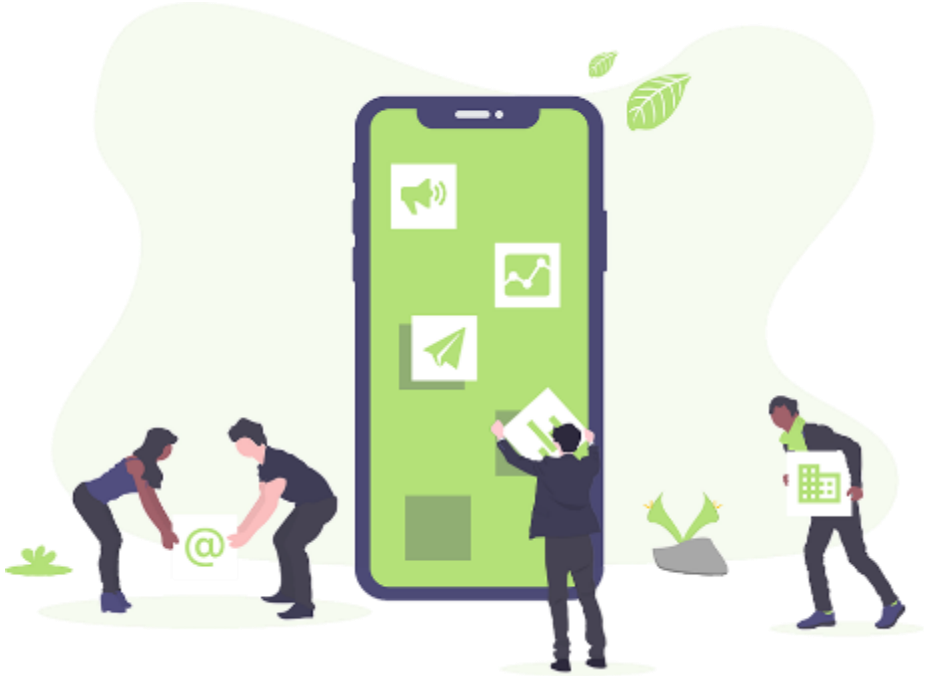
U-Care

An Intra-University Student Complaint Portal

Group Number One.



Supervisor

Mrs.Yasotha Ram Ramanan

Senior Lecturer,

University of Vavuniya.

Team Card

Sasna
2017/ICT/17
Project Manager
mn.fathimasasna@gmail.com

Shashini
2017/ICT/44
UI Designer
shashinidias17@gmail.com

Sano
2017/ICT/58
UX Designer
nashathjamaldeen@gmail.com

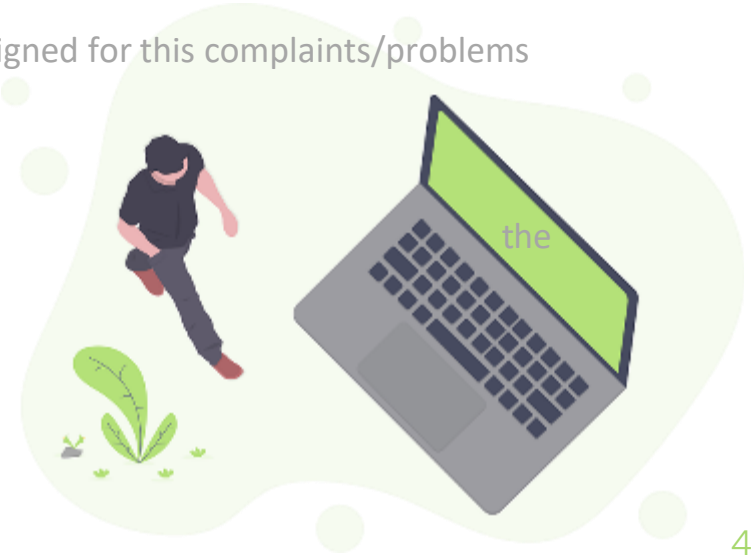
Tharanika
2017/ICT/86
Front-end Developer
tharanika2018@gmail.com

Sabananthan
2017/ICT/74
Back-End Developer
saba.nanth@yahoo.com

Keethamy
2017/ICT/53
Quality Assurance Developer
keethamythava@gmail.com

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 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.

