



Tech Saksham

FINAL PROJECT REPORT

Track1_Applied_CC_for_Software_Development “ONLINE FEEDBACK SYSTEM”

“Rayalaseema University College of Engineering”

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ABSTRACT

The rapid evolution of technology and the changing landscape of education have made it imperative for institutions to adapt and innovate. In this context, we propose the development and implementation of an **Online Feedback System** tailored specifically for engineering colleges. This system aims to streamline and enhance the feedback collection process, providing valuable insights into various aspects of the educational experience.

This Online Feedback System is designed to foster open communication between students, faculty, and administrators. It will enable students to provide feedback on course content, teaching methods, and overall college experience. Faculty members can gain valuable input for course improvement and professional development. Administrators will have access to comprehensive data for evidence-based decision-making.

Key features of the system include user-friendly interfaces, anonymity for feedback providers, data security measures, and data analytics tools for generating actionable insights. The system's implementation will promote a culture of continuous improvement within the institution, ultimately leading to a higher quality of education.

This abstract introduces a comprehensive Online Feedback System tailored for engineering colleges, emphasizing its potential to enhance the educational experience by facilitating efficient feedback collection and data-driven decision-making. This system is poised to play a pivotal role in shaping the future of engineering education.

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CHAPTER 1

INTRODUCTION

1.1 Overview

The **Online Feedback System** Project represents a comprehensive solution designed to streamline the process of collecting, analyzing, and leveraging feedback in various contexts, such as business, education, and public services. In an increasingly interconnected world, where digital interactions have become the norm, this project aims to create a user-centric platform that facilitates the efficient exchange of opinions, evaluations, and suggestions.

The primary objectives of the project are as follows:

To create an intuitive and user-friendly interface that encourages individuals to provide feedback easily and conveniently.

To develop a secure and scalable system capable of handling a large volume of feedback data while ensuring data privacy and anonymity.

To implement robust data analytics and machine learning algorithms that can extract meaningful insights from feedback data, enabling organizations to make data-driven decisions.

To support customization and personalization features, allowing organizations to tailor feedback mechanisms to their specific needs.

To enhance the overall user experience by providing real-time feedback options and interactive features.

1.2 Feature

Key Features of the Online Feedback System Project:

1.2.1 User Registration and Authentication:

The system incorporates a robust user registration and authentication process. Users are required to create accounts, providing essential information to ensure the authenticity of feedback providers. This feature not only safeguards the system against misuse but also allows for tracking and analysis of user demographics.

1.2.2 Feedback Submission:

A central component of the project is the ability for users to submit feedback effortlessly. Feedback can take various forms, including textual comments, numerical ratings, and even multimedia content such as images or videos. This versatility ensures that users can convey their opinions in the most suitable manner.

1.2.3 Anonymity Options:

To encourage candid and honest feedback, the system offers anonymity options. Users can choose to keep their identities hidden when submitting feedback, fostering an environment where individuals feel comfortable expressing their thoughts without fear of repercussions. This feature is particularly valuable for sensitive or critical feedback scenarios.

1.2.4 Data Storage and Security:

Data security is paramount in the Online Feedback System. All feedback data is stored securely, with strict adherence to data protection regulations. Encryption, access controls, and regular security audits are implemented to safeguard the privacy and integrity of user information and feedback data.

1.2.5 Data Analysis:

The heart of the system lies in its data analysis capabilities. Advanced data analytics and machine learning algorithms are employed to sift through the vast amount of feedback data. These algorithms identify trends, patterns, and correlations within the feedback, providing valuable insights that organizations can use to improve their offerings or services.

1.2.6 Dashboard and Reports:

Organizations are provided with customized dashboards and detailed reports. These tools offer a comprehensive view of the feedback data, presenting key metrics, trends, and visualizations. Decision-makers can gain a quick understanding of user sentiment and areas requiring attention, facilitating data-driven decision-making.

1.2.7 Feedback Response:

The system promotes two-way communication by allowing organizations to respond to feedback directly. This feature fosters transparency and trust, demonstrating to users that their input is valued and acted upon. Timely responses can also mitigate potential issues and enhance the overall user experience.

1.2.8 Customization:

Recognizing that different organizations and industries have unique needs, the Online Feedback System is highly customizable. It allows organizations to tailor the feedback mechanisms to their specific requirements, ensuring that the system aligns with their goals and objectives.

These key features collectively form a robust and adaptable feedback system that empowers organizations to gather, analyze, and act upon feedback effectively. Whether in the realm of business, education, or public services, these features equip organizations with the tools they need to enhance their operations, improve user satisfaction, and drive continuous improvement.

1.3 Advantages

Advantages of Online Feedback System:

1.3.1 Efficiency and Convenience:

One of the primary advantages of an online feedback system is its efficiency and convenience. Users can submit feedback from the comfort of their homes or on the go, eliminating the need for physical forms or in-person surveys. This convenience not only encourages more users to provide feedback but also ensures that feedback is collected in a timely manner, enabling organizations to respond quickly to issues and improvements.

1.3.2 Real-time Feedback:

Online feedback systems offer the advantage of real-time data collection. This means that organizations can receive feedback instantly as it's submitted, allowing for immediate analysis and action. This real-time aspect is particularly valuable in fast-paced environments, such as customer service, where addressing issues promptly can lead to improved customer satisfaction.

1.3.3 Cost-Effectiveness:

Traditional feedback methods often involve printing, distribution, and manual data entry, incurring substantial costs. Online feedback systems significantly reduce these expenses. Once implemented, they require minimal ongoing costs for maintenance and can serve a large number of users

simultaneously. This cost-effectiveness makes online feedback systems an attractive choice for organizations looking to optimize their budget.

1.3.4 Data Accuracy and Consistency:

Online feedback systems ensure data accuracy and consistency. Responses are automatically recorded and stored electronically, minimizing the risk of human error in data entry or transcription. Moreover, standardized question formats and response options help maintain data consistency, making it easier to analyze and compare feedback across different periods or user groups.

1.3.5. Anonymity and Honesty:

Many online feedback systems allow users to provide feedback anonymously. This anonymity encourages users to be more candid and honest in their responses, as they don't fear potential repercussions for negative feedback. This leads to a more accurate representation of user sentiments and concerns, providing organizations with valuable insights.

1.3.6 Data Analysis and Insights:

Online feedback systems often come equipped with powerful data analysis tools. They can automatically process and interpret feedback data, identifying trends, patterns, and sentiment analysis. This data-driven approach empowers organizations to gain deeper insights into user preferences, pain points, and areas for improvement, enabling them to make informed decisions.

1.3.7 Customization and Personalization:

These systems can be tailored to suit the specific needs of different organizations and industries. This customization allows organizations to create feedback forms and surveys that align with their objectives and gather the precise information they require. Personalization features can also

enhance the user experience, making feedback processes more engaging and relevant.

1.3.8 Enhanced Communication:

Online feedback systems often include features for two-way communication between users and organizations. Users can receive responses to their feedback, fostering a sense of engagement and transparency. This communication channel can help organizations address user concerns, provide clarifications, and build stronger relationships with their stakeholders.

In conclusion, the advantages of an online feedback system are numerous and encompass efficiency, real-time data collection, cost-effectiveness, data accuracy, anonymity, data analysis, customization, and improved communication. These advantages make online feedback systems indispensable tools for organizations seeking to adapt to the digital age and better serve their users and customers.

