

U-Care

An Intra-University Student Complaint Portal

Group Number One.



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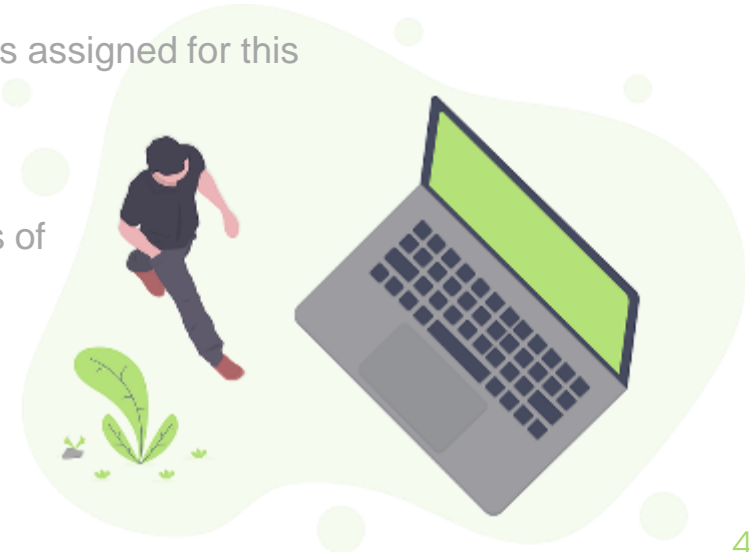
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Introduction

- We are going to develop complains management portal for students of University of Vavuniya.
- This is a system which allows the students to express their problems within the University without showing their identity.
- These complaints will be seen by a particular team which is assigned for this complaints/problems management.
- Through this system the probability of finding the problems of the students will be increased.
- Here we like to provide complain facility for students in University level



Introduction

- Students can complain to
 - **Students' Union**
 - **Student representative of Faculty Board**
 - **complaints management team** of University of Vavuniya.
- Students can complain against to a
 - student,
 - staff and other university related problems
 - privately or publically.
- Regarding
 - Ragging
 - Lectures
 - Canteen
 - Wash room facilities & other facilities by our University
- with Attachments (Image, Audio, Video).
- Authenticate by **Registration Number** and **Password**.
- Using this system we can share University related Information too.



Background

In university life students are facing so many problems related to their university level.

But sometimes they will not execute those problems to the appropriate person or committee because, they don't want to show their identity while complaining and they have a fear to tell their statements against high level **staffs** and unable to go to the related committee to explain those problems.

Therefore, we have a plan to develop a Students complaints portal for University of Vavuniya.

When students spend few minutes here they can submit their problems via mobile.

By this system they will explain their problems easily.



Background

Design and implementation of complaint management system is to maintain an effective, timely, and equitable complaint handling system which is easily accessible and offered to complainants at no charge.

This project defines the policy and steps for handling and resolving complaints and also to appeal for an un-favored situation and for this process to take place there must be an automation of the system that will be handle the complaints process and appeal method of registration.

Automation can be defined as the aspects involved in using a computer system for the tasks or process such as circulation, implementation and much more.



Motivation

Our university system has student's complains collecting method manually such as suggestion box in a particular place to develop the student's environment.

But this is not a reliable method to find all the problems faced by students. Now all are facing the covid-19 situation and located in distanced places. With the distanced learning and distanced management we put a solution to detect the problems among the students of Vavuniya University.

So, we planned to make a mobile application to collect all the problems of students. Which the complaint, can be posted at any place and any time without showing the identity of the complainer.

So, this application can help to our University Management System to find and resolve all the problems of students peacefully and make the University environment user friendly for the students.



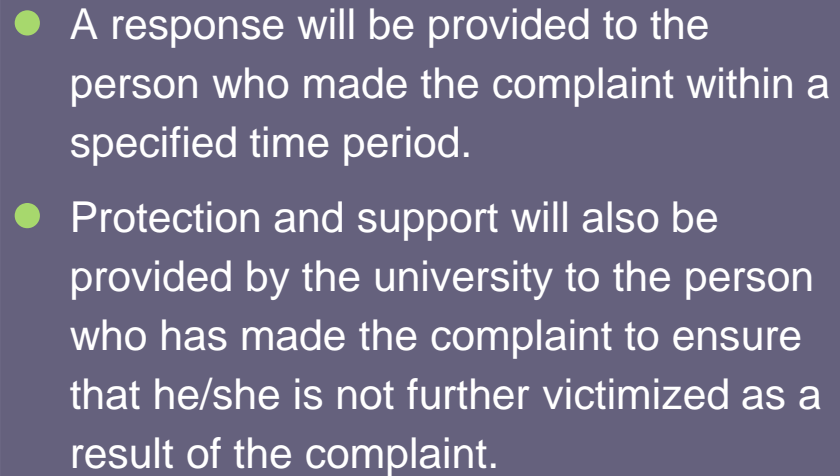
Ragging complaint portal

UGC



Ragging complaint portal UGC

- Any member of the university can lodge a complaint if they are victims of violence of any form. This includes ragging, bullying and sexual and gender based violence.
- Once the complaint is lodged, the relevant authorities (such as the Vice- Chancellor, Student Counsellors etc) are notified and will immediately initiate an investigation regarding the complaint.

