

Student Grievance System



Indian Institute of Information Technology, Kalyani

Department of Computer Science and Engineering

Software Engineering Project report on

Student Grievance System

Mini project submitted in partial fulfilment of the requirement for the award of the degree of

Bachelor of Technology in Computer science Engineering

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1. Abstract

The main purpose of the project is intended to develop a Students Grievance Support System. This Grievance Handling System will bring the College related work on the web based application which can be accessed by anyone and hence it will make the communication between College Management and Students easy. While it will provide the status of grievance of students and notify once it will complete.

2. Introduction

The main objective behind developing this Student Grievance Support System (Web Based) is to create ease of application access to students, members of Student Grievance Redressal Committees and their respective heads. Students should be able to post complaints under different categories, Department Level, Institute/College Level and University Level. The Portal should link students with respective Department/Institutions/College and University Students Grievance Redressal Committees.

We used the **Iterative waterfall model** to develop the following project because the iterative waterfall model provides feedback paths from every phase to its preceding phases since it is a new kind of project for us this would provide us the required legroom to experiment with our project and release the best version possible under the constraint time.

3. Requirements:

We are looking for a software grievance system. Expectations from software solution / web app are:

- (1). It must easily be accessed by students and members of student grievance committee, respective heads.
- (2). Students should be able to post complaints under various categories which are further divided into further categories.
- (3). Members of student's grievance committee should be able to sort complaints based on keywords.
- (4). The portal should link students with respective department/institution/college and university Students grievance committees.

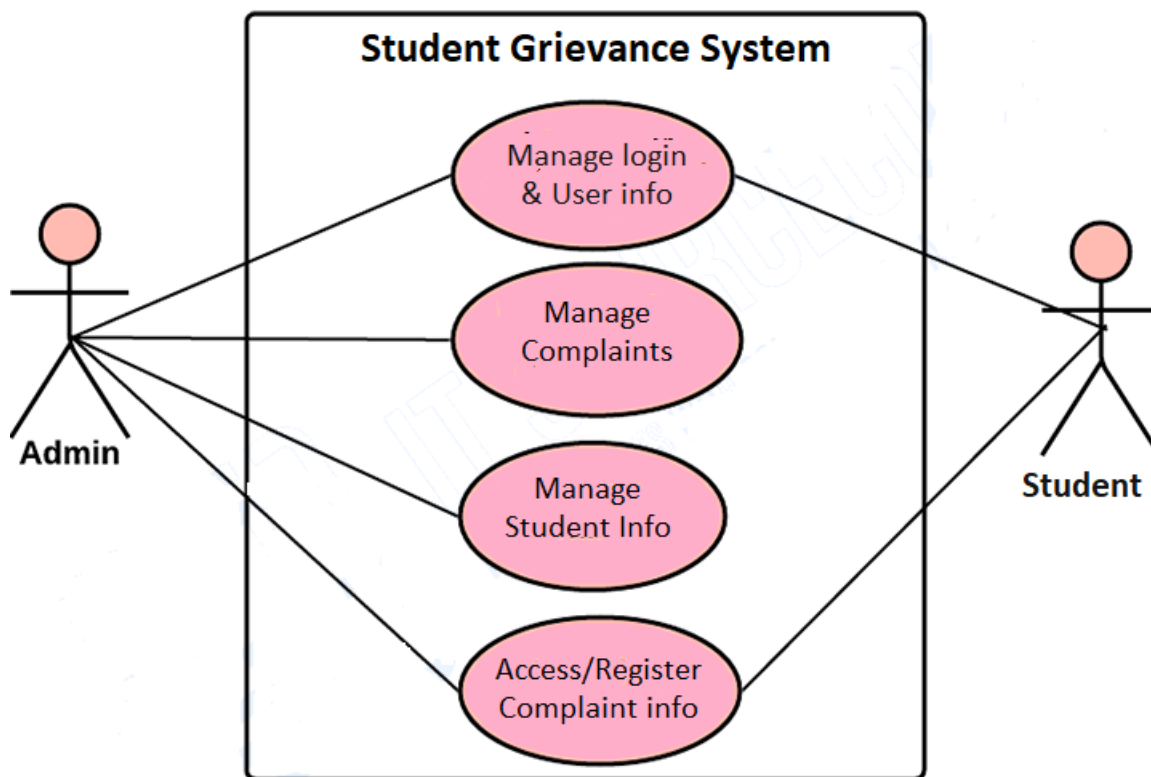
4. Technologies

- **XAMPP** – XAMPP is a free solution stack for website developers that include a web server, database server, and scripting engines. XAMPP is the most popular PHP development environment which also includes Apache web server, MySQL, PHP, Perl, a FTP server and phpMyAdmin.
- **MySQL** –It is an open-source relational database management system (RDBMS). Databases are the essential data repository for all software applications. For example, whenever someone conducts a web search, logs in to an account, or completes a transaction, a database system is storing the information so it can be accessed in the future.
- **PHP** - PHP is a script on the server-side used for the creation of Static or Dynamic Web sites or Web applications. PHP is a pre-processor for hypertext, which used to stand for home pages. The software used to build web applications is an open-source, server-side scripting language.