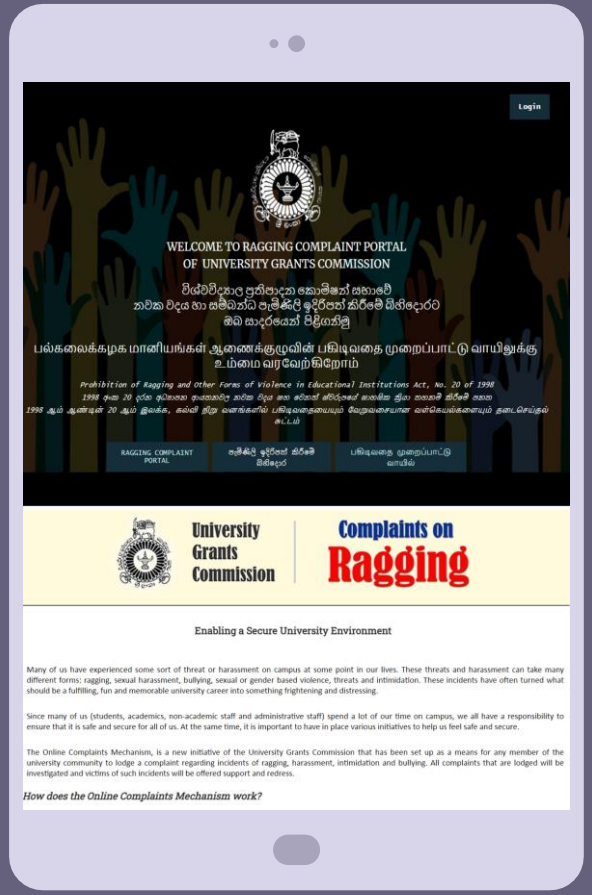
But this is not a reliable method to find all the problems faced by students.
Now all are facing the covid-19 situation and located in distanced places.
With the distanced learning and distanced management we put a solution to detect the problems among the students of Vavuniya University.

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.

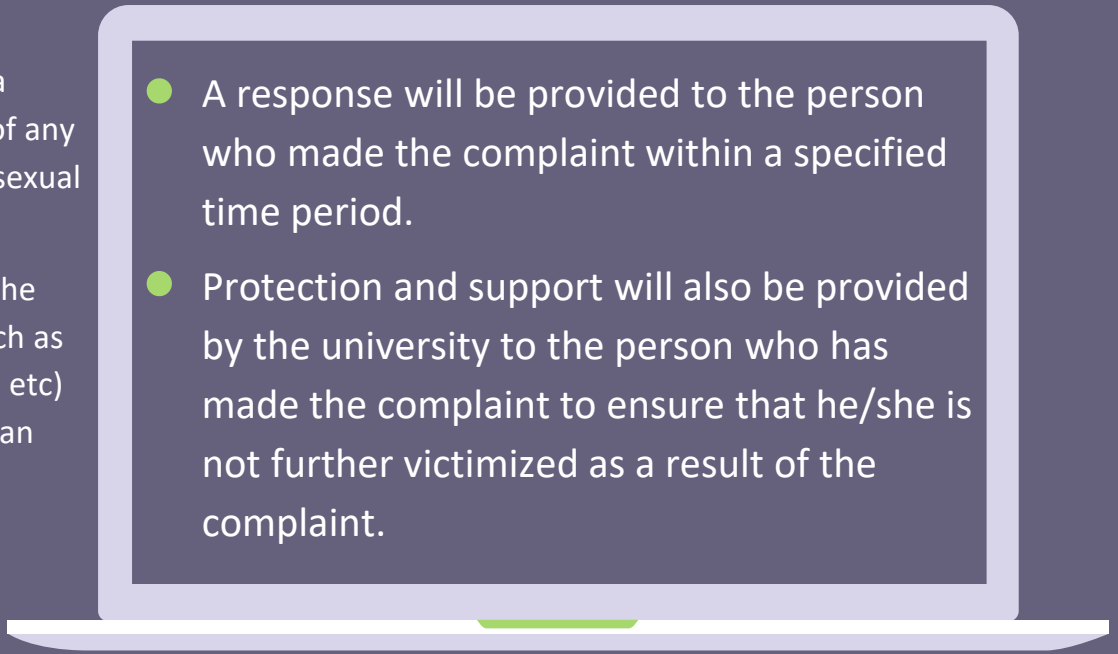
Related Systems

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.



