



COLLEGE CODE:9222

COLLEGE NAME: THENI KAMMAVAR SANGAM COLLEGE OF TECHNOLOGY

DEPARTMENT: BTECH (INFORMATION TECHNOLOGY)

STUDENT NM-ID :CEA656C79AEDCA7A7504402B590C6649

REGISTER NO:922223205029

DATE: 19-09-2025

Completed the project named as Phase_1_ TECHNOLOGY

PROJECT NAME : IBM-NJ-Feedback collection system

SUBMITTED BY,

NAME : NITHESKUMAR L

MOBILE NO:9345983608

PROBLEM UNDERSTANDING & REQUIREMENTS

Title: IBM-NJ-Feedback collection system

Problem Statement :

Organizations (educational institutions, companies, or product teams) struggle to gather structured feedback from users in an efficient, transparent, and actionable way. Existing methods such as paper forms, emails, or ad-hoc surveys are inconsistent, time-consuming, and difficult to analyze. A digital feedback collection system is needed to simplify the process, ensure anonymity (if required), provide real-time reporting, and improve decision-making.

Users & Stakeholders :

- **Primary Users:**
 - Students (in educational setup)
 - Employees (corporate setup)
 - Customers/Clients (product/service setup)
- **Secondary Users:**
 - Teachers/Managers/Admins (review and act on feedback)
 - HR/Department Heads (trend analysis, action plans)
 - Product Owners (feature improvement based on feedback)
- **Stakeholders:**
 - Organization Management
 - Quality Assurance Teams
 - IT Team maintaining the system

User Stories :

- *As a student*, I want to submit feedback about my teacher anonymously so that I can express my views honestly.
- *As an employee*, I want to give feedback about workplace facilities so that improvements can be made.
- *As a manager*, I want to see summarized reports of feedback so that I can identify strengths and weaknesses.
- *As an admin*, I want to manage survey forms and track responses so that I can control data collection effectively.
- *As a stakeholder*, I want to export reports in CSV/PDF so that I can present them in meetings.

MVP Features :

- User login (optional for anonymity)
- Feedback form creation (rating scales, text comments, MCQs)
- Feedback submission (anonymous or identified)

- Dashboard for admins/managers to view feedback
- Basic analytics (average ratings, sentiment summary, response counts)
- Export data (CSV, PDF)

Wireframes / API Endpoint List :

Wireframes (Conceptual)

- **Home Page** – Login/Guest access to feedback form
- **Feedback Form Page** – Input fields (ratings, comments)
- **Admin Dashboard** – Feedback summary, charts, list of responses
- **Report Page** – Export/download options

API Endpoint List (Sample)

- POST /api/auth/login – User login
- POST /api/feedback/submit – Submit feedback
- GET /api/feedback/list – Retrieve all feedback (admin only)
- GET /api/feedback/summary – Aggregated stats
- POST /api/forms/create – Create new feedback form (admin)
- GET /api/reports/export – Export feedback report

Acceptance Criteria :

- Users must be able to submit feedback within 2–3 minutes.
- The system should allow anonymous submissions.
- Admins should be able to view summarized results in real-time.
- Reports should be exportable in at least one common format (CSV/PDF).
- Feedback form should be mobile-friendly and accessible.
- Data must be securely stored and accessible only by authorized admins.