



STUDENTVOICE

- Digital Complaint Box For College Student
- Anonymous & Secure Student Grievance Platform

Team Name: - Epicode

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Why it Matters

⚠ Open reporting of issues is still uncommon among students

⚠ Leads to unresolved problems → mental stress + poor campus environment



**Our
solution**

Problem Statement

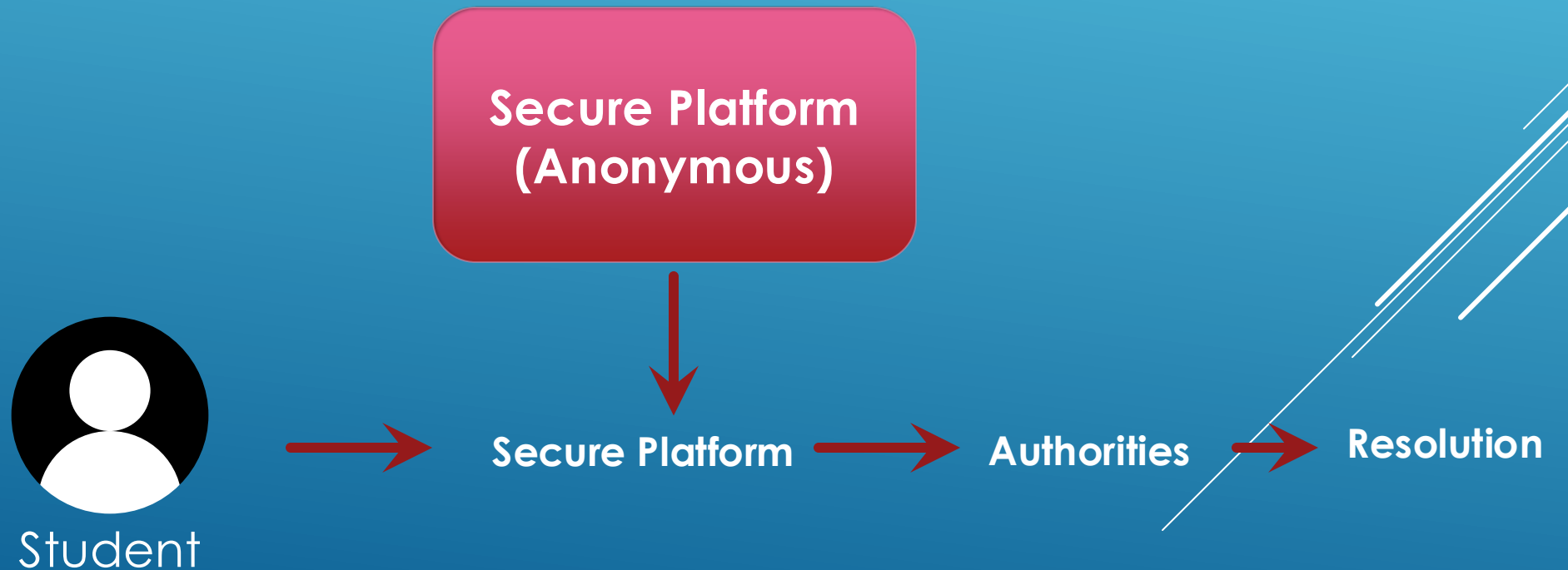
Build a secure and anonymous platform for students to **raise issues, complaints, or suggestions** to college authorities without fear of exposure.

pain points:

- Fear of exposure
- Lack of anonymity
- Delayed resolution

Proposed solution

An **anonymous, secure, and digital platform** for students to submit complaints/suggestions safely.



