Name: Shankar Sandip Gavankar.

College Name: Sant Rawool Maharaj College, Kudal.

Roll no: 11

Class: T.Y.C.S

Subject: Project Management

Project Proposal: Admission Enquiry Chat Bot

Title

Admission Enquiry Chat Bot for SRM College

Introduction

The admission process for universities can be complex and daunting for prospective students. It involves numerous steps, from understanding the various programs offered to meeting specific admission requirements and deadlines. To address these challenges and streamline the application process, we propose the development of an "Admission Enquiry Chat Bot" for SRM College. This chatbot will assist prospective students by providing accurate and timely information about the university's programs, admission criteria, deadlines, and other related queries, thereby enhancing the transparency and efficiency of the application process.

Objectives

The primary objectives of the Admission Enquiry Chat Bot project are:

1. To provide prospective students with a reliable and accessible source of information regarding SRM College's admission process.

2. To answer frequently asked questions related to admission requirements, program details, deadlines, and application procedures.

3. To reduce the workload on university administrative staff by automating the initial query-handling process.

4. To enhance the user experience by providing a 24/7 support system for prospective students.

5. To gather data on common queries and concerns to help the university improve its communication and support systems.

Scope

The scope of the Admission Enquiry Chat Bot includes:

1. Development of a chatbot capable of handling a wide range of admission-related queries.

2. Integration of the chatbot on the SRM College website and potentially other platforms like social media and messaging apps.

3. Creation of a comprehensive knowledge base that includes information about various programs, admission requirements, deadlines, and contact details.

4. Implementation of natural language processing (NLP) to understand and respond to user queries effectively.

5. Regular updates and maintenance to ensure the chatbot provides accurate and up-to-date information.

Methodology

The project will follow these key steps:

1. Requirement Analysis: Conduct meetings with SRM College's admission office to gather detailed requirements and understand common queries from prospective students.

2. Knowledge Base Creation: Compile detailed information about all programs, admission criteria, deadlines, and other relevant details.

3. Design and Development:

- Design the chatbot's user interface and user experience (UI/UX).

- Develop the backend using suitable technologies for chatbot implementation.

- Implement NLP to enable the chatbot to understand and process user queries.

4. Testing:

- Conduct thorough testing to ensure the chatbot provides accurate and relevant information.

- Perform usability testing to ensure a positive user experience.

5. Deployment: Integrate the chatbot with the SRM College website and other chosen platforms.

6. Maintenance and Updates: Regularly update the chatbot's knowledge base and perform maintenance to keep it functioning effectively.

Tools and Technologies Used

1. Programming Languages: Python, JavaScript

2. Frameworks:

- Backend: Django, Flask

- Frontend: React

3. Natural Language Processing (NLP): Google Dialogflow, IBM Watson, or Microsoft Azure Bot Service

4. Database: MySQL, PostgreSQL

5. Web Hosting: AWS, Heroku, or Azure

6. Version Control: Git, GitHub

7. Testing Tools: Selenium

Conclusion

The Admission Enquiry Chat Bot for SRM College, Mumbai, aims to simplify and enhance the admission process for prospective students. By providing immediate, accurate, and comprehensive information, the chatbot will not only improve the user experience but also reduce the administrative burden on the university staff. The successful implementation of this project will mark a significant step towards modernizing the admission process and making SRM College more accessible to students globally.