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- A response will be provided to the person who made the complaint within a specified time period.
 - Protection and support will also be provided by the university to the person who has made the complaint to ensure that he/she is not further victimized as a result of the complaint.

“Ragging complaint portal is a Web based Application From UGC”

Objectives

- To develop a student complaint management system which will help in managing complaints or applications received from university students.
- Provide a way to collect the students' problems.
- Fast processing of complaints of university students
- To Make complaints easier to coordinate, monitor, track and resolve.
- Reliable method of complaining.
- Increase the level of university student's care

Functional Requirements

- **Signup**
 - Students - Student ID
 - Staffs - Staff ID
- **Login**
 - User name - Registration Number / Staff ID
- **Fingerprint identification**
- **Viewers**
 - Public
 - Private
- **Categories**
 - Ragging
 - University Management
 - Particular Person ...
- **Document Attachments**
 - Photos
 - Videos
 - Audio...



Functional Requirements

- **Received Notifications**
- **Solved Complaints are periodically deleted after particular Days.**
- **One person can have only one account from University of Vavuniya.**
- **Only University Students and Staffs are allowed to use the Application.**



Tools & Techniques

- Wire Frame - Adobe XD
- UX/UI Design - Adobe XD
- Front-End - Flutter
- Back-End – Fire Base
- Data Base - MySQL
- Platform - Android Studio/ Visual Studio Code
- Frame Works - Flutter
- Programming Language - Dart
- SDLC Model- Agile



