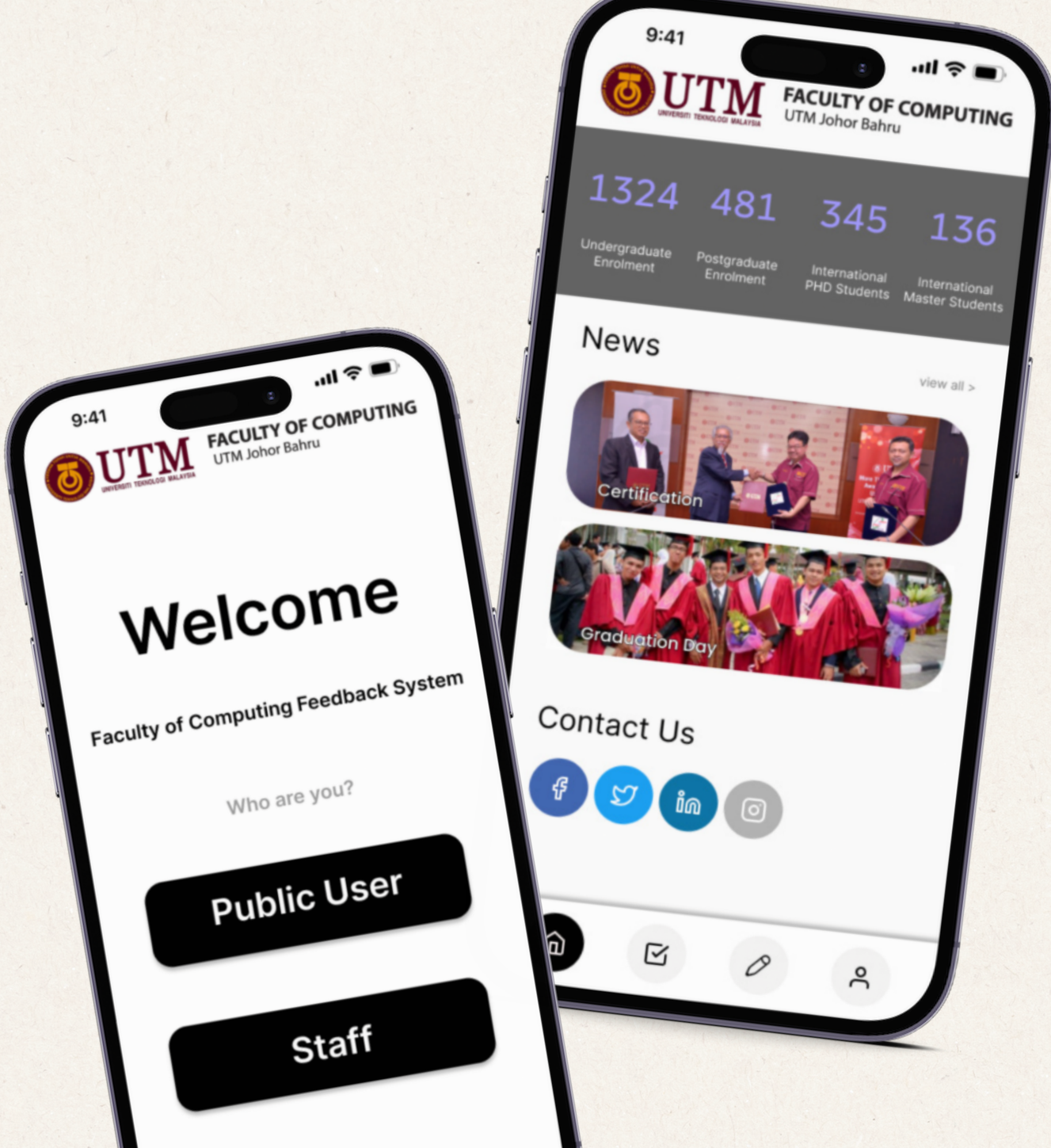
UTM
UNIVERSITI TEKNOLOGI MALAYSIA

FACULTY OF COMPUTING
UTM Johor Bahru

FACULTY OF COMPUTING FEEDBACK SYSTEM

PRESENTED BY:
Lastminpotential



Outline

01	Introduction
02	Methodology
03	Implementation
04	Testing and Quality Assurance
05	Conclusion

01
Introduction

Our team

Lastminpotential

Tan Jun Yuan

Project Manager

Goh Jing Yang

UI/ UX Designer

Loo Jia Chang

Main Developer

Chen Pyng Haw

Documentation Specialist

Overview

The Faculty of Computing is proposing the development of a comprehensive feedback management system that aims to streamline the feedback collection process for students, faculty, and staff. The Faculty of Computing Feedback System will enable users to provide feedback quickly and easily on various topics such as teaching quality, course content, facilities, and administrative support.

Purpose

To provide a user-friendly platform that simplifies and streamlines the feedback collection process, allowing the faculty to identify areas for improvement, make data-driven decisions, and allocate resources more effectively.

