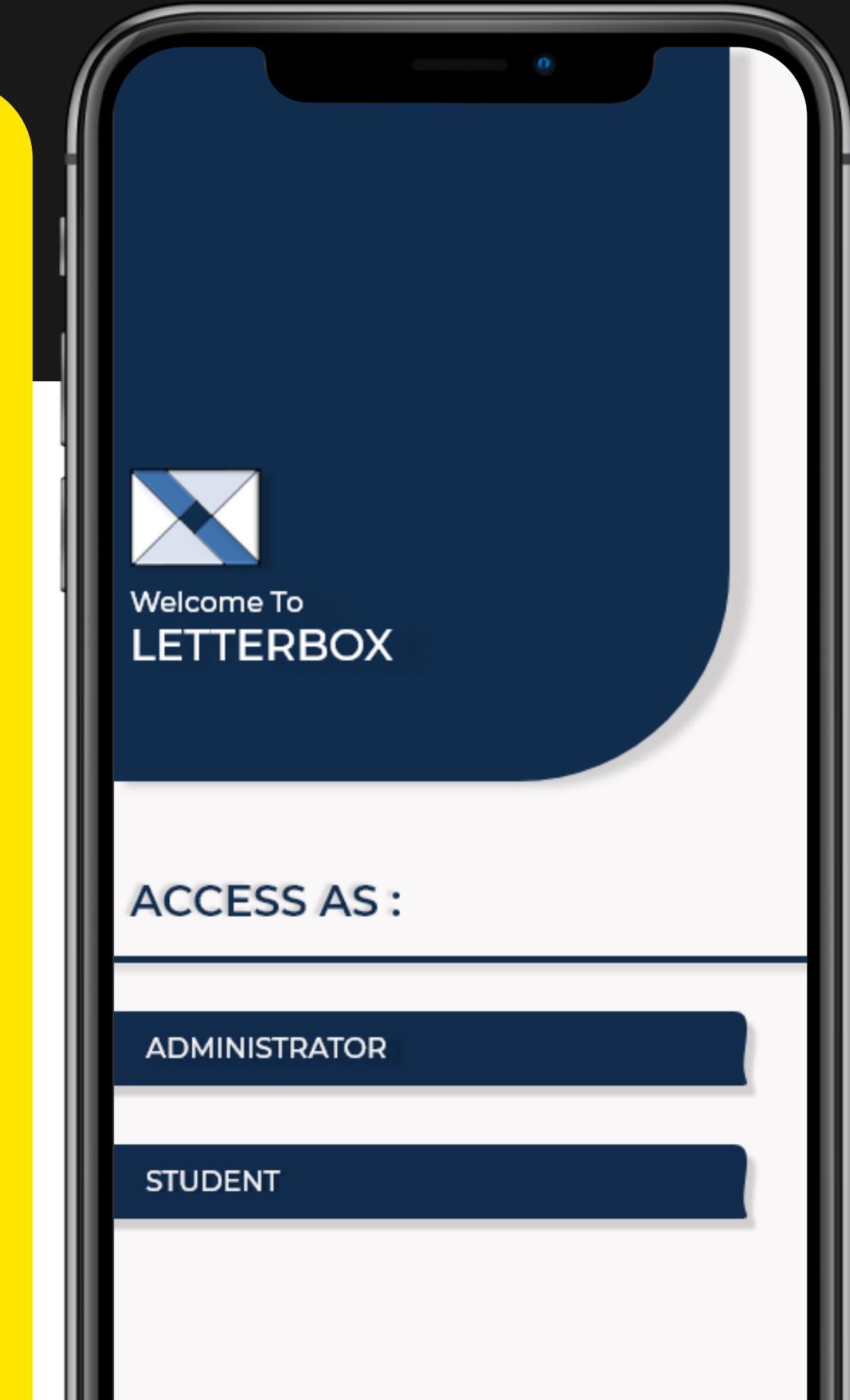




# LETTERBOX

An application initiative by students  
of first year at IIT(ISM) Dhanbad.



# LETTERBOX SITEMAP

BLUE STROKED  
PAGES



These are the pages which are very important in accordance to the idea of the application

RED STORKE  
D PAGES



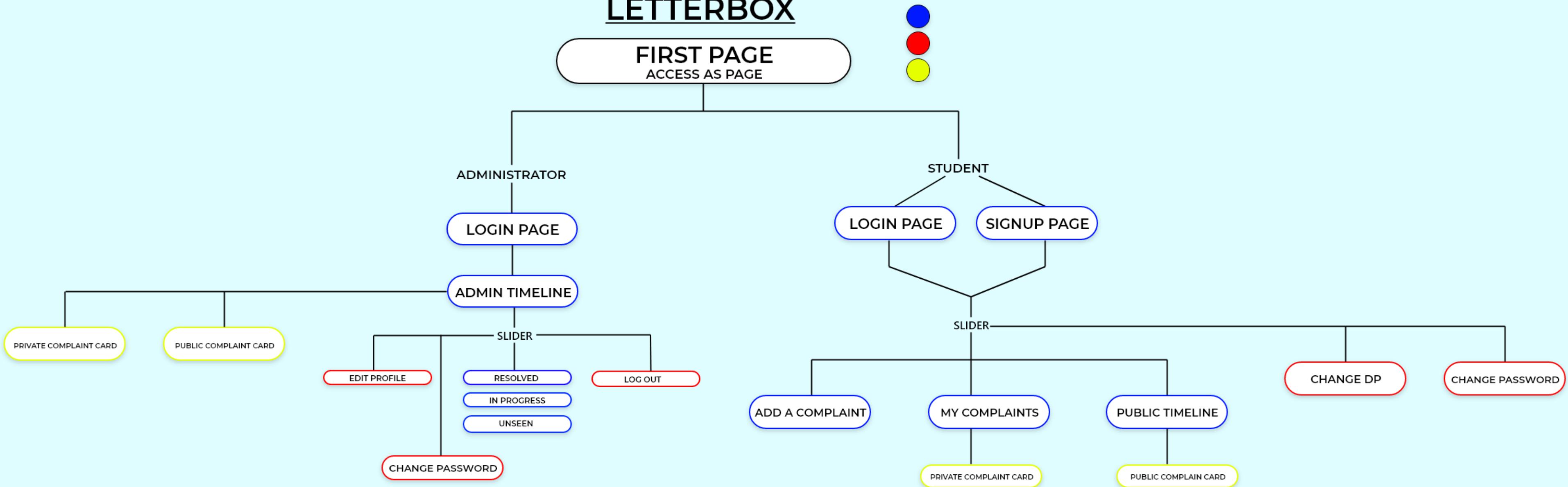
These are the pages which are important for a better user experience

YELLOW STROKED  
PAGES



These are the complaint card pages for the detailed viewing of any complaint or issue raised by a student

# LETTERBOX



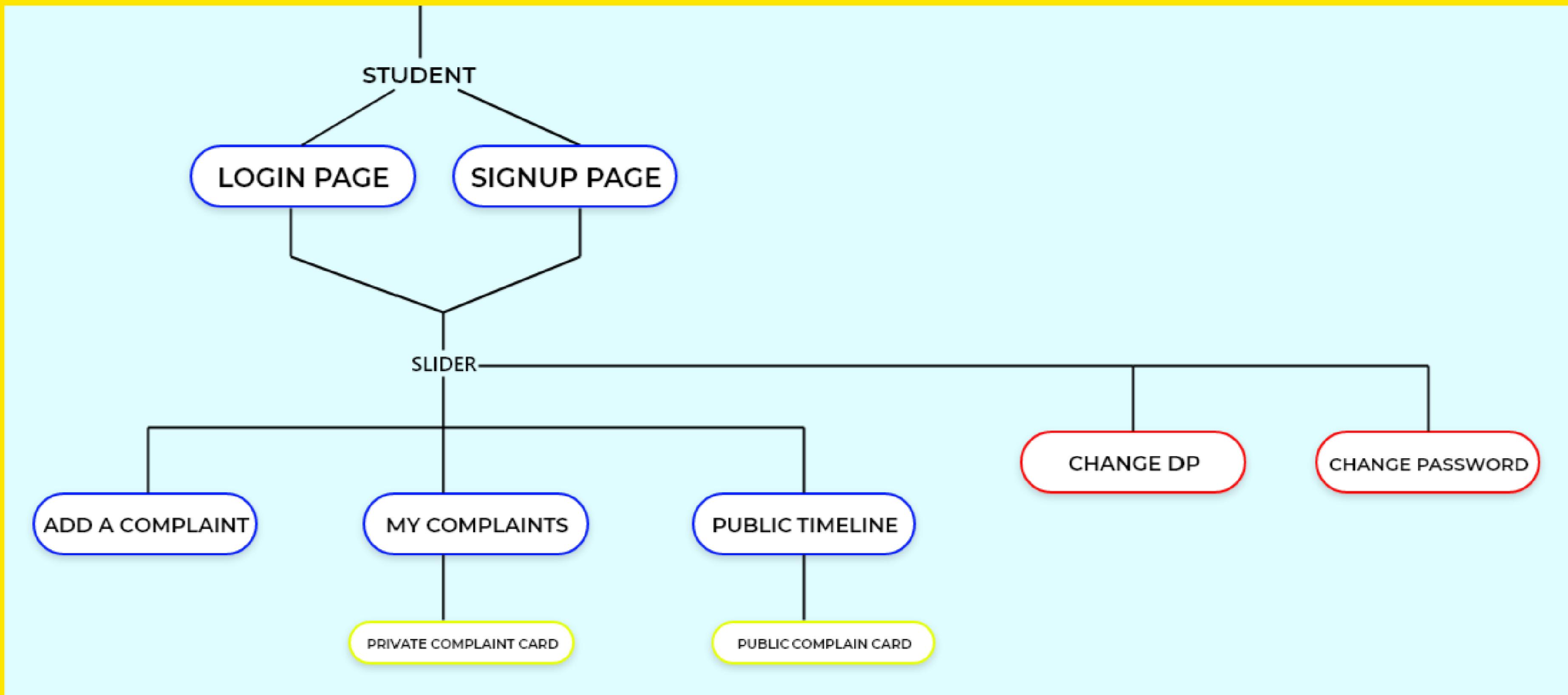
## 2 MAIN SIDES OF THE APP

There are basically sides of the application, a Student's side and an Administrator's side.

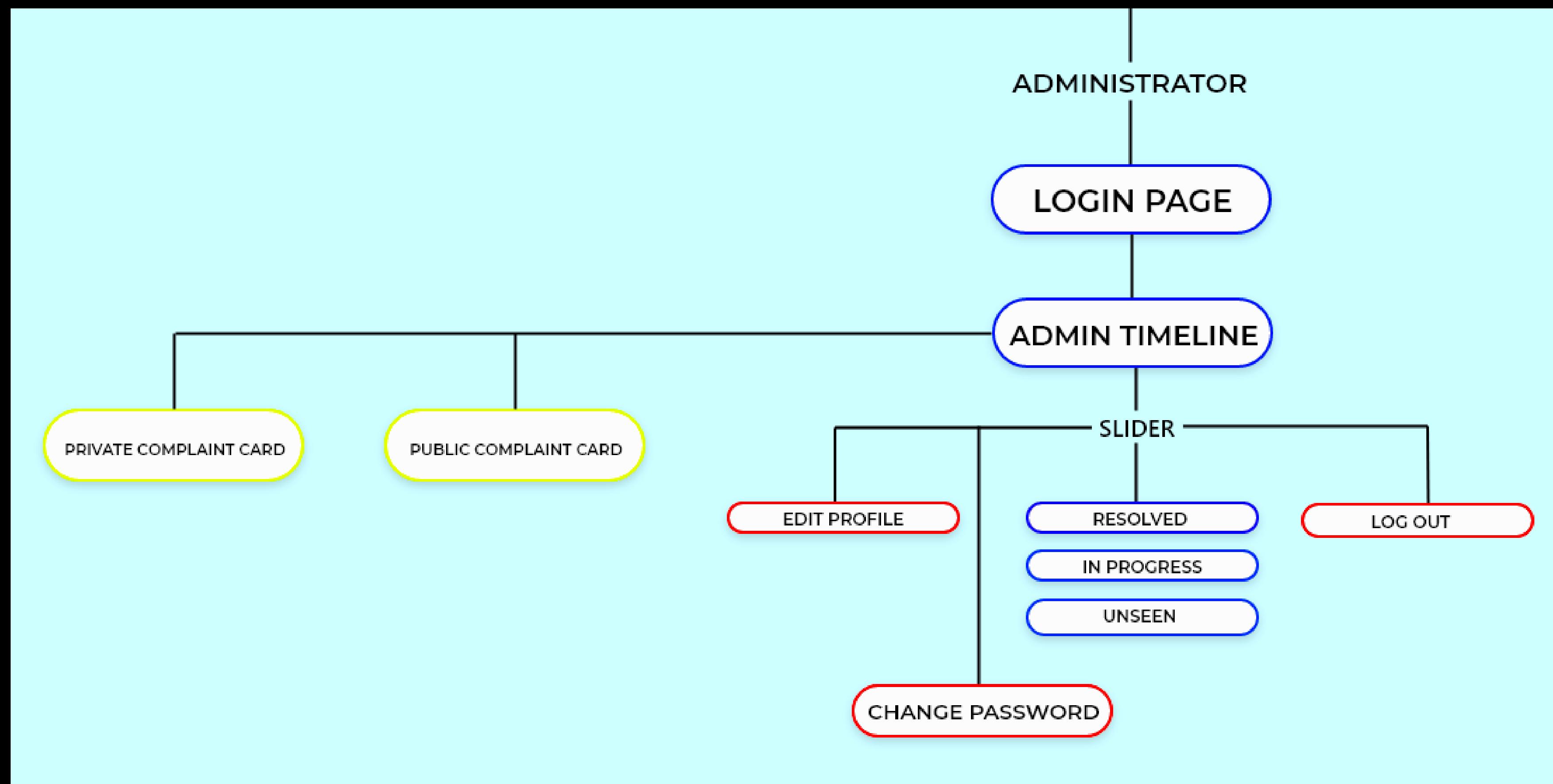
This will be discussed in detail

# STUDENT SIDE SITEMAP

each of the pages will be covered individually



# ADMINISTRATOR SIDE SITEMAP



# **SOME BASIC POINTS WHICH ARE INCLUDED IN LETTERBOX**



LOGO IDEA : A LOCKED LETTER

# **ADMINISTRATOR**

- An administrator can see a timeline similar to the public timeline that the students see but the **administrator's timeline will also contain the private complaints** which the students can't see or upvote.
- Admin's timeline page will be sorted into three groups : the 3 types of complaints that the app offers : **Academic, Hostel, Administrative**
- The admin will have the authority to **turn down a complaint** which he/she finds inappropriate or improper
- The complaints will be sorted as **resolved, in progress and unseen** for the administrator for better user experience.

