

A  
Mini Project Report  
On  
**STUDENT HELP DESK**

For  
Partial fulfillment of award of the  
B.Tech. Degree  
in  
Information Technology



**2023-24**

Name of Supervisor

**Mr. Neeraj Chauhan**

Assistant Professor

**Nandini Dixit, Prakhar Shukla, Pratank Vardhan**

2101920130110, 2101920130122, 2101920130125

**Department of Information Technology**

G. L. Bajaj Institute of Technology and Management

Plot No 2, Knowledge Park-III, Greater Noida-201306

2023



# GL BAJAJ

Institute of Technology & Management

*Department of Information Technology*

## Declaration

We herewith declare that the project work conferred during this report entitled “**STUDENT HELP DESK**”, in partial fulfillment of the necessity for the award of the degree of Bachelor of Technology in Information Technology, submitted to **A.P.J. Abdul Kalam Pradesh Technical University**, Uttar Pradesh, is an authentic record of my/our own work distributed in Department of Information Technology & Engineering, G.L. Bajaj Institute of Technology & Management, Greater Noida. It contains no material antecedently printed or written by another person except wherever due acknowledgement has been created within the text. The project work reported during this report has not been submitted by me/us for award of the other degree or certification.

Signature:

Name: Prakhar Shukla

Roll No: 2101920130122

Signature:

Name: Nandini Dixit

Roll No: 2101920130110

Signature:

Name: Pratank Vardhan

Roll No: 2101920130125

Date:

Place: Greater Noida



# GL BAJAJ

Institute of Technology & Management

*Department of Information Technology*

## Certificate

This is to certify that Project Report entitled “**STUDENT HELP DESK**” that is submitted by **NANDINI DIXIT, PRAKHAR SHUKLA, PRATANK VARDHAN** in partial fulfillment of the necessity for the award of degree B. Tech. in Department of Information Technology of Abdul Kalam Technical University, are record of the candidate own work distributed by him below my/our oversight. The matter embodied during this thesis is original and has not been submitted for the award of the other degree.

Date:

**Mr. Neeraj Chauhan**

Asssistant Professor

**Dr. P C Vashist**

Head of Department (IT)



# GL BAJAJ

Institute of Technology & Management

*Department of Information Technology*

## Acknowledgement

We would like to express our sincere thanks to our project supervisor **Mr. Neeraj Chauhan** and our Head of department **Dr. P.C Vashist** for their invaluable guidance and suggestions. This project helped us to understand the concept of Web development and designing. This project enriches our knowledge and experience of working in a team and a live project. Also, we would like to express gratitude to **Mr. Neeraj Chauhan** for his help in preparation and overview of our project.

Lastly, we would like to thank all the faculties for providing their valuable time whenever needed for helping us carry on with our project.

# TABLE OF CONTENTS

ABSTRACT.....	8
CHAPTER-1: INTRODUCTION TO IMAGE PROCESSING .....	9
1.1 INTRODUCTION.....	9
1.2 HISTORY.....	10
1.3 OPENCV .....	11
1.4 METHODS OF IMAGE PROCESSING .....	12
1.5 STAGES OF PREPROCESSING .....	13
1.5.1 ACQUISITION OF IMAGE.....	13
1.5.2 PREPROCESSING.....	13
1.5.3 SEGMENTATION .....	14
1.6APPLICATION OF IMAGE PROCESSING .....	14
1.7 ADVANTAGES.....	15
CHAPTER-2: EXISTING TECHNOLOGIES .....	18
2.1 VEO.....	18
2.2 SOLOSHOT .....	21
CHAPTER-3: IMAGE RECOGNITION IN REAL TIME .....	23
3.1 INTRODUCTION.....	23
3.2 REAL TIME FOOTBALL DETECTION .....	23
3.3 WHAT IS YOLO OBJECT DETECTION.....	24
3.4 APPLICATIONS OF YOLO.....	25
3.5 PREREQUISITES OF YOLO ALGORITHM .....	25

3.6 CONVOLUTIONAL NETWORK IN YOLO.....	27
3.7 LOSS FUNCTIONS & REDUCTION .....	30
3.8 YOLO ALGORITHM PROCESS .....	33
3.8.1 WORKING.....	33
3.9 ABNORMAL BOUNDARY CASES .....	35
3.9.1 INTERSECTION OVER UNION .....	35
3.9.2 NON-MAX SUPPRESSION .....	37
3.9.3 ANCHOR BOXES .....	39
3.10 CHALLENGES .....	41
CHAPTER-4: INTERNET OF THINGS(IOT) .....	43
4.1 WHAT IS IOT? .....	43
4.2 HISTORY OF IOT .....	43
4.3 HOW IOT WORKS .....	44
4.4 USE OF IOT .....	45
4.5 RASBERRY PI.....	47
4.6 SERVO MOTOR.....	50
4.6.1 INSIDE OF A SERVO MOTOR .....	51
4.6.2 SERVO MOTOR WORKING MECHANISM .....	52
4.6.3 SERVO MOTOR WORKING PRINCIPLE .....	52
4.6.4 HOW DO SERVO MOTOR WORK .....	53
4.6.5 CONTROLLING A SERVO MOTOR .....	53
4.7 MOVING CAMERA MODULE .....	58