Objectives

- Facilitate feedback from lecturers and students regarding facilities and equipment.
- Create a centralized platform for students to provide feedback on lecturer performance.
- Enable students to give feedback on courses and academic matters such as timetables and exam schedules.

Problem Statement

- The existing system lacks recognition among students
- No comprehensive system available for all faculty of computing
- Only some students' opinions are acknowledged by faculty

Potential Impact

- Improve the overall quality of the learning experience and academic facilities.
- Promote a culture of continuous improvement in the learning and teaching environment.
- Provide valuable insights for faculty members to enhance teaching methodologies and adjust course content.

Project Timeline

Step 1

20 April - 6 May

- Create project plan
- Identify stakeholders
- Create project proposal

Step 2

7 May - 18May

- Prepare for stakeholders interview
- Meeting with all stakeholders

Step 3

19 May - 25 May

- Create SRS documentation
- Use case and system features design

Step 4

26 May - 14 June

- Create low fidelity & highh fidelity
- Create SDD documentation

Step 5

15 June - 25 June

- Create STD documentation
- Finalise UI design

Step 6

26 June - 5 July

- Prepare project presentation

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02
Methodology

Approach and methodologies utilized

Planning Phase

- Jun Yuan, the project manager, takes the lead in defining the project's goal, scope, purpose, target audience, and desired outcome.
- Jing Yang, the UI/UX designer, collaborates with stakeholders to ensure the project's design aligns with the defined goals and requirements.
- Pyng Haw, the documentation specialist, assists in gathering requirements and documenting the project specifications.
- Deliverables: A comprehensive requirements document and user stories.

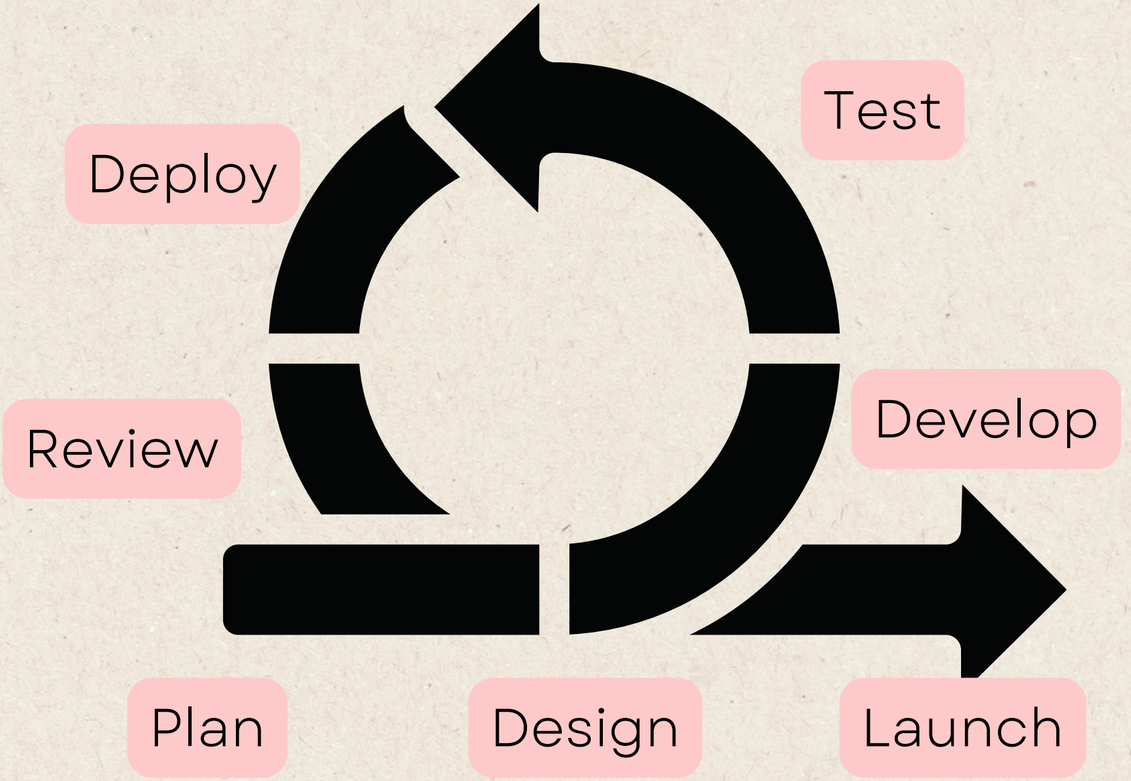
Design Phase

- Jing Yang works closely with Jun Yuan, the project manager, to create an aesthetically pleasing and user-friendly system architecture and interface.
- Pyng Haw ensures detailed documentation of the design process, reflecting the agreed-upon requirements.
- The design phase emphasizes functionality identification, with Jing Yang providing visual mockups and Jia Chang, the main developer, contributing technical input.