"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

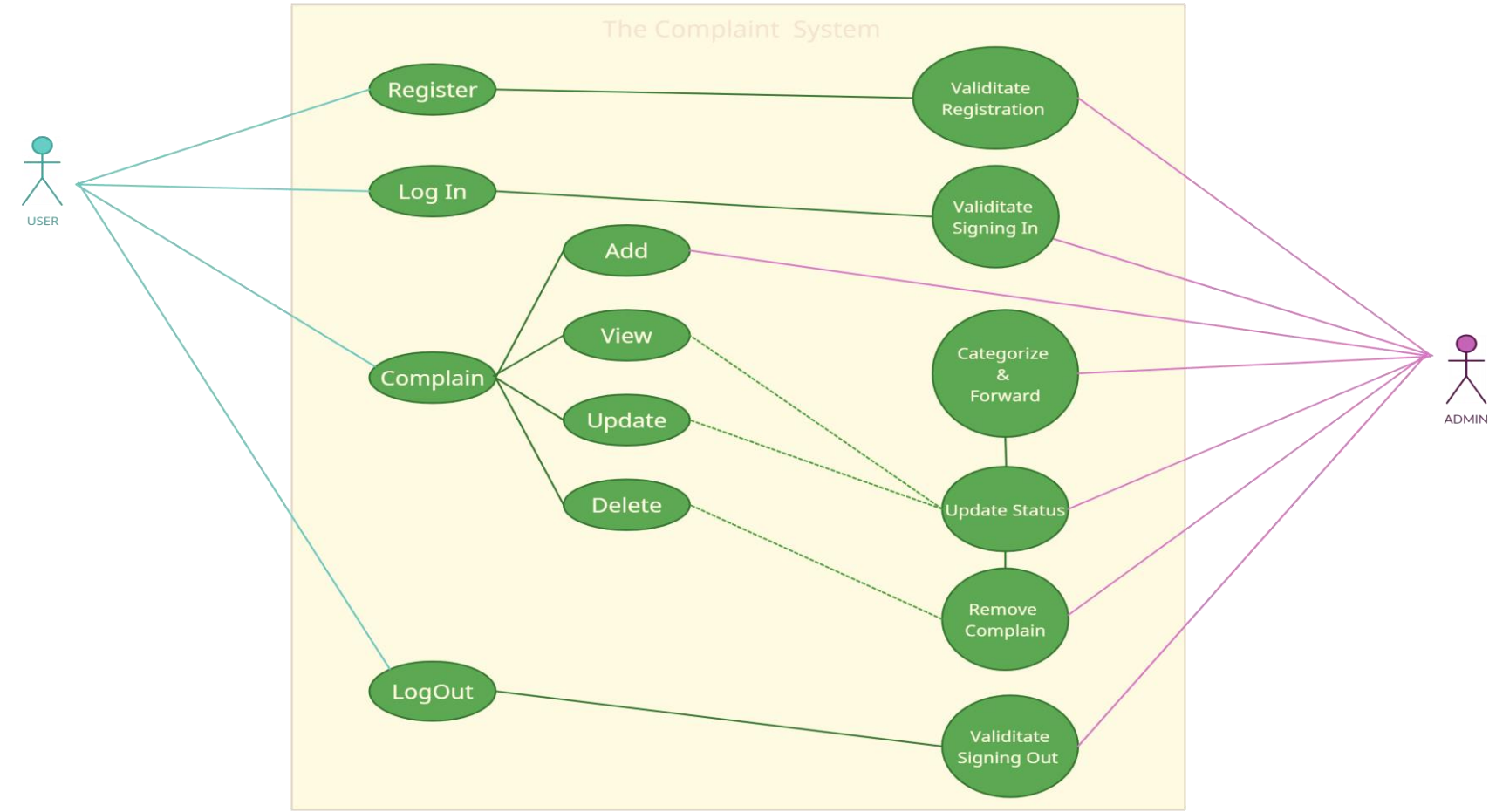
User of the System

- Students
- Students' Union Members
- Student Representatives

Admin Side of the System

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

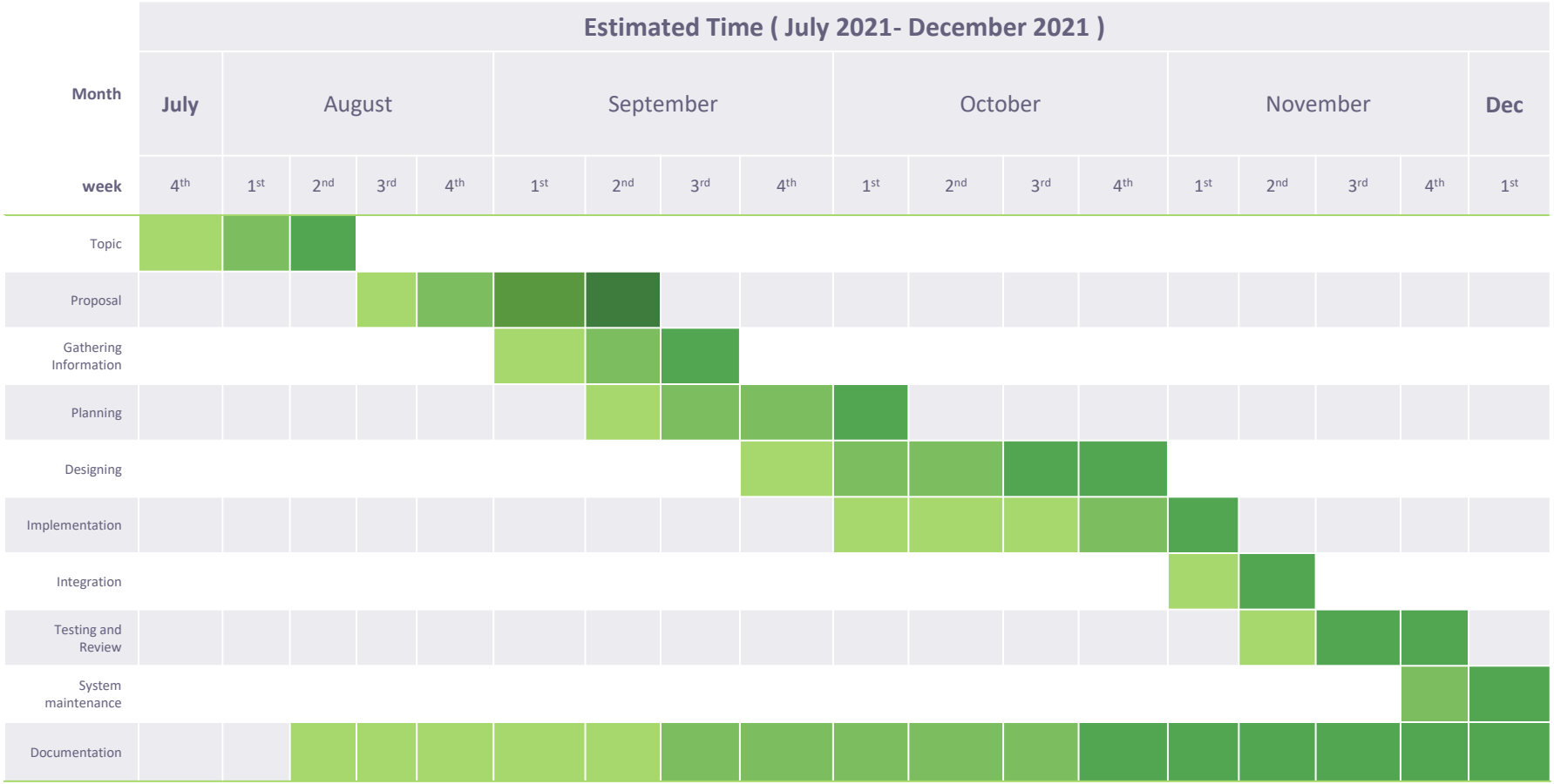
Use Case Diagram



Work Map

Problem Specification And Requirement Gathering
1
Planning And Approval
2
Designing Process And Approval
3
Development
4
Quality Assurance And Documentation
5
Product Launch And Presentation
6

Gantt Chart


Estimated Time (July 2021- December 2021)
Month
July
August
September
October
November
Dec
week
4th
1st
2nd
3rd
4th
1st
2nd
3rd
4th
1st
2nd
3rd
4th
1st
2nd
3rd
4th
1st
Topic
Proposal
Gathering Information
Planning
Designing
Implementation
Integration
Testing and Review
System maintenance
Documentation

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 staff member or in-charge members who are particular or team of 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/rag/

Thanks!

Any questions?