CHAPTER-5: INTEGRATING THE CONCEPT.....	60
5.1 AGENDA .....	60
5.2 THE IDEA AND EXECUTION .....	60
5.3 DATASET AND TRAINING.....	63
5.4 REQUIREMENTS .....	63
5.5 SETUP .....	64
5.6 DETECTION CODE WALKTHROUGH.....	65
5.7 TRAINING CODE WALKTHROUGH .....	70
5.8 TRAINING PROCESS IN DEPTH .....	72
5.9 GOOGLE COLAB .....	72
5.10 LABELLING TOOL .....	73
5.11 STEPS(YOLO) .....	73
5.12 SAMPLES OF LABELLING DATASET USING LABELIMG.....	74
5.13 SAMPLE OUTPUT OF COLLAB.....	78
CHAPTER-6: CONCLUSION AND FUTURE SCOPE.....	79
6.1 FUTURE SCOPE.....	79
6.2 CONCLUSION .....	79
CHAPTER- 7 ENVIRONMENT AND SUSTAINABILITY.....	80
REFERENCES .....	82

## ABSTRACT

The Student Help Desk is a comprehensive educational platform designed to enhance the learning experience of students within the Abdul Kalam Technical University (AKTU) curriculum. Focused on providing seamless access to study materials, the platform offers a user-friendly interface with features such as a Notes Section and Question Papers repository. Users can efficiently navigate topics, download relevant materials, and engage in a collaborative learning environment.

This document outlines the project's objectives, features, and functionalities, emphasizing the integration of user accounts to personalize the learning journey. The backend processes supporting the frontend, database structure, and management are detailed, ensuring efficient data handling and retrieval. Challenges faced during development and user testing feedback prompted iterative improvements, contributing to a refined user experience.

The future expansion plans include scalability considerations, additional features like interactive learning modules, and potential integration with other educational tools. The project acknowledges the collaborative efforts of team members and stakeholders, thanking them for their contributions to the success of the Student Help Desk.

## **CHAPTER-1**

### **INTRODUCTION**

#### **Introduction**



In the dynamic landscape of modern education, the integration of technology and the ever-evolving learning environment has given rise to the indispensable need for student support services. Among these, the Student Help Desk emerges as a crucial hub, providing a lifeline for students navigating the complexities of academic life. As educational institutions strive to create an inclusive and technologically adept environment, the establishment of a Student Help Desk becomes a cornerstone in fostering a culture of support, connectivity, and academic success.

The Student Help Desk serves as a dedicated resource center designed to address the multifaceted needs of students, ranging from technological challenges to academic queries. In an era where digital literacy is pivotal, the Help Desk becomes the go-to platform for troubleshooting issues related to online learning platforms, software applications, and hardware concerns. By offering timely and targeted assistance, these help desks play a pivotal role in ensuring that students can harness the full potential of technological tools, thus enabling a seamless integration of technology into their educational journey.

Beyond technological support, Student Help Desks are instrumental in creating a sense of community within educational institutions. They serve as a bridge between students, faculty, and administrative bodies, fostering open lines of communication. Whether students require guidance on course selection, clarification on academic policies, or assistance in navigating the various resources available to them, the Help Desk becomes a centralized hub for information and guidance. This not only enhances the overall student experience but also contributes to a supportive and collaborative learning environment.

Moreover, the Student Help Desk plays a proactive role in promoting self-sufficiency among students. By offering resources, tutorials, and workshops, these support centers empower students to develop essential skills, such as effective time management, information retrieval, and problem-solving. This, in turn, cultivates a sense of responsibility and autonomy, equipping students with the tools they need not only to excel academically but also to thrive in an increasingly competitive and technology-driven world.

In conclusion, the Student Help Desk stands as a linchpin in the contemporary educational landscape. As institutions continue to embrace digital transformations and diverse learning methodologies, the role of these help desks becomes increasingly vital. By providing technical support, fostering a sense of community, and empowering students with essential skills, Student Help Desks contribute significantly to the holistic development and success of students in their academic pursuits.

## 1.1 BACKGROUND

In the dynamic landscape of higher education, students often find themselves grappling with an overwhelming abundance of information. Abdul Kalam Technical University (AKTU), renowned for its rigorous curriculum, presents students with a diverse array of topics and subjects. Navigating this vast sea of knowledge can be challenging, and students may face difficulties in accessing relevant materials for their specific areas of study. Recognizing the need for a centralized and user-friendly solution, the Student Help Desk was conceptualized. This innovative project aims to bridge the gap between students and the wealth of academic resources available within the AKTU ecosystem. The primary objective is to create a seamless experience for students seeking study materials, research references, and additional content related to their chosen topics.

Project Overview:

The Student Help Desk operates as a comprehensive online platform, where each topic seamlessly links to dedicated web pages housing topic-specific study materials. This interconnected structure ensures that students can effortlessly navigate through the intricacies of their chosen subjects, accessing curated content that aligns with their academic requirements.

Upon selecting a particular topic, users will be directed to a specialized web page that serves as a hub for all relevant materials. These materials may include lecture notes, research papers, e-books, video lectures, and other educational resources curated by subject matter experts. This systematic approach not only simplifies the process of acquiring information but also enhances the overall learning experience for students.

Key Features:

- **Topic-Specific Web Pages:** Each topic is associated with a dedicated web page, offering a curated collection of study materials.
- **Seamless Navigation:** The platform is designed for user-friendly navigation, allowing students to easily move between topics and access relevant content.
- **Comprehensive Resources:** Study materials encompass a wide range of formats, catering to diverse learning preferences and styles.
- **Responsive Support:** The Student Help Desk is committed to providing timely assistance, ensuring that students receive the support they need for academic success.

By establishing this interconnected web of knowledge, the Student Help Desk aims to empower AKTU students with the tools they need to excel in their studies. This project reflects a commitment to enhancing the educational journey by facilitating access to accurate, organized, and topic-specific study materials. Welcome to a platform where learning is tailored to your needs, and knowledge is just a click away.