Key Features

1. User Sign-Up & Identity

- Sign up with only **ID & password** (without a need for real contact information).
 - Anonymous posting/replying.
 - Faculty only sees **User ID** when approving.
 - Aliased as “**Student**” in other pages.
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2. Problem Voting System

- Users can **upvote problems**.
 - In-site **notifications**: e.g., “*A Student has the same problem (upvoted your issue)*”.
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3. Quick Assist Chat

- **Predefined FAQ prompts**.
 - **AI empathetic chat** for students.
 - Strictly **non-dating chat**.
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Key Features

4. Alert-Based Emergency Problems

- Only **authorities** can post.
 - Visible as **toast notifications** in all user accounts.
 - (Multi-college system removed for now for maintaining consistency).
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5. Student Threads & Upvotes

- **Threads created by students complaints.**
 - Problems **ranked by upvotes using point invest system.**
 - Upvotes tracked by **user IDs.**
 - Only **registered users** can post/reply.
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6. Faculty Replies

- Faculty responses display faculty **full name & contact information.**
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Key Features

7. Student Identity Reveal (Optional)

- Checkbox confirmation: portal **not responsible** after reveal.
 - Students can add **Name, Branch, Year**, etc.
 - Used shown if **student declares to**.
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8. AI-Generated Hashtags & Search

- System generates **hashtags and Problem IDs** for every problem.
 - Search by **Problem ID, Hashtags, Keywords**.
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9. Faculty/Admin Dashboard

- Separate login for **faculties**.
 - Faculty heads can **add/remove faculty member**.
 - Compact list view: **Problem ID, Title, Description preview, More details**.
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Key Features

10. Media Restriction

- Students **cannot add AI-generated media** in complaints.
 - Prompted to use **AI Chat Assist** in case of minor problems.
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11. Analytics Panel

- **Charts & reports** in admin panel.
 - Shows **most upvoted** and **unsolved problems**.
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12. Problem States

Each problem has 4 states:

- **Unsolved**
 - **Approved & Under Investigation**
 - **Solved**
 - **Rejected**
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Key Features

13. Database Security

- Uses **Firestore** storage + database (crippled at the moment).
 - Access only to **developer/DBA**.
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14. Faculty Tagging

- **Dropdown input field** in complaint form.
 - Tagged faculty get **instant notifications**.
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15. Complaint Form Fields

- Title of problem
 - Category
 - Detailed description
 - Optional media attachment
 - Tag a faculty (dropdown, optional)
 - Identity reveal section (with disclaimer checkbox)
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Key Features

16. Problem Scoreboard

- Homepage scoreboard of most upvoted problems.
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17. Student Rewards (Future Scope)

- Students earn **points** for helping solve problems.
 - Faculty can **reward top contributors monthly**.
 - Notification example: *“A student was rewarded by XX faculty for solving the most problems this month.”*
 - Faculty dashboard shows **Top 10 problem-solvers** (UIDs).
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Technology Stack

Frontend:

- HTML
- CSS
- JAVASCRIPT
- TYPESCRIPT
- TAILWIND CSS

Backend:

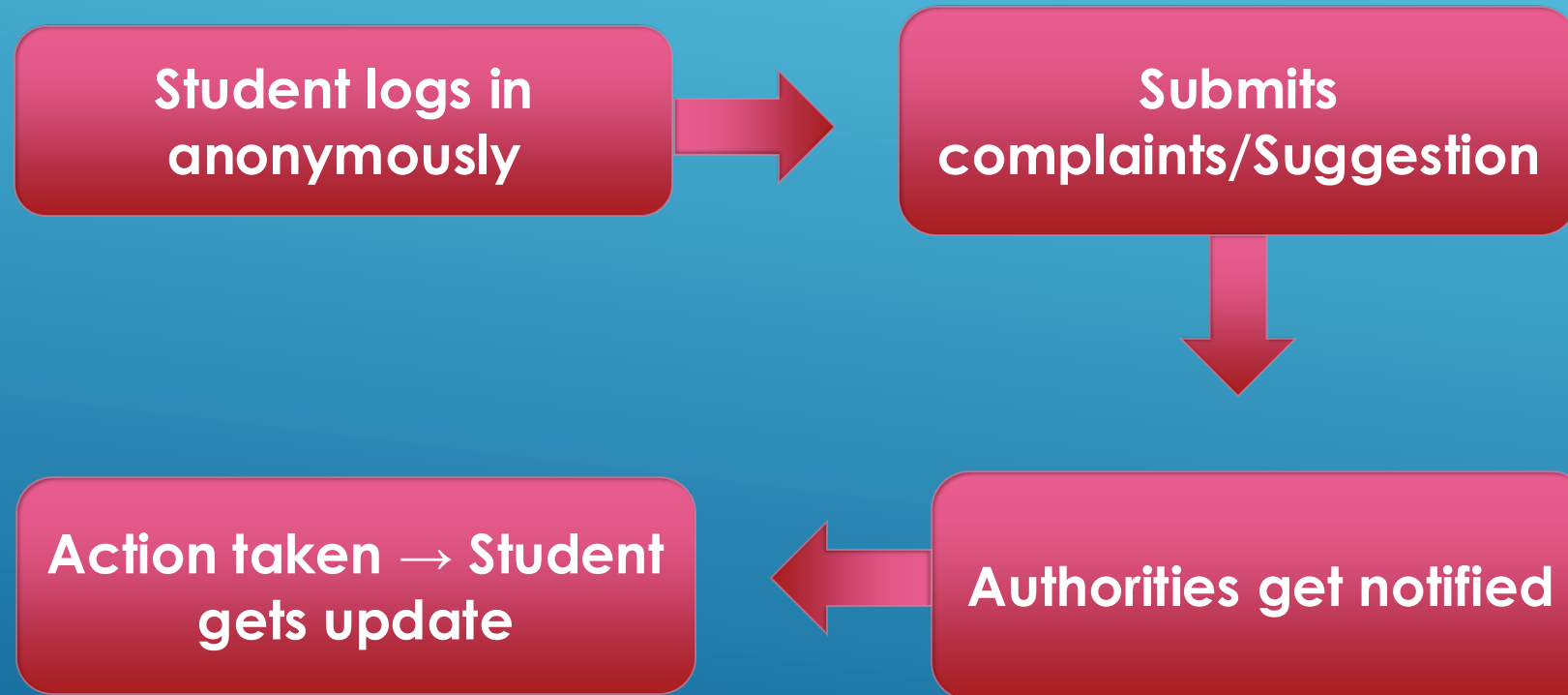
- NEXT.JS
- FIREBASE

➤ **GitHub**

Project Structure

```
/
├── src/
│   ├── app/                # Next.js App Router: Pages and layouts
│   │   ├── (main)/         # Routes for student-facing pages
│   │   └── admin/          # Routes for the admin dashboard
│   ├── ai/                 # Genkit flows for AI features
│   ├── components/         # Reusable React components (UI, layout)
│   ├── hooks/              # Custom React hooks (e.g., useAuth, use)
│   ├── lib/                # Utilities, types, and mock data
│   └── services/           # Server-side logic for data operations
└── ...
```

Workflow



Impact

- **Builds Trust & Transparency:** By making the feedback process visible and holding faculty accountable, we build unbreakable trust between students and the administration.
- **Empowers Students:** The platform gives students a real, tangible voice and the tools to create collective action, making them active partners in their own educational experience.
- **Enables Proactive Governance:** The analytics dashboard transforms raw feedback into actionable insights, allowing the administration to move from a reactive "fire-fighting" mode to proactively addressing systemic issues before they escalate.
- **Increases Efficiency:** By organizing, triaging, and routing feedback automatically, the platform saves countless hours of administrative work.

Future scope

The Roadmap for StudentVoice

The platform is built to evolve. Here are some of our key future directions:

- **Deeper API Integrations:** Connect StudentVoice directly to university IT and maintenance systems to automatically generate work orders from complaints.
- **Student Governance Hub:** Expand the platform to host official student government elections, petitions, and campus-wide surveys.
- **Predictive Analytics:** Implement a machine learning model to predict potential problem spikes (e.g., during exams) and send proactive alerts to the administration.
- **Participatory Budgeting Module:** Empower students to directly vote on how a portion of the student improvement fund is spent on campus projects.

**THANK
YOU**