Testing Phase

- Jia Chang leads the development team in implementing the system according to the design specifications provided by Jing Yang and under the guidance of Jun Yuan.
- Jing Yang ensures the developed system adheres to the design specifications, providing an optimal user experience.
- Pyng Haw maintains up-to-date documentation of the development process, testing procedures, and any adjustments made to meet the requirements.
- The development team, led by Jia Chang, conducts regular testing to validate the system's functionality while incorporating feedback from stakeholders and Jing Yang for improvements.

Software Development Life Cycle



Agile Methodology

- Breaks the development process into small iterations
- Continuous stakeholders involvement
- Regular reflection on processes
- Open and frequent communication among team members, stakeholders

Specific Tools & Technologies Employed

Figma

Github

Draw.io

03

Implementation

Stakeholders

Prof. Ts. Dr. Wan Mohd Nasir Wan Nasir

Dean of Faculty of Computing

Ts. Mohd Hazri bin Ishak

Facilities Manager of Faculty of Computing

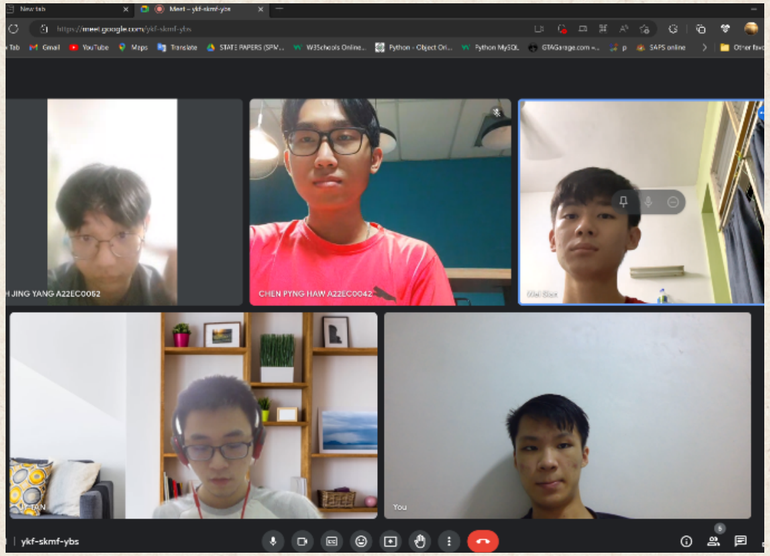
Assoc. Prof. Dr. Mohd Shahizan bin Othman