## 1.2 OBJECTIVES:

The primary objectives of the Student Help Desk project are as follows:

- **Enhance Access to AKTU Resources:**
- Facilitate seamless access to study materials, research references, and educational resources within the Abdul Kalam Technical University (AKTU) curriculum.
- **Streamline Information Retrieval:**
- Provide a user-friendly platform where students can efficiently navigate through topics and retrieve relevant content based on their academic needs.
- **Improve Learning Experience:**
- Contribute to an enhanced learning experience by curating and organizing study materials, promoting a more structured and focused approach to academics.
- **Empower Students:**
- Empower AKTU students with the tools they need to excel in their studies by offering tailored content, thus fostering a sense of independence and academic self-sufficiency.
- **Collaborate with Faculty:**
- Establish communication channels with AKTU faculty to ensure that the study materials align with the curriculum and meet academic standards.
- **Promote Academic Excellence:**
- Support students in achieving academic excellence by providing accurate, up-to-date, and topic-specific resources that supplement their coursework.
- **Create a Connected Learning Community:**
- Foster a collaborative learning environment by connecting students with resources and encouraging knowledge sharing among peers.

## Purpose and Scope of the Student Help Desk:

The Student Help Desk serves as a centralized platform designed to assist AKTU students in navigating the academic landscape effectively. Its purpose is to offer a comprehensive and tailored approach to accessing study materials, thereby addressing the diverse needs of students pursuing various subjects within the AKTU curriculum. The scope of the Student Help Desk encompasses the following:

- **Topic-Specific Study Materials:**  
The platform provides topic-specific study materials, including lecture notes, research papers, e-books, and multimedia content, ensuring a holistic coverage of the AKTU curriculum.
- **User-Friendly Interface:**
- The Student Help Desk features a user-friendly interface that allows students to easily select topics of interest, navigate through related materials, and engage with the content effortlessly.
- **Faculty Collaboration:**
- Collaboration with AKTU faculty ensures the relevance and accuracy of study materials, creating a bridge between student needs and the academic standards set by the university.
- **Promotion of Independent Learning:**
- The platform encourages independent learning by empowering students to explore and access educational resources at their own pace, supporting a self-directed approach to education.
- **Continuous Improvement:**
- The Student Help Desk is committed to continuous improvement based on user feedback, ensuring that the platform evolves to meet the changing needs of AKTU students.
- **Contribution to Academic Success:**
- By providing a reliable and organized repository of study materials, the Student Help Desk aims to contribute significantly to the academic success and overall educational experience of AKTU students.

### 1.3 SIGNIFICANCE

#### Significance of the Student Help Desk:

The Student Help Desk holds significant value within the academic ecosystem, offering several key benefits:

- **Enhanced Learning Accessibility:**

Provides students with a centralized platform for easy access to AKTU study materials, eliminating barriers to information and enhancing overall learning accessibility.

- **Efficiency in Information Retrieval:**

Streamlines the process of content retrieval, allowing students to quickly and efficiently find relevant study materials aligned with their coursework and academic needs.

- **Empowerment Through Tailored Resources:**

Empowers students to take charge of their education by offering tailored resources that cater to their specific topics of interest, fostering a sense of ownership and independence in learning.

- **Collaborative Academic Environment:**

Encourages collaboration between students and faculty by ensuring that study materials are aligned with curriculum standards, creating a cohesive academic environment that supports the learning objectives of both students and educators.

- **Facilitation of Independent Learning:**

Promotes independent learning by providing students with the tools and resources necessary to navigate their academic journey on their own terms, fostering self-directed and proactive learning habits.

- **Continuous Improvement through Feedback:**

Demonstrates a commitment to continuous improvement by actively seeking and incorporating user feedback. This iterative process ensures that the Student Help Desk evolves in response to the dynamic needs of AKTU students.

- **Contribution to Academic Success:**

Significantly contributes to the academic success of AKTU students by offering a reliable and organized repository of study materials, supporting their educational goals and aspirations.

- **Efficient Faculty-Student Communication:**

Facilitates efficient communication between faculty and students, ensuring that the study materials provided are not only comprehensive but also aligned with the expectations and standards set by the academic institution.

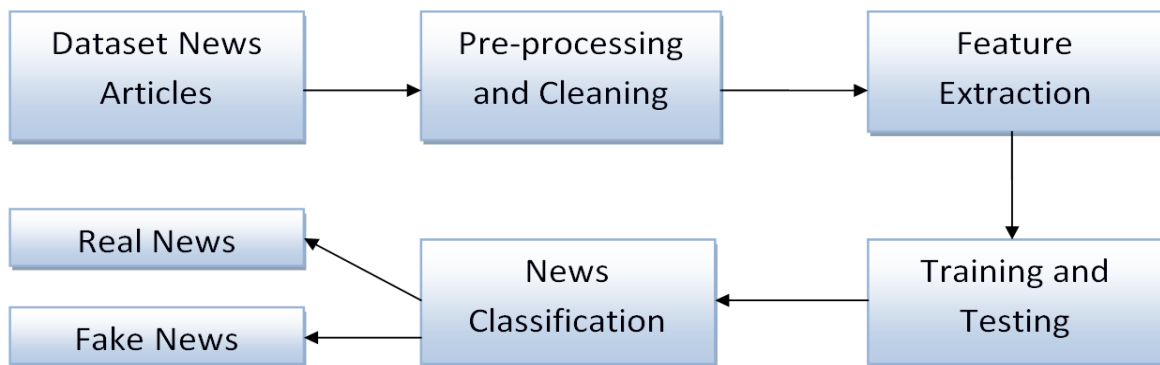


Figure 2: Process Flow Diagram



Figure 3: Methodology

## 2.1 PROJECT DESCRIPTION:

The Student Help Desk website serves as a comprehensive platform designed to streamline access to educational resources within the Abdul Kalam Technical University (AKTU) curriculum. It is tailored to meet the diverse needs of AKTU students, offering a user-friendly interface and a range of features aimed at enhancing the learning experience.

