



STUDENT GRIEVANCE SUPPORT SYSTEM

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ABSTRACT

Grievance Support System is specially made for students who fails to express their grievance and sometimes fails to seek proper support for the problems they are facing at the various levels. In this model students can express their problems freely through this portal and teachers can solve their problems there, so that the problems of problems will be solved completely

Keywords: Grievance Redresser Prototype Grievance redresser system (GRS)

1. INTRODUCTION

It is one student Grievance System which Provides services for Arrived problems of students to the teachers/HOD/Principle. Some students are worried about their communication. And that's why they unable to solve their problems as well as they hesitate to share their problems with their teachers directly. And we are decided to overcome this problem, we have made such a website for students through this websites students can share their problems relates to fees, academic, ragging etc. directly without communicating/contacting with their teachers/HOD as a hiding their identity. In the Website there are two sections one is minor and another in major. If students have chosen minor then that problem goes towards only Teachers and if students have chosen major then that problem goes toward HOD.They will try to resolved students problem early as possible. And after resolved problem will cancel automatically from the teacher's portal.

This portal we will try to implement in our college area campus for resolving all students problems and we will try to develop good college area campus through this portal.

2. PROBLEM STATEMENT

Student Grievance Support System provides services for arrived problems of students to the teachers/ HOD/principal. Nowadays there are many students facing problems but they hesitate to share their problems with their teachers directly and freely and so to overcome this problem we decided to make such a website for students through which they can express their problems freely without directly contacting with their teachers as hiding their identities and that can be resolved by teachers/Hod/principals as early as possible .Student should share their problems freely to their teachers and their issues can be resolved is another purpose.

SCOPE

This Student Grievance System portal receives grievance of the following problems:

- Academic Related- Related the issue of marksheets, certificates or examination related matters.
- Financial matters: Related to payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc

3. LITERATURE SURVEY

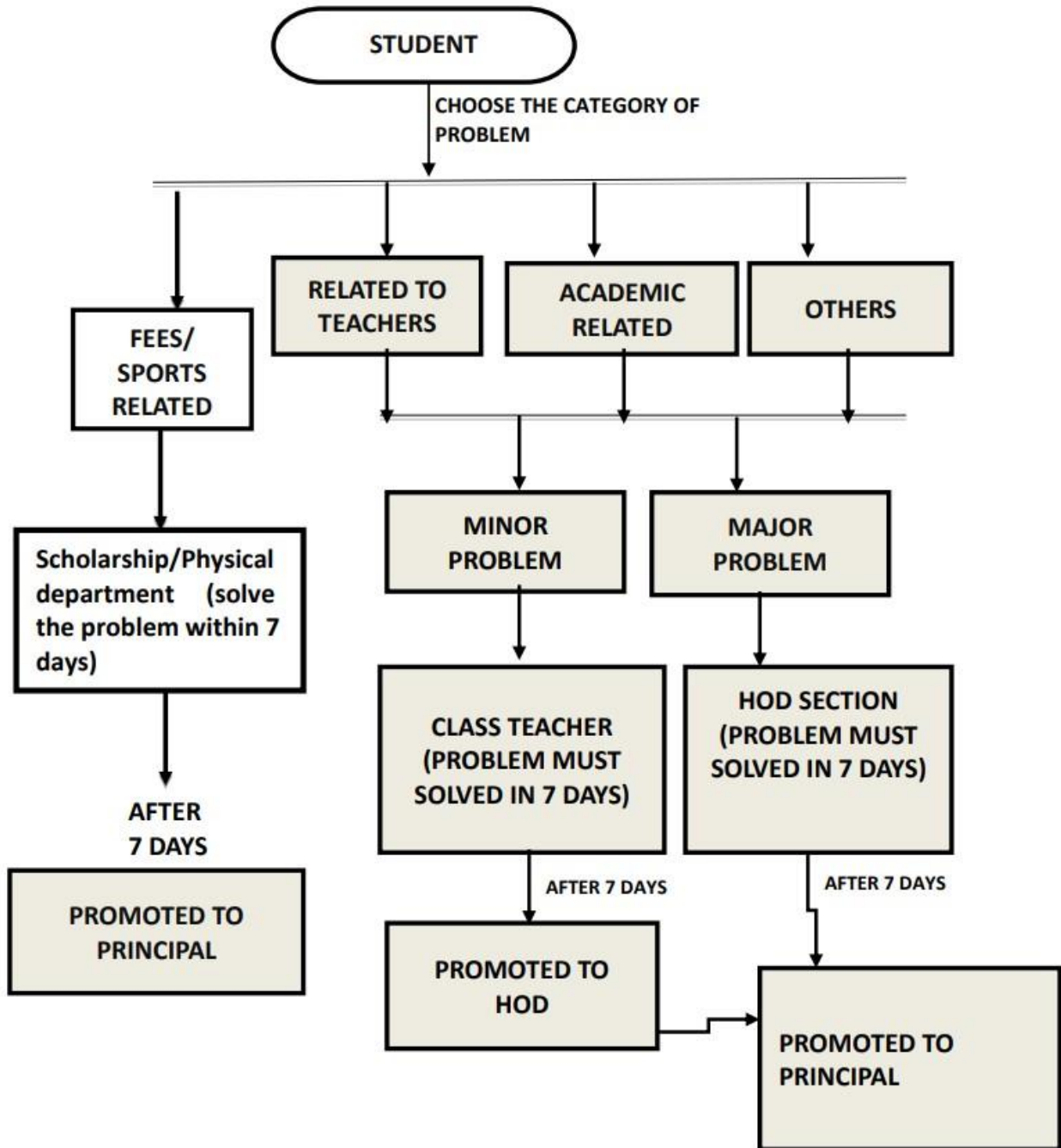
To make the student feel free to ask there any query related to academic year using web technologies. The Student Grievance System has secure and easy way to solve any query of students by teachers. Product Functions This system is developed using HTML,CSS & PHP. Though product is stand alone. It requires a host server we used local host server i.e. Wamp Server. Product Functions In our system we have back end validation which takes care of authentication of user and store necessary details. The user interface creates the virtual contact between each users. The user must login

with their login credentials i.e ID and password after that user will interact with each other where students will ask their questions and teachers will provide proper solutions. Users responses will saved in database and result shown when needed.

4. METHODOLOGY OF IMPLEMENTATION

Anyone can register in Student Grievance System portal and use all available facilities freely. For every user system stored data with unique ID in order reduce concurrency. Proposed Methodology different user accounts will be created from conversational use of this portal. Every user will shared their condition to get.

FLOW CHART:



ALGORITHM:

In this project, we are using PHP and SQL in order to implement this in Student Grievance System. There is a database for storing data of every user and PHP & HTML for the login Credentials and submission process.

TECHNOLOGY USED

1. Frontend: HTML, CSS, BOOTSTRAP
2. Backend: PHP
3. Database: MySQL
4. Server: 000webhost

5. CONCLUSION

The conclusion of all is that, these facilities for students to improve their growth betterment. Every student get benefit from this Portal who joined this because it's free without any terms conditions, website will provide all information help they needed.

6. FUTURE SCOPE

In this project the future enhancements are:

1. Using this system students can Donate the book and also any other things to help poor Students.
2. We can add Video Calling as well as payment system.
3. Using video call student can help each other for any problem like equations of mathematics.
4. Payment system for college fee others purpose.

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