Lecturer of Faculty of Computing

Ooi Wei Sian

UTM Student

Meeting with Stakeholders



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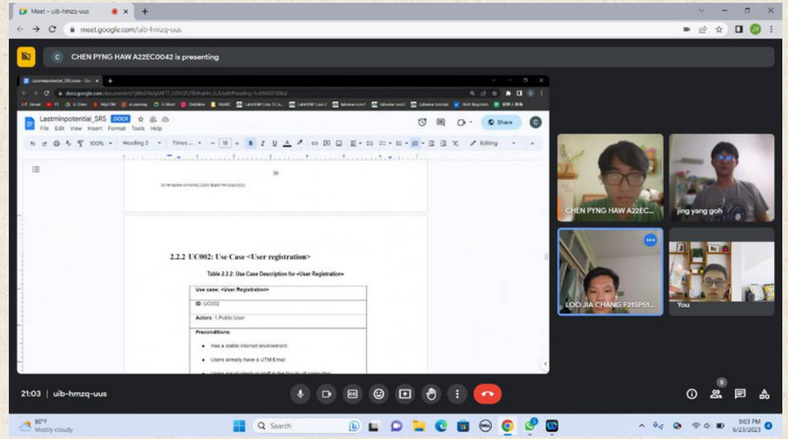
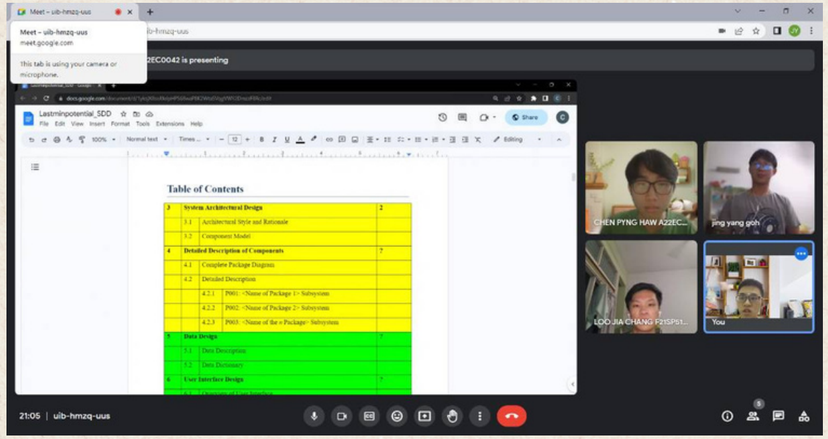
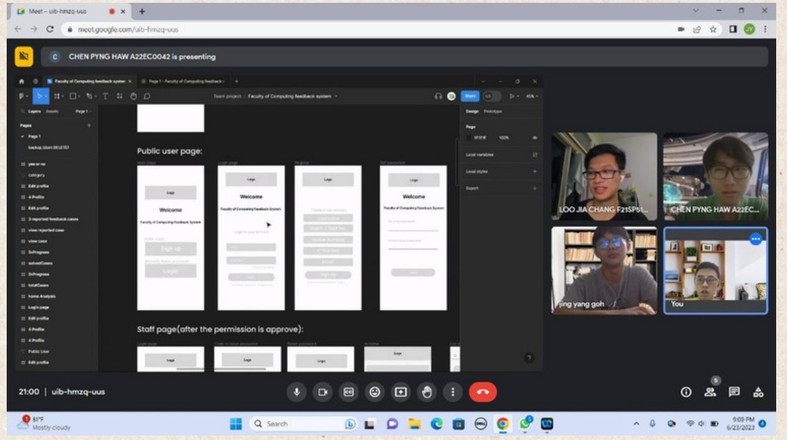
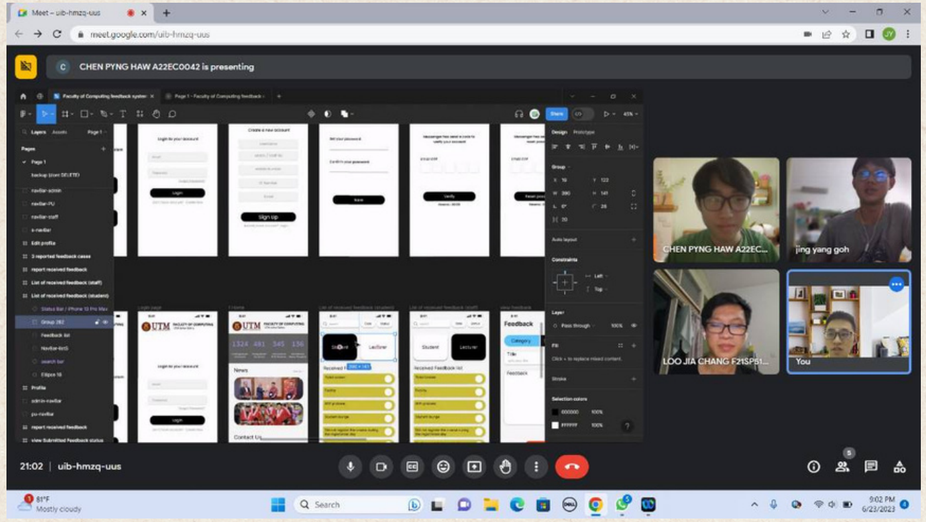
Scrum Meetings









