorities and also help in creating a techno friendly environment and save time.
- Students will also be able to apply/request for some important college applications/credentials as well (eg. Bonafide certificate, Concession forms etc).

1.3 Literature Review

Sr. No	Name of Paper	Authors	Year of publish
1	Use of "Kiosks" as a Self Service Tools in Libraries."	Kaur, Harpreet, and Sonali Malhotra	2018
2	Authentication Model using the Bundled CAPTCHA OTP Instead of Traditional Password	Kansuwan, T., & Chomsiri, T	2019
3	A Networked Multimedia Distributed Kiosk System for Commercial and Home Appliances.	Si, Nong, Ke-Bin Jia, and Chang Xu	2016
4	<i>OTPaaS —One Time Password as a Service</i>	Erdem, E., & Sandikkaya, M. T.	2018
5	<i>Lecturers' perspective of student online feedback system</i>	Kassim, R. A., Johari, J., Rahim, M. I., & Buniyamin, N. (2017).	2017

1.4 Problem Definition

- Not being able to convey the problems or avail the college provided services in a correct way may lead to degradation of the infrastructure of the college environment. If the authorities didn't understand the problems students are facing or the extra services the students desire for their betterment the college won't be able to progress in a right way and also with the pace they expect. So with the help of the WEB BASED STUDENT HELPDESK SYSTEM the students can convey their problems in a better and secure way to the college authorities which will be completely confidential between the sender and the receiver and thus helping the college know the students requirements and problems and helping to progress in a faster pace

1.5 Scope

- Decrease the communication gap between students and staff.
- Student's and staff problem can be solve easily and fastly.
- Service request and response transparently.
- Useful in any organization for staff.

1.6 Technology stack

- HTML5
- CSS
- PHP
- MYSQL Database
- Java Script
- API Key

1.7 Benefits for Environment & Society

- By implementing this project it would help the college to progress and develop at a faster level as all the complaints and requests which the students were not able to convey before to the faculty or staff directly can be conveyed easily in a secure & authenticated manner thus helping the college to know students requests and difficulties leading to betterment of college in its overall development.

2. Project Design

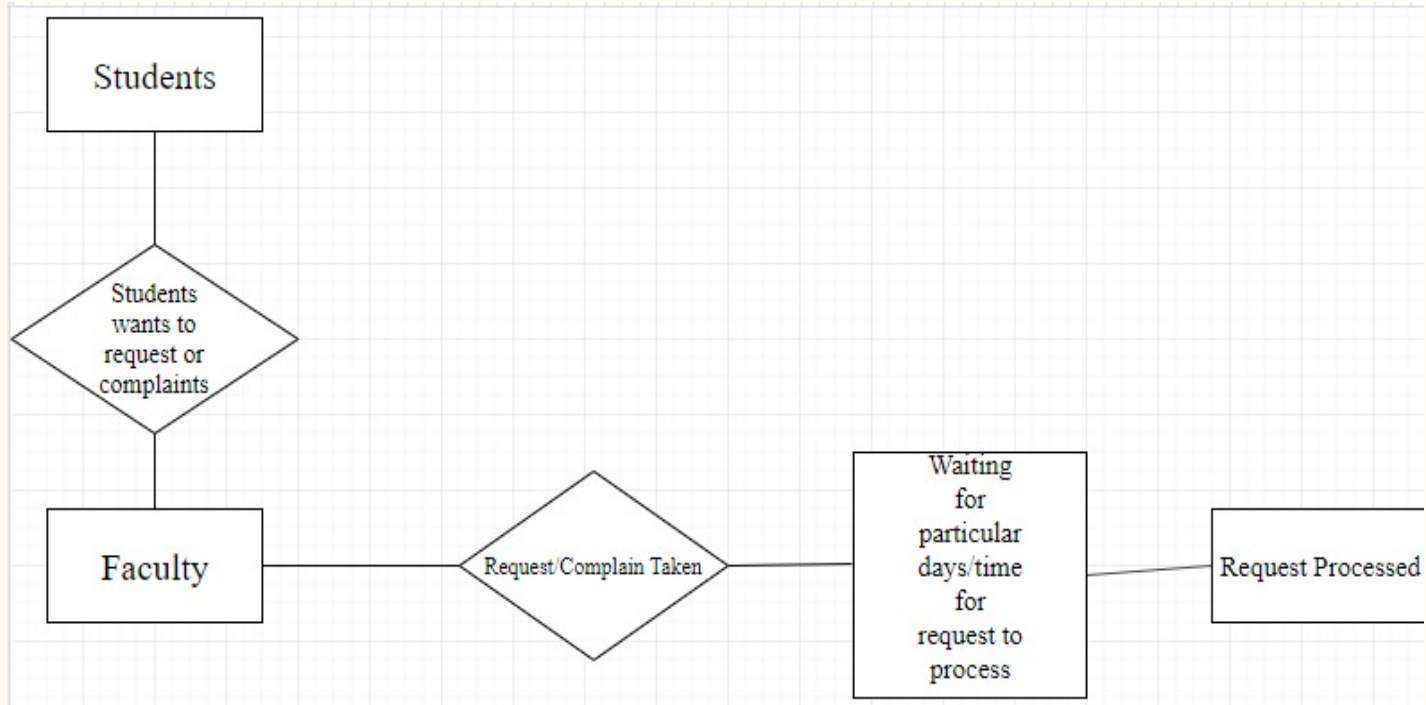
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2.1 Final System