# **STUDENT**

- Students can register their complaints though this app and **choose the type** of complaint too.
- They can post it **publicly as well privately.**
- All the students can see a **public timeline** of the complaints registered publicly by the other students. It will be sorted in three groups : **Academic, Hostel, Administrative**
- Students can **upvote** a public complaint on the timeline if they feel the complaint made is relevant and significant.
- Whether posting publicly or privately, a student **can go anonymous** or else go by his/her name and details.
- **Private complaints won't show up on the public timeline.**
- Students can check for the **status of their complaint**, this will be discussed further in the coming section.

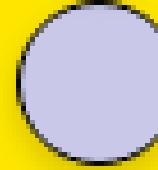
# **Wireframes of the application**



**COMMON PAGE**

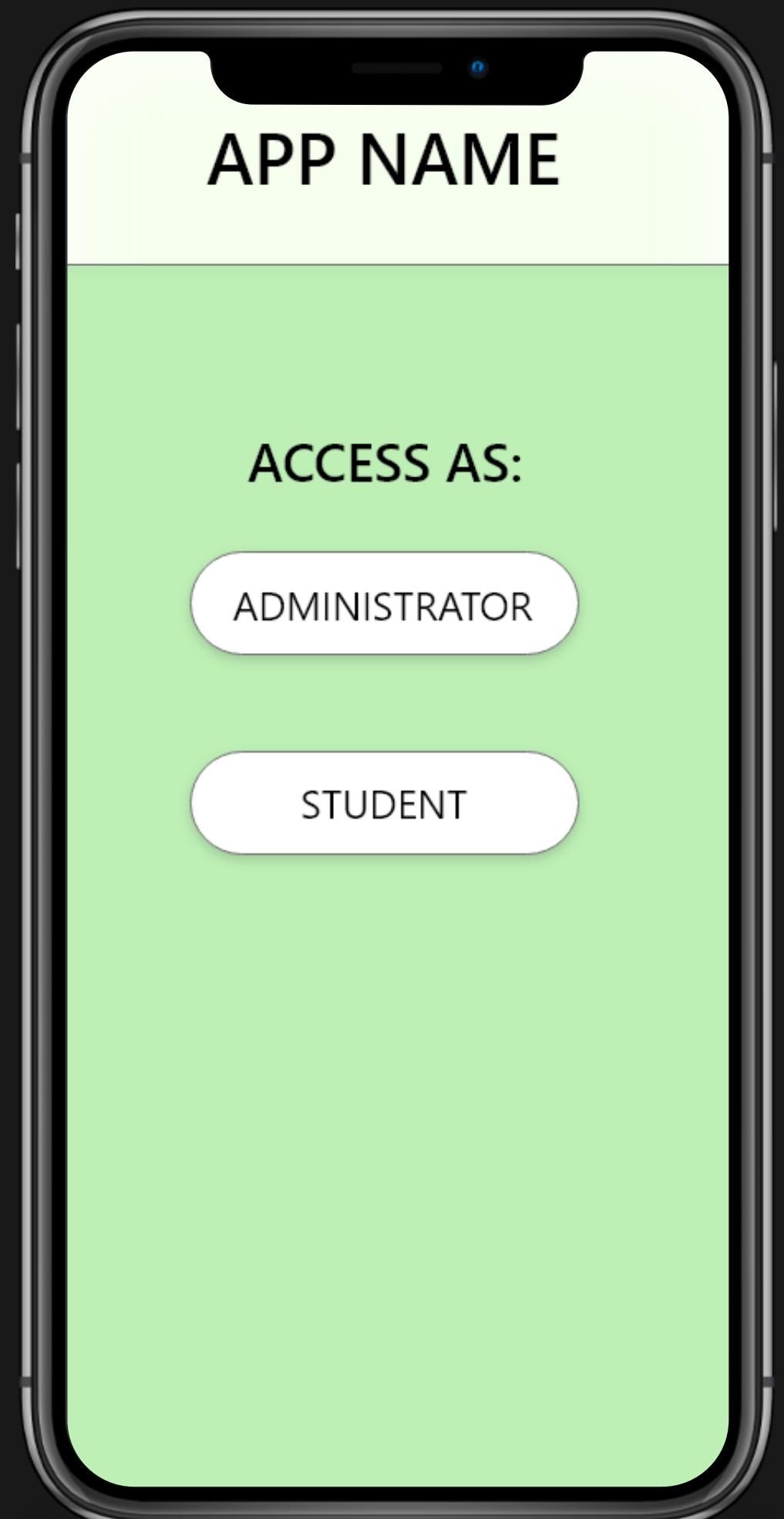


**ADMINISTRATOR PAGE**

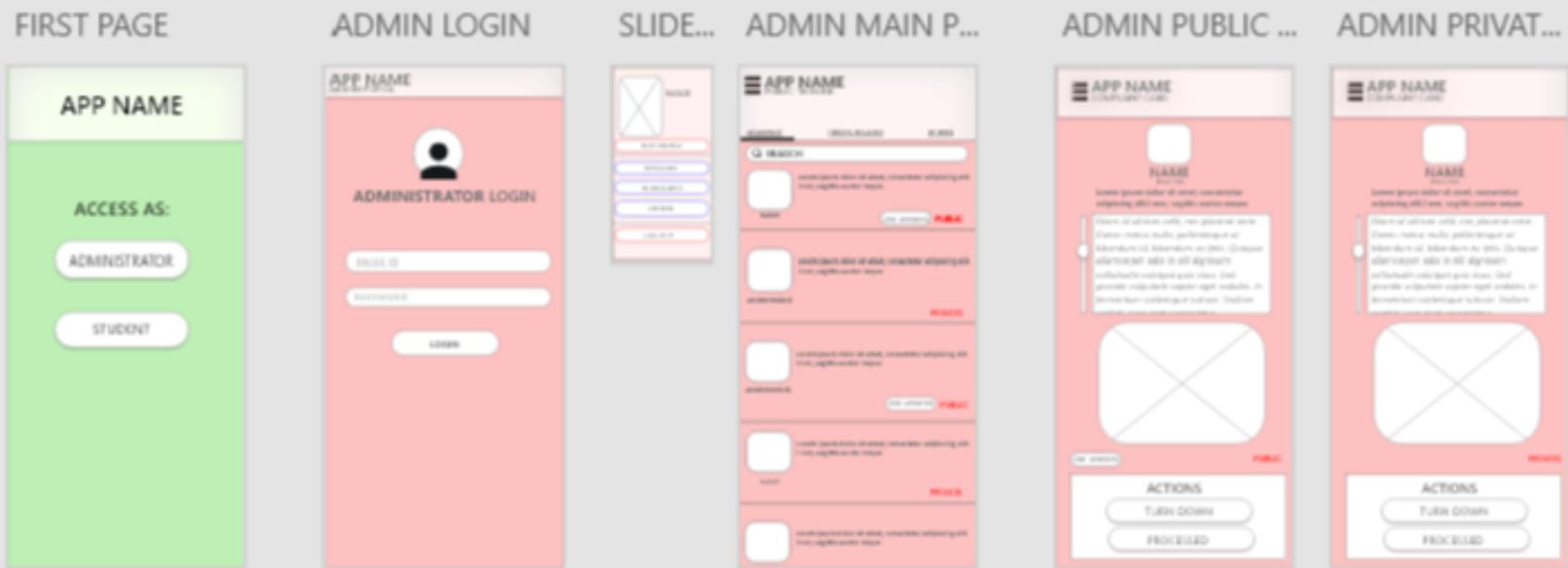
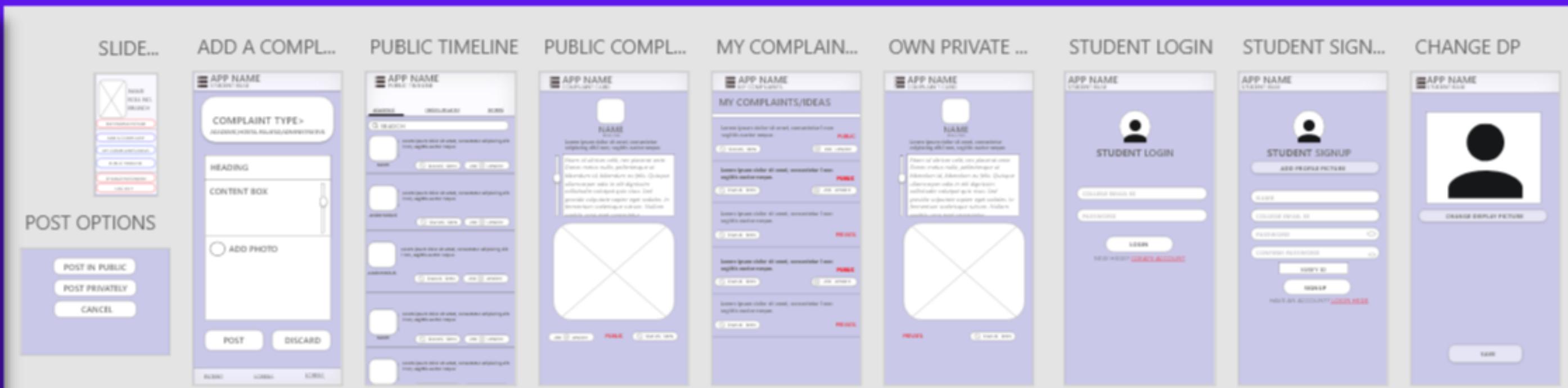


**STUDENT PAGE**

**ALL THE PAGES HAVE BEEN DESIGNED AND ARE SHOWN  
LATER IN THIS DOCUMENT.**



- site\_map
- ADMIN PRIVATE CARD
- ADMIN PUBLIC CARD
- ADMIN MAIN PAGE\_public\_timeli...
- SLIDER ADMIN
- ADMIN LOGIN
- FIRST PAGE
- POST OPTIONS
- CHANGE DP
- STUDENT SIGNUP
- STUDENT LOGIN
- OWN PRIVATE COMPLAINT VIEW
- MY COMPLAINTS
- PUBLIC COMPLAINT VIEW
- PUBLIC TIMELINIE
- ADD A COMPLAINT PAGE
- SLIDER STUDENT

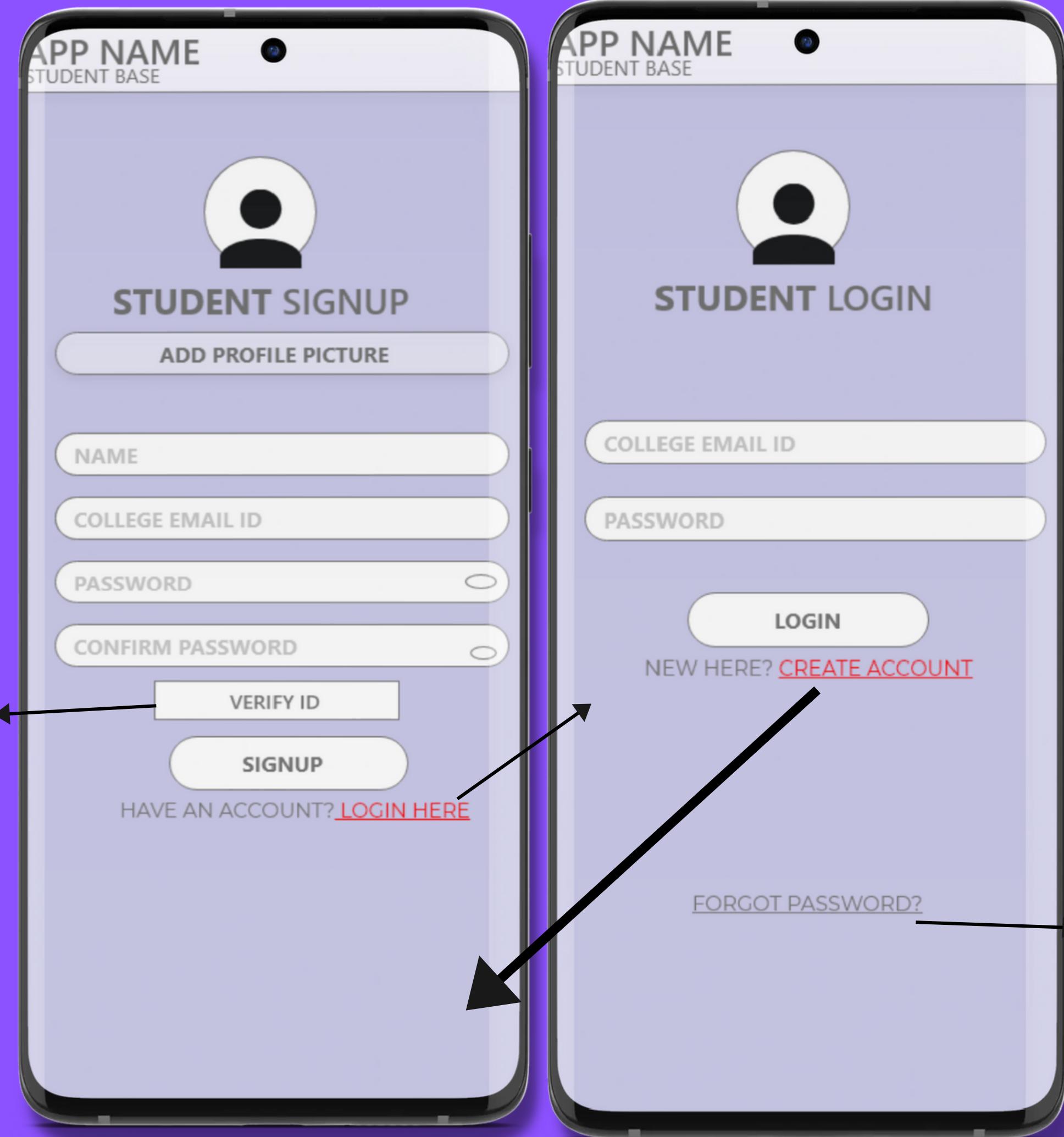


# **Student Pages (WIREFRAMES)**

it will open up after accessing as a student.

