**Team Name:** NONCHALANT

**Members:** Jin San Carlou S. Vidal

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**GitHub:**  <https://github.com/The-Young-Swag/Hackathon_2025>

**EXPLORE (Problem)**

* **Initial Issues:**
  + During the reverse pitching segment of the event, we were introduced to three pressing issues that the university is currently facing:

1. Employees lack remote access to HR services, causing delays in communication and self-service functions.
2. Offices rely on manual, paper-based forms for client feedback, resulting in inconsistent and delayed satisfaction data.
3. Faculty accomplishments are not properly aligned with KRAs due to the absence of a centralized tracking system.

* **Chosen Issue:**
  + Our team chose the second problem statement related to the manual feedback system.
* **Research Highlights:**
  + A standardized digital feedback system can help improve the accuracy and timeliness of client satisfaction data.
  + An online platform can significantly reduce administrative burden and enhance accessibility and responsiveness to client concerns.
  + Institutions aiming for certifications like PQA benefit from centralized systems that streamline documentation and performance evaluation.
  + Best practices highlight the effectiveness of real-time analytics in improving service delivery and decision-making.

**FOCUS (Definition)**

* **Problem Statement:**
* Offices within TAU lack a standardized online system for evaluating client satisfaction. Clients rely on a paper-based feedback form, leading to inefficient, delayed, and inconsistent results. This hinders the Office of Quality Assurance (QA) from obtaining timely and accurate data crucial for documentation, performance evaluation, and compliance with Philippine Quality Award (PQA) requirements.
* **Target Users:**
* Office of Quality Assurance (QA)
* Clients (e.g., faculty/staff, students, visitors) who avail of services from various offices

**DEVELOP (Solution)**

* **Solution Concept:**
  + We propose the development of a centralized online system that enables clients to conveniently submit digital feedback forms. The system will feature an admin module with a real-time dashboard, allowing the Office of Quality Assurance (QA) to monitor client satisfaction, analyze individual responses, and generate performance insights instantly. This eliminates the need for manual encoding and delays caused by paper-based forms.
* **Key Features:**
  + Digital client feedback form
  + Real-time dashboard for immediate overview of satisfaction ratings
  + Automated computation of weighted means and performance summaries
  + Client record access for viewing individual responses (with privacy considerations)
  + Admin notifications and client updates to track concerns and provide resolution feedback
  + Search and filter tools for targeted analysis of responses by date, office, or client type.
* **Tech:**
  + Database: MySQL
  + Backend: PHP
  + Frontend: HTML, CSS, Javascript
* **Product Name:**
  + SatisTrack – a playful word combination of *“Satisfaction”* and *“Tracking”*, capturing the system’s goal of efficiently capturing and monitoring client feedback for continuous improvement.

**ACT (Progress)**

* **Minimum Viable Product Goals:**
  + To address the problem within the limited hackathon timeframe, our MVP focuses on developing a functional prototype that allows clients to submit digital feedback using a form. The system should be able to record responses in a database, display results on an admin dashboard, and compute basic analytics like weighted mean per indicator. This demonstrates the core functionality of replacing paper-based evaluations with a digital, centralized approach.
* **Updates:**
  + Integrated OTP verification via email to authenticate client submissions, serving as a secure and simple form of digital signature.
  + Developed a modular feedback form generator, allowing admin users to modify questions or indicators to adapt to future form updates.
* **Challenges encountered:**
  + Limited access to official documents and sample forms made it difficult to replicate the exact data processing and evaluation structure used by the QA office.
  + Due to evolving feedback formats (as the institution occasionally updates feedback forms), the system must be dynamic and easily configurable for future changes.
  + The 2-day hackathon timeframe required us to prioritize a lean, functional core rather than full features like extensive data visualization.
  + Data privacy considerations in handling individual responses while ensuring client confidentiality and allowing meaningful analysis.

**PRESENT & IMPACT**

* **Value:**
  + The system simplifies client feedback collection, providing real-time insights that improve decision-making, service quality, and responsiveness, while reducing administrative workload and ensuring data accuracy.
* **Campus Impact:**
  + By capturing feedback in real-time, offices can respond to concerns more promptly, leading to faster resolutions and continuous improvement in service delivery. When satisfaction ratings are addressed effectively, it drives accountability and encourages offices to perform better in areas that need attention.
* **Future:**
  + In the future, the system can be expanded to include more detailed analytics and advanced reporting features. The platform will also be able to handle more complex feedback forms and adapt to evolving requirements, ultimately supporting long-term quality assurance efforts and institutional improvement.
  + As TAU continues to digitize its processes, SatisTrack contributes to building a more sustainable, paperless campus environment aligned with modern institutional goals.
* **Presentation link:**
  + [Nonchalant - Hackathon 2025.pptx](https://docs.google.com/presentation/d/1tix7_m-k3YveA5uaZ8mXwrkwSdHtCdKL/edit?usp=sharing&ouid=114702839277566063423&rtpof=true&sd=true)

**TEAM & LEARNING**

* **Contributions(per member):**
  + Jin San Carlou S. Vidal – Research, Documentation assistance
  + Jared Arthur Dancel – Research, Documentation assistance
  + Jonelle P. Juan – Documentation, Presentation, System dev assistance
  + Ivan Harvey D. Rivera – System development, Database
  + Joven C. Pascual – System development
* **Learnings:**

