

Name of project:

Grievance System

Group No:

13

Name of group members:

Sr.No	Division	Roll No	Name of Students
1.	B2	27	Poonam Prakash Sawant.
2.	B2	26	Niranjan Sushant Sawant.
3.	B2	28	Sakshi Naresh Sawant.
4.	B2	29	Shreya Anand Sawant.
5.	B2	30	Hrishikesh Rajesh Shelar.
6.	B2	31	Aditi Tanaji Shinde.

Abstract

The College Grievance System is a web-based platform designed to address and resolve grievances raised by students, faculty, and staff within the college community. The system aims to provide an efficient, transparent, and fair mechanism for reporting and resolving various types of grievances, such as academic issues, misconduct, discrimination, and other concerns.

The primary objective of the College Grievance System is to establish an accessible and user-friendly platform that ensures the confidentiality of the complainants while facilitating prompt and effective resolution of their concerns. The system utilizes modern technologies to streamline the entire grievance handling process, enhancing communication, documentation, and tracking of grievances from initiation to closure.

Online Reporting: Students, faculty, and staff can submit grievances through an intuitive and secure web portal. The system captures essential details, such as the nature of the grievance, parties involved, supporting evidence, and desired resolution.

System Statement Of Your Project.

The College Grievance System is a comprehensive and user-friendly web-based platform designed to facilitate the reporting, tracking, and resolution of grievances within the college community. The system aims to provide a transparent, efficient, and fair mechanism for addressing a wide range of issues raised by students, faculty, and staff, thereby promoting a harmonious and inclusive environment for all stakeholders.

i. What is the system name?

Ans : College Grievance System

ii. Who are the system users?

Ans : a. Admin

b. Student

c. Parent

iii. What will the system do?

Ans :

a. The system will allow student to quickly & easily lodge a complaint / request / information on anything from hostel facilities to food options on campus.

b. This app would also provide contact information for relevant staff members as well as give users an update on the status.

c. Additionally, This App would allow the students to rate the response they received from administrator, providing valuable feedback that could help improves the system.

iv. What problem(s) will the system solve?

Ans :

The system will solve the problems that are faced by students / parents when it comes to deal with enquiry / grievance asked by user to college so, the management work with proper flow.

Intended audience, acronyms, and abbreviations

Students: The College Grievance System is designed to cater to the needs of students, enabling them to report grievances and seek resolutions for academic, disciplinary, or other concerns.

Faculty: The system provides a platform for faculty members to address grievances related to teaching, research, professional development, or any other relevant issues.

Administrators: College administrators, including deans, department heads, and administrators responsible for handling grievances, can utilize the system to manage and oversee the grievance resolution process effectively.

Acronyms and Abbreviations:

CGS: College Grievance System

Functional and non-functional requirements

- **Functional requirements:**

User Registration:

Users should be able to register and create an account in the system.

The system should authenticate users' credentials to ensure secure access.

Grievance Submission:

Users should be able to submit grievances through an online form.

- **Non-Functional Requirements:**

Usability and User Experience:

The system should have a user-friendly interface with intuitive navigation and clear instructions.

It should be accessible on multiple devices and browsers to accommodate diverse users.

Reliability and Availability:

The system should be highly reliable, with minimal downtime and data loss.

It should have backup and disaster recovery mechanisms in place to ensure data integrity and availability.

Design:

❖ User Personas

• Student :


Hridaya Parab - Student

Chocolate Addict

Book Connoisseur

Web Series

Shoes Collector



"Strive for PROGRESS, not PERFECTION"

Age: 21
Work: Student (MCA), Hostelite
Family: 2 roommates
Location: Ratnagiri, Maharashtra

Goals

- Find a job in the IT sector Industry.
- Hands on social media platforms.
- Travel taking good adventure pictures.
- Take an extra challenging course

Frustrations

- Conflicting Schedules.
- Lack of sleep.
- Homesickness.
- Cash

Bio

It's been a year since graduating from college enjoyed the computer science lifestyle now trying to travel the adventures world with a taste of the respective town at the same time having a key interest to work with team members working on a project for the betterment while pursuing the masters and posting all the memories through social media platform and making the people aware about the taste of my journey!!!!!!!!!!!!!!

Motivation

Incentive

Fear

Growth

Power

Social

Brands & Influencers

KitKat

adidas

Lenovo

Preferred Channels

Traditional Ads

Online & Social Media

Guerrilla Efforts & PR

Personality

Foodie

Analytical


Introvers

Passive

Creative

Extrovert

Active



Jay Katalkar,
Mechanical Engineering

"Senior year did not end how I expected it to - I hope my first year of college turns out differently."

Institution: FAMT, Mumbai University

Education Level: Graduation

Education Funding: Academic Scholarships

Background

Jay recently completed high school and is nervous about his college experience. He is going to college on an academic scholarship and worries that his remote performances from the semester will affect his financing.

GOALS:

- I want to meet my peers and start building relationships, but am worried about how this will happen safely.
- I want to learn more about the academic programs on campus, and receive advising, to help determine my major.

NEEDS:

- I would love to learn more about campus and how to navigate around, even without a freshman orientation.
- I'm nervous to leave home for the first time, and that I may not be able to visit as often as I would like to.