# Student login and signup

An email will be sent to the college email id of the student for confirmation

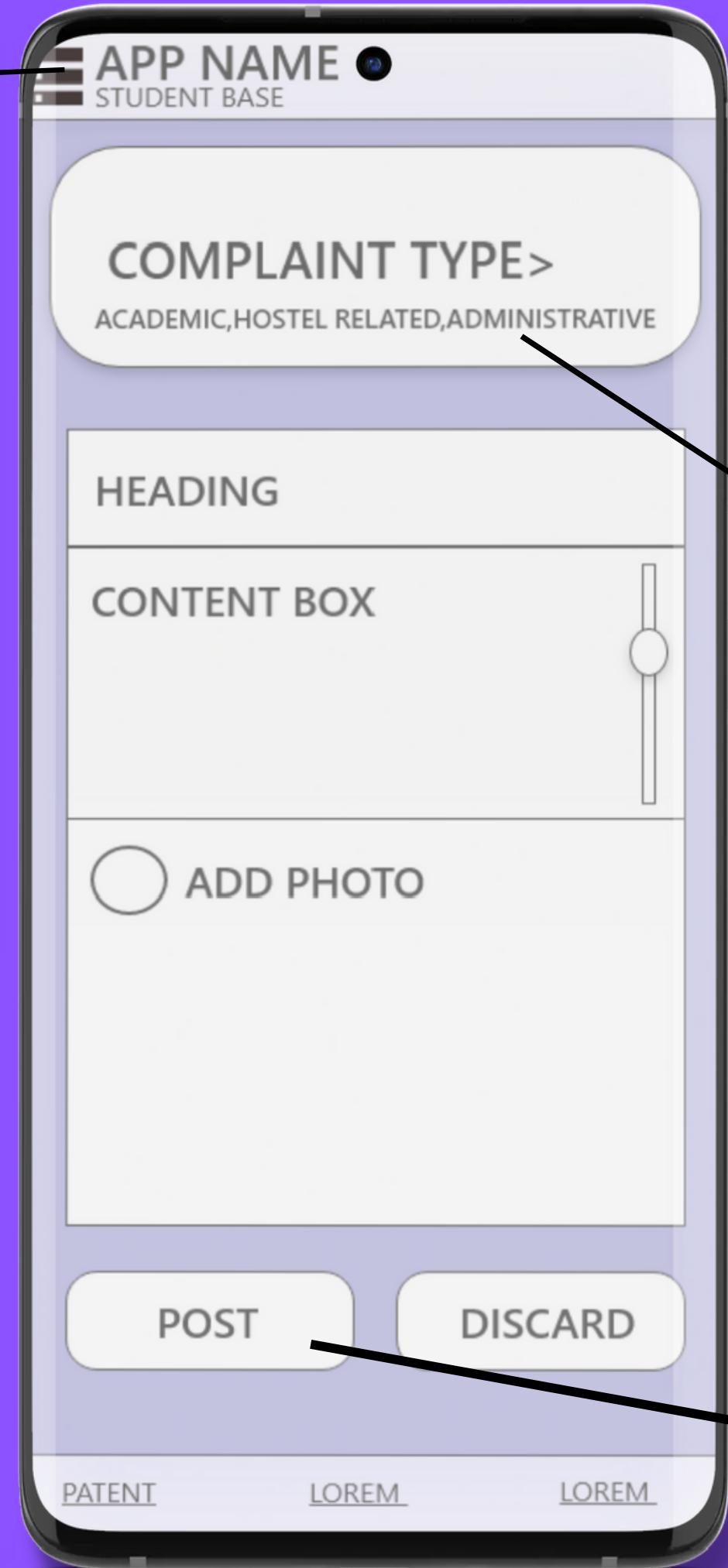
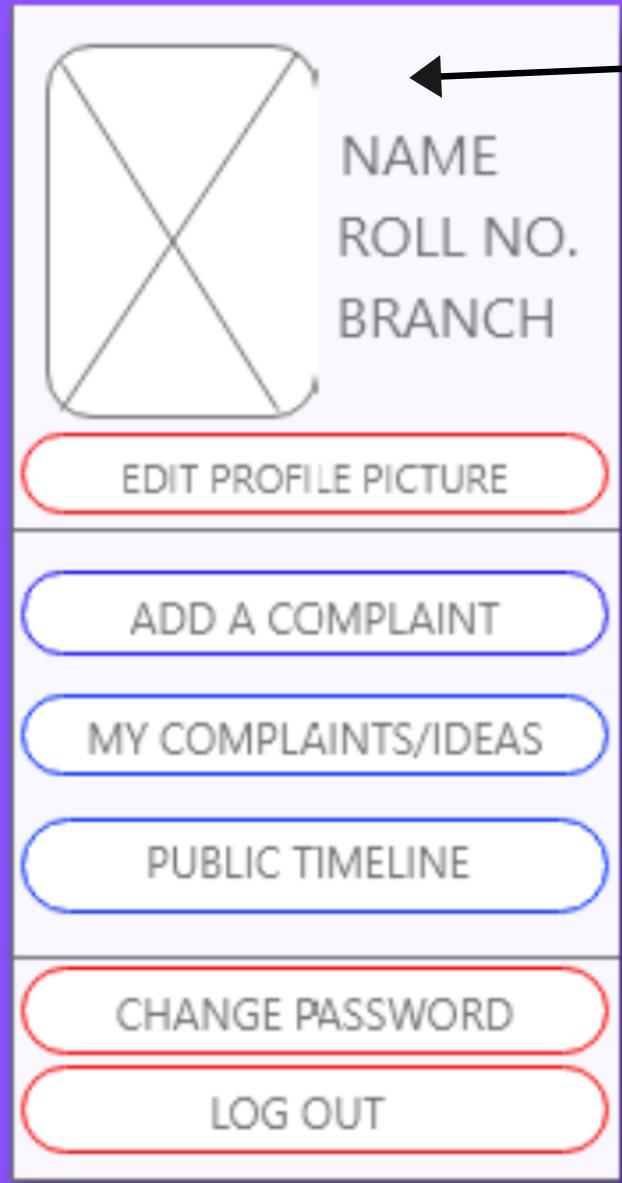


both the pages are switchable.

an email will be sent to the student's college email id.

this slider will be used to move across the app with ease

## SLIDER MENU

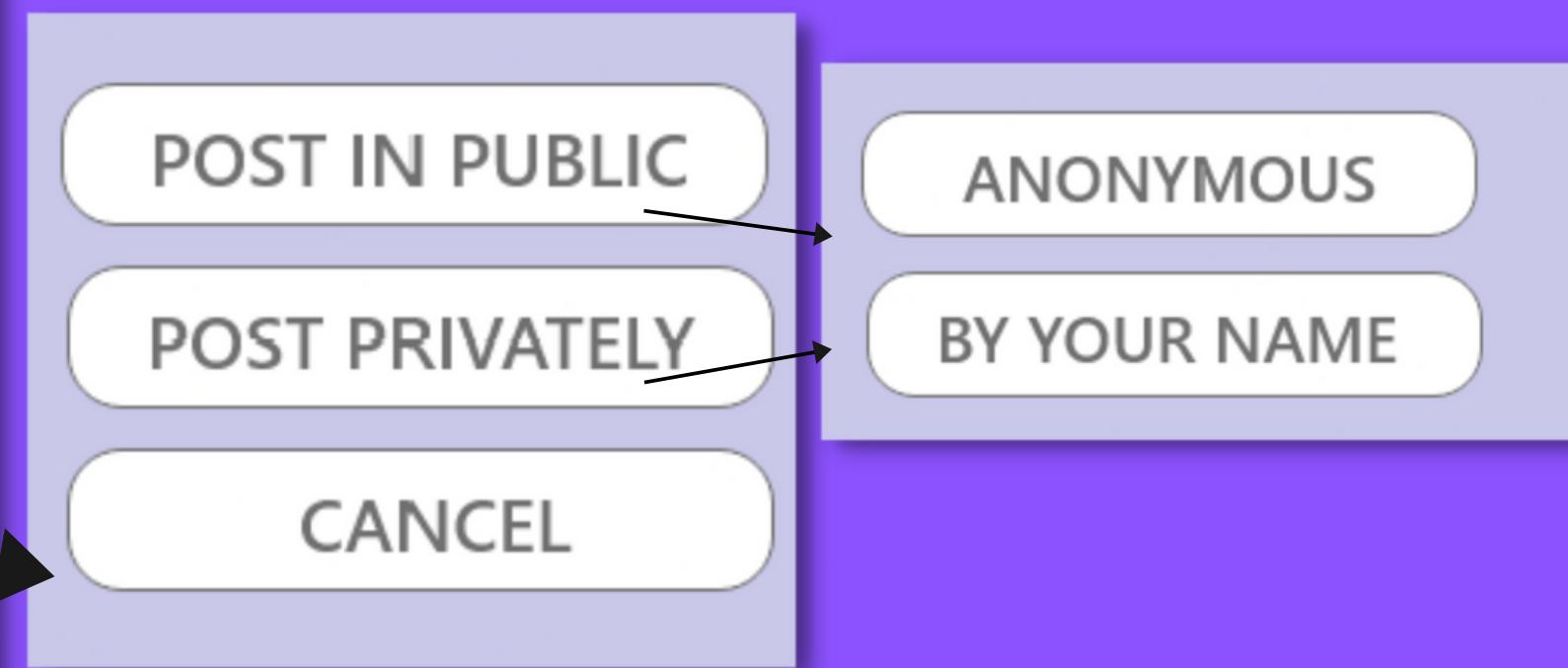


# Add a Complaint

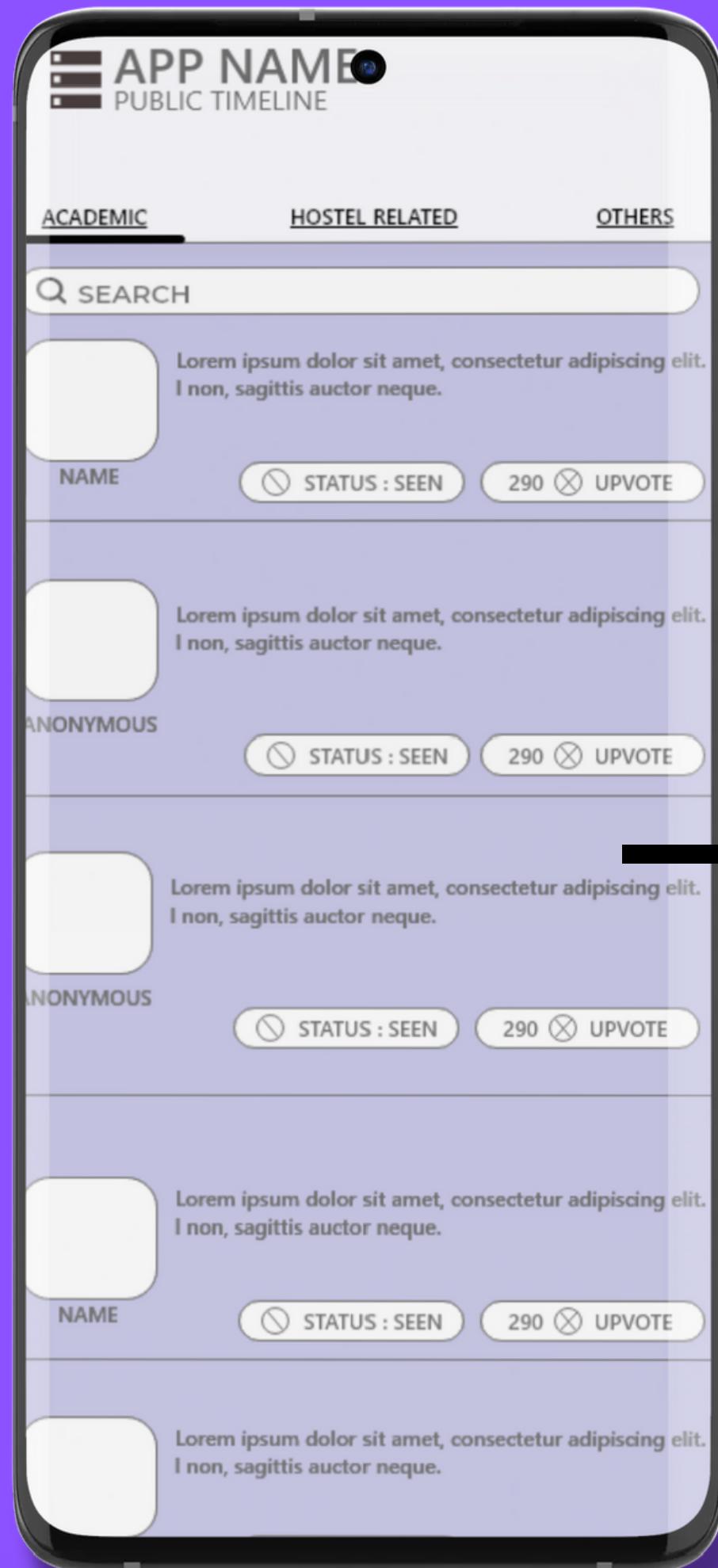
student gets to choose the type of complaint (will be discussed) : **A Dropdown menu**