1.4 Scope

The scope of the Online Feedback System Project is defined by a series of key components and functionalities aimed at creating a comprehensive platform for efficient feedback collection and analysis. This scope encompasses the development of both front-end and back-end components, data management, analytics modules, and user management features.

1.4.1. Front-end Development: The project will involve the creation of user-friendly web and mobile interfaces to ensure accessibility across a variety of devices and platforms. These interfaces will facilitate easy feedback submission and interaction for users, ensuring a seamless user experience.

1.4.2. Back-end Development: The back-end development will include the construction of a robust and scalable server infrastructure to handle user requests, feedback data storage, and processing. This component will also manage user authentication, security measures, and communication between the front-end and back-end systems.

1.4.3. Database System: The project will implement a well-structured database system to securely store feedback data, user profiles, and organizational information. This database will be designed for scalability to accommodate a growing volume of feedback over time.

1.4.4. Data Analytics Modules: Advanced data analytics and machine learning algorithms will be integrated into the system to extract meaningful insights from feedback data. These modules will identify trends, sentiment analysis, and other relevant patterns to provide organizations with actionable information.

1.4.5. User Management Features: The project scope includes the development of user registration and authentication features to ensure the legitimacy of feedback providers. User profiles will allow for customization of feedback experiences, and options for anonymous feedback submission will be implemented to encourage candid input.

1.4.6. Customization and Personalization: The system will be highly customizable to meet the specific needs of different organizations and industries. Organizations can configure feedback mechanisms, response protocols, and reporting formats according to their unique requirements.

1.4.7. Security and Compliance: Stringent security measures will be implemented to safeguard user data and ensure compliance with data protection regulations. Data encryption, access controls, and user privacy options will be integral components of the system.

1.4.8. Feedback Response: The system will enable organizations to respond to feedback, fostering transparent communication with users. This feature promotes engagement and trust between feedback providers and organizations.

1.4.9. Reporting and Dashboard: Customized dashboards and reporting tools will be developed, allowing organizations to access actionable insights derived from feedback data. These visualizations will aid in decision-making and performance assessment.

1.4.10. Iterative Development and Testing: The project will follow an iterative development process with thorough testing at each stage. This ensures the system's reliability, scalability, and security, while also accommodating potential enhancements and updates in response to user feedback.

In conclusion, the scope of the Online Feedback System Project encompasses a holistic approach to feedback management. It combines user-centric design, data analytics, customization options, and robust security to create a versatile platform that serves organizations in various sectors. This comprehensive scope positions the project to make a significant impact on improving user experiences, fostering innovation, and enhancing the quality of products, services, and educational processes.

1.5 Future Work

Future Work of the Project:

1.5.1. Scalability and Performance Enhancement:

As the usage of the Online Feedback System continues to grow, one of the critical areas of future work involves ensuring the system's scalability and performance. This includes optimizing database queries, improving response times, and implementing load balancing mechanisms to handle increasing user loads. Additionally, the project team will explore cloud-based solutions to accommodate expanding user bases and data storage requirements.

1.5.2. Enhanced Data Analytics:

Future iterations of the project will focus on advancing data analytics capabilities. This includes implementing more sophisticated machine learning algorithms to extract deeper insights from feedback data. Predictive analytics and sentiment analysis can be integrated to proactively identify trends, emerging issues, and opportunities for improvement. Moreover, natural language processing (NLP) techniques can be employed to categorize and summarize feedback more effectively.

1.5.3. Integration with External Systems:

To maximize the project's utility, future work will involve integrating the Online Feedback System with external platforms and systems. This includes seamless integration with Customer Relationship Management (CRM) systems, Learning Management Systems (LMS), and other organizational databases. Such integration can facilitate the automatic synchronization of data and further streamline feedback-driven decision-making processes.

1.5.4. Accessibility and User Experience Enhancements:

Continuous improvement in user experience remains a priority for future development. This includes ensuring the system is accessible to users with disabilities, enhancing mobile responsiveness, and refining the user interface based on user feedback and usability studies. The goal is to make the feedback process as effortless and user-friendly as possible to encourage widespread participation.

1.5.5. Security and Compliance Upgrades:

As data privacy regulations evolve, the project will need to stay compliant with the latest standards. Future work will focus on enhancing security measures, including encryption, data access controls, and regular security audits. Compliance with international data protection regulations, such as GDPR and CCPA, will be a priority to maintain user trust.

1.5.6. Feedback Loop Optimization:

To foster a more interactive feedback ecosystem, future iterations will introduce features to close the feedback loop effectively. This may include mechanisms for organizations to acknowledge and act upon feedback, providing users with visibility into the impact of their input. Additionally, automated follow-up surveys and notifications can be implemented to track the resolution of issues raised through feedback.

1.5.7. User Training and Support:

Supporting users in maximizing the benefits of the Online Feedback System is vital. Future work will include the development of training resources, tutorials, and customer support channels to assist both organizations and individual users in using the system effectively. User training can empower users to provide more constructive feedback and understand the value of their input.

1.5.8. Internationalization and Multilingual Support:

To cater to a global user base, future development will involve internationalization efforts, enabling the system to support multiple languages and regional variations. This ensures that feedback collection is inclusive and accessible to users from diverse linguistic backgrounds.

In conclusion, the future work of the Online Feedback System Project will focus on enhancing its technical capabilities, user experience, and impact. By continually evolving and adapting to emerging trends and user needs, the project aims to remain at the forefront of feedback collection and analysis, driving positive outcomes for organizations and individuals alike.

CHAPTER 2

SERVICES AND TOOLS REQUIRED

2.1 Services Used

There are so many services that I have used for the implementation of the project - Online feedback System.

2.1.1. Cloud Hosting and Infrastructure:

The project relies on cloud hosting services, such as Amazon Web Services (AWS) or Microsoft Azure, to provide scalable and reliable infrastructure. These cloud platforms offer a flexible and cost-effective solution for hosting the web application, databases, and associated services. The scalability of cloud infrastructure ensures that the system can handle varying levels of user activity without performance bottlenecks.

2.1.2. Web Development Framework:

To build the user interface and the backend of the online feedback system, a web development framework like Django (Python), Ruby on Rails, or Node.js may be employed. These frameworks provide the foundation for creating responsive and interactive web applications. They facilitate the development of user registration, feedback submission forms, and real-time features while ensuring security and efficiency.

2.1.3. Database Management System (DBMS):

A robust DBMS like MySQL, PostgreSQL, or MongoDB plays a crucial role in storing and managing feedback data securely. It allows for structured data storage, retrieval, and efficient querying. Utilizing a DBMS also enables data encryption and access control to protect sensitive feedback information.

2.1.4. Authentication and Authorization Services:

User registration and login processes require authentication and authorization services, which can be implemented using tools like OAuth or Single Sign-On (SSO). These services ensure that user accounts are secure and accessible only to authorized individuals. They also integrate seamlessly with the feedback system, providing a seamless user experience.

2.1.5. Data Analytics and Machine Learning Tools:

Advanced data analytics and machine learning tools, such as Python libraries like Pandas, Scikit-Learn, and TensorFlow, are integrated to extract valuable insights from the feedback data. These tools enable sentiment analysis, trend identification, and predictive modeling, helping organizations make data-driven decisions and improvements.