FRUSTRATIONS:

- Without familiarity with campus departments, I'm struggling to navigate processes to coordinate my scholarship and starting classes in the fall.
- If I'm unable to go to campus in the fall, I'm worried about having the equipment and connectivity required for virtual learning at home.

MOTIVATORS:

Desire

Growth

Incentive

Fear

Social

TECHNOLOGY:

Broadband Quality


Computer Access

Technology Expertise

Comfort with Virtual Learning and Engagement

- Parent :

SUDHIR MHATRE



Bio
Sudhir is a Government servant whose married and has a son who is currently pursuing Engineering from VJTI College, Mumbai. As a protective parent he has concerns for his child whose learning away from house regarding his health, studies and hostel life. Mr. Sudhir being practical person prefers to be updated about the college and hostel life of his son if in occurrence of any issues and be well organized with it. After approaching the college and hostel committee he learned about the Grievance app that can help him with his concerns and can ask for any queries regarding.

Goals

- To be able make and organized family planning for the future.
- To be a good parent and a citizen for my son

Frustrations

- Too much worried over child's safety and future
- To much time spent on family planning
- Not terribly tech-savvy doesn't like complicated process

Personality

Introvert	Extrovert
Analytical	Creative
Loyal	Fickle
Passive	Active

Motivation

Price	
Comfort	
Convenience	
Speed	
Loyalty/Miles	

Preferred Channels

Chrome	
Mobile	
Email	
Traditional Ads	

Brands

KAYAK Expedia Lyft


INSURANCE

Personal Info:
Age: 49
Occupation: Government worker
Family: Married, 1 child
Location: Arogya Mandir, Ratnagiri

Tags: Organized, Practical, Protective, Hardworking

"I'm looking for an app that can help me with managing my sons hostel life and help with my concerns."

- Head Clerk:



NAME
Mr. Patil

AGE
45

STATUS
Married

PROFESSION
Head Clerk

RESIDENCE
Ratnagiri

CHARACTER TYPE
Coolheaded, Creative.

Social Networks

BIO
Mr. Patil is a Head Clerk in Fimolex College living in the Ratnagiri. In his leisure time, He is a graduate with a master's degree in Economics from Mumbai university. He also have a experience of working as a clerk for two years in a recognize government office.

TOOLS NEED TO DO THEIR JOB

- 1) Email
- 2) Word Processing programs

GOALS

- 1) Office Management
- 2) Effective Communication
- 3) Student Management
- 4) Solve the complaints raised by the students and parents

PERSONALITY TRAITS

Empathetic	Callous
Introvert	Extrovert
Simpleton	Intellectual

REPORTS TO

- 1) Principle
- 2) Admin Clerk
- 3) College Office

FRUSTRATIONS

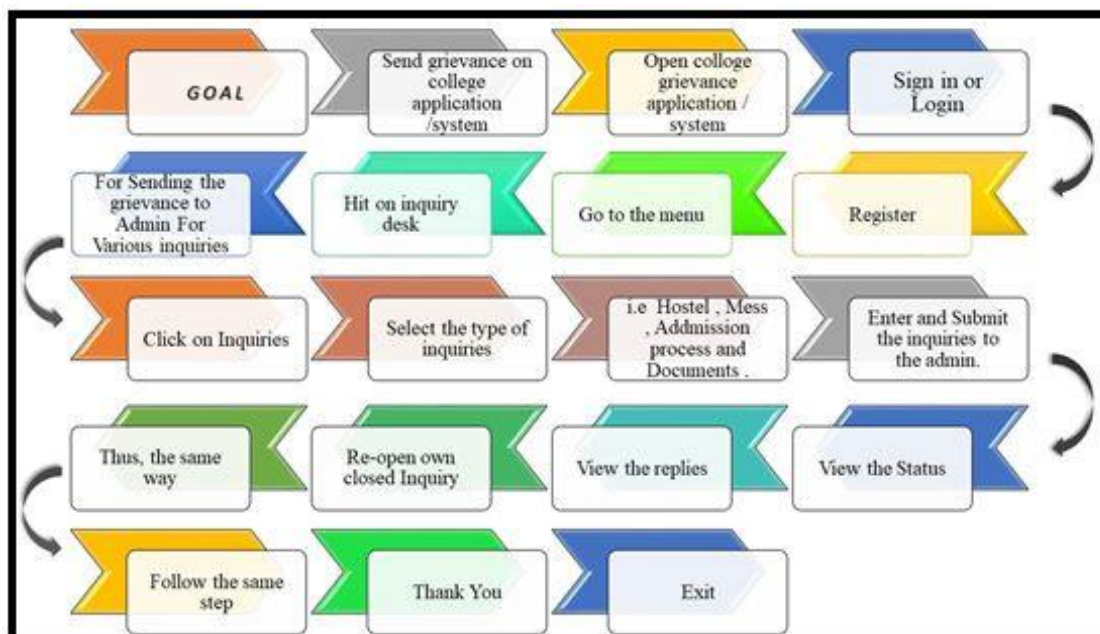
- Communication
- Problem Solving
- Decision Making

❖ Task analysis model:

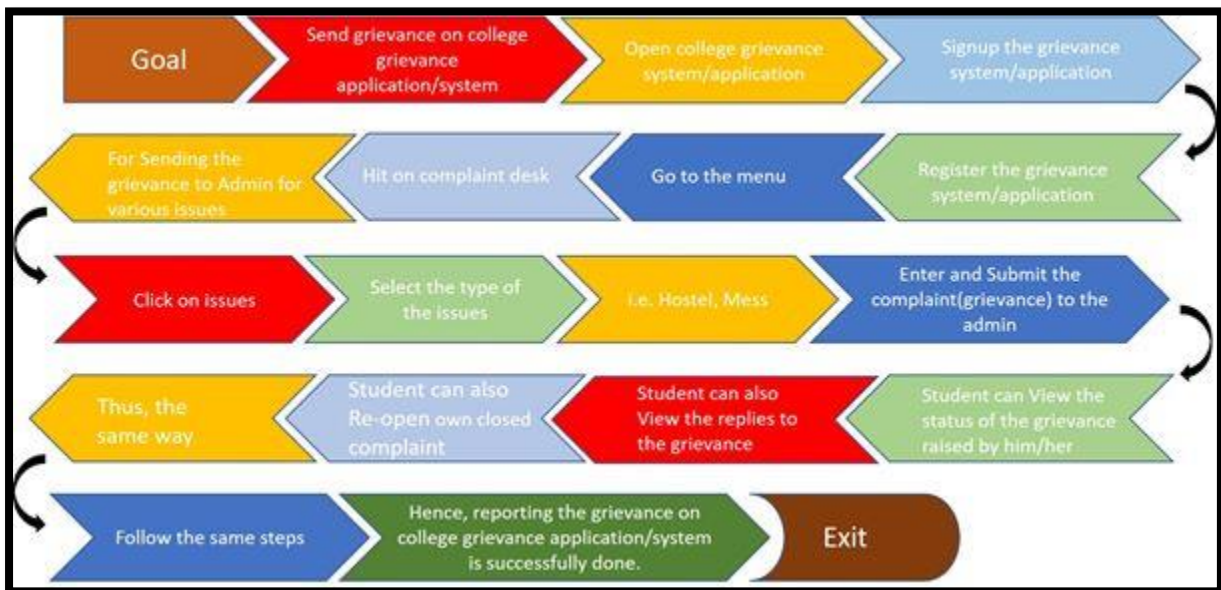
• User Admin :



• Student :



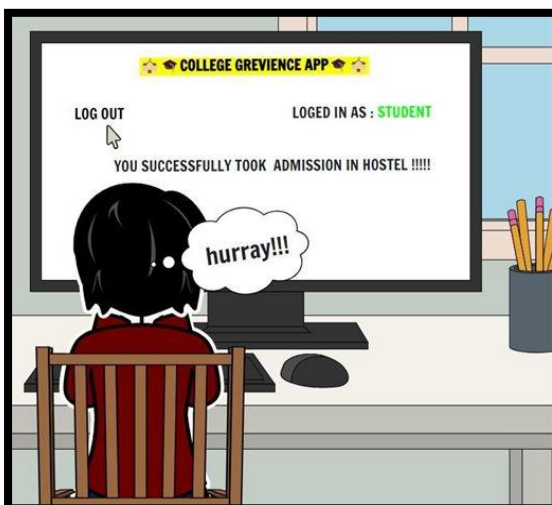
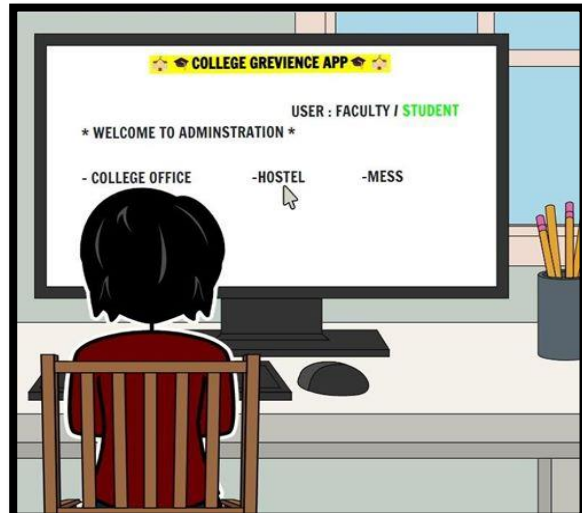
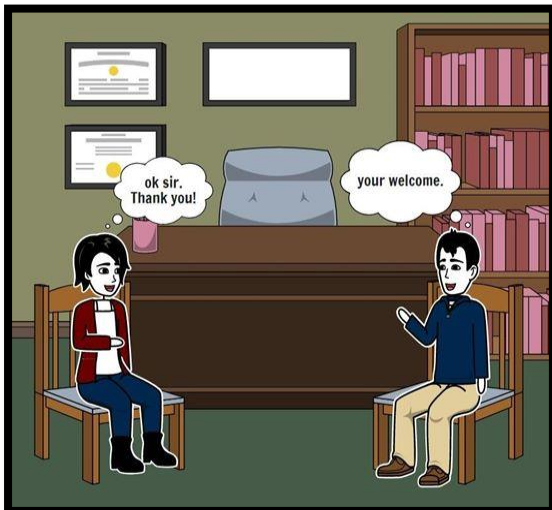
- Parents :