## POSTING OPTIONS

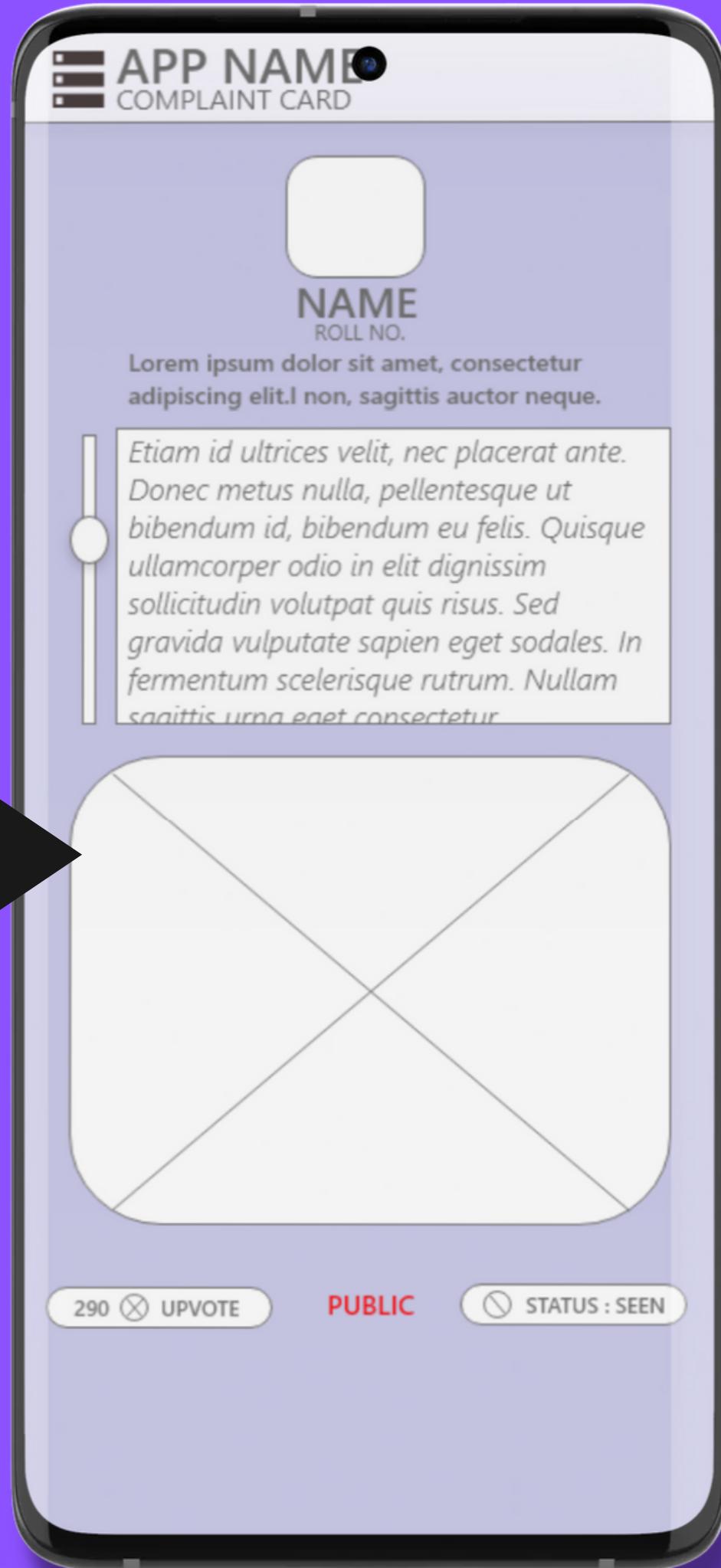
these options give the student liberty to post as his/her wish



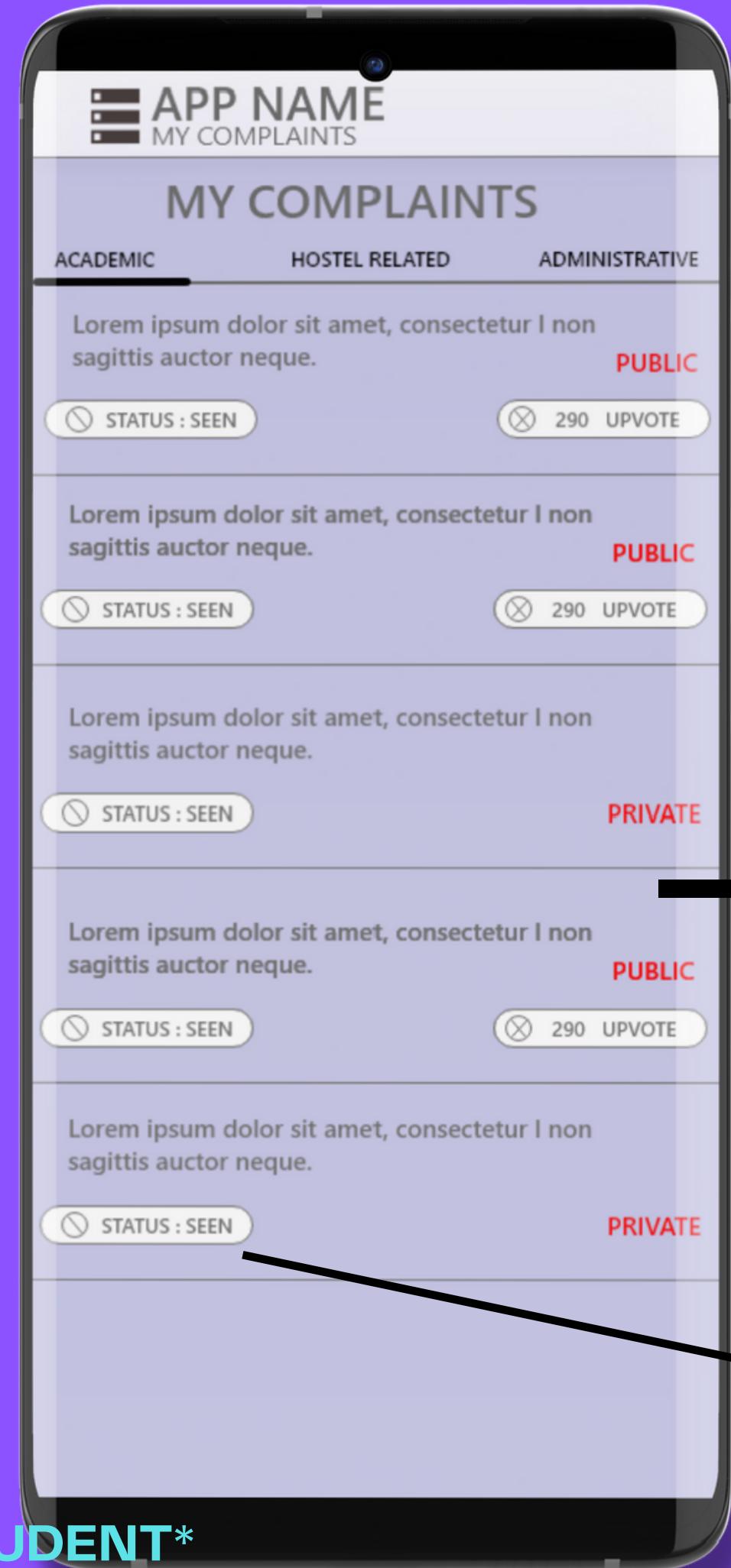
# Public Timeline for Students



On clicking at any  
complaint on the timeline  
a **complaint card** with  
details will open



Students can see all the public  
complaints and can upvote them on this  
page . This page can be opened by  
**accessing the slider menu.**

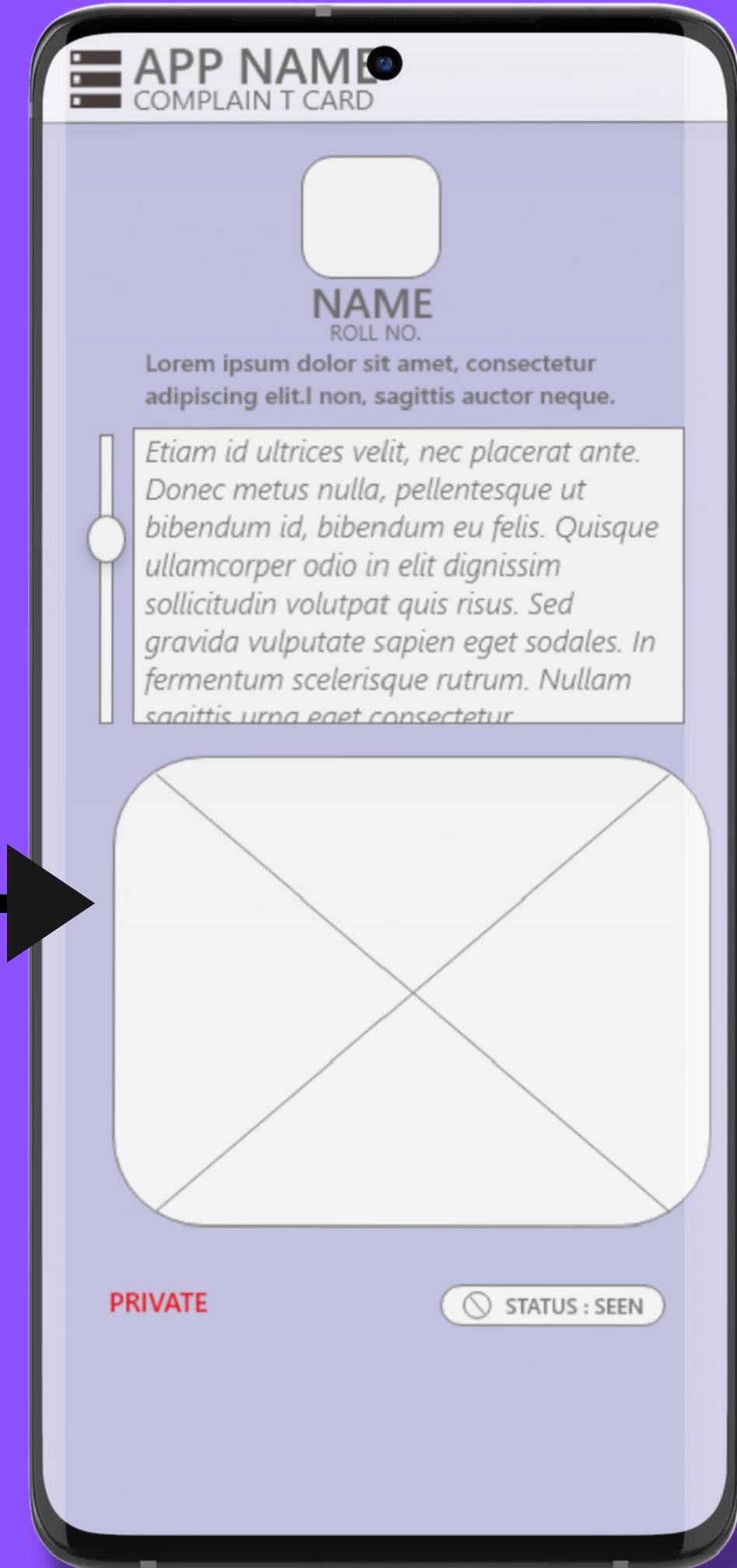


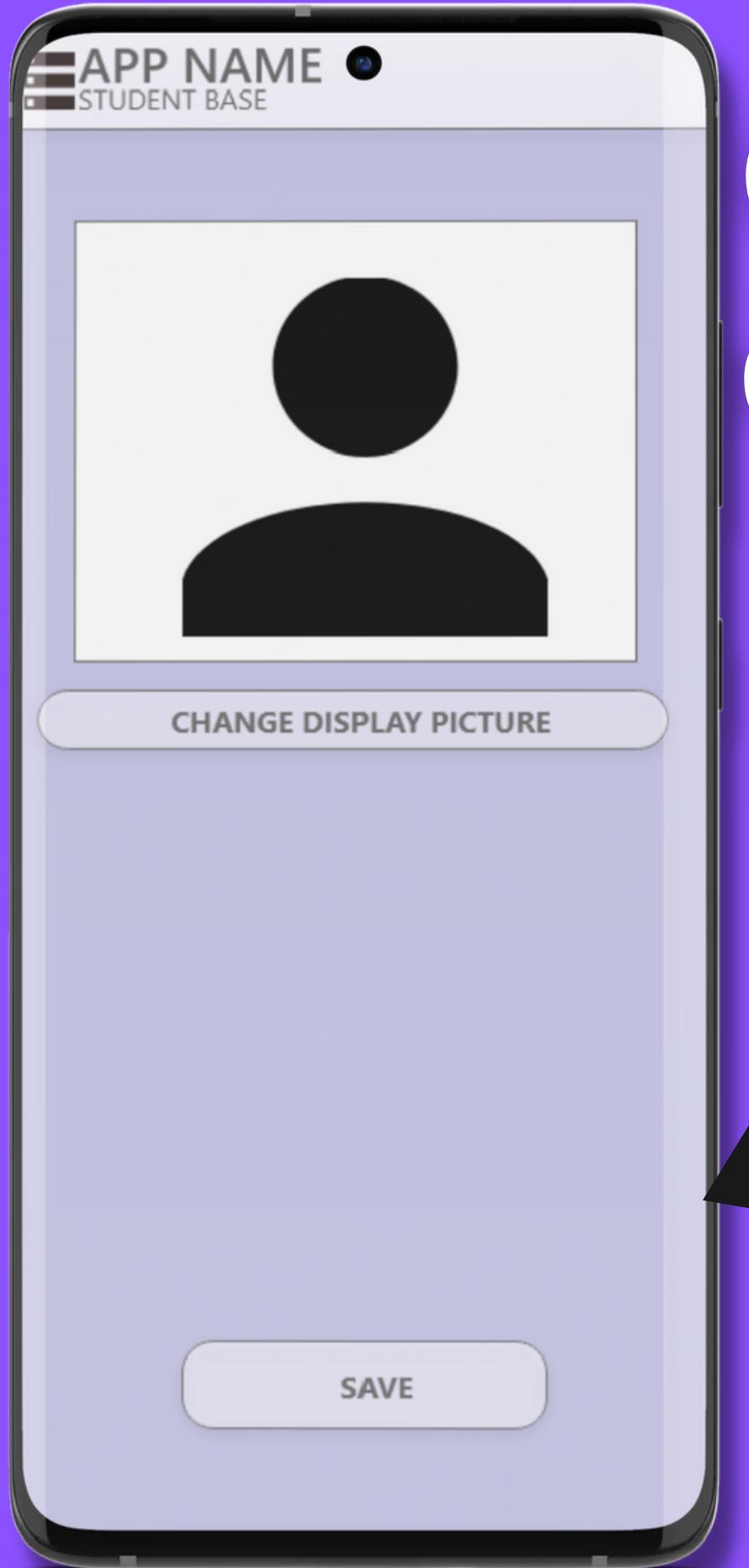
# My Complaints

Students can see their own complaints on this page . This page can be opened by **accessing the slider menu.**

On clicking at any complaint on the timeline a **complaint card** with details will open

The status options : **RESOLVED ; IN PROGRESS ; UNSEEN ; TURNED DOWN**

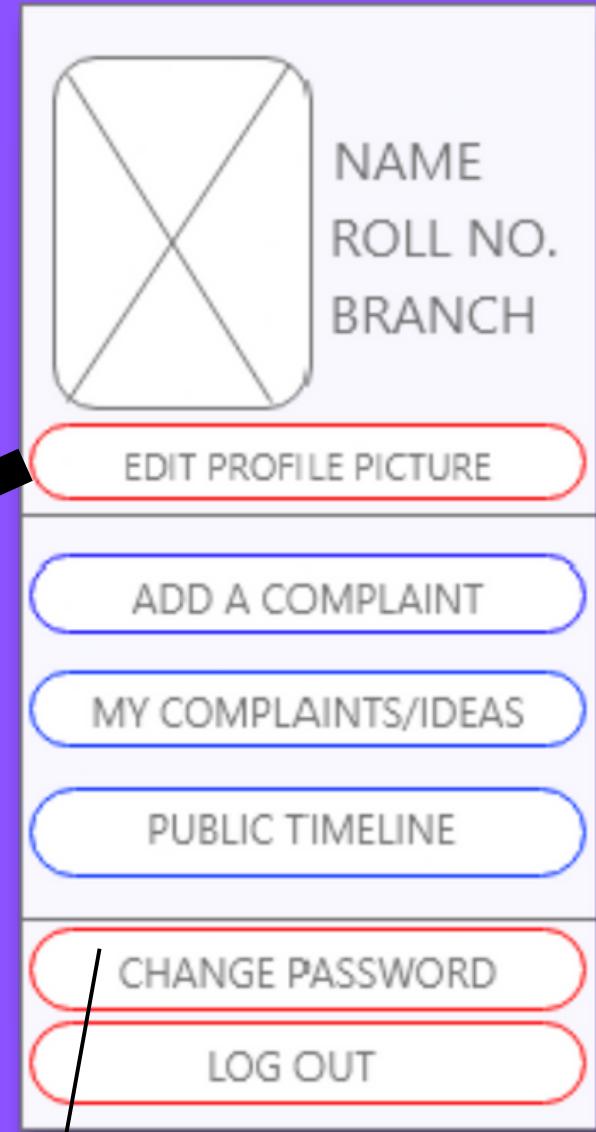




# Change display picture

students can edit their display picture on this page.  
this page can be accessed through the slider menu.