2.1.6. Real-Time Communication Services:

For features like real-time feedback submission and responses, real-time communication services like WebSocket's or Firebase Realtime Database are employed. These services ensure that users can interact with the system in real-time, fostering engagement and transparency.

2.1.7. Data Backup and Disaster Recovery:

Data backup and disaster recovery services are crucial to ensure the availability and integrity of feedback data. Regular data backups to remote locations and automated recovery mechanisms are implemented to safeguard against data loss due to unforeseen events.

2.1.8. Content Delivery Network (CDN):

To enhance the system's performance and user experience, a Content Delivery Network, like Cloudflare or Akamai, is used to cache and deliver static assets (e.g., images, stylesheets) from servers located geographically closer to users. This reduces load times and improves system responsiveness.

2.1.9. Security Services:

Security services, including intrusion detection systems, encryption protocols (HTTPS), and vulnerability scanning tools, are integrated to protect the system against cyber threats and ensure the privacy of user data. Regular security audits and updates are performed to mitigate potential vulnerabilities.

In conclusion, the Online Feedback System Project relies on a comprehensive set of services to provide a secure, scalable, and feature-rich platform for collecting, analyzing, and leveraging user feedback effectively. These services work in tandem to create a seamless and user-centric feedback experience while maintaining the integrity and security of the feedback data.

2.2 Tools and Softwares used

2.2.1. Programming Languages used

While implementing this project – Online feedback system, We have used few front end and backend languages.

- 1. Hyper Text markup language:** HTML (Hypertext Markup Language) is the standard markup language for creating web pages. It structures content using tags, defining elements like headings, paragraphs, links, and images, enabling browsers to render and display web content.
- 2. Cascading Style Sheets :** CSS (Cascading Style Sheets) is a vital web technology that defines the visual presentation of web content. It controls layout, colors, fonts, and responsive design, enhancing the aesthetics and usability of websites.
- 3. Java Script :** JavaScript is a versatile, client-side scripting language used in web development to create dynamic and interactive elements on websites. It enhances user experiences through real-time functionality and is essential for modern web applications.

4. **Bootstrap :** Bootstrap is a popular front-end framework that simplifies web development. It provides a library of pre-designed CSS and JavaScript components, allowing developers to create responsive, aesthetically pleasing websites and web applications efficiently.
5. **MySQL Database :** MySQL is a popular open-source relational database management system (RDBMS) known for its speed, scalability, and reliability. It uses structured query language (SQL) to manage and manipulate data, making it a preferred choice for web applications, content management systems, and various data-driven software applications.
6. **Hypertext Pre-Processor (PHP):** PHP (Hypertext Preprocessor) is a popular server-side scripting language commonly used for web development. It excels in connecting web applications to databases, including MySQL, PostgreSQL, and SQLite, making it a powerful tool for dynamic website creation. With PHP, developers can execute database queries, retrieve and manipulate data, and update records in real-time. It provides a seamless interface between the web application and the database, allowing for dynamic content generation, user authentication, and data-driven web solutions. PHP's versatility and compatibility with various database systems make it a cornerstone for building interactive and data-rich websites and web applications.

7. **User Authentication and Security:**

Ensuring user data security and authentication is paramount. The project employs:

7.1. **OAuth:** Enabling third-party authentication options, enhancing user convenience and trust.

7.2.2. **SSL/TLS:** Implementing encryption protocols to secure data transmission.

Version Control and Collaboration:

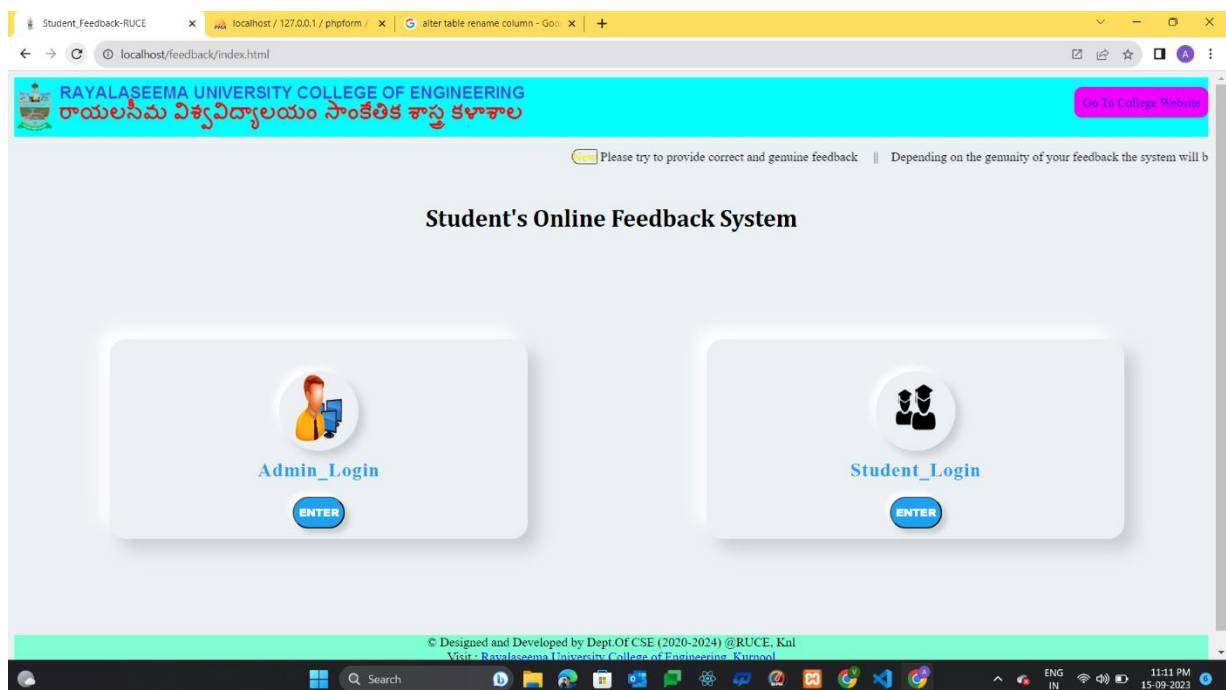
Efficient collaboration and code management are crucial. The project utilizes:

Git: A distributed version control system for tracking changes in the source code.

GitHub or GitLab: Platforms for hosting and sharing code repositories, facilitating collaboration among developers and project contributors.

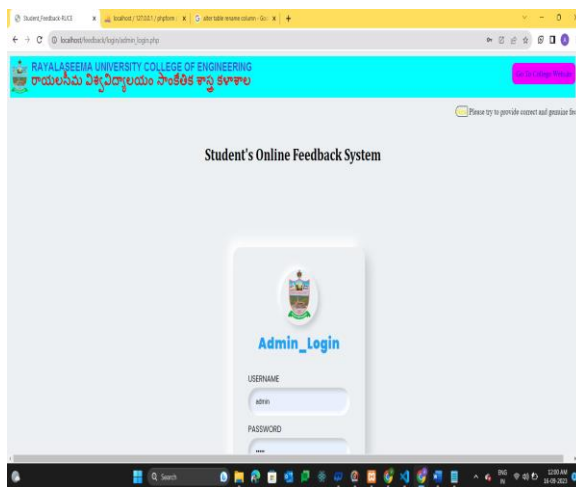
3. Implementation of the project:

In our project , The first page i.e., welcome page consists of the 2 divisions at where the user have to navigate to their respective panel , either user panel Admin panel / User Panel.