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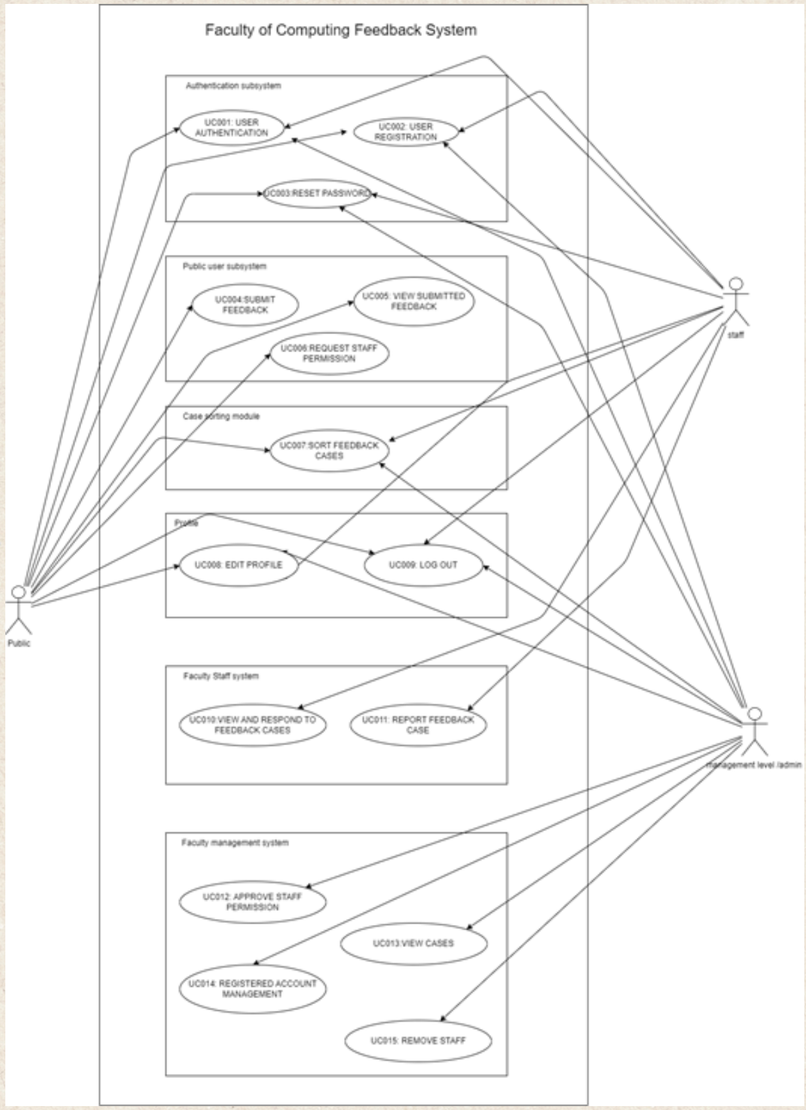
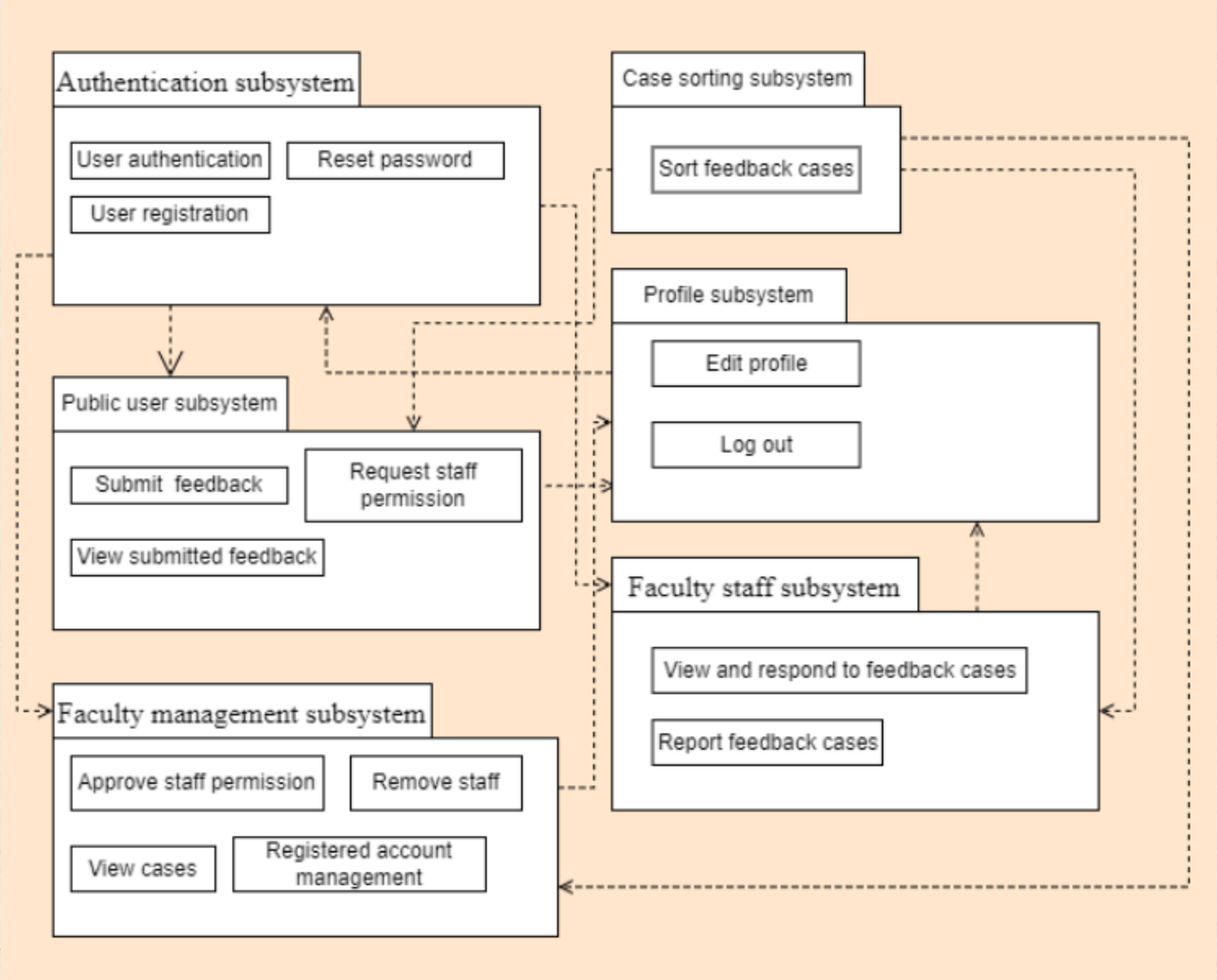
Use Case Diagram