5. Design

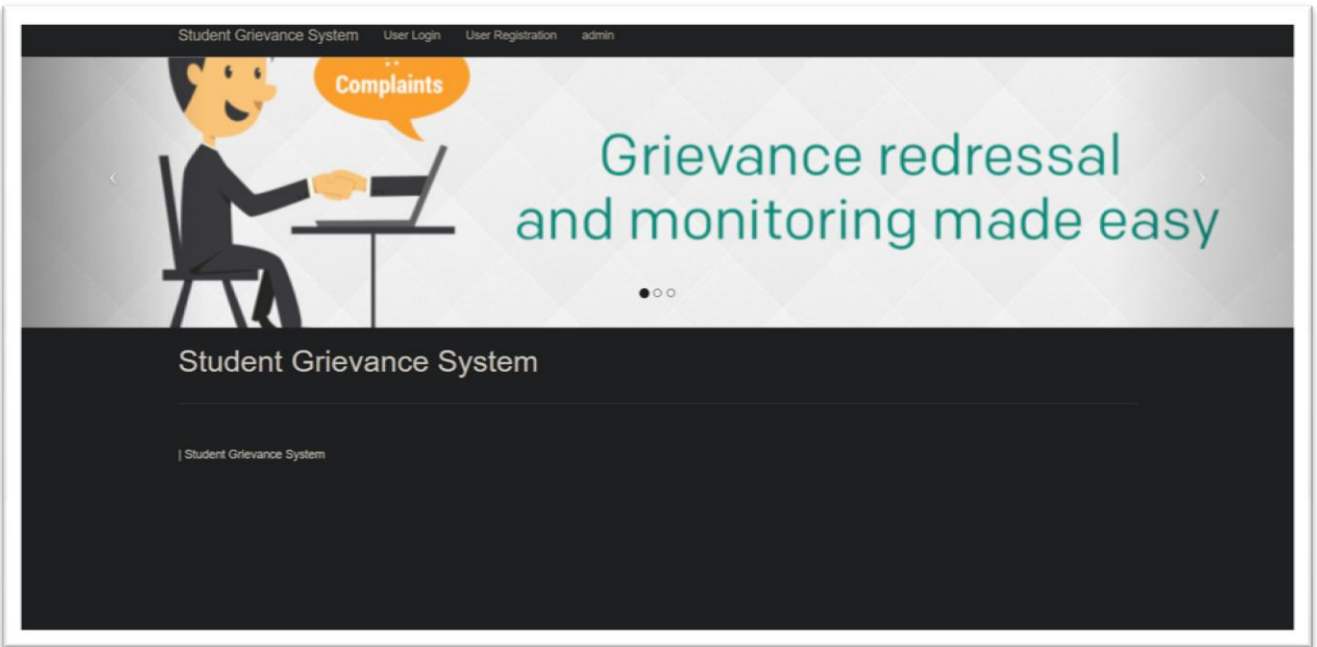
We used the phpMyAdmin to create a dashboard to manage our project.

