**FEASIBILITY STUDY REPORT**

**for**

**ONLINE RATING SYSTEM**

**NIIT University**

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## 1.1 Purpose

The sole purpose of this feasibility analysis is to check the viability of the implementation of an online rating system in the university.

## 1.2 Product Scope

The scope of our project is limited to students, professors, visitors and other users who 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 right justified.

## 1.4 System Overview

Basic goal of the software is to improve the services for the users of the online rating system in the near future by using the feedback provided by the users of online rating 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.

Facilities and Services provided by the university are:

1. Library
2. Mess
3. Laundry
4. HOD
5. Tuck Shop
6. TMP
7. Apno Gaon
8. E-Services (Moodle, ERP)
9. Gym
10. Grounds
11. Indoor Sports
12. Equipment
13. Classrooms and Infrastructure
14. Auditorium
15. Hostel

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

First, we thought that the idea may not be of the level of usefulness we felt was required for the project to be viable to be implemented, then after the result of the feasibility analysis we were shocked, the main purpose of asking for the potential student’s preemptive feedback about the project was the concern that a user might not want to or have the leisure of taking out time or to make the effort to review and rate the services offered by the university. We were surprised to find that about 99% people (total people given review were 55) of the university people wanted this service and were ready to make the effort and take out the time to use it.

**Out of a total of 55 responses received we were pleasantly surprised to see that all were positive save one!!**

**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.
* 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 was:

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]

## 1.5 Project References

* **Google Docs Form Used**

<https://docs.google.com/a/st.niituniversity.in/forms/d/1220VEprC0LSO-4j2wKOar88GlMhXi_gLqEKFJDVR_Lo/edit?ts=57c5a466>

Docs Result

* **Google** <https://docs.google.com/spreadsheets/d/1jCc_GKTm4WWuRAlPRDQrx2cclIcSMXpUrm135U72b08/edit#gid=1797016161>
* Template of Feasibility Analysis