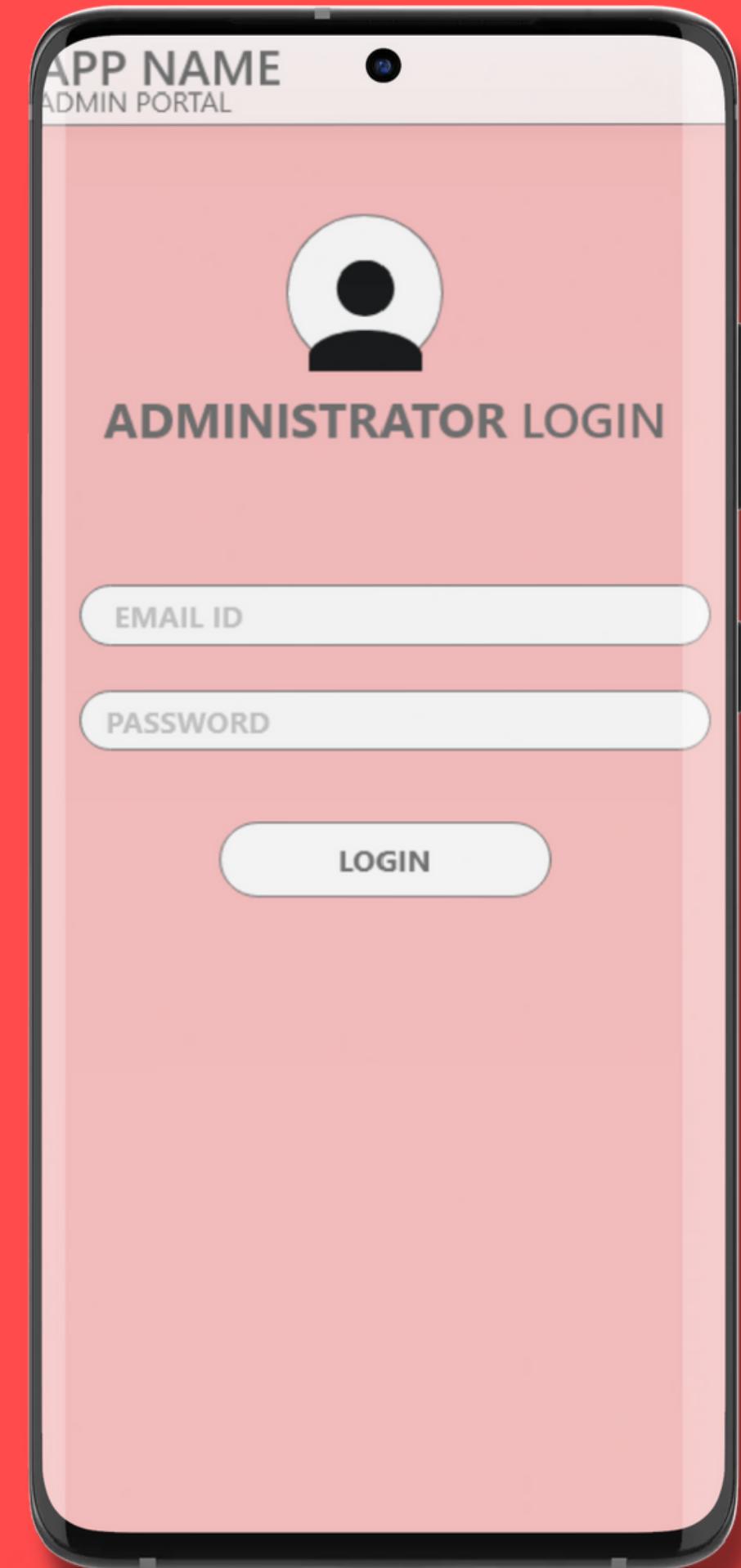
Slider menu



A mail will be sent to the student's college email id for password change.  
**change password**

# **Administrator Pages**

## **(WIREFRAMES)**



# Administrator login

The administrator can login  
on this page.

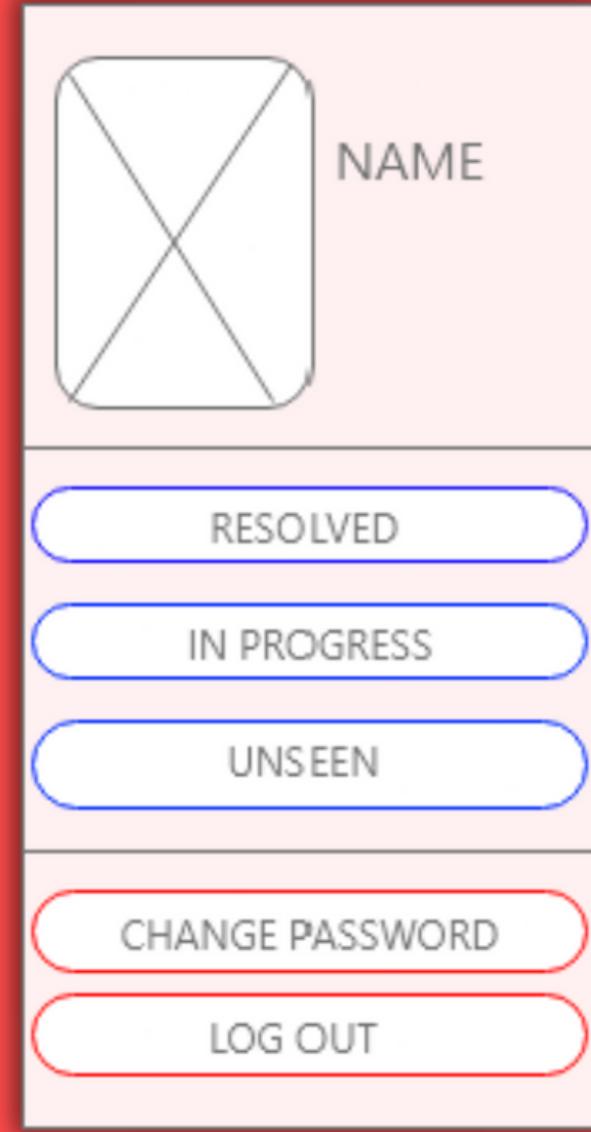
This will open up when a user  
accesses as an administrator.

The administrator will  
already have an account, so  
no need to create one.

**ADMIN\***

for the ease of the administrator , the **admin slider menu** has all the complaints sorted into three types:

- 1.RESOLVED**
- 2.IN PROGRESS**
- 3.UNSEEN.**

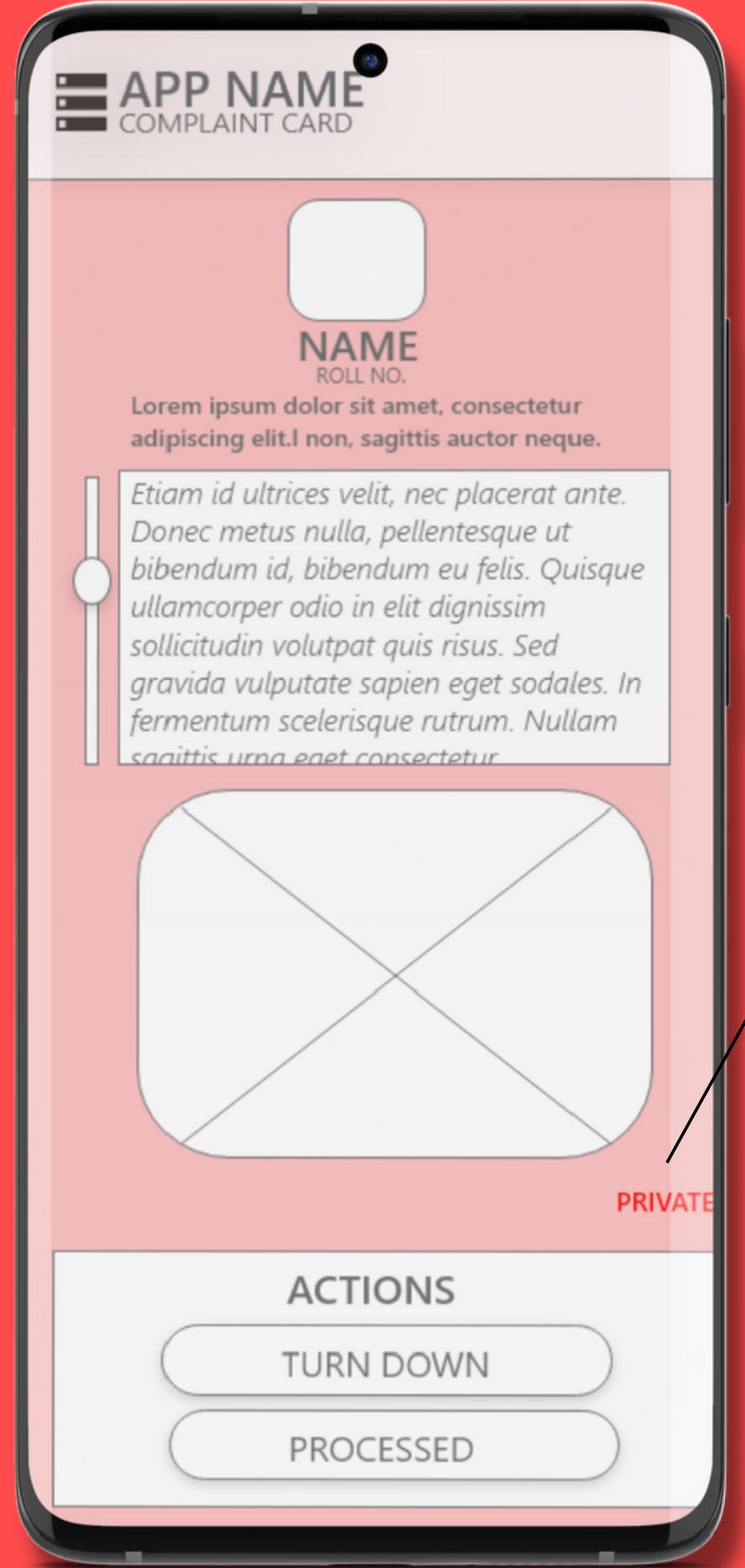


# Administrator Timeline

Administrator can see the complaints of all the students(public and private) on this page sorted by the 3 types : **academic, hostel related, administrative.**

the private complaints won't have any upvote system

the complaints posted anonymously by a student will be shown as anonymous to the administrator too. (**SO THAT THE PRIVACY OF THE STUDENT IS INTACT**).



# Complaint Cards

when clicking on a complaint on the administrator's timeline, these complaint cards will show up.

this is the wireframe of a private complain,  
if the complain is anonymous, the '**Name**' will be  
replaced by '**Anonymous**'.



this is the wireframe of a public complain,  
if the complain is anonymous, the '**Name**' will  
be replaced by '**Anonymous**'.