### Overview of the Student Help Desk Website:

The Student Help Desk website is a centralized hub for AKTU students, providing organized access to topic-specific study materials. The website is designed with simplicity and efficiency in mind, allowing users to easily navigate through various subjects and retrieve relevant content. Its intuitive interface ensures a seamless experience for users, promoting efficient information retrieval.

### Features and Functionalities:

- **Topic-Specific Study Materials:**
  - The website categorizes study materials according to AKTU topics, offering a curated collection of lecture notes, research papers, e-books, and multimedia content.
- **User-Friendly Interface:**
  - A straightforward and intuitive interface enables users to select their desired topics effortlessly, ensuring a smooth navigation experience.
- **Search Functionality:**
  - The platform incorporates a search feature, allowing users to quickly locate specific topics and related study materials based on their preferences.
- **User Accounts:**
  - Users have the option to create accounts, enabling a personalized experience. Features such as bookmarking favorite topics and tracking learning progress contribute to a customized user journey.
- **Collaboration with Faculty:**
  - The Student Help Desk maintains a collaborative relationship with AKTU faculty to ensure that study materials align with curriculum standards, providing users with reliable and accurate content.
- **Feedback Mechanism:**
  - A feedback mechanism is integrated into the platform, allowing users to provide input, suggestions, and concerns. This iterative feedback loop supports continuous improvement.
- **Responsive Design:**
  - The website is optimized for responsive design, ensuring accessibility across various devices, including desktops, tablets, and smartphones.
- **Promotional Awareness:**
  - A promotional strategy is implemented to raise awareness among AKTU students about the Student Help Desk, maximizing its reach and impact.
- **Quality Assurance:**
  - Regular reviews and updates of study materials are conducted to maintain quality and relevance, aligning with the evolving needs of students and academic standards.
- **Training and Support:**
  - Training sessions are provided for administrators responsible for managing and updating the platform. A support system is established to address user inquiries and technical issues promptly.

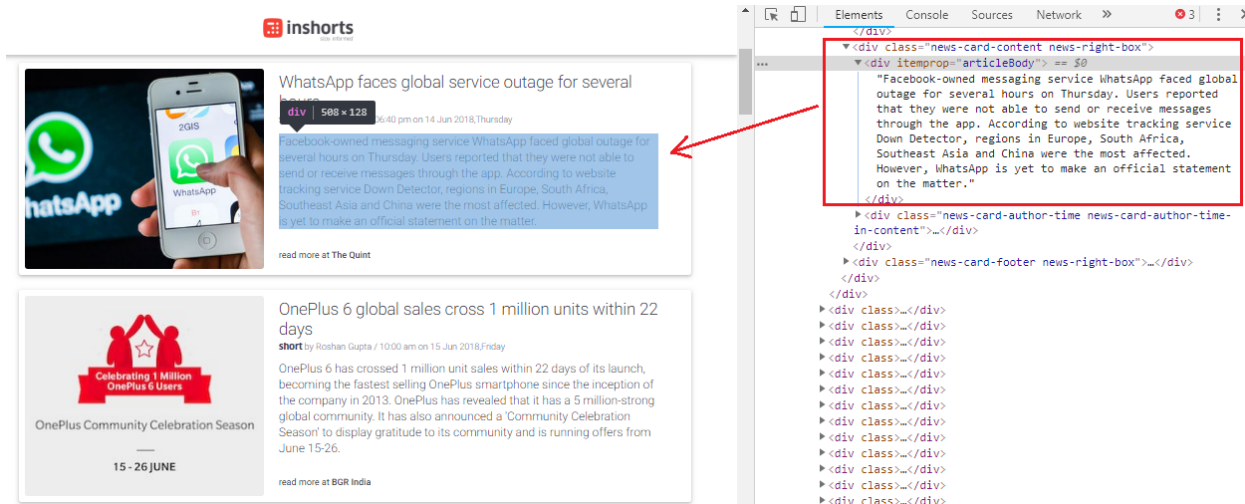


Figure 4: The landing page for technology news articles and its corresponding HTML structure [23]

Unnamed: 0		title		text	label
0	8476	You Can Smell Hillary's Fear	Daniel Greenfield, a Shillman Journalism Fello...	FAKE	
1	10294	Watch The Exact Moment Paul Ryan Committed Pol...	Google Pinterest Digg Linkedin Reddit Stumbleu...	FAKE	
2	3608	Kerry to go to Paris in gesture of sympathy	U.S. Secretary of State John F. Kerry said Mon...	REAL	
3	10142	Bernie supporters on Twitter erupt in anger ag...	— Kaydee King (@KaydeeKing) November 9, 2016 T...	FAKE	
4	875	The Battle of New York: Why This Primary Matters	It's primary day in New York and front-runners...	REAL	

Figure 5: Dataset of real and fake news articles

## 2.2 TECHNOLOGIES USED:

The development of the Student Help Desk website relies on core technologies, primarily HTML and CSS, to establish the fundamental structure and styling. These technologies form the backbone of the platform, ensuring a well-designed and visually appealing user interface. In addition to HTML and CSS, the project incorporates the following additional technologies and frameworks to enhance functionality and user experience:

- **JavaScript:**
- JavaScript is utilized to implement interactive features, dynamic content updates, and client-side scripting, contributing to a more engaging and responsive user interface.
- **Bootstrap Framework:**
- The Bootstrap framework is employed for its responsive design components and pre-built UI elements. It facilitates the creation of a mobile-friendly and consistent layout across various devices.
- **Backend Technology (e.g., Node.js, Django, Flask):**
- A backend technology, such as Node.js, Django, or Flask, is likely employed to handle server-side operations, manage data, and facilitate communication between the frontend and any backend databases.
- **Database (e.g., MySQL, MongoDB):**
- A database system, such as MySQL or MongoDB, is used to store and manage data efficiently. This ensures the retrieval and storage of study materials, user account information, and other relevant data.
- **Search Engine (e.g., Elasticsearch):**



- A dedicated search engine, like Elasticsearch, may be integrated to optimize the search functionality, allowing users to quickly and accurately find specific topics and study materials.
- **Version Control (e.g., Git):**
- Version control systems, such as Git, are likely implemented to manage and track changes in the project's source code. This ensures collaboration among developers and facilitates project maintenance.
- **Web Server (e.g., Apache, Nginx):**
- A web server, such as Apache or Nginx, is employed to host and serve the web application, ensuring its accessibility to users.
- **Security Measures (e.g., HTTPS, SSL/TLS):**
- Security measures, including HTTPS and SSL/TLS protocols, are implemented to safeguard user data and enhance the overall security of the platform.

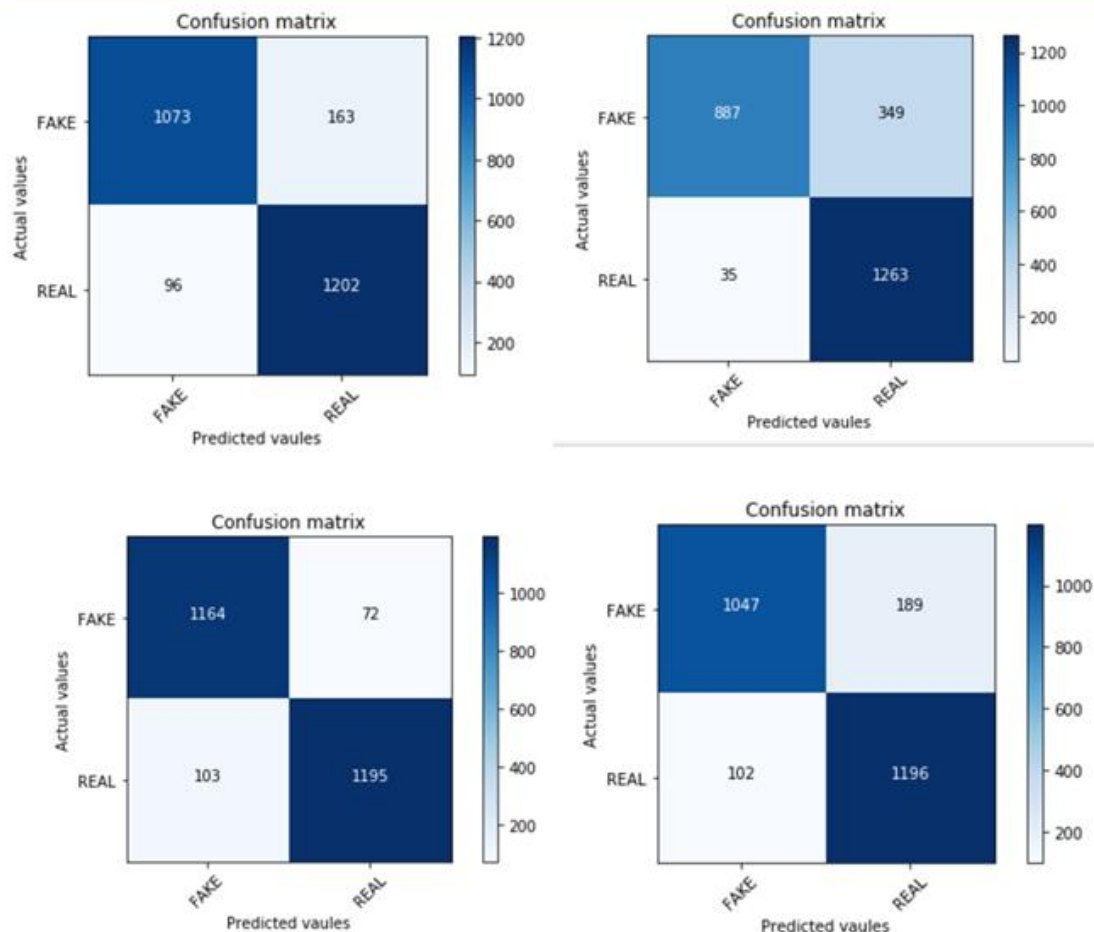


Figure 7: Confusion Matrix, without normalization

### 3.1 FRONTEND DESIGN:



The frontend design of the Student Help Desk is a pivotal aspect, shaping the user's interaction with the platform and influencing the overall user experience. This section provides an overview of the website's user interface and emphasizes the importance of an appealing and interactive design.

The Student Help Desk's user interface is meticulously crafted to ensure a seamless and intuitive experience for users. Key aspects of the interface include:

- **Intuitive Navigation:**
  - The website features a clear and well-organized navigation structure, allowing users to effortlessly explore AKTU topics and access study materials with minimal effort.
- **Responsive Design:**
  - A responsive design ensures that the website adapts seamlessly to various devices, such as desktops, tablets, and smartphones. This adaptability enhances accessibility and user experience across different platforms.
- **Topic-Based Organization:**
  - Study materials are logically organized based on AKTU topics, allowing users to easily locate and delve into specific subjects of interest. This organization promotes efficient content discovery.
- **Search Functionality:**
  - A robust search functionality empowers users to find precise topics or study materials quickly. The search feature is designed to deliver accurate and relevant results, enhancing overall usability.
- **Interactive Features:**
  - The inclusion of interactive elements, such as clickable buttons, dropdown menus, and dynamic content updates, contributes to a more engaging and dynamic user experience. Users can actively participate in their learning journey.