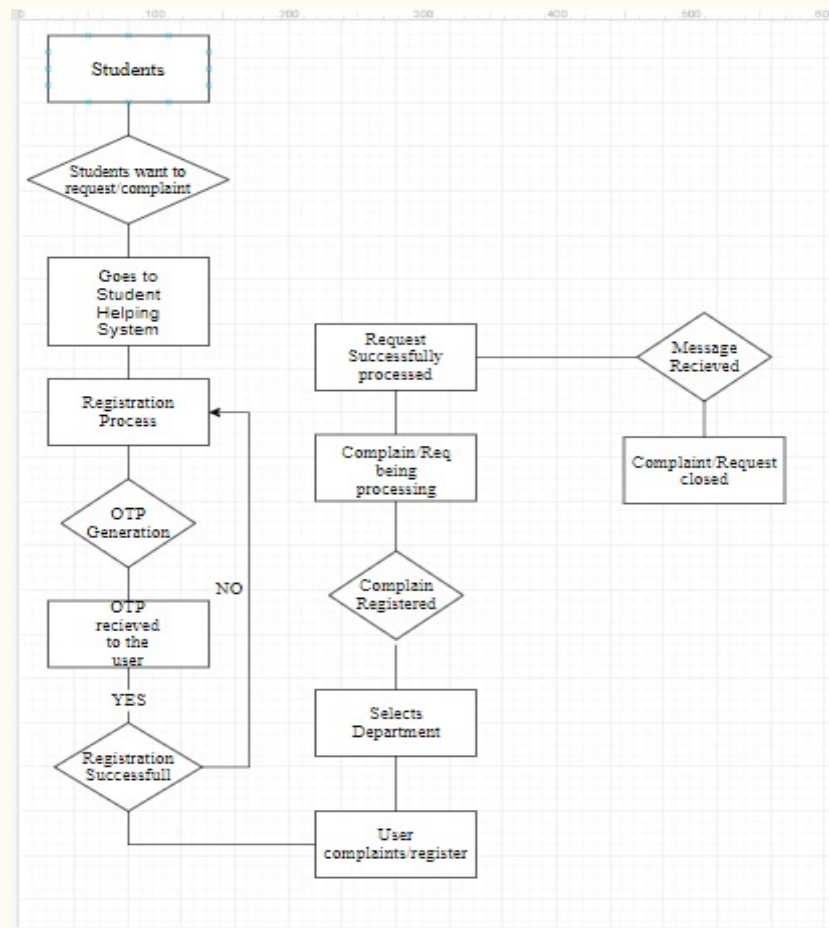
In the final system, the students will be able to convey their problem, feedback, requests to the college using the WEB BASED STUDENT HELPDESK which will be implemented in the college. The students will need to login into the system through their unique login credentials provided to them by the admin. Once the student logs into the system he/she can convey his/her problems or even request his needs to the authorities in a secure and confidential way. Thus saving time and manpower. Also this requests and complaints will be known only to the students and the person to whom it is intended thus no one can make changes into the messages been addressed.

