Team Name: NEXUS

Members:   
 Charles M. Aguilar  
 Angelo Dinong  
 Rhenz Isaiah R. Garbin   
 Caleb Steven A Lagunilla  
 Karl Patrick S. Mandapat

GitHub:   
 https://github.com/zmonya/hackathon



EXPLORE (Problem)

* Initial Issues: Submission of Feedback Forms (Primarily), user interface or interactions and feedback
* Chosen Issue: The lack of an efficient and standardized method of evaluating client satisfaction through online platforms across the offices within the institution. This issue leads to inconsistent, time-consuming data collection and analysis, which challenges the Office of Quality Assurance’s ability to meet the documentation and performance evaluation requirements for the Philippine Quality Award (PQA).
* Research Highlights: The Office of Quality Assurance faces a critical gap in efficiently and consistently measuring client satisfaction due to the absence of a standardized online evaluation system.

FOCUS (Definition)

* Problem Statement: The offices within the institution currently lack an efficient and standardized method for evaluating client satisfaction through online platforms. As a result, collecting, analyzing, and accessing data becomes inconsistent and time consuming. This poses a challenge for the Office of Quality Assurance (QA), Which relies on accurate and timely satisfaction data as part of the documentation and performance evaluation required for the Philippine Quality Award (PQA)

● Target Users: Students, Teaching Staff, Non-Teaching staff, and Visitors

DEVELOP (Solution)

* Solution Concept: Standardized online forms, Real-time data access, Custom survey systems, QR Code Access, and Automated reports
* Key Features: Online Form, Custom System, QR Code Access, Real-time Access, and Automated Reports
* Tech: PHP
* Product Name: FeedForward

ACT (Progress)

* Minimum Viable Product Goals: Develop a centralized, user-friendly online client feedback platform that enables all university offices to consistently collect, analyze, and access feedback data in real-time.
* Updates: Real-time access and QR Code Access
* Challenges encountered: Poor internet connection

PRESENT & IMPACT

* Value: This system streamlines how the university collects and uses client feedback, making services more responsive, efficient, and data-driven. It promotes accountability, supports continuous improvement, and ensures all voices (students, staff, faculty, and visitors) are heard and valued.
* Campus Impact: Implementing a standardized online client satisfaction system will significantly enhance the university offices’ ability to evaluate and improve service quality. It will streamline data collection and analysis, reduce manual work, and ensure timely access to reliable feedback.
* Future: The long-term vision for the client satisfaction monitoring system is to become an integral part of the university’s continuous improvement. As the platform develops, it will evolve into a powerful decision-support tool, not only for the Office of Quality Assurance but also for all service-oriented units across the campus.
* Presentation link:  
  https://docs.google.com/presentation/d/1GgjJBqHUMLu71fowblBqAKot8krqxqT1/edit#slide=id.p2

TEAM & LEARNING

* Contributions(per member):
  + Charles M. Aguilar  
     Lead Researcher

Rhenz Isaiah R Garbin  
 Lead Researcher

Angelo Dinong  
 Lead programmer  
  
Caleb Steven A Lagagunilla  
 Programmer

Karl Patrick S. Mandapat  
 Programmer

● Learnings: What can we learn about this system? A system doesn’t have to be complicated to be fully functional for the time of this people is also important, that there’s a connection between the user, the system even the admin, There’s insight of people using this system and how they feel, feedbacks on where do some parts go wrong and where to improve as there’s always room for more as we bond.