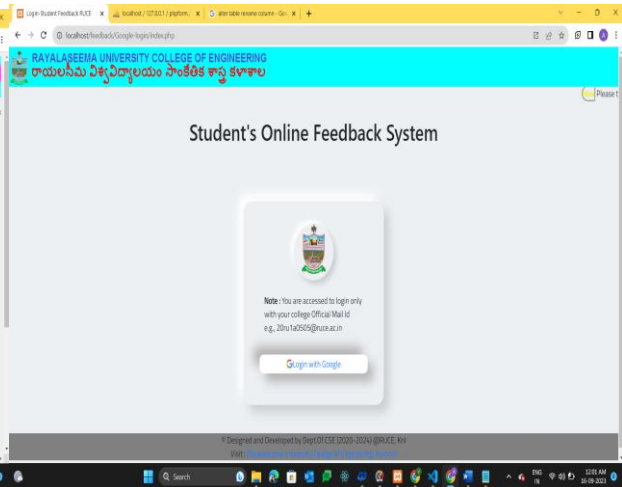
Once it is done , If we select Admin Login, If select user panel is asked Google Authentication using OAuth.

Admin Login Page



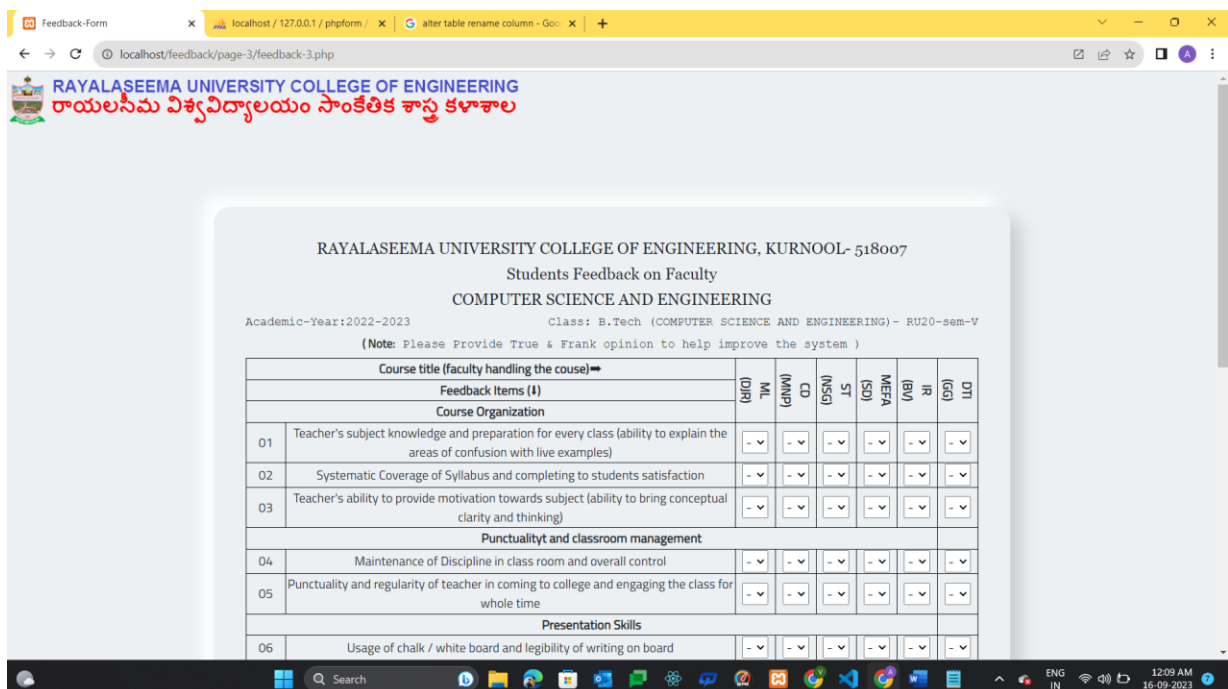
The screenshot shows the Admin Login page of the Student's Online Feedback System. The page has a light blue header with the university name in English and Telugu. The main content area is white with a central login box. The box contains the university logo, the text 'Admin_Login', and fields for 'USERNAME' (with 'admin' entered) and 'PASSWORD'. A 'Login' button is at the bottom of the box. A note at the top right says 'Please try to provide correct mail password'.

User Login Page



The screenshot shows the User Login page of the Student's Online Feedback System. The page has a light blue header with the university name in English and Telugu. The main content area is white with a central login box. The box contains the university logo, a note stating 'Note: You are accessed to login only with your college Official Mail id e.g. 2019ha595@ruse.ac.in', and a 'Login with Google' button. A note at the top right says 'Please try to provide correct mail password'.

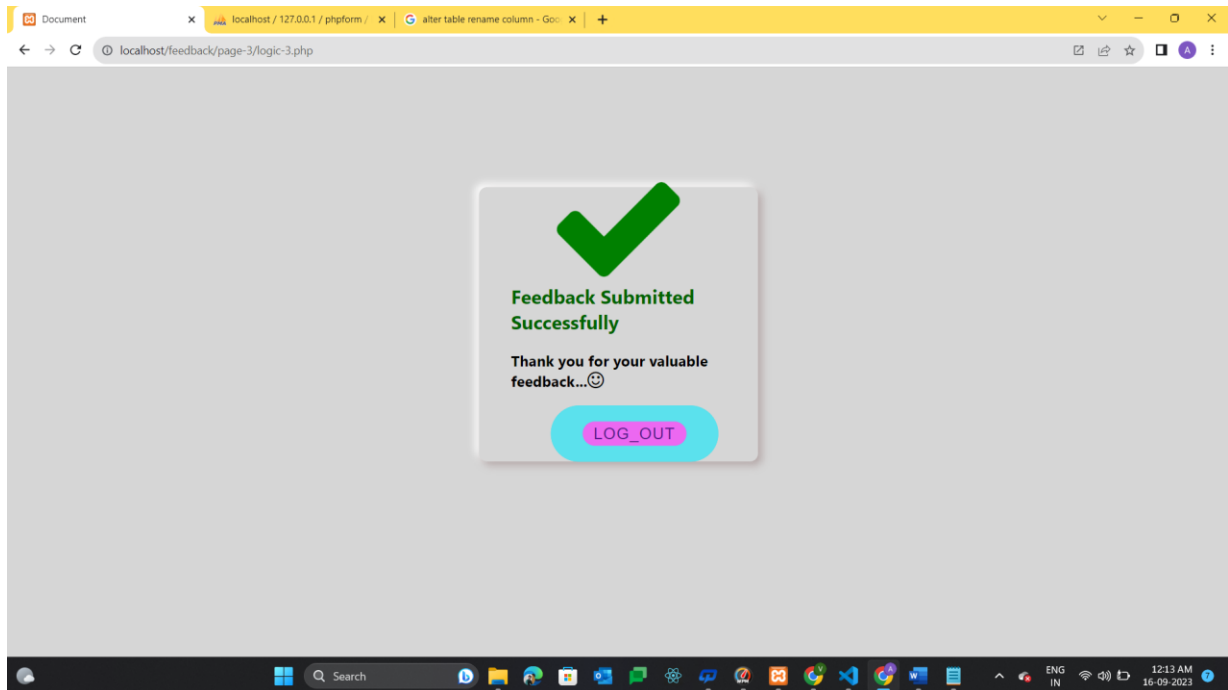
In user panel ,as we kept Google Authentication, the data will fetch from the Google API and then that data will fetch from the our database and then that data will start mapping...