Methodology

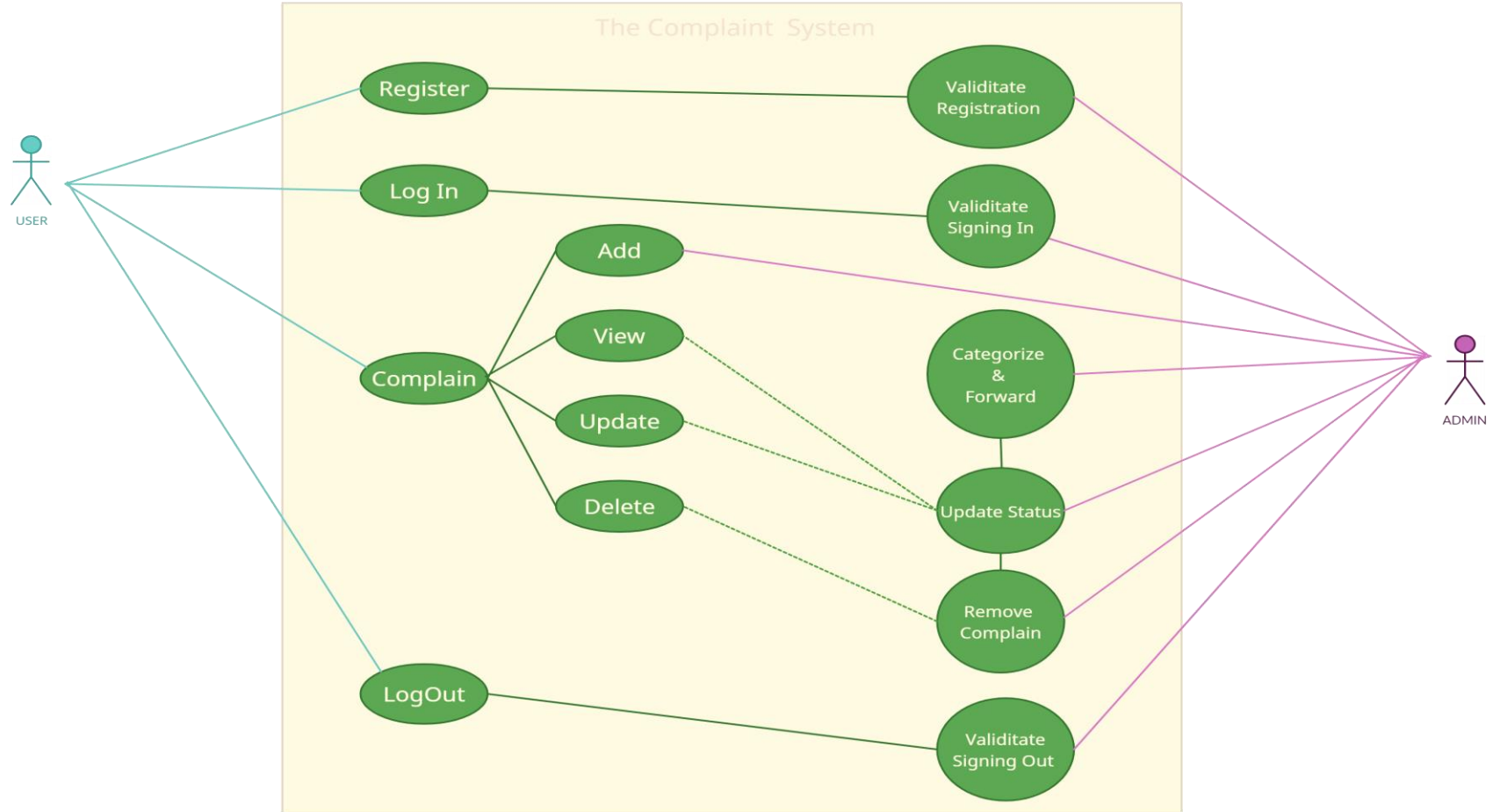
User of the System

- Students
- Students' Union Members
- Student Representatives

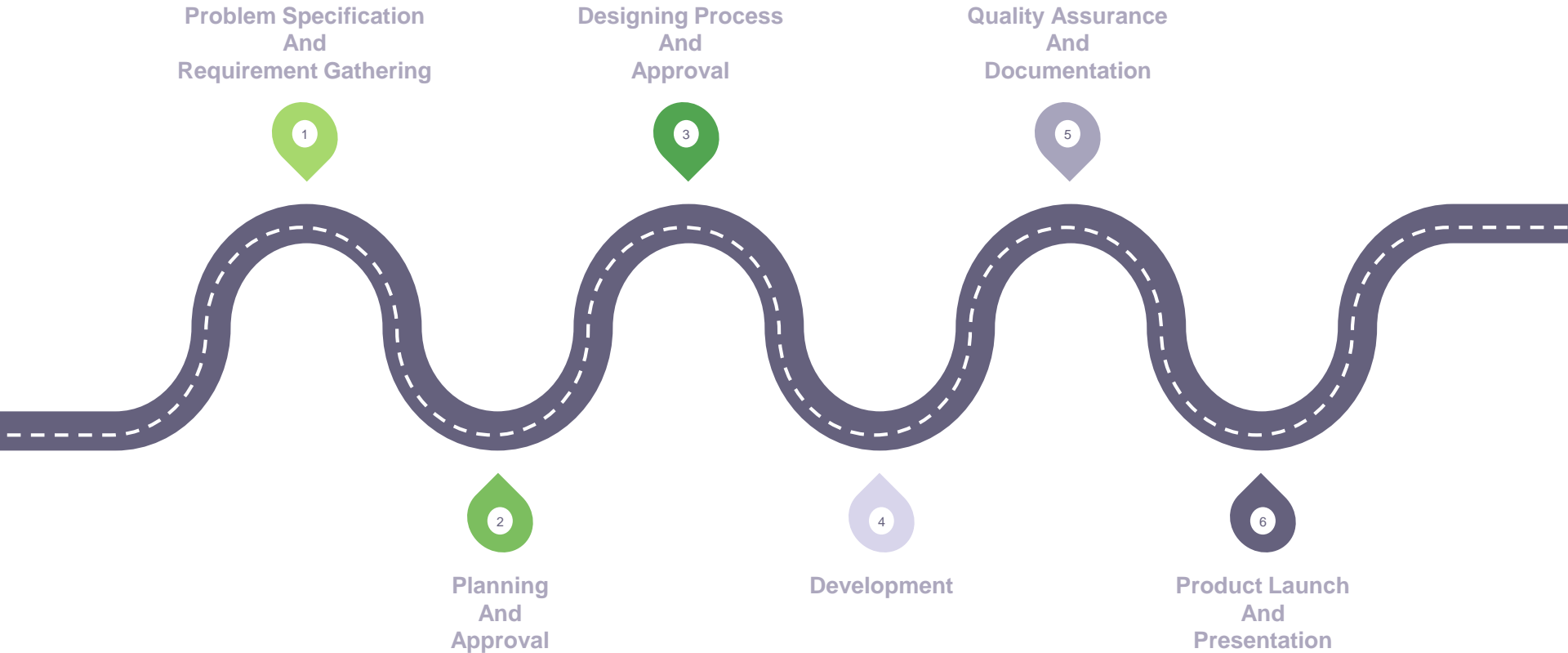
Admin Side of the System

- Complaints management team
- Operator
- Database Admin
- Student Counselor

Use Case Diagram

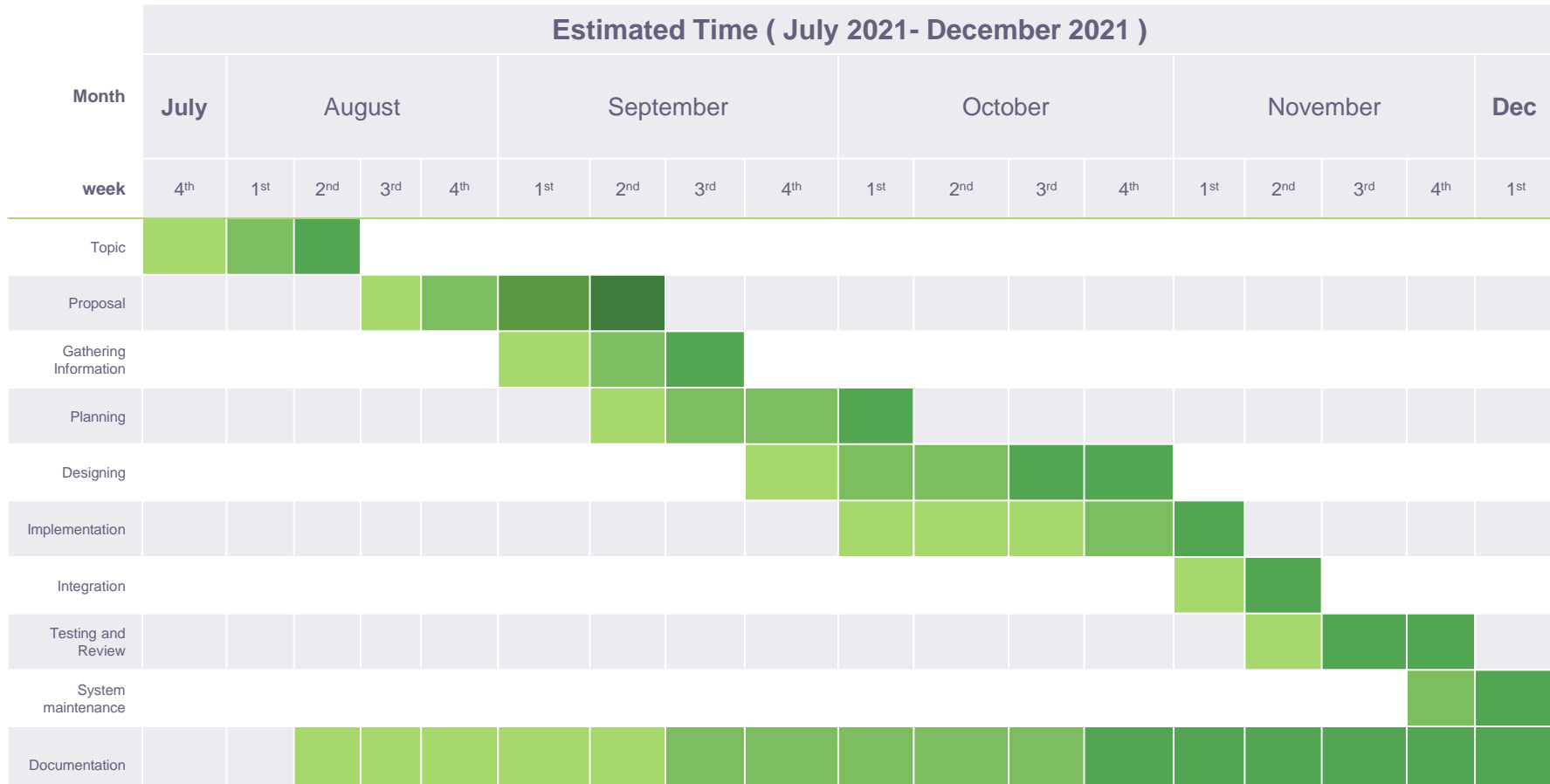


Work Map



Gantt Chart

Estimated Time (July 2021- December 2021)



Specifications

- The Mobile Application system which allows students to express their problems drawbacks in the University without showing their identity.
- Complaints will be handled by a particular staff member or in-charge or team of members who are assigned to the task specified.



References

- <https://www.modishproject.com/students-complaints-management-system>
- <https://www.waterintegritynetwork.net/2015/12/03/customer-complaintmanagement>
- <https://policy.usq.edu.au/documents/141630PL>
- <https://eugc.ac.lk/raq/>



Thanks!

Any questions?