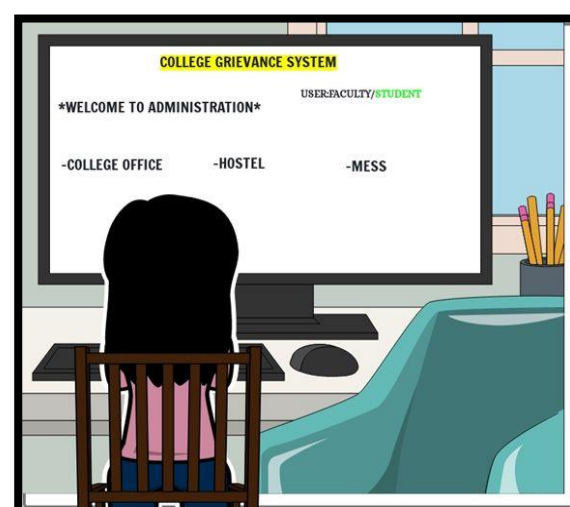
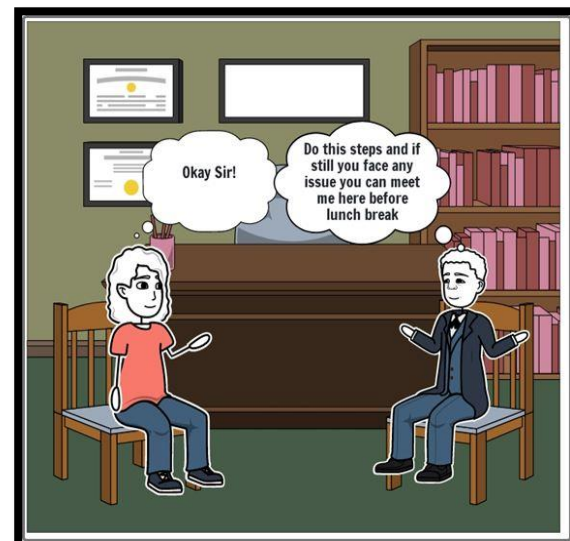
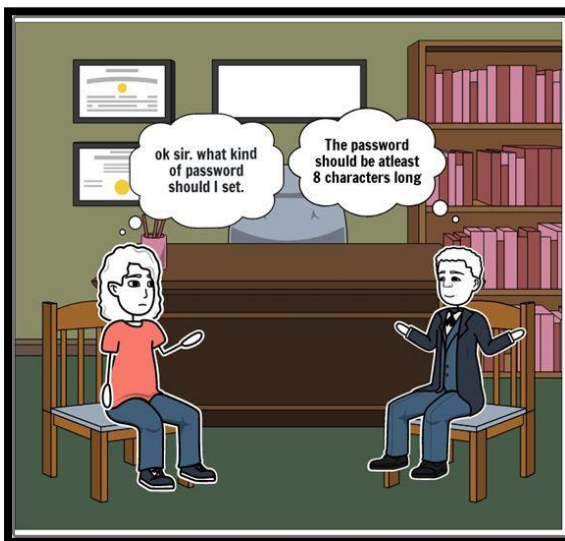
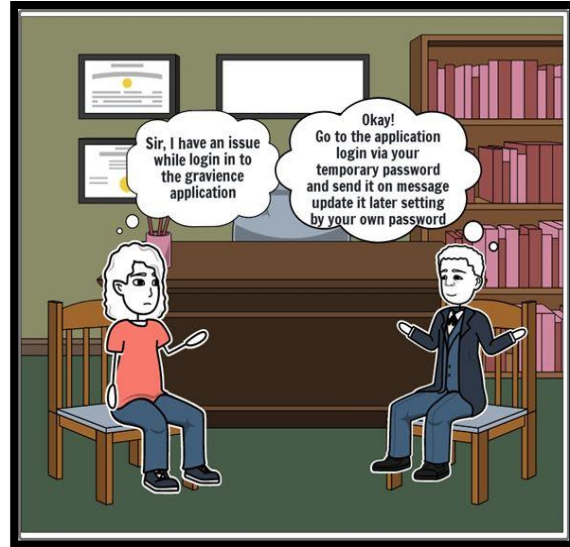
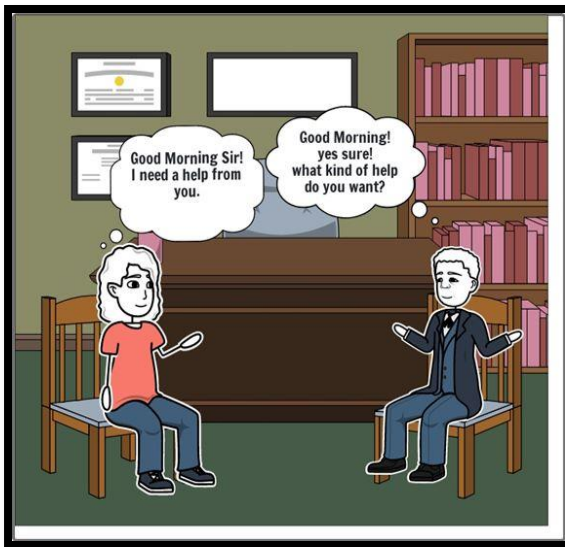
❖ Story board And Sketches :