Complete package diagram



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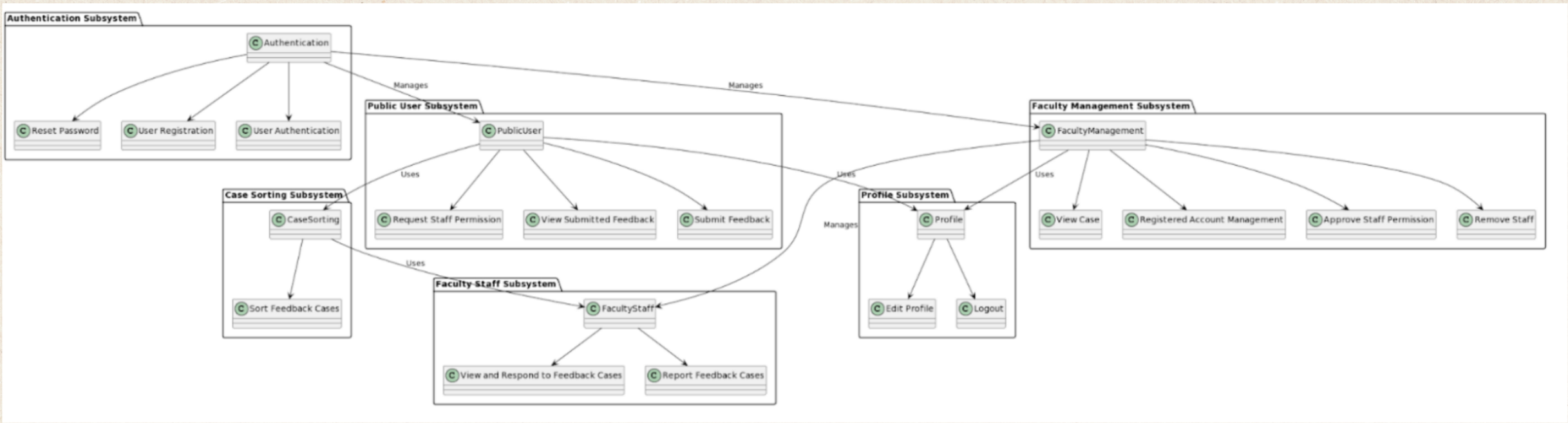
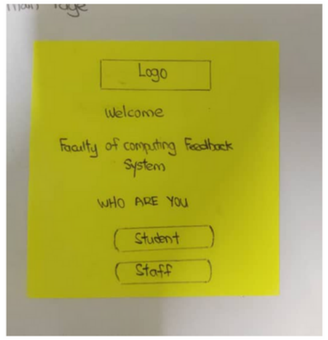
Component Model