# Types of complaints

A student gets to choose from

## Three types

- Academic
- Hostel related
- Administrative

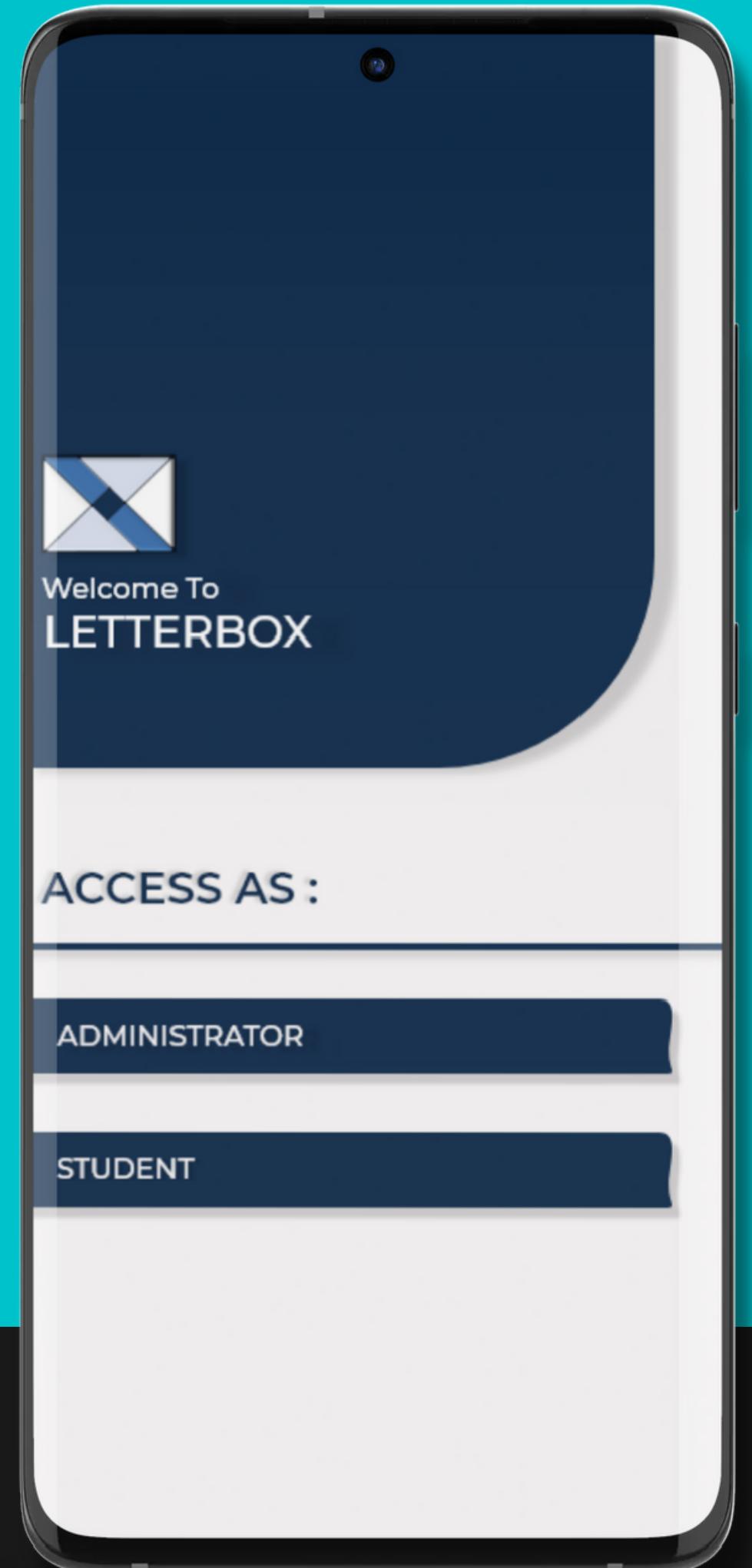


# **Designs of the application**

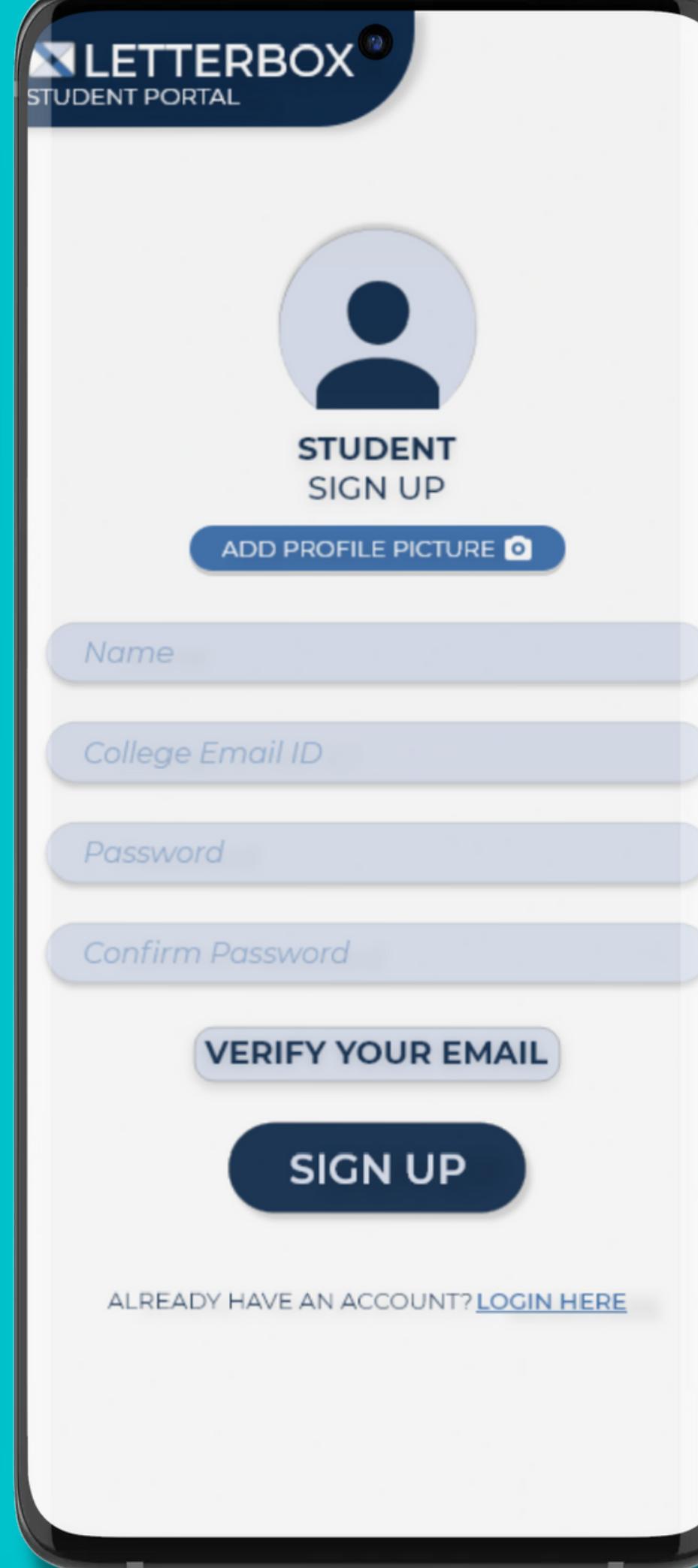
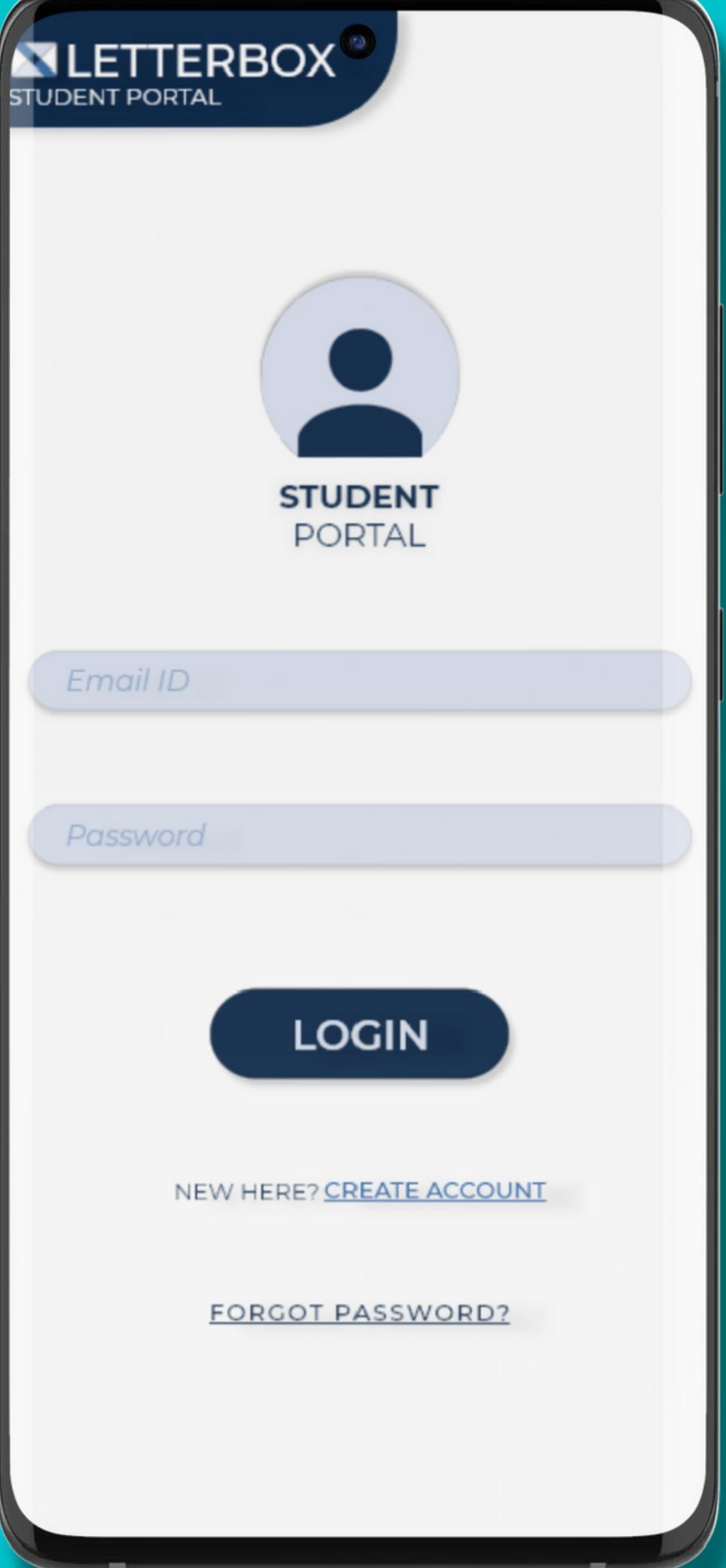


**COLOUR PALETTE  
OF LETTERBOX**

**WELCOME TO  
LETTERBOX  
PAGE DESIGN**

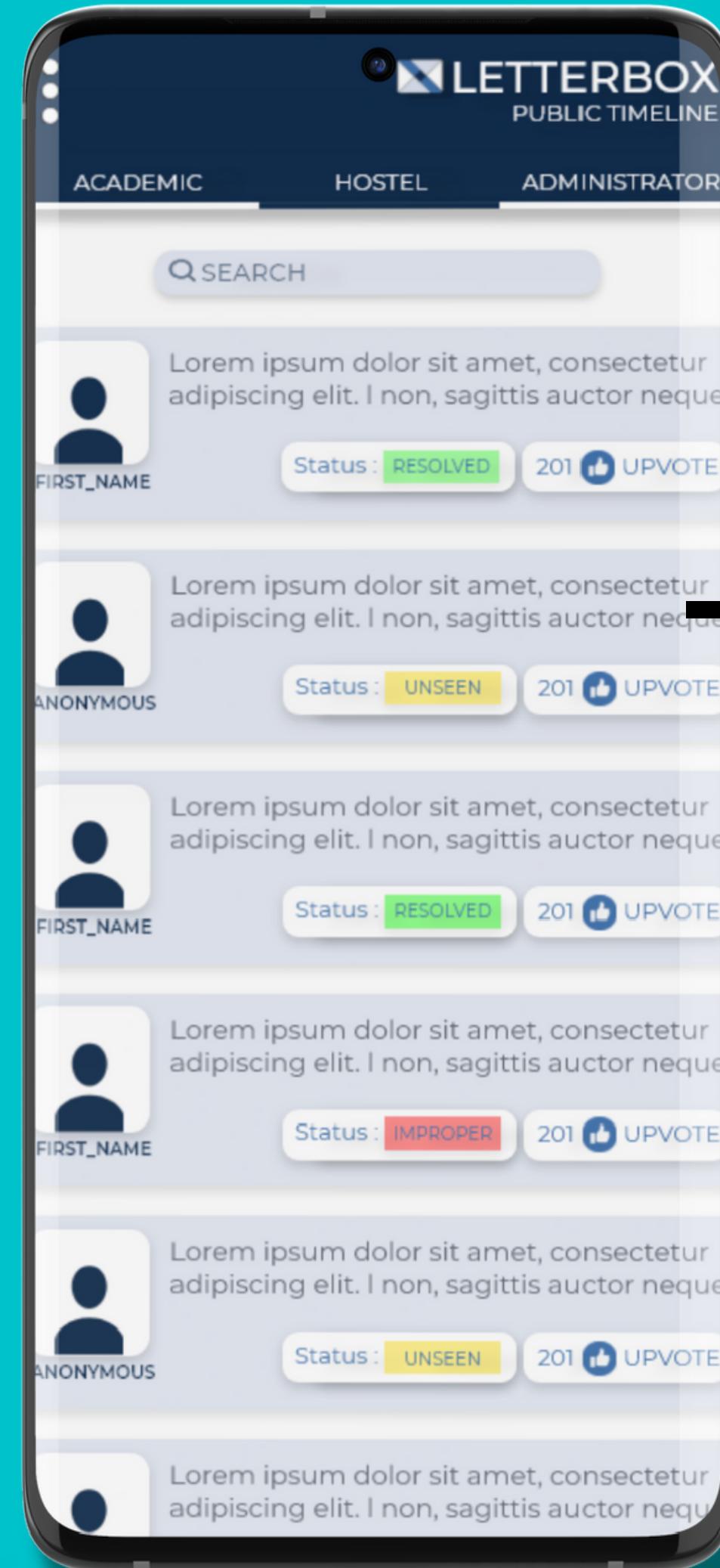


# **Student Pages (FINAL DESIGNS)**



# Student login and signup

the '**signin**' button will be blurred until verification is done through email.



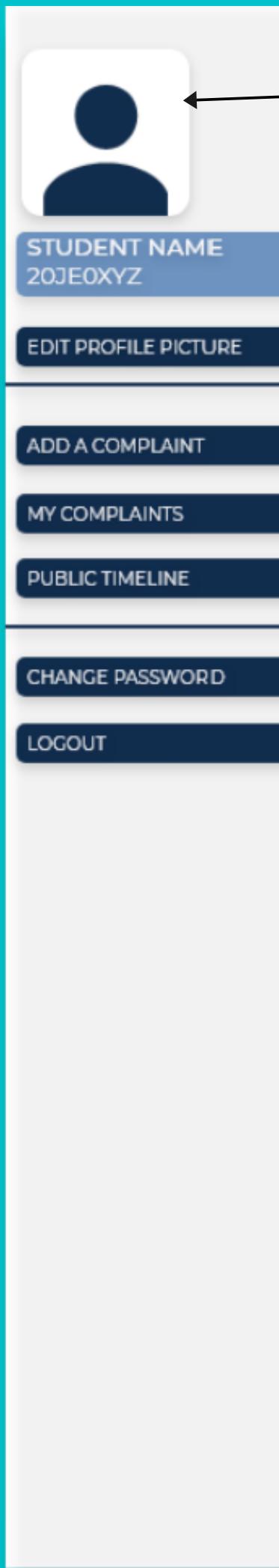
# Public timeline

## Complaint (public)Card

**Public card** : complaint card accessed from public timeline

on clicking this, the full image will show up in a new window.



**SLIDER  
MENU**

The mobile application interface for "LETTERBOX ADD A COMPLAINT". At the top is a header with the app logo and the text "LETTERBOX ADD A COMPLAINT". Below the header is a section titled "CHOOSE THE TYPE OF COMPLAINT" with a dropdown menu labeled "complaint type". A black arrow points from the "complaint type" dropdown on the main screen to the same dropdown on this screen. Below the dropdown is a section titled "HEADING" containing placeholder text: "Vivamus tempor sem sed suscipit faucibus. Suspendisse tempor magna varius ele". Underneath is a "CONTENT BOX" containing placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus tempor sem sed suscipit faucibus. Suspendisse tempor magna varius eleifend euismod. Aenean iaculis faucibus lectus a euismod. In hac habitasse platea dictumst. Nam ornare id magna ut vestibulum. Pellentesque iaculis est tortor, non congue nulla dapibus ut. Suspendisse tincidunt tempor tortor at rutrum. Aenean id felis risus. Pellentesque vitae tincidunt elit. Suspendisse quis euismod mauris, at pharetra purus. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus tempor sem sed suscipit faucibus. Suspendisse tempor magna varius eleifend euismod. Aenean". At the bottom is a section titled "CHOOSE AN IMAGE RELATED TO YOUR COMPLAINT" with a placeholder image icon and a "CHOOSE IMAGE" button. At the very bottom are two buttons: "POST" with a right-pointing arrow and "DISCARD" with a minus sign.

