**DESIGN AND IMPLEMENTATION OF ONLINE STUDENT COMPLAINT MANAGEMENT SYSTEM**

**(A CASE STUDY OF IMO STATE POLYTECHNIC UMUAGWO)**

**BY**

**OKPARA KENNETH CHINONSO**

**2017/HND/CST/76849**

**A PROJECT RESEARCH SUBMITTED TO THE DEPARTMENT OF COMPUTER SCIENCE TECHNOLOGY, SCHOOL OF SCIENCE TECHNOLOGY IMO STATE POLYTECHNIC UMUAGWO OWERRI, IMO STATE.**

**IN PARTIAL FULFILMENT FOR THE AWARD OF HIGHER NATIONAL DIPLOMA (HND) IN COMPUTER SCIENCE TECHNOLOGY**

**AUGUST, 2019**

**CERTIFICATION**

This is to certify that this project written by OKPARA KENNETH CHINONSO with Registration Number 2017/HND/CST76849 has been approved by the Department of Computer Science Technology Imo State Polytechnic Umuagwo in partial fulfilment for the award of Higher National Diploma in Computer Science Technology.

…………..……………….… ..…………………………….

Dr. Anyiam Chukwuma Date

(Project Supervisor)

………………………….….. ..……………………………..

Dr. Anyiam Chukwuma Date

(Head of Department)

…………………………….... ....…….……………………….

Lady Dr. C.A.N Nwachukwu Date

(External Supervisor)

**DEDICATION**

With gratitude, I dedicate this project work to Almighty God, the giver of life and all lover of education.

**ACKNOWLEDGEMENTS**

Very sincerely, my first greeting goes to God Almighty the author and finisher of my faith for his love, care and protection upon my life throughout this journey.

I thank my lovely Parents Mr. & Mrs. Celestine and Mary Okpara for their parental love and care. I also thank my lovely brothers and sisters for their love, care and financial support throughout this journey.

I also thank my wonderful Supervisor and the HOD of this Honourable Department Dr. Anyiam Chukwuma for his fatherly guidance throughout the course of this project, may the Good Lord continue to bless you sir. I will never fail to acknowledge my wonderful Lecturers who have imparted in my life during my stay here, God bless you all.

I want to also specially thank my XrayBrain crew Jude, Gerald, Thankgod, Confidence and Goodluck for their support throughout this work, may almighty God continue to bless the work of our hands.

**ABSTRACT**

This work/research focuses on the design and implementation of online student complaint management system to enable students submit complaint or any wrong doing in the campus. As the complexity and degree of complains among students on campuses grow, a well-structured software with a good database will have to be utilized to aid school authorities fight this trend, a computerized complaint system will offer a solution on this issues. This work is set up in order to meet the complaints submitted by students, which will be handled by student affairs department of the polytechnic. The Complaint System gives information on any complaint submitted by the user (the student) which can be viewed by the Administrator and the Administrator can also chat with the student in order to get a better understanding of the complaint before taking the appropriate measure to ensure the student gets his/her desired justice. OOAD (Object Oriented Analysis and Design) methodology was used in other to achieve the output of this project work.

**TABLE OF CONTENTS**

**Title Page** - - - - - - - - - - - - i

**Approval Page** - - - - - - - - - - - ii

**Dedication** - - - - - - - - - - - - iii

**Acknowledgement** - - - - - - - - - - iv

**Abstract** - - - - - - - - - - - - v

**Table of Contents** - - - - - - - - - - vi-ix

**CHAPTER ONE**

1. Introduction - - - - - - - - - - - 1
   1. Overview of the study - - - - - - - - - 1
   2. Background of the study - - - - - - - - - 1-2
   3. Statement of the problem - - - - - - - - - 2
   4. Aim and Objectives of the study - - - - - - - - 3
   5. Significant of the study - - - - - - - - - 3
   6. Scope of the study - - - - - - - - - - 3
   7. Limitation of the study - - - - - - - - - 4
   8. Definition of terms - - - - - - - - - - 4-5