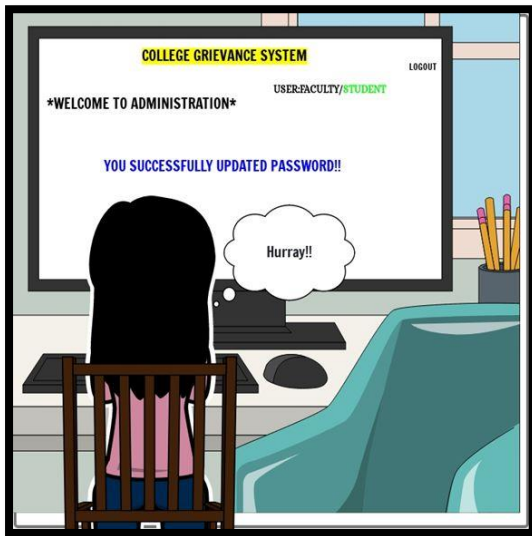
- Student and Admin(hostel):



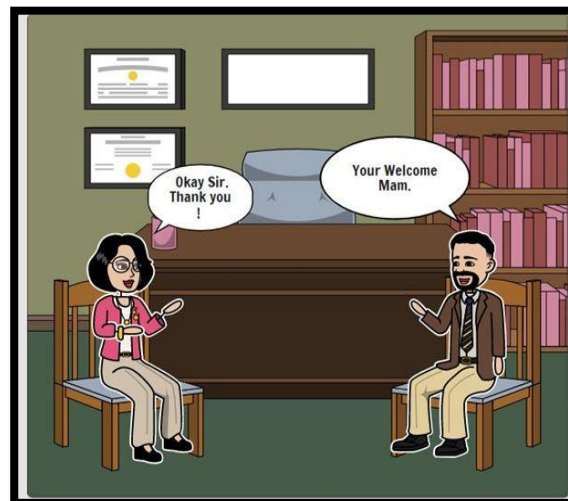
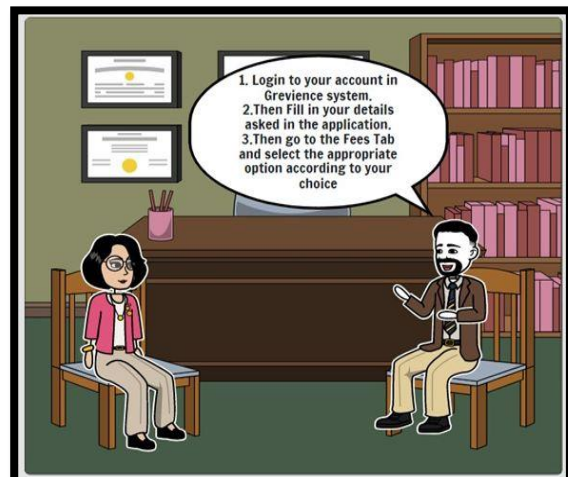
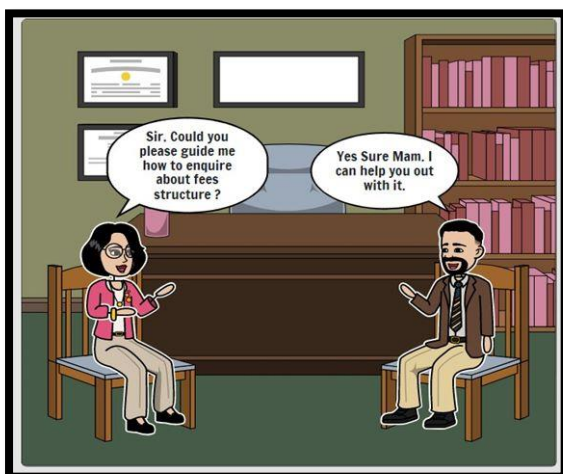


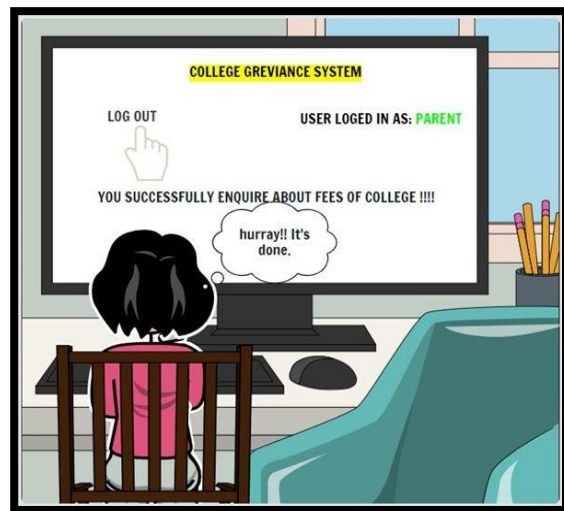
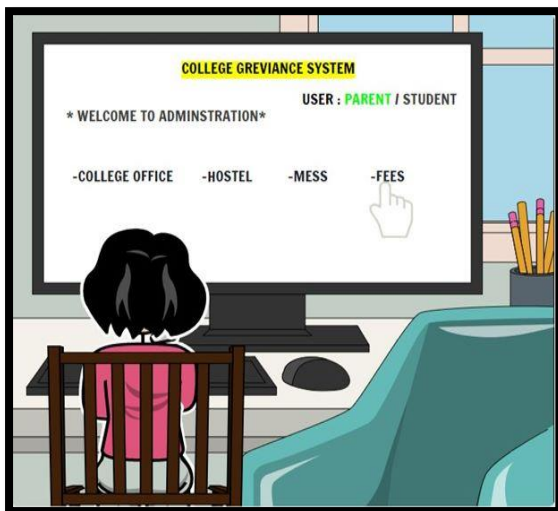
- Student and college Admin(office):