# Add a Complaint

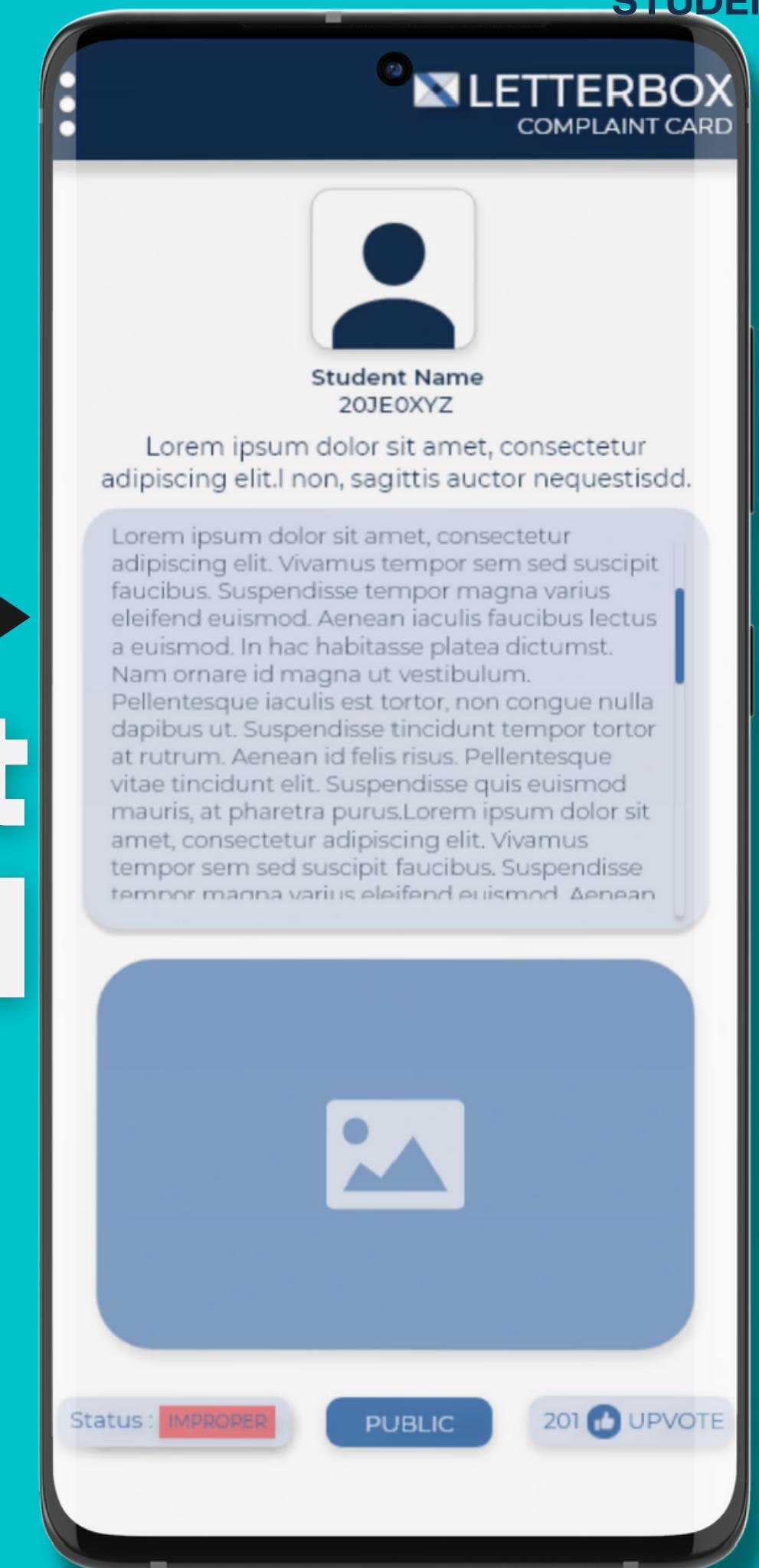
A zoomed-in view of the "complaint type" dropdown menu. It shows four options: "academic", "hostel related", and "administrative". The "academic" option is highlighted with a light blue background. A black arrow points from the "complaint type" dropdown on the main screen to this zoomed-in view.

- complaint type
- academic
- hostel related
- administrative

# My Complaints

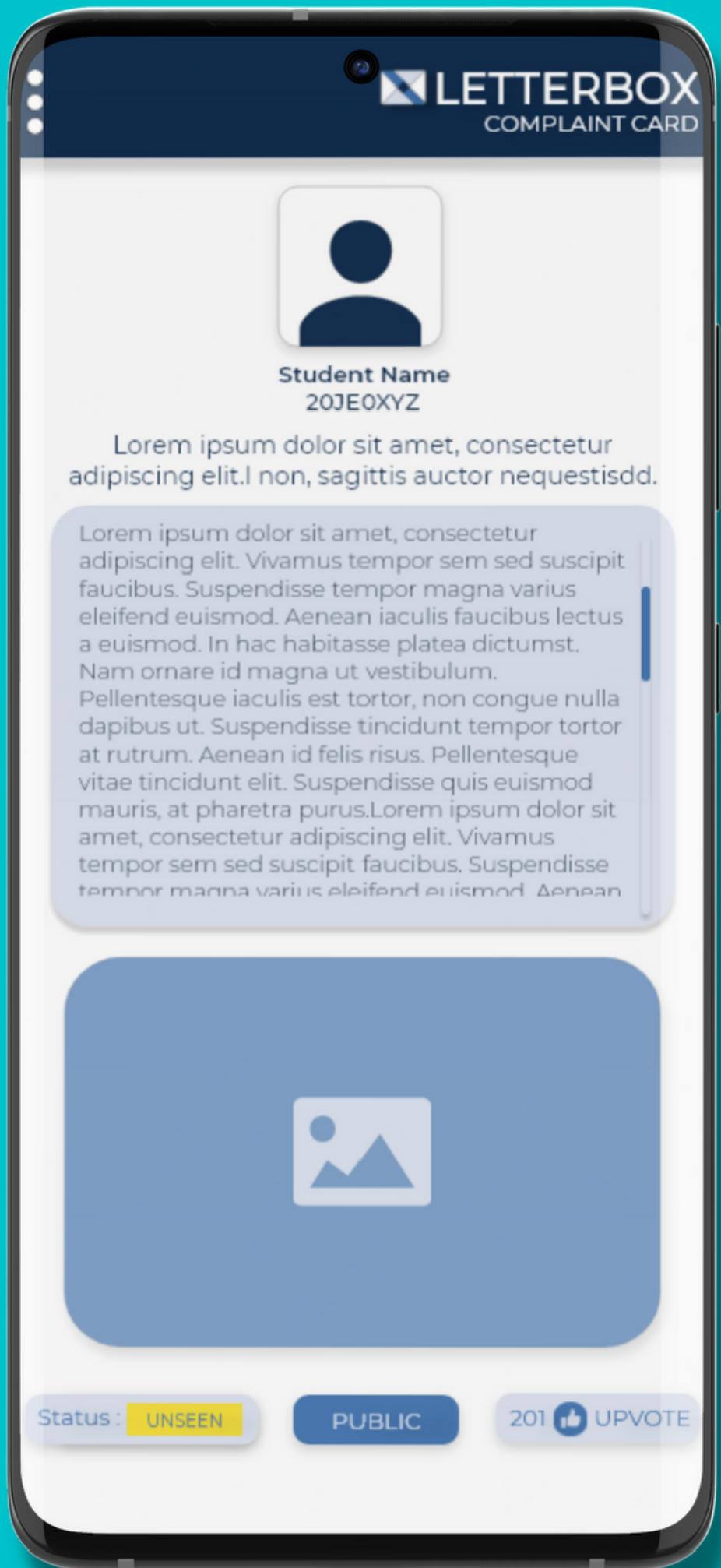
## Complaint Card

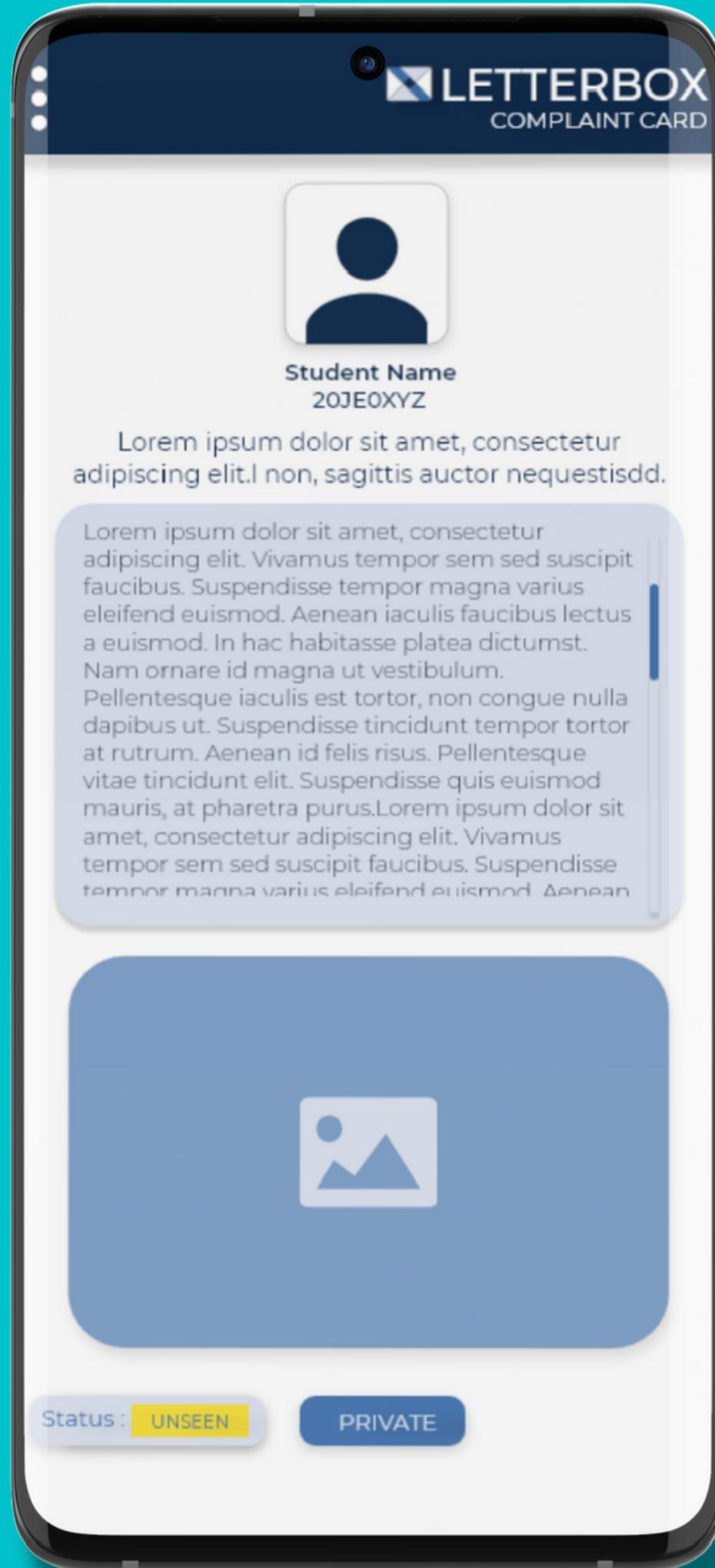
as can be seen, private  
complaints don't have an  
upvote button.



# Public Complaint Cards

so as to clear any confusion,  
here shown are both the types  
of public complaints cards,  
**ANONYMOUS AND  
UNDERSIGNED.**