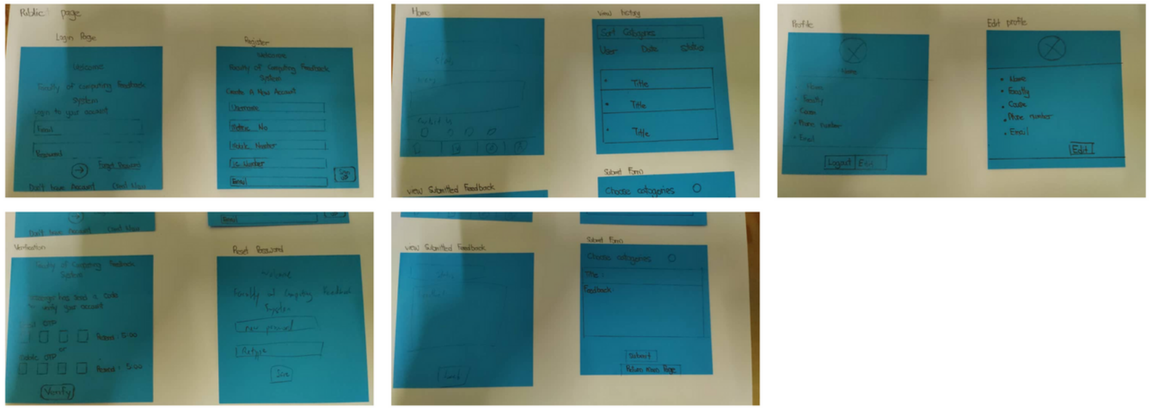


Low Fidelity

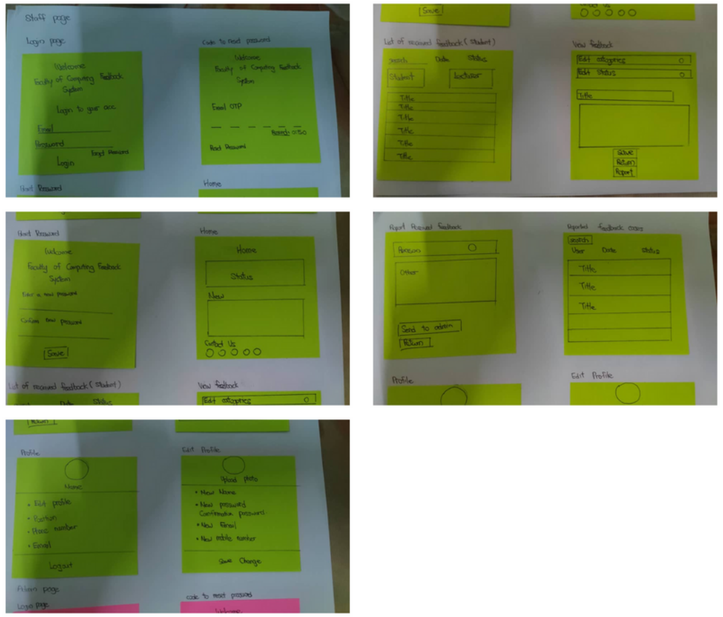
Main Page



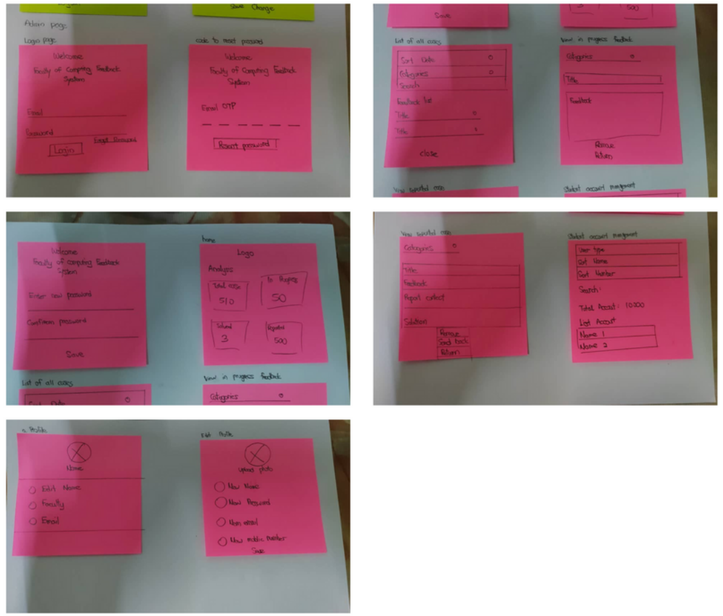
Public User



Staff



Admin



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High Fidelity

High Fidelity

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User Interfaces

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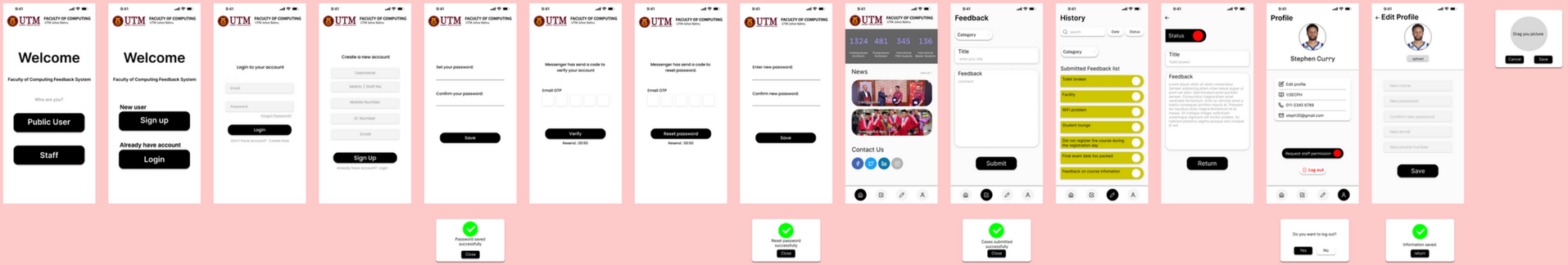
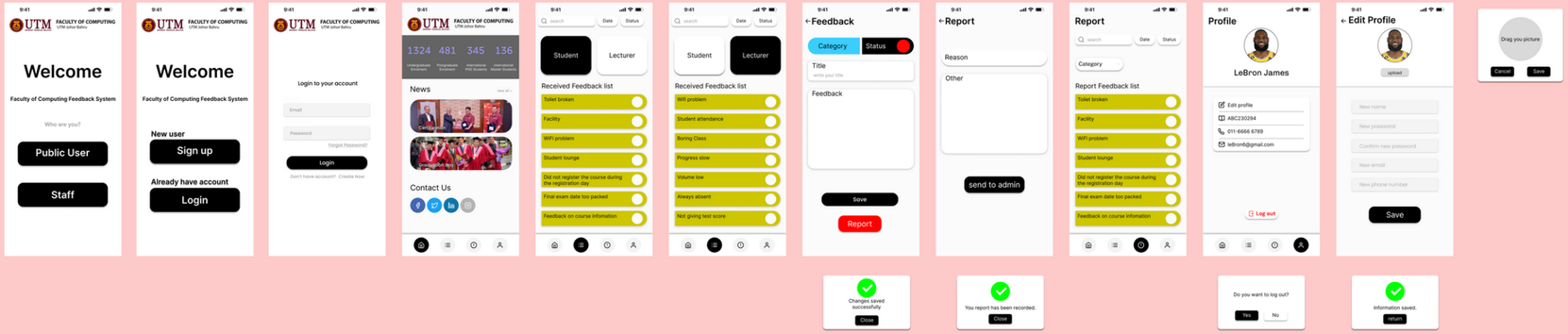
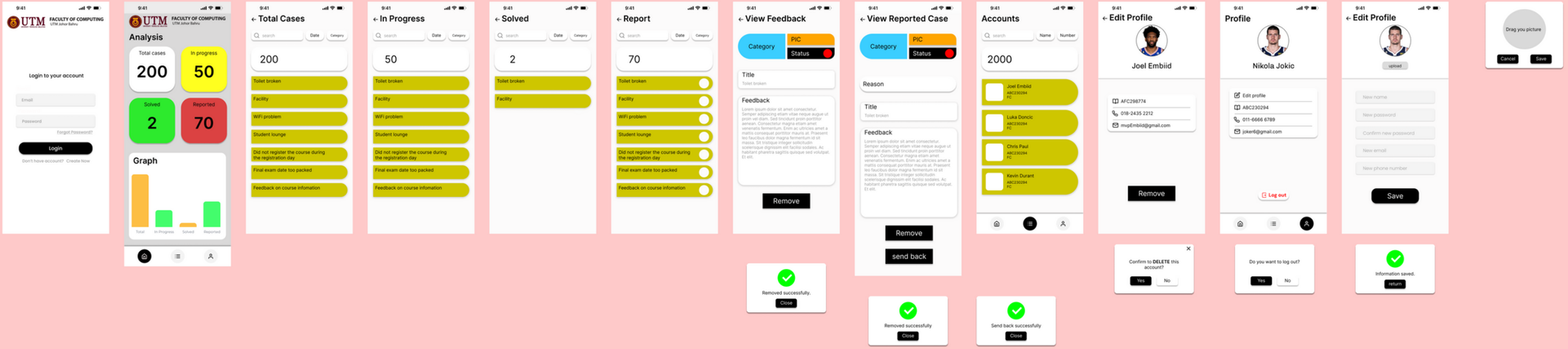
Public User UI