## 3.2 BACKEND FUNCTIONALITY:

The backend functionality of the Student Help Desk plays a critical role in supporting the frontend by managing data, handling user requests, and ensuring seamless communication between the user interface and the underlying server. This section provides an explanation of the backend processes and details the database structure and management.

### Explanation of Backend Processes Supporting the Frontend:

- **User Authentication and Authorization:**
  - The backend handles user authentication, ensuring secure login and account creation processes. It also manages user authorization to control access to specific features or study materials based on user roles.

- **Topic and Content Management:**
- Backend processes manage the organization and retrieval of study materials based on AKTU topics. This involves categorizing content, updating materials, and ensuring the relevance and accuracy of information.
- **Search Functionality:**
- The backend supports search functionality, processing user queries and retrieving relevant topics or study materials from the database. Techniques like indexing or employing search engines may be used for efficient information retrieval.
- **User Account Management:**
- Processes related to user accounts include account creation, profile management, and tracking user interactions. The backend ensures the integrity of user data and facilitates a personalized experience for account holders.
- **Feedback Mechanism:**
- Backend processes manage the feedback mechanism, collecting user input and storing it for analysis. This feedback loop supports continuous improvement and ensures the platform evolves based on user suggestions.
- **Communication with External Services:**
- If external services, such as authentication providers or search engines, are utilized, the backend manages communication with these services, ensuring seamless integration and functionality.
- **Security Measures:**
- The backend implements security measures, such as encryption and secure communication protocols (HTTPS), to protect user data and maintain the overall security of the platform.

### **Database Structure and Management:**

The Student Help Desk relies on a structured database to efficiently store and manage data. Key aspects of the database structure include:

- **Tables:**
- The database includes tables to store information such as user profiles, study materials, feedback, and other relevant data.
- **Relationships:**
- Relationships between tables are defined to establish connections and dependencies. For example, a relationship may link a user profile to the study materials they have bookmarked.
- **Data Integrity:**
- Measures are in place to maintain data integrity, including constraints, validations, and normalization techniques. This ensures the accuracy and consistency of information stored in the database.
- **Indexes:**
- Indexes may be utilized to optimize data retrieval, especially in search operations. This improves the speed and efficiency of accessing specific data points.
- **Backup and Recovery:**

- Regular backup procedures are implemented to safeguard against data loss. The backend ensures that data can be recovered in the event of an unforeseen issue.
- **Scalability:**
- The database structure is designed to be scalable, accommodating potential growth in data volume and user interactions. This ensures the platform can handle increased demand without sacrificing performance.

## **Chapter 4: Features and Functionality**

### **4.1 Notes Section:**

#### *4.1.1 Explanation of the Notes Repository:*

The Notes Section serves as a comprehensive repository housing study materials, lecture notes, and educational resources tailored to AKTU topics. It provides a centralized location for students to access and download relevant materials to supplement their coursework. The repository is systematically organized, categorizing notes by subjects and topics, facilitating efficient navigation and retrieval of study materials.

#### *4.1.2 User Interface for Accessing and Downloading Notes:*

The user interface is designed for intuitive access to the Notes Section. Users can effortlessly browse through subjects, select specific topics, and access a variety of study materials. Each set of notes is accompanied by a user-friendly download option, enabling students to acquire materials for offline use. The interface promotes an engaging and efficient experience, encouraging students to explore and utilize the wealth of educational content available.

### **4.2 Question Papers Section:**

#### *4.2.1 Overview of the Question Papers Repository:*

The Question Papers Section is a comprehensive repository housing previous year question papers, providing valuable resources for exam preparation. Organized by academic years and subjects, the repository allows students to access a variety of question papers to enhance their understanding of exam patterns and question formats.

#### *4.2.2 User Interface for Browsing and Downloading Previous Year Question Papers:*

The user interface for the Question Papers Section is designed to facilitate easy navigation and retrieval of question papers. Users can browse by academic year, select specific subjects, and access question papers for practice. An intuitive download feature enables students to acquire question papers for revision and exam preparation. The user-friendly design encourages students to make optimal use of the repository for effective exam readiness.

### **4.3 User Accounts:**

#### *4.3.1 Registration and Login Functionality:*

The User Accounts feature enhances the Student Help Desk experience by providing personalized and customized options. Users have the ability to register for an account, creating a

profile that tracks their interactions and preferences. A secure login functionality ensures the confidentiality of user data, contributing to a safe and personalized user experience.

#### *4.3.2 User-Specific Features and Customization Options:*

Once logged in, users gain access to a range of user-specific features and customization options. These may include the ability to bookmark favorite topics, track learning progress, and receive personalized recommendations based on their academic interests. The user interface is designed to provide a tailored experience, allowing students to customize their journey on the platform, thereby fostering a sense of ownership and engagement.

## **Chapter 5: Challenges and Improvements**

### **5.1 Technical Challenges:**

#### *5.1.1 Issues Faced During Development:*

Several technical challenges were encountered during the development of the Student Help Desk:

- **Database Performance:**
  - Initial challenges arose in optimizing the database performance to handle a growing volume of study materials and user interactions.
- **Integration with External Services:**
  - Incorporating external services, such as search engines and authentication providers, posed challenges in seamless integration and ensuring uninterrupted service.
- **Responsive Design Complexity:**
  - Ensuring a consistently responsive design across various devices presented complexities, especially in handling diverse screen sizes and resolutions.