The screenshot shows the Feedback Form page of the Student's Online Feedback System. The page has a light blue header with the university name in English and Telugu. The main content area is white with a central form box. The form box contains the university name, the title 'Students Feedback on Faculty', the course 'COMPUTER SCIENCE AND ENGINEERING', the academic year 'Academic-Year:2022-2023', and the class 'Class: B.Tech (COMPUTER SCIENCE AND ENGINEERING) - RU20-sem-V'. A note at the top of the form says '(Note: Please Provide True & Frank opinion to help improve the system)'. The form is a table with 6 rows and 8 columns. The columns are: Course title (faculty handling the course), Feedback Items (I), ML (D/R), CD (M/P), NSG, ST, MEFA (S/D), IR (B/I), Gg, and DTI. The rows are: 01 Teacher's subject knowledge and preparation for every class (ability to explain the areas of confusion with live examples), 02 Systematic Coverage of Syllabus and completing to students satisfaction, 03 Teacher's ability to provide motivation towards subject (ability to bring conceptual clarity and thinking), 04 Maintenance of Discipline in class room and overall control, 05 Punctuality and regularity of teacher in coming to college and engaging the class for whole time, and 06 Usage of chalk / white board and legibility of writing on board.

	Course title (faculty handling the course)	Feedback Items (I)	ML (D/R)	CD (M/P)	NSG	ST	MEFA (S/D)	IR (B/I)	Gg	DTI
01	Teacher's subject knowledge and preparation for every class (ability to explain the areas of confusion with live examples)		-	-	-	-	-	-	-	-
02	Systematic Coverage of Syllabus and completing to students satisfaction		-	-	-	-	-	-	-	-
03	Teacher's ability to provide motivation towards subject (ability to bring conceptual clarity and thinking)		-	-	-	-	-	-	-	-
04	Maintenance of Discipline in class room and overall control		-	-	-	-	-	-	-	-
05	Punctuality and regularity of teacher in coming to college and engaging the class for whole time		-	-	-	-	-	-	-	-
06	Usage of chalk / white board and legibility of writing on board		-	-	-	-	-	-	-	-

Once It has been submitted it will show one success popup message , and it will be auto logged out within 5 seconds.. Like this below

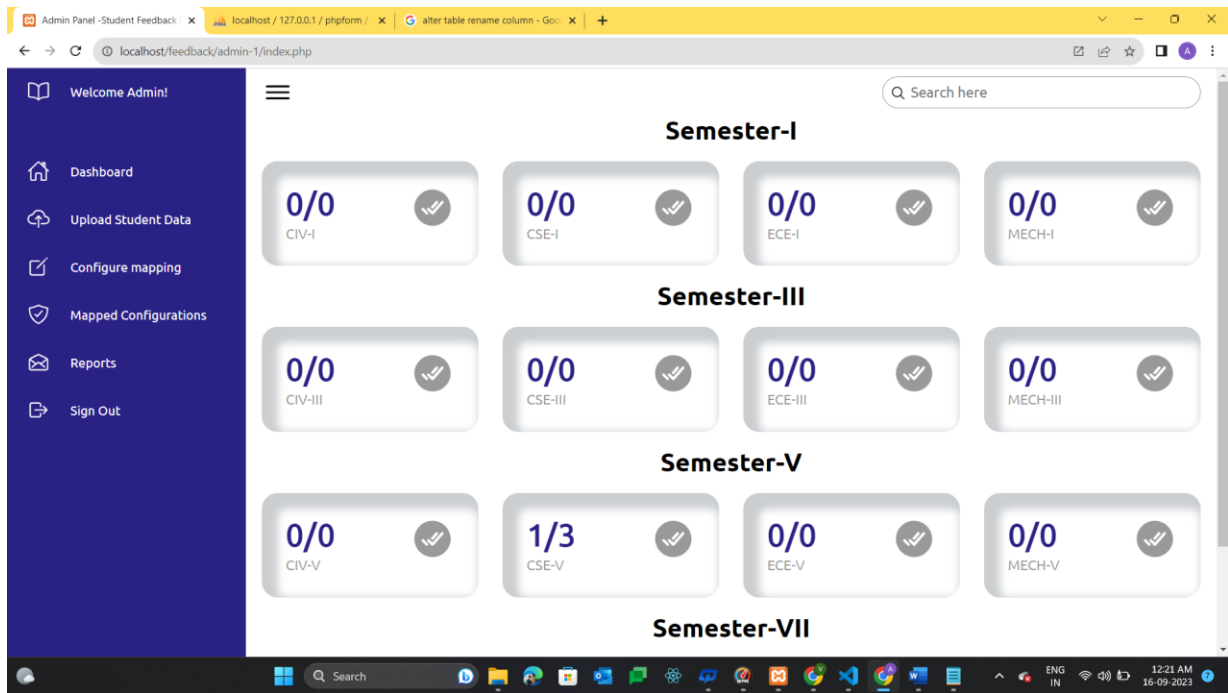


Admin Panel:

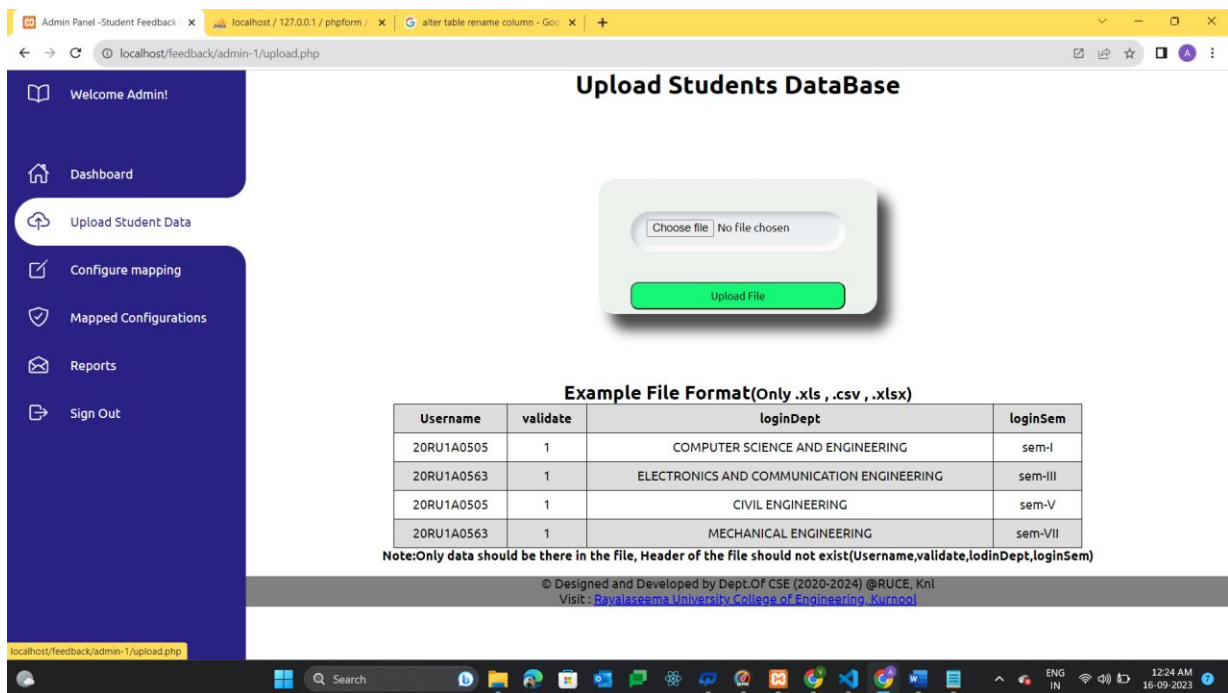
In admin panel of the project , there will be different services available , Admin can able to Add the Subjects, faculty, dealings subjects, Uploading Student data, and then they can able to download Reports..