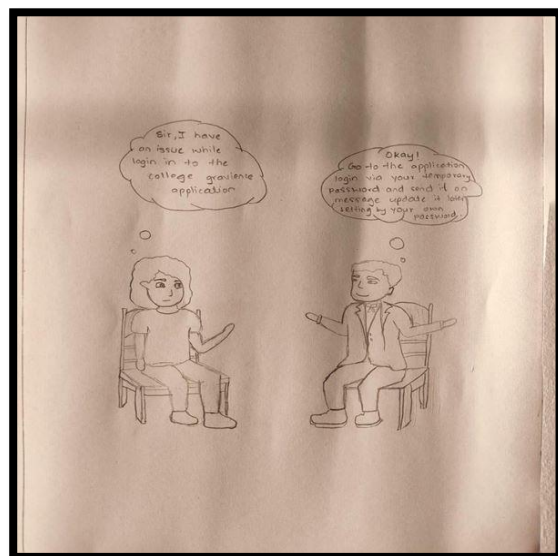
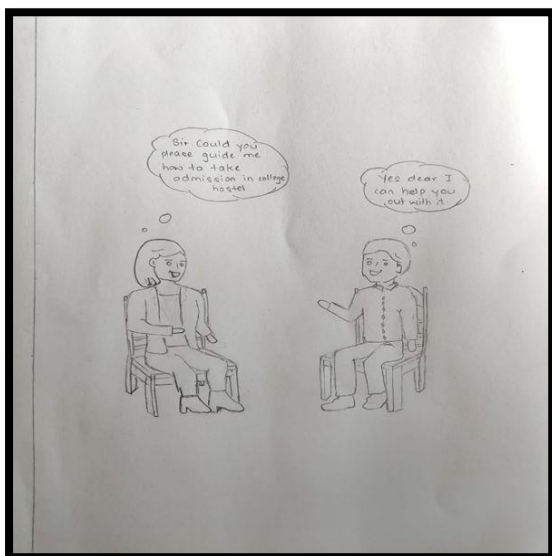


- Parent and Admin(college):





- Sketches:



❖ Wireframes:

• Student:

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GRIEVANCE SYSTEM

• REGISTRATION • SIGN IN

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REGISTRATION

First Name: Last Name: Photo

Email: Birth date:

Phone No:

Address:

Degree Program:

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Sign In as

UserName:

Password:

Login

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Menu

- Hostel
- Mess
- Scholarship
- Result
- Complaint desk
- Feedback

Thought of The Day

Logout

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Complaint Desk

Complaint Number: Complaint here:

Complaint Date:

Student Name:

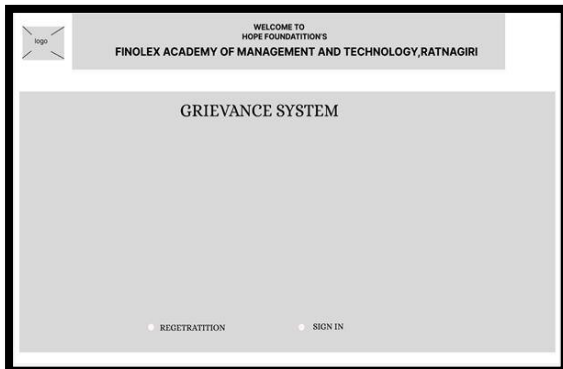
Register Number:

Assign To:

Complaint Status:

Send

- Parent:

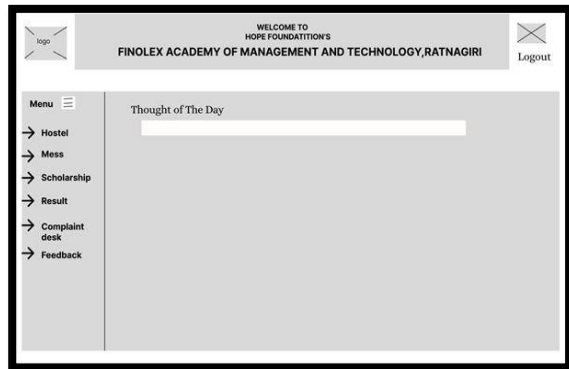


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logo

GRIEVANCE SYSTEM

REGETRATION SIGN IN



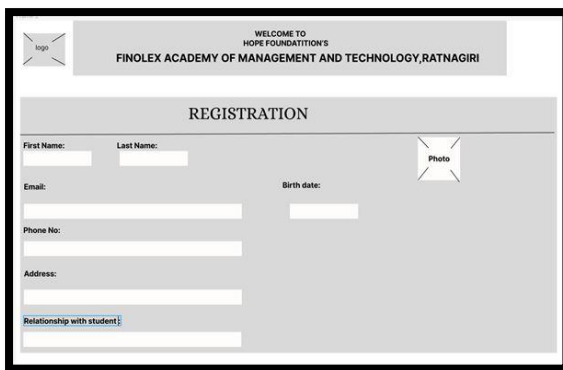
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Thought of The Day