USE CASE DIAGRAM

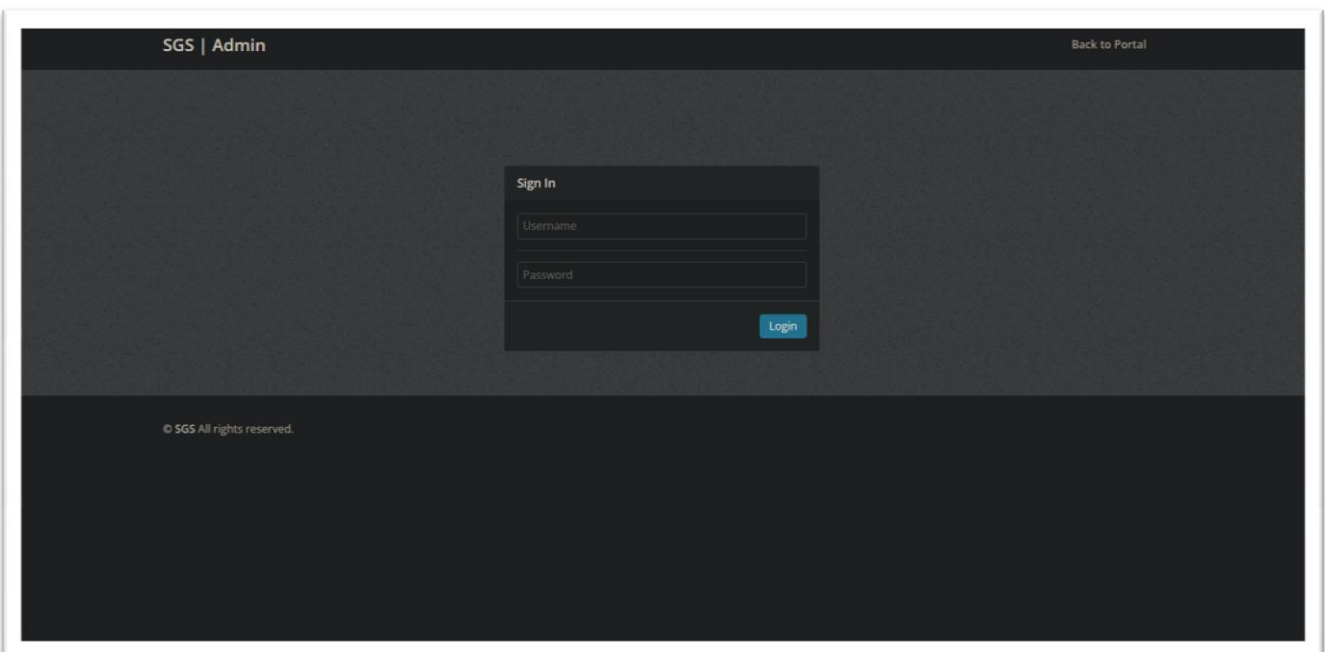


6. Result

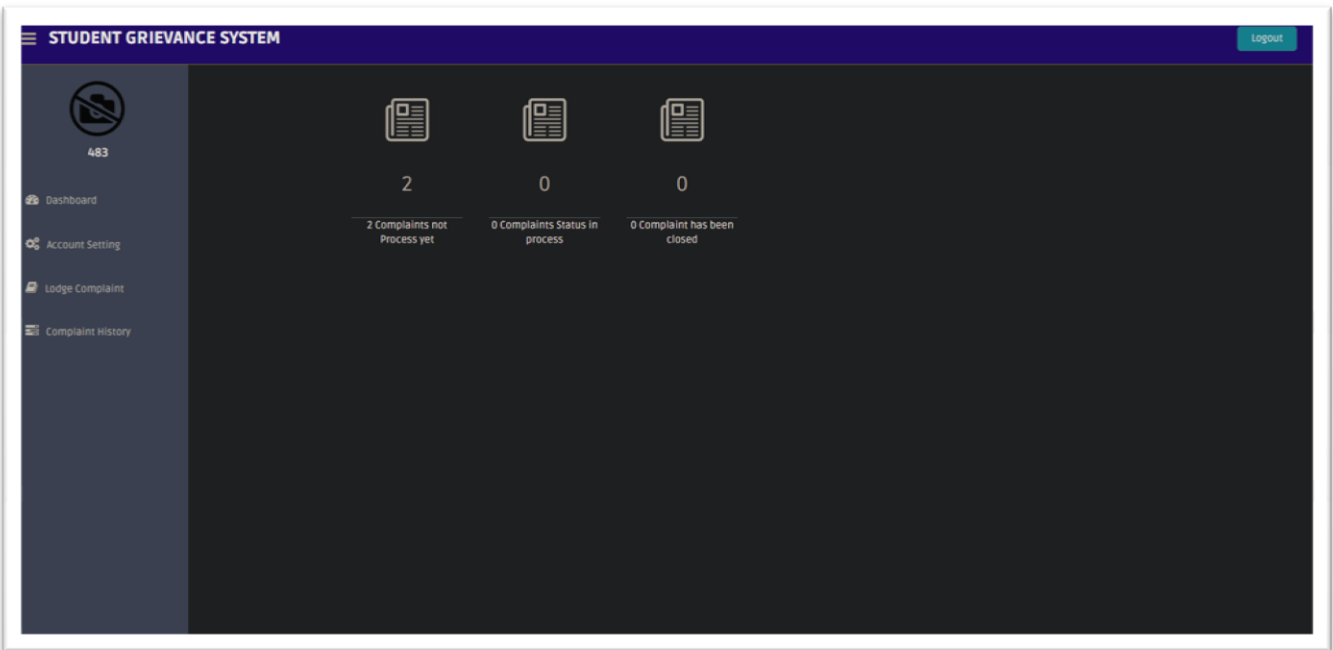
Default Home Screen before Login



Admin login



Student Interface



Complaint Interface for Student

The screenshot shows the 'Register Complaint' form. It includes dropdown menus for 'College' (Select College), 'Category' (Select Category), 'Complaint Level' (Complaint), and 'State' (Kerala). There is a 'Department' dropdown (Select Department) and a text area for 'Complaint Details (max 2000 words)'. At the bottom, there is a 'Complaint Related Doc(if any)' section with a 'Choose File' button and 'No file chosen' text, followed by a 'Submit' button.

Admin Interface

SGS | Admin

Admin

Manage Complaint

Not Process Yet Complaint17

Pending Complaints4

Closed Complaint4

Admin Change Password

Current PasswordEnter your current Password

New PasswordEnter your new current Password

Current PasswordEnter your new Password again

Submit

CS 702 Project

SGS | Admin

Admin

Manage Complaint

Not Process Yet Complaint17

Pending Complaints4

Closed Complaint4

Closed Complaints

Show10entries

Search:

Complaint No	complainant Name	Reg Date	Status	Action	Remaining Days
6	Jeswanth	2022-09-30 22:50:16	Not process yet	View Details	15 days left
7	Jeswanth	2022-09-30 22:50:56	Not process yet	View Details	15 days left
8	Jeswanth	2022-09-30 22:53:05	Not process yet	View Details	15 days left
10	Jeswanth	2022-09-30 22:57:24	Not process yet	View Details	15 days left
11	Jeswanth	2022-09-30 23:06:32	Not process yet	View Details	15 days left
12	Jeswanth	2022-09-30 23:07:09	Not process yet	View Details	15 days left
13	Jeswanth	2022-09-30 23:09:57	Not process yet	View Details	15 days left
14	Jeswanth	2022-09-30 23:11:19	Not process yet	View Details	15 days left
15	Jeswanth	2022-09-30 23:12:38	Not process yet	View Details	15 days left
16	Jeswanth	0000-00-00 00:00:00	Not process yet	View Details	15 days left

Showing 1 to 10 of 15 entries

7. TEST CASES

Wrong Credentials Entered:

This screenshot shows the login interface for the SGS Admin portal. The header includes 'SGS | Admin' on the left and a 'Back to Portal' link on the right. The main content area features a 'Sign In' form with a red error message 'Invalid username or password' displayed above the input fields. The form contains two text boxes labeled 'Username' and 'Password', and a blue 'Login' button. At the bottom left of the page, the copyright notice '© SGS All rights reserved.' is visible.

Invalid username or password:

This screenshot displays the login page for the Complaint Management System. The header reads 'Complaint Managent System' (note the typo). Below the header is a large teal button labeled 'SIGN IN NOW'. A red error message 'Invalid username or password' is shown below this button. The login form consists of three text boxes: 'College ID Number', 'Enrollment Number', and 'Password'. Below these is a teal button with a lock icon and the text 'SIGN IN'. At the bottom, there is a link that says 'Don't have an account yet? Create an account'.

Test case table:

TEST CASE ID	TEST SCENARIO	TEST CASE	PRE-CONDITION	TEST STEPS	TEST DATA	RESULT
TC_LOGIN_001	Verify the login of mail	Enter valid User Name and valid Password	1. Need a valid mail Account to do login	1. Enter User Name 2. Enter Password 3. Click "Login" button	<Valid User Name> <Valid Password>	Successful login
TC_LOGIN_001	Verify the login of mail	Enter valid User Name and invalid Password	1. Need a valid mail Account to do login	1. Enter User Name 2. Enter Password 3. Click "Login" button	<Valid User Name> <Invalid Password>	A message "Invalid username or password" is shown
TC_LOGIN_001	Verify the login of mail	Enter invalid User Name and valid Password	1. Need a valid mail Account to do login	1. Enter User Name 2. Enter Password 3. Click "Login" button	<Invalid User Name> <Valid Password>	A message "Invalid username or password" is shown
TC_LOGIN_001	Verify the login of mail	Enter invalid User Name and invalid Password	1. Need a valid mail Account to do login	1. Enter User Name 2. Enter Password 3. Click "Login" button	<Invalid User Name> <Invalid Password>	A message "Invalid username or password" is shown

8. Conclusion

Using the webpage users (Students) can login and lodge any complaint by just selecting the specific category and department and the person from the institute (Admin) can easily access the webpage and attend all the complaints with in time.