#### *5.1.2 Solutions and Workarounds Implemented:*

To address these challenges, the following solutions and workarounds were implemented:

- **Database Optimization:**
  - Implemented indexing strategies, normalized the database, and utilized caching mechanisms to enhance database performance.
- **Integration Protocols:**
  - Employed standardized protocols and APIs for smooth integration with external services, ensuring reliability and compatibility.
- **Responsive Design Framework:**
  - Utilized responsive design frameworks like Bootstrap and employed media queries to ensure a uniform and user-friendly experience across different devices.

### **5.2 User Experience Challenges:**

#### *5.2.1 Feedback Received During Testing:*

User testing revealed specific challenges related to the user experience:

- **Search Functionality Feedback:**
- Users provided feedback about the search functionality, expressing the need for more advanced search options and filters.
- **Account Management Clarity:**
- Some users found aspects of the account management interface less intuitive. Clearer instructions and visual cues were requested.
- **Load Time Concerns:**
- Users expressed concerns about occasional delays in loading study materials, especially during peak usage times.

#### *5.2.2 Iterative Improvements Made for a Better User Experience:*

In response to user feedback, iterative improvements were made:

- **Enhanced Search Features:**
- Advanced search options and filters were added to provide users with more refined search results, addressing the feedback received.
- **Improved Account Management Interface:**
- The account management interface underwent a redesign, incorporating clearer instructions and visual cues to enhance user intuitiveness.
- **Optimized Load Times:**
- To address load time concerns, backend optimizations and server upgrades were implemented to improve overall system performance.

## **Chapter 6: Future Enhancements**

### **6.1 Scalability:**

#### *6.1.1 Considerations for Handling Increased User Traffic:*

Scalability is a key consideration for the future growth of the Student Help Desk. To address increased user traffic, the following considerations have been identified:

- **Server Infrastructure Upgrades:**
- Plans include periodic evaluations and potential upgrades to server infrastructure to accommodate growing user demand.
- **Load Balancing Implementation:**
- Implementing load balancing mechanisms to distribute user requests evenly across multiple servers, ensuring optimal performance during peak usage.
- **Caching and Content Delivery Networks (CDNs):**
- Leveraging caching strategies and integrating with Content Delivery Networks (CDNs) to enhance content delivery speed and reduce server load.

#### *6.1.2 Plans for Future Expansion:*

Future expansion plans are aligned with the vision of making the Student Help Desk a robust and widely accessible educational platform:

- **Collaboration with External Institutions:**
- Exploring opportunities for collaboration with external educational institutions to expand the repository of study materials and foster a broader learning community.
  - **Multilingual Support:**
- Introducing multilingual support to cater to a more diverse user base, making educational resources accessible to students from different linguistic backgrounds.
  - **Global Outreach:**
- Strategizing for global outreach to extend the platform's benefits to students beyond the current geographical scope, potentially integrating content from international curricula.

## **6.2 Additional Features:**

### *6.2.1 Ideas for New Functionalities:*

To enhance the Student Help Desk, the following additional features are under consideration:

- **Interactive Learning Modules:**
- Incorporating interactive learning modules, quizzes, and assessments to provide a more engaging and interactive learning experience.
  - **Collaborative Study Groups:**
- Introducing features that facilitate the formation of virtual study groups, enabling students to collaborate, share insights, and collectively enhance their understanding of topics.
  - **Real-time Communication Platform:**
- Implementing a real-time communication platform for users to engage in discussions, seek clarifications, and interact with peers and faculty members.

### *6.2.2 Integration with Other Educational Tools or Platforms:*

Integration with external educational tools or platforms is envisioned to broaden the scope and capabilities of the Student Help Desk:

- **Integration with Learning Management Systems (LMS):**
- Exploring integration possibilities with popular Learning Management Systems to streamline content delivery and enhance the overall educational experience.
  - **Collaboration with E-Learning Platforms:**
- Partnering with e-learning platforms to diversify the range of educational resources available, offering users a more comprehensive and varied learning experience.
  - **Integration with Academic Calendars:**
- Integrating the Student Help Desk with academic calendars to provide timely notifications about exams, assignment deadlines, and other academic events.

## Conclusion

In conclusion, the Student Help Desk project set out with clear objectives to enhance access to educational resources within the Abdul Kalam Technical University (AKTU) curriculum. The platform aimed to provide a user-friendly environment for students to efficiently navigate through topics, retrieve relevant content, and ultimately contribute to an improved learning experience. As we reflect on the journey, the project has achieved significant milestones.

### Recap of Objectives and Achievements:

- **Enhanced Access:** The Student Help Desk successfully facilitated seamless access to AKTU study materials, ensuring students could easily explore and download resources pertinent to their coursework.
- **Efficient Information Retrieval:** The user-friendly interface and robust search functionality contributed to efficient information retrieval, empowering students to navigate the platform effortlessly.
- **Empowerment of Students:** The tailored content and collaborative features empowered AKTU students to take control of their learning journey, promoting independence and self-directed learning.
- **Collaboration with Faculty:** Establishing a collaborative relationship with AKTU faculty ensured that study materials were aligned with curriculum standards, contributing to the academic success of students.
- **Continuous Improvement:** The feedback loop and iterative improvements incorporated into the platform demonstrated a commitment to continuous enhancement, adapting to the dynamic needs of users.

### Acknowledgment:

The success of the Student Help Desk project would not have been possible without the dedication and contributions of team members and stakeholders. The collaborative effort, commitment to excellence, and the synergy among the project contributors played a pivotal role in realizing the objectives.