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REGISTRATION

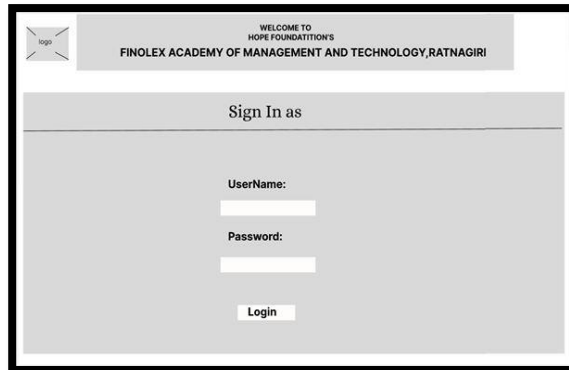
First Name: Last Name: Photo

Email: Birth date:

Phone No:

Address:

Relationship with student:



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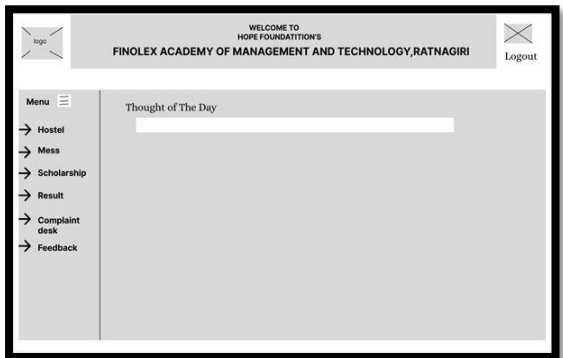
logo

Sign In as

UserName:

Password:

Login



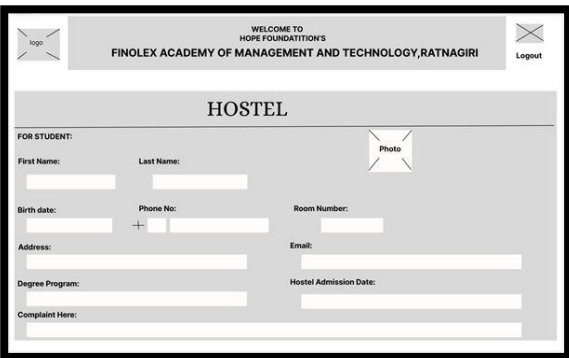
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Menu

- Hostel
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Thought of The Day



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HOSTEL

FOR STUDENT:

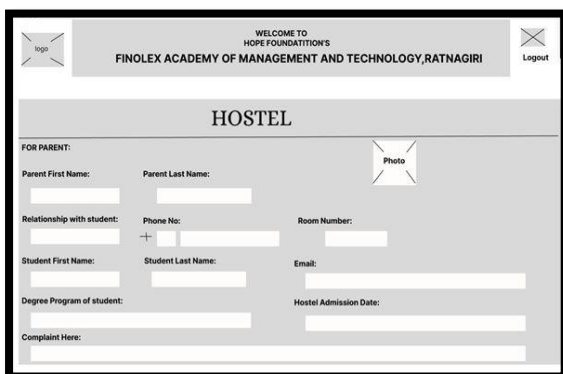
First Name: Last Name: Photo

Birth date: Phone No: Room Number:

Address: Email:

Degree Program: Hostel Admission Date:

Complaint Here:



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HOSTEL

FOR PARENT:

Parent First Name: Parent Last Name: Photo

Relationship with student: Phone No: Room Number:

Student First Name: Student Last Name: Email:

Degree Program of student: Hostel Admission Date:

Complaint Here:


❖ Prototypes (Figma Screen):

GRIEVANCE SYSTEM

Registration

Sign-In

For Software Support Only - 93 73 600 300



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REGISTER HERE

First name

Last name

Birth Date

Email-ID


Phone No.

Address

Branch

Submit

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Sign-In

Username

Password

Login

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Log-Out

Menu

- Hostel
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Thought of the Day


Welcome

 Branch:

(User Full Name) Date Of Birth:

Parent Phone No.:

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Log-Out

Menu

- Hostel
- Mess
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Thought of the Day

Mess

Food Quality

Food Taste


Type of Food

Mess Issue

If any brief complaint:

Submit

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Menu


- Hostel
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Thought of the Day

Mess

Your Grievance is Successfully Submitted..

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Log-Out

Menu


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Thought of the Day

Scholarship

Your Grievance is Successfully Submitted..