Dashboard:

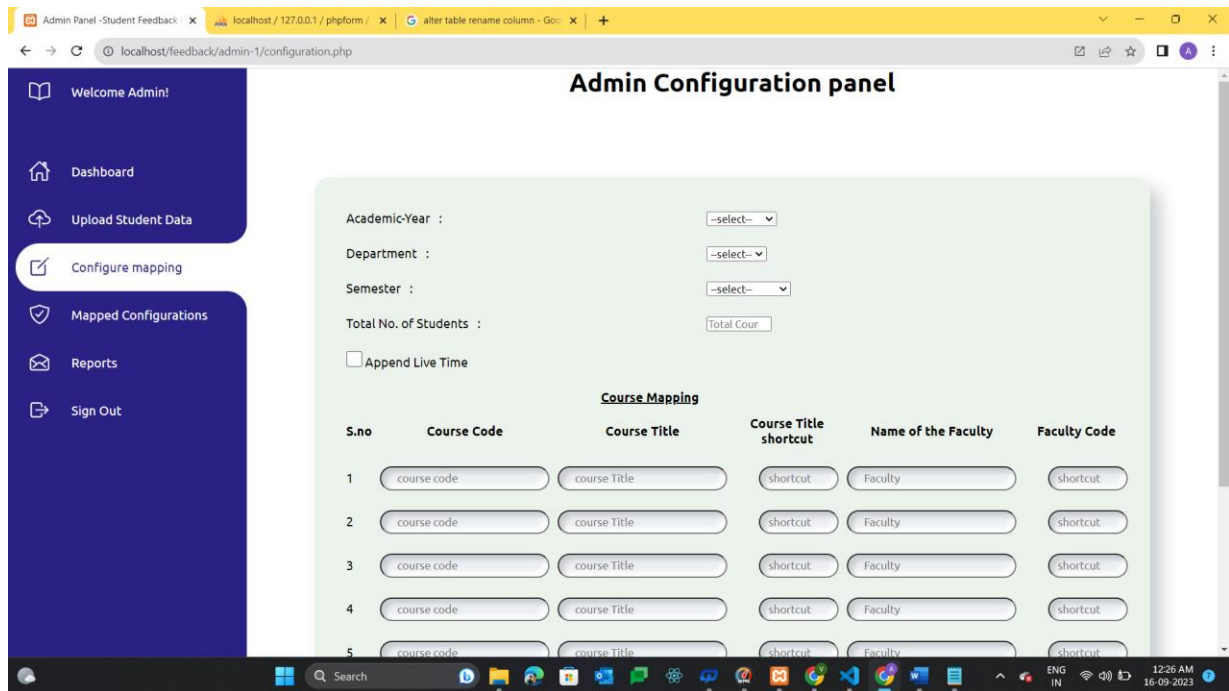
In the dashboard of the admin panel there will be status of each dept that which particular departments have been submitted the feedback..



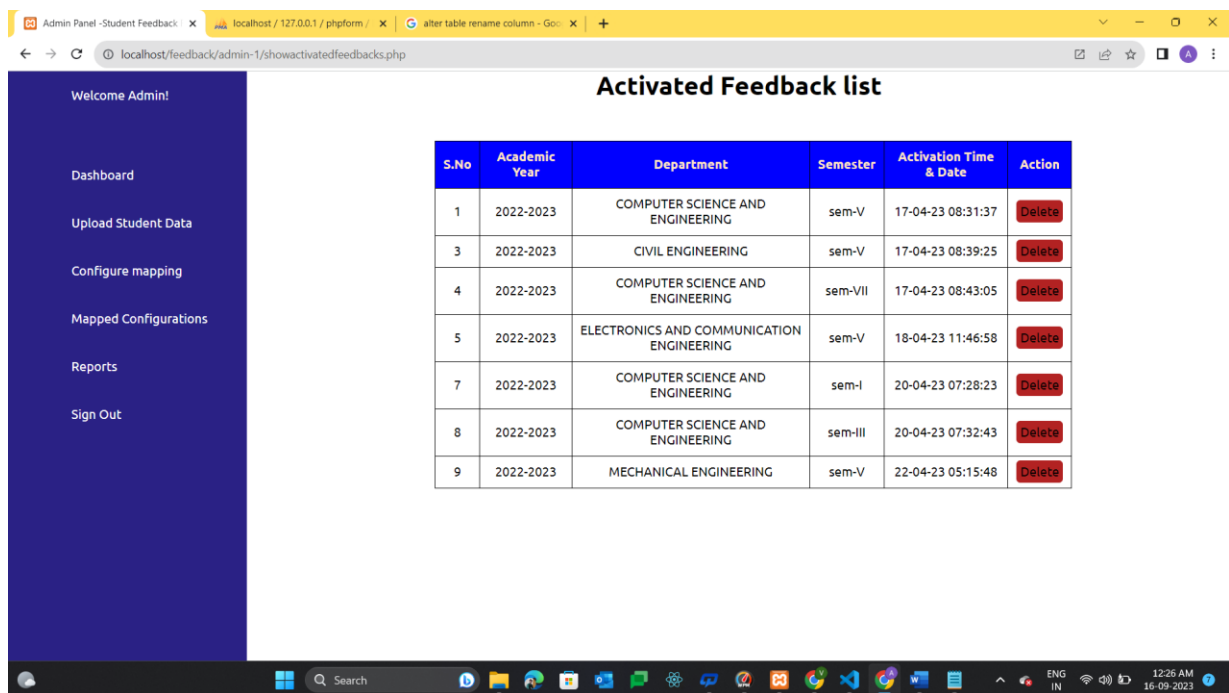
Uploading of student data into the data base :