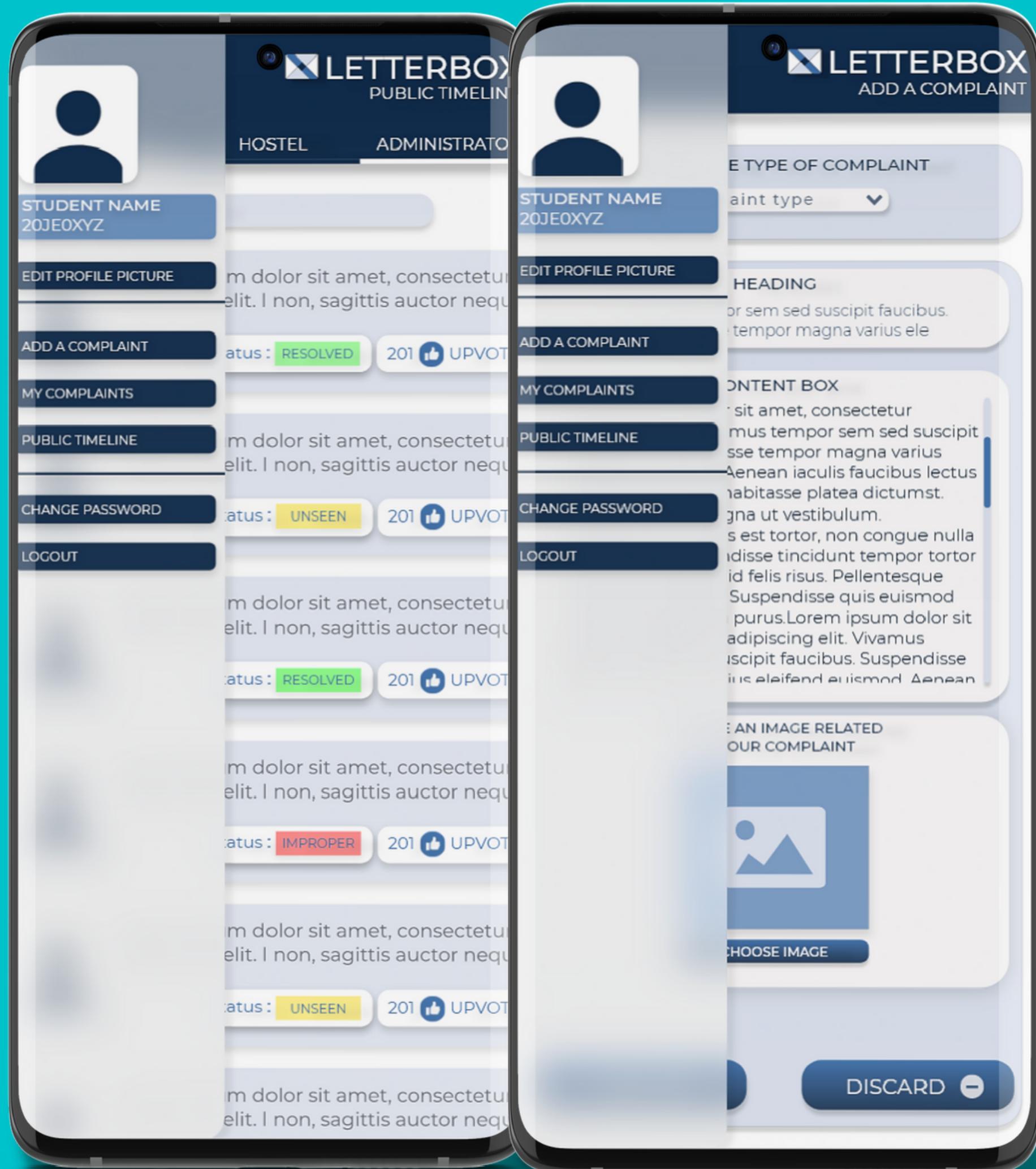




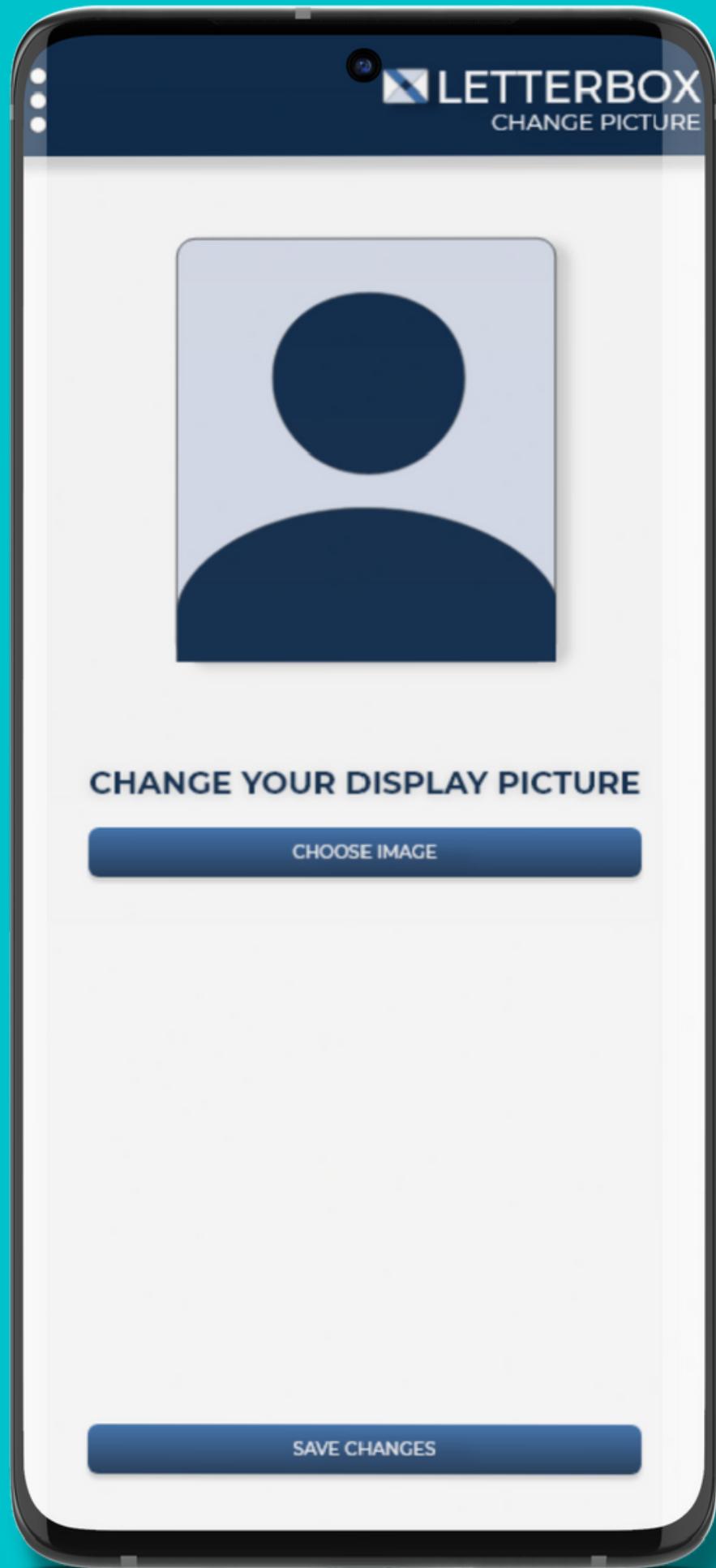
# Private Complaint Cards

so as to clear any confusion,  
here shown are both the types  
of private complaints cards,  
**ANONYMOUS AND  
UNDERSIGNED.**





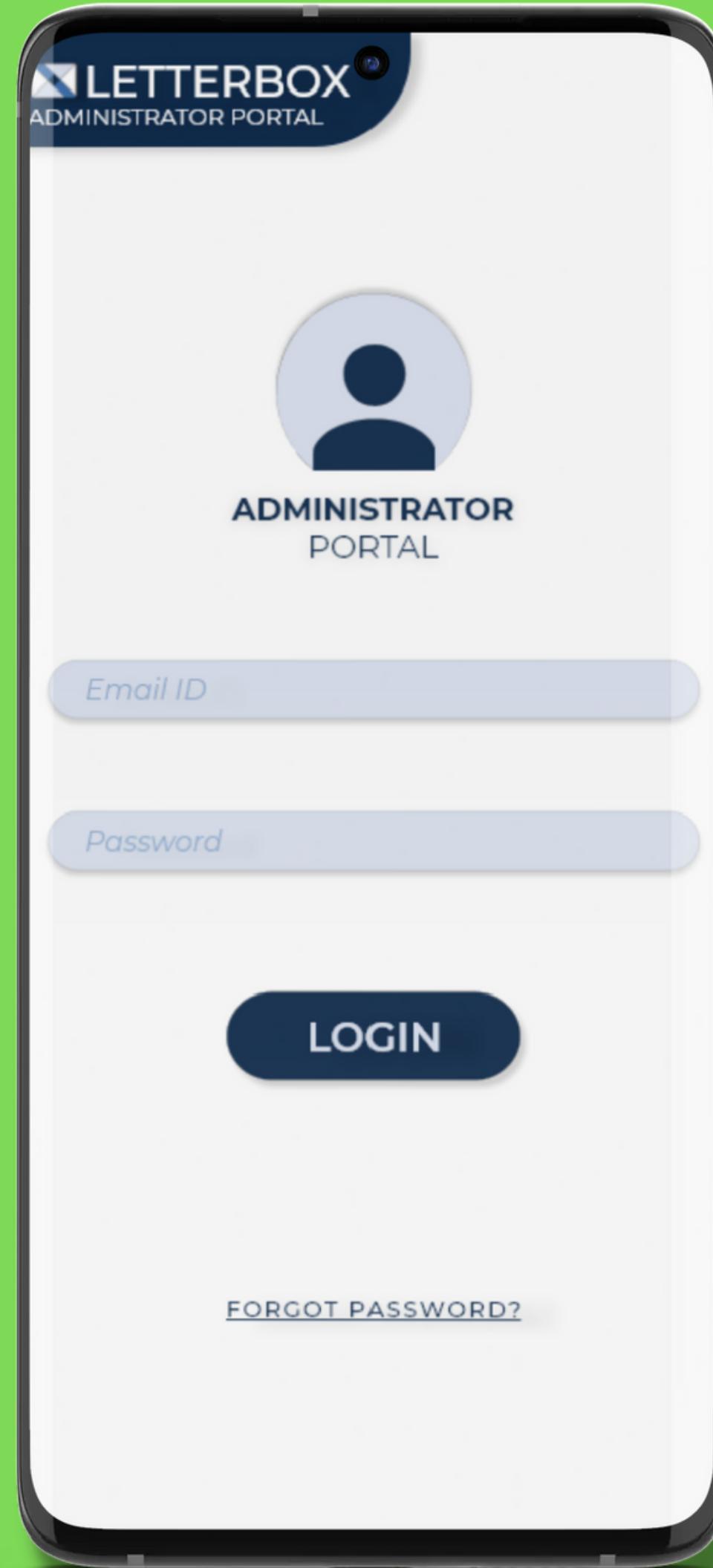
# How the Slider Menu works



# Change Display Picture

# **Administrator Pages**

## **(FINAL DESIGNS)**



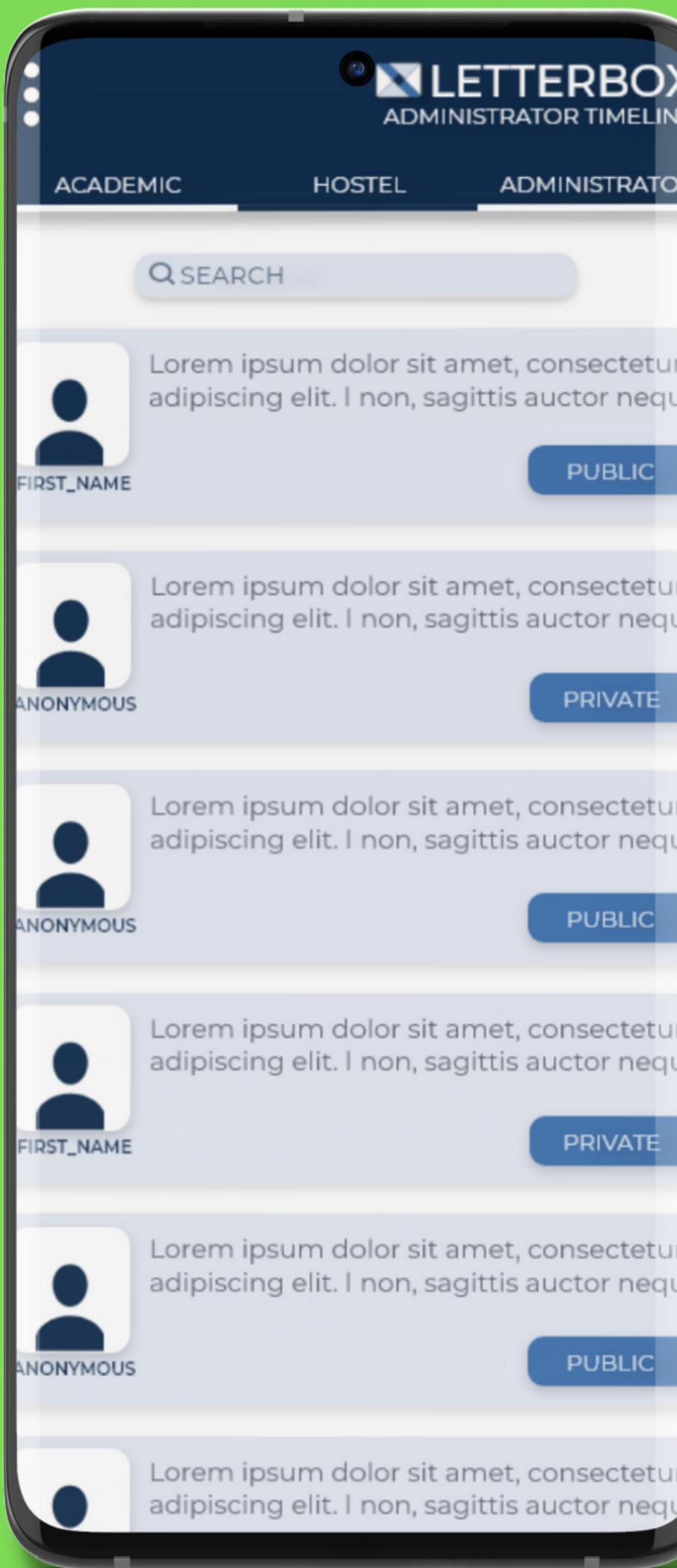
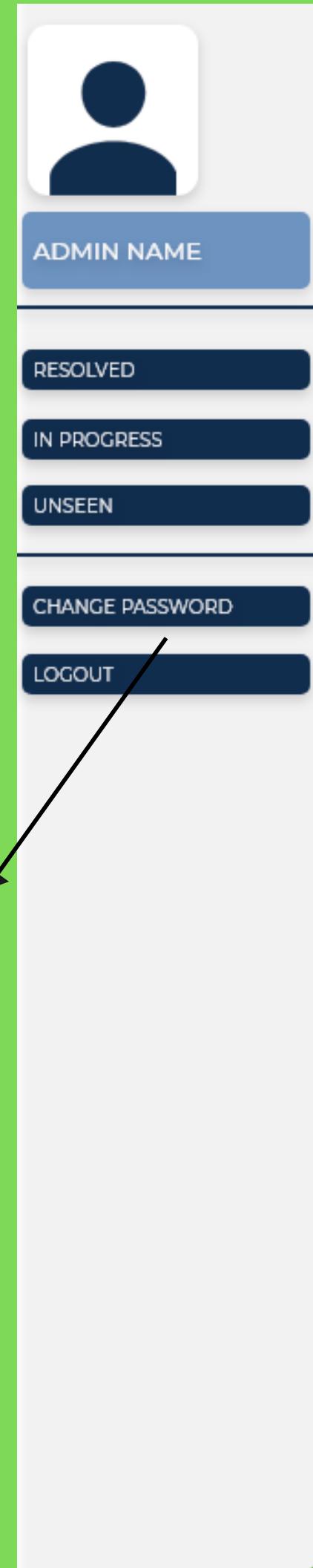
# Administrator login

# SLIDER MENU

the slider menu for the administrator contains 3 main sections

- 1.RESOLVED
- 2.IN PROGRESS
- 3.UNSEEN

an email will be sent to the email id of the admin for changing password.



# Administrator timeline

all the complaints will show up here, public and private both.

when a complaint is clicked from the administrator timeline, a **COMPLAINT CARD** will open up in a new page.



# Public Complaint Card

the administrator cannot upvote.



# Private Complaint Card

# **Administrator's response to the complaints**

On a complaint, whether it is PUBLIC or PRIVATE, the administrator can add a comment .

- If the complaint is public, all the students can see it under card view.
- If the complaint is private, only the student who posted the complain the see the comment under card view.

**THIS IS A  
FUTURE IDEA.**

# Letterbox team

Freshers of IIT (ISM) Dhanbad

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20je1061

**Piyush Garg**  
20je0683

**Prakhar Pratap Mall**  
20je0698

**Saksham Dwivedi**  
20je0836