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Menu

- Hostel
- Mess
- Scholarship
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- Feedback

Thought of the Day

Scholarship

Student/Child Name

Student/Child Branch:

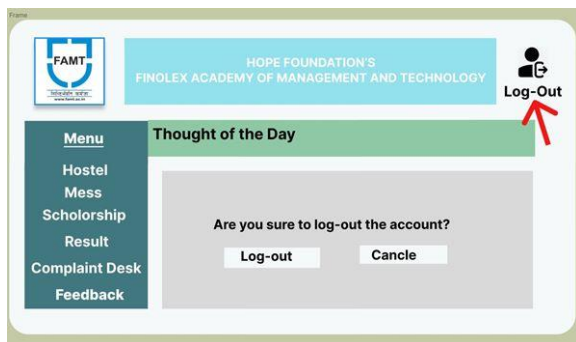
Student/Child Scholarship

Status of Scholarship:

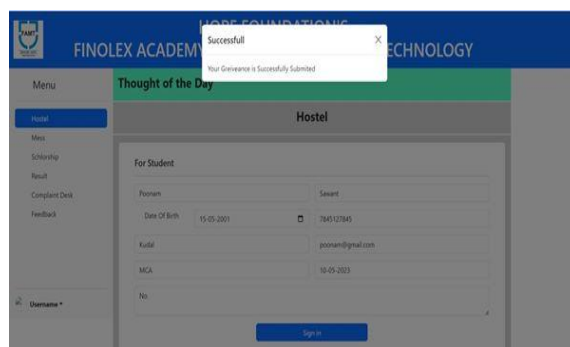
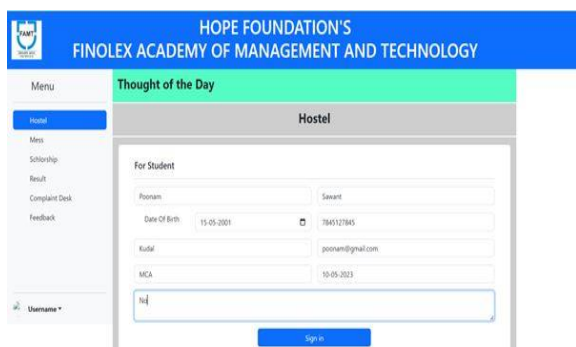
Scholarship Issues:

If any brief suggestion

Submit



Screens



The screenshot shows the 'Mess' feedback form. The left sidebar menu has 'Mess' selected. The form contains four dropdown menus: 'Good', 'Good', 'Veg', and 'About Food quantity'. Below these is a text input field with the placeholder text 'Food quantity is very less.' and a 'Submit' button at the bottom right.

This screenshot is identical to the previous one but includes a white success message box at the top center that reads 'Successful' and 'Your Grievance is Successfully Submitted'.

The screenshot shows the 'Scholarship' form. The left sidebar menu has 'Scholarship' selected. The form contains three dropdown menus: 'Hishikesh Shelar', 'MCA', and 'Rajesh Chhatrapati Shahu Mahay Shiksha Shukh'. Below these is a text input field with the placeholder text 'I forgot my password what can I do?' and a 'Submit' button at the bottom right.

This screenshot is identical to the previous one but includes a white success message box at the top center that reads 'Successful' and 'Your Grievance is Successfully Submitted'.

Test Cases

Test Cases	Prerequisites	Test Scenarios	Test Steps	Expected Results	Actual Results	Pass/Fail
T01	Access to browser	Open the website and register your account	1.Open the website 2.Click on create account 3.Get user_id	User should Enter his personal details and register his login page	As expected	-
T02	Access to Browser	Check Login and Create new Window appears	1.Open the website 2.Click on Create Account 3. Also Click on Login	User should Login and Create Account window open	As Expected	Pass
T03		User login successfully	User can get message for successfully login	User should get the message	As Expected	Pass
T04		User search for hostel	1. Open the website 2.Click on Hostel 3.Enter details	User should get the message	As Expected	Pass
T05		User search for hostel	1. Open the website 2.Click on Hostel 3.Student Register for Hostel	User should get the message	As Expected	Pass

Test Cases	Prerequisites	Test Scenarios	Test Steps	Expected Results	Actual Results	Pass/Fail
T01	Access to browser	Open the website and register your account	1.Open the website 2.Click on create account 3.Get user_id	User should Enter his personal details and register his login page	As expected	-
T02	Access to Browser	Check Login and Create new Window appears	1.Open the website 2.Click on Create Account 3. Also Click on Login	User should Login and Create Account window open	As Expected	Pass
T03		User login successfully	User can get message for successfully login	User should get the message	As Expected	Pass
T04		User search for Mess	1. Open the website 2.Click on Mess 3.Enter details	User should get the message	As Expected	Pass
T05		User search for Mess	1. Open the website 2.Click on Mess 3.Student fill the details for mess	User should get the message	As Expected	Pass

Future Enhancement

Advanced Search and Filtering: Enhance the system's search functionality by implementing advanced search and filtering options, allowing users to easily locate relevant information, documents, or past grievance cases based on specific criteria such as date, category, or status.

Integration with Email and Calendar Systems: Integrate the College Grievance System with email and calendar systems to enable users to receive notifications, updates, and reminders directly through their email accounts and synchronize scheduled meetings or appointments with their personal calendars.

These future enhancements aim to further improve user experience, streamline processes, promote collaboration, and ensure the system remains up-to-date with evolving user expectations and technological advancements.