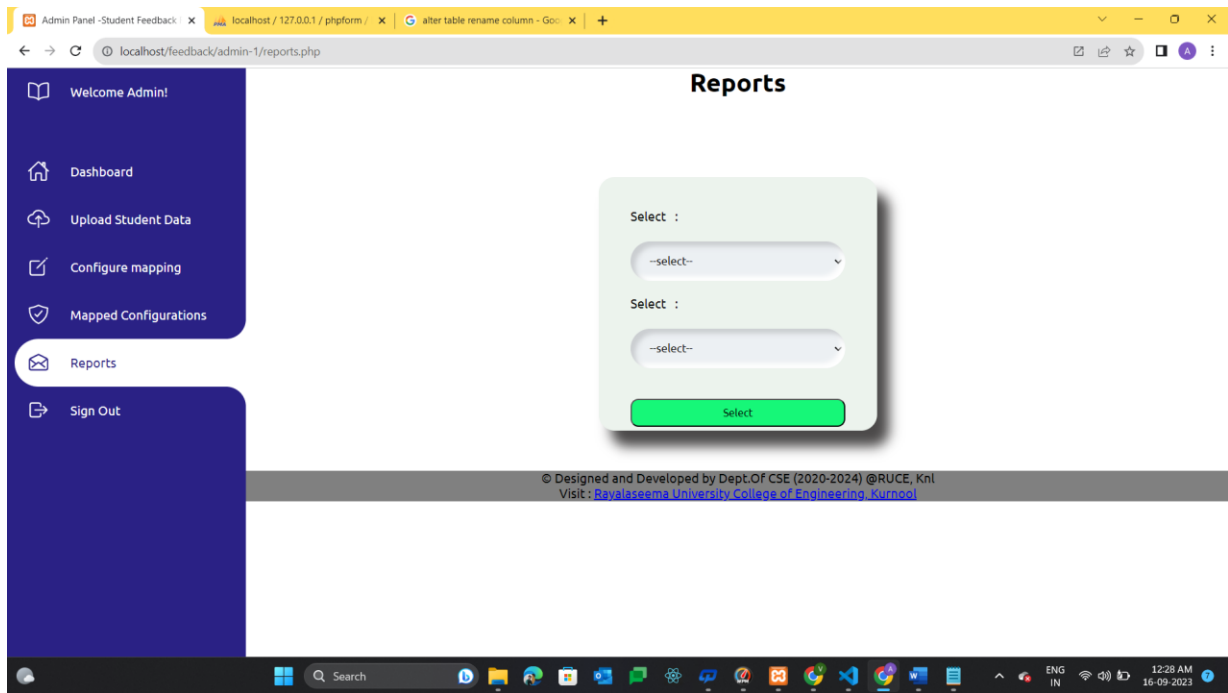
Configuration of feedback :



Once the Configuration is done , then we can able to retrieve that data in admin panel :



Ultimately we can download the reports in different formats :



The sample reports are..

Department	Semester	Faculty	Subject	Total Score	Rating
COMPUTER SCIENCE AND ENGINEERING	sem-V	D. Jayanarayana Reddy	Machine Learning	1.955	Satisfactory
COMPUTER SCIENCE AND ENGINEERING	sem-V	M. N. P. Swetha Priya	Compiler Design	1.974	Satisfactory
COMPUTER SCIENCE AND ENGINEERING	sem-V	N. S. Suguna	Software Testing	1.955	Satisfactory
COMPUTER SCIENCE AND ENGINEERING	sem-V	Sandhya	Managerial Economics and Financial	1.974	Satisfactory

CHAPTER 3

PROJECT ARCHITECTURE

3.1 Architecture

An online feedback system typically consists of several components that work together to collect, manage, and analyze feedback from users or customers. The architecture of such a system can vary depending on its complexity and specific requirements, but here is a general overview of the key components and their interactions:

1. User Interface (UI):

- The user interface is the front-end of the feedback system that users interact with. It can be a web application, mobile app, or even embedded feedback forms on a website.

2. Feedback Collection:

- Feedback can be collected through various channels, including:
 - Online forms: Users submit feedback through text input fields.
 - Surveys: Structured questionnaires with predefined response options.
 - Ratings and reviews: Users provide ratings and write reviews.
 - Social media integration: Collect feedback from social media platforms.
- APIs and SDKs may be used to integrate feedback collection into existing applications.

3. Data Storage:

- Feedback data is stored in a database or data storage system. Common choices include relational databases (e.g., MySQL, PostgreSQL), NoSQL databases (e.g., MongoDB, Cassandra), or cloud-based data storage solutions (e.g., Amazon DynamoDB, Google Cloud Firestore).

4. Authentication and Authorization:

- To ensure data security and privacy, user authentication and authorization mechanisms are implemented. Users may need to create accounts and log in to provide feedback.

5. Backend Services:

- Backend services handle data processing, validation, and business logic. They also communicate with the database and other external services. These services can be hosted on servers or in the cloud.

6. Feedback Analysis:

- Natural Language Processing (NLP) and sentiment analysis may be applied to text feedback to extract insights and sentiments.
- Machine learning models can help categorize feedback and identify trends.

7. Reporting and Dashboard:

- A reporting and dashboard component generates visualizations and reports based on the analyzed feedback data.

- Administrators and stakeholders can monitor trends, view summaries, and gain insights into user sentiment.

8. Notifications:

- Automated notifications can be sent to users or administrators when feedback is received or when specific conditions or thresholds are met.

9. Integration:

- Integration with other systems, such as CRM (Customer Relationship Management) or support ticket systems, can help streamline the resolution of issues raised in feedback.

10. Admin and User Management:

- Administrators should have tools to manage users, configure system settings, and moderate feedback.

11. Scalability and Redundancy:

- To handle varying loads and ensure system reliability, scalability and redundancy measures should be in place. This may involve load balancing, auto-scaling, and data backup strategies.

12. Security:

- Security measures, including encryption, data access controls, and regular security audits, are crucial to protect user data and system integrity.