Staff UI



Admin UI



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Testing and Quality Assurance

Testing strategies

Functional Testing

- Focuses on verifying the functional requirements of the faculty feedback system.
- Testers design test cases to ensure that all expected functionalities, such as submitting feedback, viewing reports, and generating analytics, work correctly.

Usability Testing

- Evaluates the user-friendliness and ease of use of the faculty feedback system.
- Testers simulate real-world user scenarios to assess the system's intuitiveness, navigation, and overall user experience. Feedback from users is gathered to identify any areas for improvement.

Quality Assurance

Detailed analysis of the system requirements is conducted to ensure they are clear, complete, and achievable

To ensure that any changes to the system are quickly validated and integrated, reducing the risk of integration issues and enabling faster feedback cycles.

Requirement Analysis

Test Planning & Documentation

Continuous Integration & Continuous Testing

Performance Monitoring

A comprehensive test plan is created, outlining the testing approach, objectives, scope, and test cases. Test documentation ensures traceability and provides a reference for future maintenance and enhancements.

To identify performance bottlenecks, scalability issues, or any degradation in system performance, allowing for timely optimizations.

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05
Conclusion

Project Experience and Lessons

1 Effective Communication

Clear and frequent communication among team members and stakeholders is essential for project success. Regular updates, active listening, and addressing concerns promptly contribute to a collaborative and productive environment.

2 Project Scope and Time Management

Maintaining a realistic scope and effectively managing time were crucial. Regularly reassessing priorities, setting achievable milestones, and actively monitoring progress helped ensure that the project stayed on track and met its deadlines.

3 Team Collaboration and Skillsets

Encouraging collaboration among team members, leveraging their diverse skillsets, and fostering a supportive team culture were key to overcoming challenges and maximizing productivity. Regular knowledge sharing and upskilling opportunities contributed to a more competent and cohesive team.

Challenges

Solutions

Challenges	Solutions
Changing Requirements	Handled by maintaining flexibility, embracing Agile methodologies, and open communication with stakeholders.
User Interface Design	Overcame challenges by conducting user research, usability testing, and incorporating user feedback to create an intuitive and user-friendly interface.
Technical Skills and Knowledge Gaps	Addressed by providing training and upskilling opportunities for team members, leveraging external expertise when needed, and fostering a learning culture within the team.

Future improvements or recommendations for further development.

1

Integration with existing learning management system

Integrate the faculty computing feedback system with existing system such as utm portal or utm eleaning used by the educational institution. This integration can streamline the feedback process, automate data synchronization, and provide a unified platform for students and faculty members to access course-related information and submit feedback.

2

Continuous Improvement Loop

Implement a feedback loop to ensure that the collected feedback leads to actionable improvements. Regularly communicate the outcomes of feedback analysis to stakeholders, highlight implemented changes, and demonstrate the impact of feedback on the learning and teaching environment.

3

Gamification Elements

Introduce gamification elements to incentivize student participation in providing feedback. By incorporating rewards, badges, or leaderboards, the system can encourage increased engagement and motivate students to actively contribute their feedback.

Thank you

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