# Problem statement:
# STUDENTS GRIEVANCE SYSTEM

*TEAM NAME:BASE64*

*TEAMMEMBERS:*

*SATHWIKA.G*

# STUDENTS GRIEVANCE SYSTEM

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- Student grievance system is a structural system which helps students to report a complaint or a cause of discomfort caused by their fellow classmates or the staffs of their respective subjects.
- This comprises of three logins namely
  £ student login
  £grievance cell member's login,
  £admin login.

# Students login

- It helps with the student to report the grievance in the department or of that of college
- It collects information On student details and grievances
- It helps students to check the status of the complaint.
- They can view response given by committee members.

# Grievance Cell Member's Login

- It enable the council members to access the grievances reported by students without the information on the students.

- It enables cell members to view reports.

# Admin Login

- Enables the students and the members to change their passwords and maintain the feedbacks submitted by the students

# Technology stack

**JAVASCRIPT**

Express.js and node.js(frameworks)- server-side applications

**2**

**HTML & CSS**
onscreen side of webpages- client-side applications

**1**

**BOOTSTRAP**
For developing user interface

**3**

5

# Saliant features

- Students are able to report if they have the same problem by just liking the report submitted by other students.

- Graph representation of reports on all fields of grievances.

- Admin can access the feedbacks on webapp.

## PROPOSED SYSTEM:

☐ The idea is to automate the entire complaint process.

☐ Grievances can be lodged based on the level (i.e., college, course and department) and
also based on the categories(i.e., academics, financial, library, accommodation, campus…).

☐ Students can able to track the grievance once the complaint has been registered.

☐ cell members are provided with a form where they can give a response regarding the
grievance.

☐ Cell Member can track the pending and completed grievances.

# Roadmap-Student login

Login module

Student can report
a new grievance

Students are able to track
the ststus of complaint

1

3

5

2

4

A dashboard that displays
all the previous posted
grievance details

If a student has same issue
which has already been posted
,they can report just by clicking
the support button

# Roadmap-Grievance committee login

Login module

Sort grievances
based on categories

Grievance reports

1

3

5

2

4

Viewing grievances

Action taken on grievance

# LIMITATIONS OF OTHER EXSISTING SYSTEM

❑ <u>NO QUICK DATA SEARCHING FACILITY FOR INFORMATION</u>
sorting of grievances based on grievance(categories) and status of complaint is difficult

❑ <u>NO PROPER MANAGEMENT OF INFORMATION</u>
which results in difficulty in retrieving ,storing and updating data

❑ <u>REDUNDANCY OF DATA</u>
once a complaint has been sorted by the cell member,the status of the complaint is not being updated which leads to data redundancy.
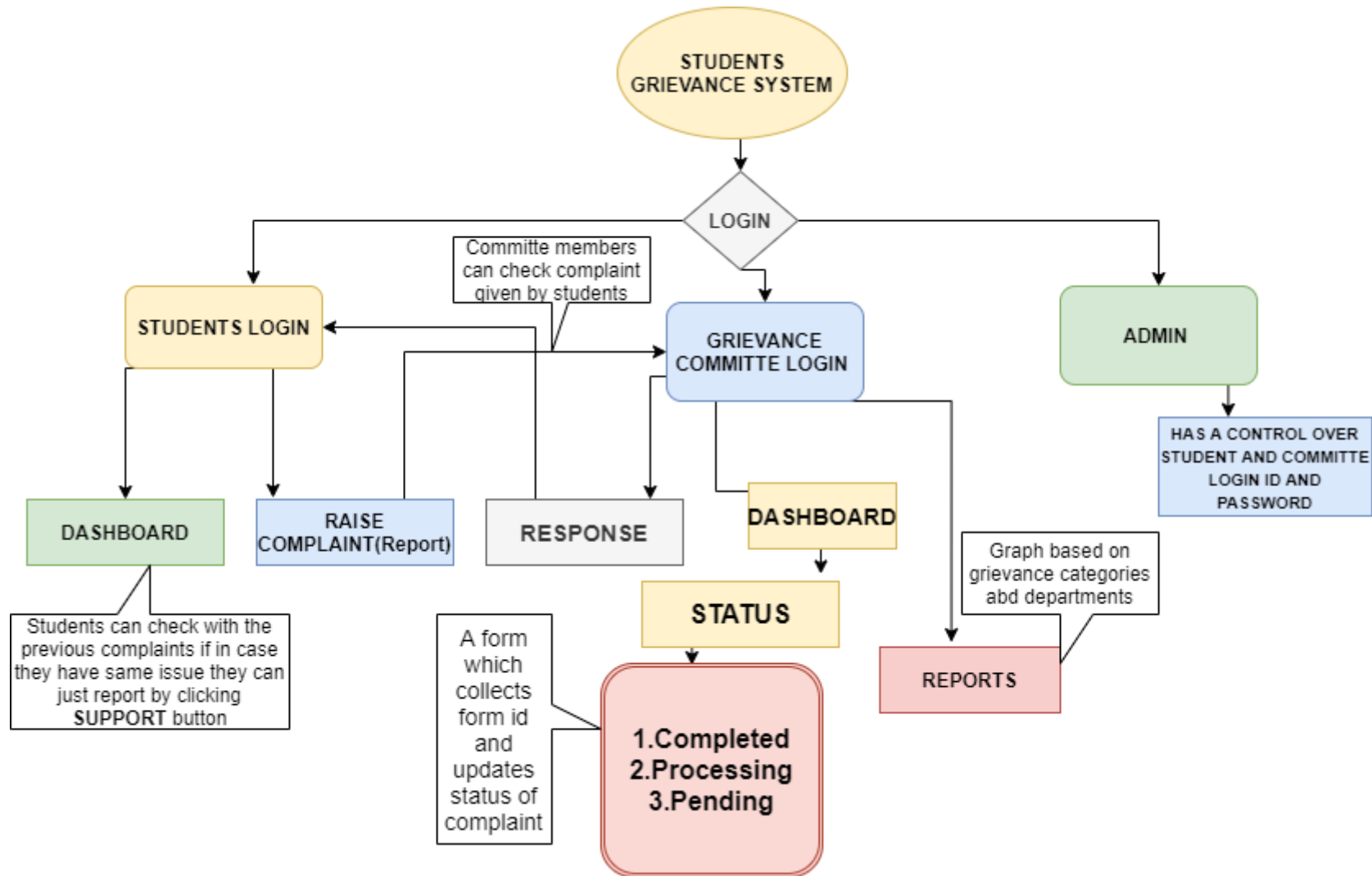
Student