13. Compliance:

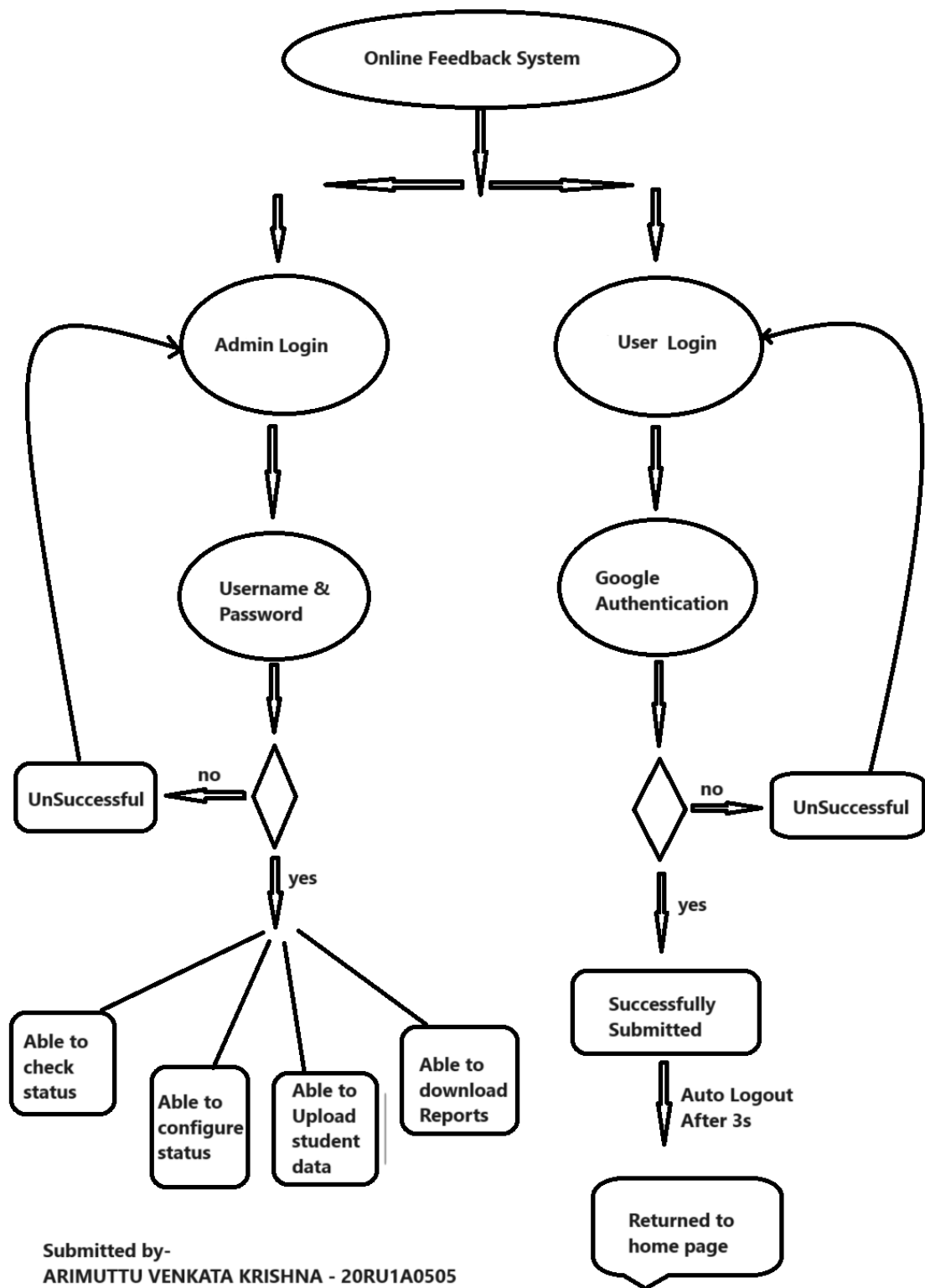
- Ensure compliance with data privacy regulations, such as GDPR or HIPAA, if applicable to your user base.

14. Feedback Loop:

- Continuously gather and analyze feedback to make improvements to the feedback system itself, as well as to the products or services being assessed.

The architecture of an online feedback system can evolve based on the organization's needs and technology trends. Additionally, it's essential to consider factors like performance, user experience, and data privacy when designing and implementing such systems.

Here is the Pictorial Representation of Online feedback system:



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CHAPTER 4

ARCHITECTURE BLOCKS DETAIL WORKING

4.1 Blocks

The architecture of an online feedback system is a structured framework that encompasses various components and processes working together to facilitate the collection, management, and analysis of feedback from users or customers. While specific implementations can vary widely based on unique requirements, here is a broad overview of the essential components and their interactions within such a system:

1. **User Interface (UI):**

- The UI serves as the user-facing front-end, enabling users to provide feedback. This interface can manifest as a web application, mobile app, or embedded forms on a website.

2. **Feedback Collection:**

- Feedback is gathered through diverse channels, including:
 - Online forms: Users input feedback through text fields.
 - Surveys: Structured questionnaires with predefined response options.
 - Ratings and reviews: Users rate and provide written feedback.
 - Social media integration: Feedback is harvested from social media platforms.
- APIs and SDKs can facilitate the integration of feedback collection into existing applications.

3. ****Data Storage:****

- Feedback data is stored in a database or data storage system, with common options including relational databases (e.g., MySQL, PostgreSQL), NoSQL databases (e.g., MongoDB, Cassandra), or cloud-based solutions (e.g., Amazon DynamoDB, Google Cloud Firestore).

4. ****Authentication and Authorization:****

- Robust user authentication and authorization mechanisms are implemented to safeguard data security and privacy. Users may need to create accounts and log in to submit feedback.

5. ****Backend Services:****

- Backend services manage data processing, validation, and business logic. They communicate with the database and external services, potentially hosted on servers or in the cloud.

6. ****Feedback Analysis:****

- Natural Language Processing (NLP) and sentiment analysis are applied to text feedback to extract insights and sentiments.

- Machine learning models can help categorize feedback and identify trends.

7. ****Reporting and Dashboard:****

- A reporting and dashboard component generates visualizations and reports based on the analyzed feedback data.

- Administrators and stakeholders can monitor trends, access summaries, and derive insights into user sentiment.

8. ****Notifications:****

- Automated notifications can be dispatched to users or administrators when feedback is received or specific conditions or thresholds are met.

9. ****Integration:****

- Integration with other systems, such as CRM (Customer Relationship Management) or support ticket systems, streamlines the resolution of issues raised in feedback.

10. ****Admin and User Management:****

- Administrators require tools to manage users, configure system settings, and oversee feedback moderation.

11. ****Scalability and Redundancy:****

- Scalability and redundancy measures, like load balancing, auto-scaling, and data backup strategies, ensure the system can handle varying loads while maintaining reliability.

12. ****Security:****

- Security protocols, encompassing encryption, data access controls, and regular security audits, are paramount to protect user data and system integrity.

13. ****Compliance:****

- Compliance with data privacy regulations, such as GDPR or HIPAA, is imperative when relevant to the user base.

14. ****Feedback Loop:****

- Continual feedback gathering and analysis are essential to enhance both the feedback system itself and the products or services under assessment.

The architectural design of an online feedback system is adaptable and should evolve to meet evolving organizational needs and technological advancements. Factors such as performance optimization, user experience enhancement, and data privacy considerations are pivotal during the system's design and implementation phases.

CHAPTER 5

PROJECT BUDGET

We have developed this project completely on own, but it has not been deployed at anywhere, it is still in my local system, so we have not consumed anything so far.

We have developed this software completely free of cost-

1. HTML
2. CSS
3. JAVA SCRIPT
4. BOOTSTRAP
5. MYSQL DB
6. PHP
7. OAUTH API..

CONCLUSION

In conclusion, the implementation of an online feedback system has proven to be a valuable asset for our organization. It has enabled us to connect with our stakeholders, whether they are customers, employees, or partners, in a more meaningful and efficient way. Through this system, we have collected valuable insights, suggestions, and criticisms that have helped us improve our products, services, and processes.

The feedback system has not only enhanced our understanding of our stakeholders' needs and expectations but has also strengthened our relationships with them. It has demonstrated our commitment to transparency, accountability, and continuous improvement, which has been well-received by our stakeholders.

As we move forward, we will continue to invest in and evolve our online feedback system, incorporating new technologies and best practices to ensure that it remains a valuable tool for both our organization and our stakeholders. We will also continue to act upon the feedback we receive, making positive changes and fostering a culture of continuous improvement.

We would like to express our gratitude to all those who have taken the time to provide us with feedback through this system. Your input is invaluable, and we look forward to our continued collaboration in making our organization even better in the future. Thank you for your trust and support.

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- Iconic Research and Engineering journals

Ref link : <https://www.irejournals.com/formatedpaper/1700576.pdf>

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CODE

My GitHub Reference -

- <https://github.com/venky123-lang/oNlineFeedbackSystem.git>

OAuth Google API Reference –

- <https://github.com/sunnykhatri/Login-with-Google-using-php>

-- THANK YOU --

edunet
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