**CHAPTER TWO**

**LITERATURE REVIEW**

1. Introduction - - - - - - - - - - - 6
   1. Conceptual Framework - - - - - - - - - 6
      1. Definition of an Academic Complaint - - - - - - - 6-7
      2. Categories of an Academic Complaint - - - - - - - 7-8
         1. Academic Complaint - - - - - - - - - 8
         2. Non-Academic Complaint - - - - - - - - 8-9

2.1.3 History of Complaint System - - - - - - - - 9-10

* 1. Review of Related Literature - - - - - - - - 10

2.2.1 Early Conflict Management Models - - - - - - 10-13

2.3 Theoretical Framework - - - - - - - - - 13

2.3.1 Conflict Management - - - - - - - - 13-14

* + 1. Orientation to Conflict - - - - - - - - 14-15
  1. Benefit of Having an Internal Online Complaints System - - - 15
  2. The Values for Complaints and Appeal Management Policy - - - - 15
  3. Need for Complaint Registration and Appeal System - - - - - 16

2.7 Motivation for Registration and Appeal System - - - - - - 16

**CHAPTER THREE**

**RESEARCH METHODOLOGY AND SYSTEM ANALYSIS**

3.0 Introduction - - - - - - - - - - - 17

3.1 Research Methodology - - - - - - - - - 17

3.2 Method of data collection - - - - - - - - - 17

3.2.1 Primary data - - - - - - - - - - 17

3.2.1.1 Interview method - - - - - - - - - - 18

3.2.1.2 Investigation method - - - - - - - - - 18

3.2.2 Secondary data - - - - - - - - - - 18

3.3 Analysis of the existing system - - - - - - - 18-19

3.4 Problem of the existing system - - - - - - - - 19

3.5 Proposed new system - - - - - - - - - - 20

3.6 Justification of the new system - - - - - - - - 20

**CHAPTER FOUR**

**SYSTEM DESIGN AND IMPLEMENTATION**

4.0 Introduction - - - - - - - - - - - 21

4.1 File Design - - - - - - - - - - - 21

4.1.1 Use Case Diagram - - - - - - - - - 21-22

4.1.1.1 Use Case Description for Make Complaint - - - - - - 23

4.1.1.2 Use Case Description for View Complaint - - - - - - 24

4.1.1.3 Use Case Description of Chat with Admin - - - - - - 25

4.1.2 Activity Diagram - - - - - - - - - - 26

4.1.2.1 Activity Diagram for Log-in - - - - - - - - 26

4.1.2.2 Activity Diagram for Make Complaint - - - - - - - 27

4.1.2.3 Activity Diagram for View Complaints - - - - - - 28

4.1.2.4 Activity Diagram for Chat with Admin - - - - - - - 29

4.1.3 Class Diagram - - - - - - - - - - 30

4.1.4 System Architecture - - - - - - - - - 31

4.1.4.1 Physical Architecture - - - - - - - - - 31

* + - 1. Logical Architecture - - - - - - - - - 32

4.1.5 Design Model - - - - - - - - - 33-34

4.1.6 Database Specifications - - - - - - - - 34-36

4.2 Justification of Software Development Tools/Environment Used - - 37-38

4.3 System Requirement - - - - - - - - - - 38

4.3.1 Hardware Requirement - - - - - - - - - 38

4.3.2 Software Requirement - - - - - - - - - 39

4.4 System Testing - - - - - - - - - 39-40

4.5 System Maintenance - - - - - - - - - - 40

4.6 System Documentation - - - - - - - - - 40

**CHAPTER FIVE**

**SUMMARY, CONCLUSION AND RECOMMENDATION**

5.0 Introduction - - - - - - - - - - - 41

5.1 Summary - - - - - - - - - - - 41

5.2 Conclusion - - - - - - - - - - 41-42

5.3 Recommendation - - - - - - - - - - 42

References - - - - - - - - - - - - 43

Appendices

Appendix I Source Code

Appendix II Screen Shots Output