Member

Admin

# Student Login Page

## WELCOME

Roll Number :

Enter Roll Number

Password :

Password

Date Of Birth :

dd / mm / yyyy

Login

Name :

user

Department :

IT

Roll No :

19itxxx

Form Id :

e990dcd79d2c6d666a0d20de63d98004

Grievance :

-Select-

Subject :

Enter using Keywords

Explain your problem briefly :

Submit

## Response Id : a4371b59ef577056b2c2414805edafe8

othererraasdasdlkjahsdlashd alskjdhalskdhasldkjhas

— *2021-10-23 & 796ed9c0f78cbda06eb574088f8dca82*

Read More

## Response Id : c6b5f47ddb3295ff366295fa5fe89472

water scarcity

— *2021-10-23 & 830b80521a7a4e47e783d62862e1f133*

Read More

## Response Id : b7bf5be42332122fa8d046e1702d438b

on processs

— *2021-10-23 & b6584ba814e4f7b3ad245d3b60868978*

Read More

## Response Id : 39b00eb49ab5f087b5f567d17d188e34

asdsfasdfasd

— *2021-10-23 & cf1bce625f76ec7df041f06442a3c292*

Library Problem ▼    Pending ▼    Filter

### Library Problem - 2c624bd36c341e9a8b754c69f4fdf49d

asdfasdjfhsdkjlasdf
— 2021-10-22 *& Pending*

Read More

### Library Problem - d7dbbee6a6eb7d54d7361a97ae927b22

books not enough and about staff
— 2021-10-22 *& Pending*

Read More

### Library Problem - c235821a12d5c701be3e7d7071a18b57

not enough staffs and about book
— 2021-10-23 *& Pending*

Read More

# Member Login Page

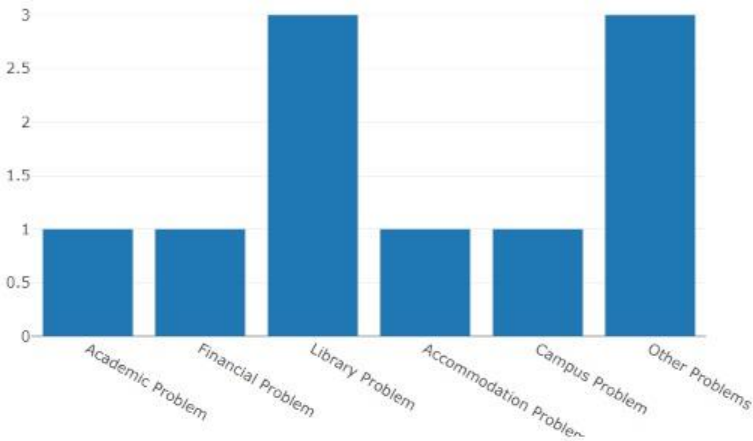## WELCOME

ID :

memityyyy

Password :

••••

Date Of Birth :

22-10-2021

Login

IT Department Grievance Report

Form ID :

796ed9c0f78cbda06eb574088f8dca82

Grievance Status:

Processing

Submit

Response ID :

21cddd1bbc1e76d00c1037d3d7129cfb

Department :

it

Form ID :

796ed9c0f78cbda06eb574088f8dca82

Subject :

796ed9c0f78cbda06eb574088f8dca82

Explain your response briefly :

Response Here ...

Submit

# Admin Login Page

## WELCOME

ID :

Enter ID

Password :

Password

Secret Passphrase :

Login

# CHALLENGES FACED

➢ ADDING SUPPORT FUNCTION

➢ WHILE CREATING REPORTS MODULE

➢ SORTING FUNCTION

# REVIEW

£ Our project focuses on developing a typical student grievance system which works and functions for registering student issues.

£ Thus ,our project ensures a democratic campus environment, acquaints all the faculty and students about their rights, and also provides a qualitative and quantitative development of the college.

£The main objective of the complaints management system is to make complaints easier to resolve and to target problem areas. It is used to record, resolve and respond to students complaints.

# Thanks!

**Any questions?**