2.2 Design(Flow Of Modules)

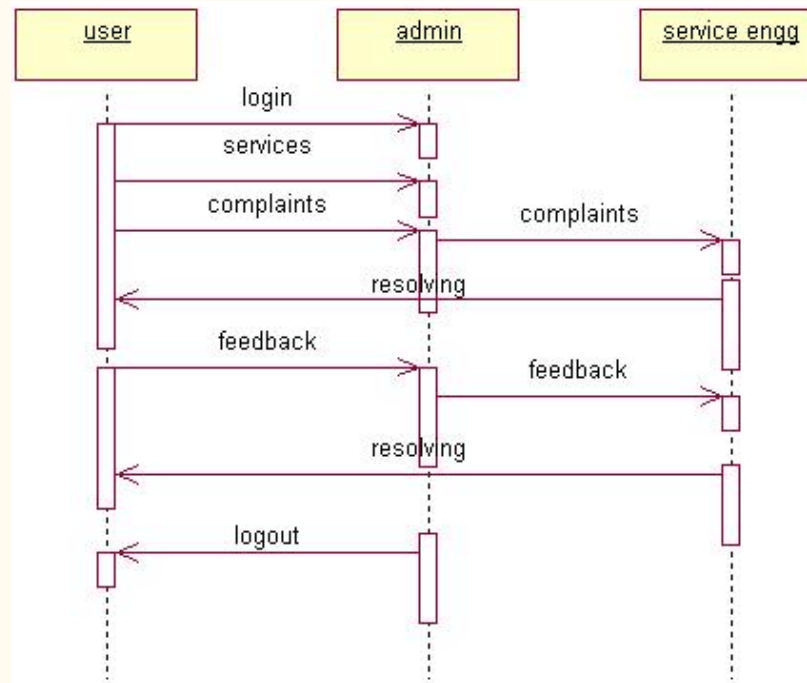
Previous System



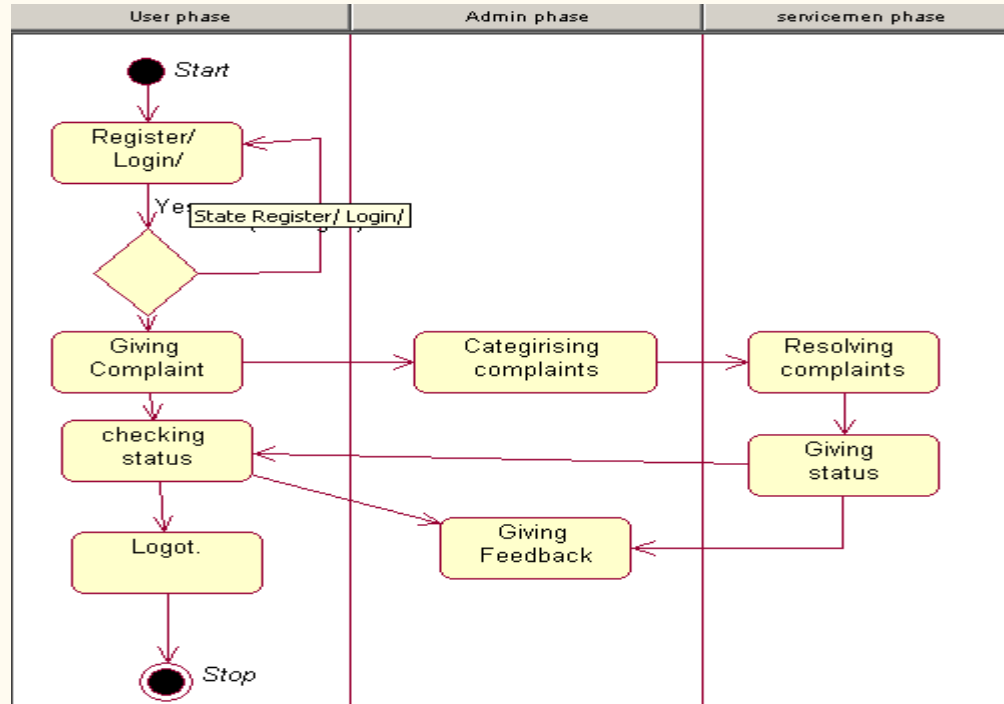
Final System



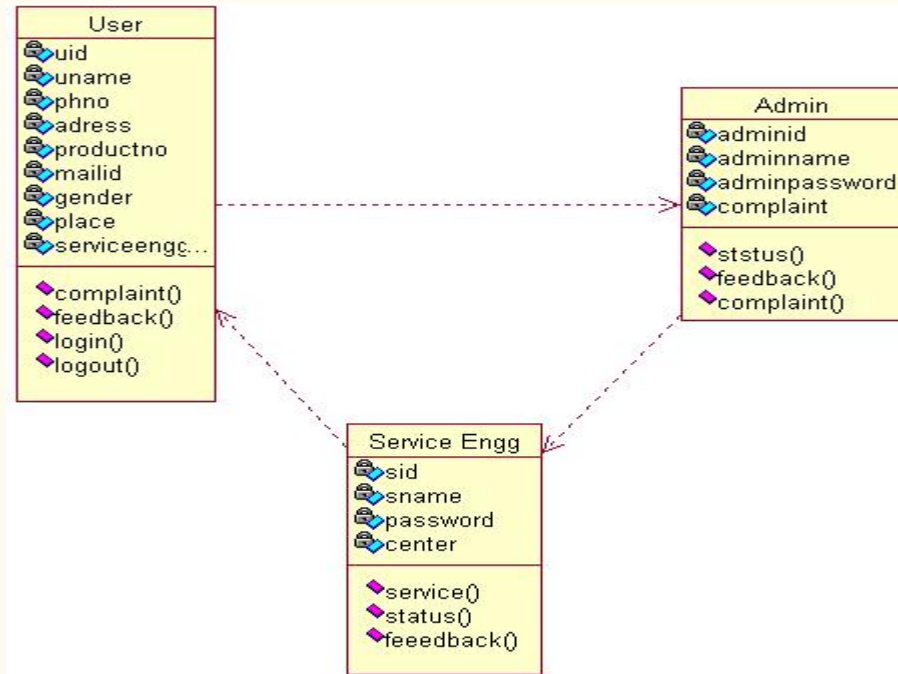
2.3 Use Case



2.4 Activity diagram



2.5 Class Diagram



2.6 Module-1 Admin Functions

- Management of the database
- Admin can manage users
- Have to response for student's complain /request /query
- Update the status of complain /request /query
- Admin can also upload the document for response
- Forward complain /request /query to respective department
- User monitoring.

Module-2 User Functions

- Register and Login to the system
- Update the profile
- User can lodge complain /request /query with the uploadation of related document
- Able to see the progress of complain /request/query

Module 3- OTP Generation

- Generates a unique OTP number
- Verifies the mobile number and send the OTP number.
- By entering the OTP number you can login into the network as a valid user can

2.7 References

- Kaur, Harpreet, and Sonali Malhotra. "Use of \Kiosks" as a Self Service Tools in Li-braries." 2018 5th International Symposium on Emerging Trends and Technologies in Libraries and Information Services (ETTLLIS). IEEE, 2018
- Kansuwan, T., Chomsiri, T. (2019). Authentication Model using the Bundled CAPTCHA OTP Instead of Traditional Password. 2019 Joint International Conference on Digital Arts, Media and Technology with ECTI Northern Section Conference on Electrical, Electronics, Computer and Telecommunications Engineering
- Si, Nong, Ke-Bin Jia, and Chang Xu. "A Networked Multimedia Distributed Kiosk System for Commercial and Home Appliances." 2016 Third International Conference on Computing Measurement Control and Sensor Network (CMCSN). IEEE, 2016.
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- Srivastava, S., & Sivasankar, M. (2016). *On the generation of alphanumeric one time passwords. 2016 International Conference on Inventive Computation Technologies (ICICT)*

Thank You

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