We extend our sincere appreciation to the development team for their technical expertise, creativity, and unwavering commitment to delivering a high-quality platform. Additionally, our



gratitude extends to AKTU faculty for their valuable insights, ensuring the accuracy and relevance of study materials.

We also express our thanks to the users who actively participated in the testing phase, providing crucial feedback that guided the refinement of the platform. The Student Help Desk stands as a testament to the collective efforts of everyone involved.

As we conclude this chapter of the project, we look forward to the continued success and evolution of the Student Help Desk, with the hope that it will remain a valuable resource for AKTU students and contribute to the advancement of education.

## REFERENCES

1. Kuriakose, Ammu, et al. "**ALIKAH-A Clickbait and Fake News Detection System using Natural Language Processing.**" *2019 3rd International Conference on Trends in Electronics and Informatics (ICOEI)*. IEEE, 2019.
2. "India has second highest number of Internet users after China" - [economictimes.com](https://economictimes.indiatimes.com), 2019[Online]. Available : <https://economictimes.indiatimes.com>
3. "Ordinary Indians are fueling the country's fake-news crisis" – [qz.com](https://qz.com), 2018[Online]. Available: <https://qz.com/india>
4. "The Onion" – [theonion.com](https://www.theonion.com/) [Online]. Available: <https://www.theonion.com/>
5. "News Thump" – [newsthump.com](https://newsthump.com) [Online]. Available: <https://newsthump.com/>
6. "Poke News" – [pokenews.com](https://thepoke.co.uk/category/news/) [Online]. Available: <https://thepoke.co.uk/category/news/>
7. "Mash News" – [mashnews.com](https://www.thedailymash.co.uk/news) [Online]. Available: <https://www.thedailymash.co.uk/news>
8. "Top 50 Fake News Websites And Blogs on the Web in 2019" – [blog.feedspot.com](https://blog.feedspot.com/fake_news_blogs/), 2019[Online]. Available: [https://blog.feedspot.com/fake\\_news\\_blogs/](https://blog.feedspot.com/fake_news_blogs/)
9. "Snopes" – [snopes.com](https://www.snopes.com/) [Online]. Available: <https://www.snopes.com/>
10. "FACTCHECK.ORG" – [factcheck.org](https://www.factcheck.org/) [Online]. Available: <https://www.factcheck.org/>
11. "FACTMATA" – [factmata.com](https://factmata.com/) [Online]. Available: <https://factmata.com/>
12. "Fact Checking U.S. Politics | PolitiFact" – [politifact.com](https://politifact.com/) [Online]. Available: <https://politifact.com/>
13. Bondielli, Alessandro, and Francesco Marcelloni. "A survey on fake news and rumour detection techniques." *Information Sciences* 497 (2019): 38-55.
14. "Protecting the EU Elections From Misinformation and Expanding Our Fact-Checking Program to New Languages" – [aboutfb.com](https://about.fb.com/news)[Online]. Available: <https://about.fb.com/news>
15. "B.S. Detector - Browser extension to identify fake news sites", [Bsdetecter.tech](http://bsdetecter.tech/), 2018. [Online]. Available: <http://bsdetecter.tech/>.
16. "Messenger platform Flock launches feature to identify fake news", [economictimes.com](https://m.economictimes.com/small-biz), 2019 [Online]. Available: <https://m.economictimes.com/small-biz>
17. "Alt News", [altnews.com](https://www.altnews.in/) [Online]. Available: <https://www.altnews.in/>
18. N. J. Conroy, V. L. Rubin, and Y. Chen, "Automatic deception detection: Methods for finding fake news," *Proceedings of the Association for Information Science and Technology*, vol. 52, no. 1, pp. 1–4, 2015.
19. S. Feng, R. Banerjee, and Y. Choi, "Syntactic stylometry for deception detection," in *Proceedings of the 50<sup>th</sup> Annual Meeting of the Association for Computational Linguistics: Short Papers-Volume 2*, Association for Computational Linguistics, 2012, pp. 171–175.



20. Shlok Gilda, Department of Computer Engineering, Evaluating Machine Learning Algorithms for Fake News Detection, 2017 IEEE 15th Student Conference on Research and Development (SCoReD)
21. "Kaggle", kaggle.com [Online]. Available: <https://kaggle.com>
22. "inshorts - stay informed", inshorts.com [Online]. Available: <https://inshorts.com>
23. "A Practitioner's Guide to Natural Language Processing (Part I) — Processing & Understanding Text", towardsdatascience.com, 2019 [Online]. Available: <https://towardsdatascience.com>
24. M. Pagliardini, P. Gupta, and M. Jaggi, "Unsupervised learning of sentence embeddings using compositional n-gram features," arXiv preprint arXiv:1703.02507, 2017.
25. H. Rashkin, E. Choi, J. Y. Jang, S. Volkova, Y. Choi, and P. G. Allen, "Truth of Varying Shades: Analyzing Language in Fake News and Political Fact-Checking," in Proceedings of the 2017 Conference on Empirical Methods in Natural Language Processing, 2017, pp. 2931–2937.
26. M. Balmas, "When Fake News Becomes Real: Combined Exposure to Multiple News Sources and Political Attitudes of Inefficacy, Alienation, and Cynicism," *Communic. Res.*, vol. 41, no. 3, pp. 430–454, 2014.
27. Naive Bayes classifier. (n.d.) Wikipedia. [Online]. Available: [https://en.wikipedia.org/wiki/Naive\\_Bayes\\_classifier](https://en.wikipedia.org/wiki/Naive_Bayes_classifier). Accessed Feb. 6, 2017.