

## Campus Concerns

<sup>1</sup>Archit Gupte, <sup>2</sup>Varun Wayakole, <sup>3</sup>Vaibhav Yadav, <sup>4</sup>Ishwar Shinde, <sup>5</sup>Dr. Rais A. Mulla

*1. Student, Dept. of COMP Engineering, VPPCOE & VA, Maharashtra, India,*

*2. Student, Dept. of COMP Engineering, VPPCOE & VA, Maharashtra, India,*

*3. Student, Dept. of COMP Engineering, VPPCOE & VA, Maharashtra, India,*

*4. Student, Dept. of COMP Engineering, VPPCOE & VA, Maharashtra, India,*

*5. Associate Professor, Dept. of COMP Engineering, VPPCOE & VA, Maharashtra, India.*

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**Abstract-** This paper introduces the Campus Concerns System, a comprehensive web-based solution designed to optimize the management and resolution of issues within educational institutions. The system prioritizes efficiency and user-friendliness, providing students with a seamless platform to submit grievances, enabling faculty and staff to manage concerns effectively, and offering administrators tools to monitor and analyze feedback trends and trajectories. The Campus Concerns initiative aims to enhance transparency, accountability, and efficiency in addressing student concerns, fostering a positive and constructive learning environment. By harnessing modern technology and streamlined workflows, the system facilitates improved communication between faculty and students. Beyond being an issue portal, Campus Concerns serves as an effective platform to enhance the overall college/school environment. Notably, the system enables students to monitor the progress of their raised issues or feedback in real time, offering insights into how their matters are being handled and whether relevant authorities have reviewed the concern. To further prioritize responsiveness, if a student does not receive a reply to their raised issue/feedback within four days, the system automatically escalates the matter to higher authorities.

**Keywords—** Feedback, Grievances, and Concerns.

### 1. INTRODUCTION

In the ever-evolving landscape of educational institutions, effective communication and grievance resolution play pivotal roles in fostering a positive and constructive learning environment. Recognizing the need for a systematic and technologically advanced solution, Campus Concerns emerges as a transformative platform. This system is designed to revolutionize how educational institutions handle and address grievances or feedback by providing a centralized, efficient, and user-friendly mechanism. By leveraging modern technologies and streamlined workflows, Campus Concerns aims to enhance transparency, accountability, and overall satisfaction among students, faculty, and administrators. This project delves into the conceptualization, design, and implementation of a comprehensive system that not only

resolves grievances but also contributes to the continuous improvement of the educational experience.

#### 1.1. Motivation

Furthermore, an emphasis on continuous improvement ensures that our grievance resolution system evolves alongside the changing needs of our student body. Regular evaluations, data analysis, and benchmarking against best practices enable us to identify areas for enhancement and implement strategic interventions accordingly. By staying proactive and adaptive, we can preemptively address potential issues before they escalate, thereby maintaining a harmonious and conducive learning environment. Additionally, investing in staff training and professional development equips our personnel with the necessary skills and empathy to handle grievances with sensitivity and efficiency. Through ongoing education and awareness initiatives, we foster a culture of respect and understanding, where conflicts are viewed as opportunities for growth rather than obstacles. Ultimately, by prioritizing user experience, open communication, and efficient grievance resolution, we demonstrate our commitment to student success and well-being, laying the foundation for a vibrant and thriving campus community that thrives on mutual respect, collaboration, and collective progress.

#### 1.2. Objectives

- **Foster Open Communication:** Create an interface that enables individuals to submit concerns effortlessly, fostering a culture of open communication within the campus community.
- **Real-time Notifications:** Utilize real-time notifications to keep both grievances and the administrative team informed at every stage of the concerns resolution process, ensuring transparency and timely updates.
- **Secure Information Handling:** Prioritize secure information handling by implementing stringent measures to safeguard the confidentiality and integrity of data associated with each issue.
- **Efficient Issue Resolution:** Ensure that complaints are addressed promptly and efficiently to enhance

student satisfaction and trust in the institution's responsiveness.

- Continuous Improvement: Utilize complaint feedback for ongoing enhancements. Regularly review and address root causes, fostering learning and adaptation. Through data insights, identify improvement areas, enhancing service quality.

### 1.3. Methodology

"Campus Concerns" is a website portal for grievances. Software tools like VS Code, Xampp and any compatible web browser.

#### 1.3.1 System Design:

Created a comprehensive system architecture, outlining how Bootstrap, HTML, CSS, JavaScript, PHP, and MySQL will work together.

Developed wireframes and mockups for the user interface, incorporating Bootstrap's responsive design elements for dynamic scaling across all web-supported platforms.

Defined the data models and database schema for storing grievances, user profiles, and other related data using MySQL.

#### 1.3.2 Development:

Developed the Campus Concerns website using Bootstrap for responsive design and HTML/CSS for front-end development.

Implemented JavaScript for client-side interactivity and validation.

Implemented the server-side functionality with PHP, which includes tasks such as user authentication, managing grievances, and performing CRUD operations. Integrated MySQL for database management, ensuring data security and efficient querying.

## 2. Literature Survey

Jincy Denny, Ramya Chanda, Sweta Rani Lenka and A. Srija Reddy [1] have cited in their publication the online management system for submitting grievances online. The researchers identified various websites that provided qualitative and quantitative development.

M.A. Manuhutu [2] has cited in their publication the challenges faced by universities with a lot of budget on papers and waste of time to evaluate the grievances. The researchers highlighted the role of technology, such as websites, to use the student identity and raise grievances. The review emphasizes the importance of user-friendly

and inclusive platforms that address issues quickly and efficiently.

Merlin Stone [3] has cited in their publication the role of digital platforms such as websites in providing a platform for students to mark their grievances. The research suggests that online platforms play a crucial role in solving student issues and can lead to quantitative, qualitative development of university.

## 3. Proposed Solution

The proposed system presents a transformative solution aimed at addressing the inherent inefficiencies in traditional grievance-handling processes within educational institutions. This system is meticulously designed as a comprehensive, web-based platform with the goal of streamlining the submission, tracking, and resolution of grievances. An automated workflow management system has been implemented to ensure that each concern is promptly and accurately directed to the appropriate department or personnel, thereby enhancing the efficiency of the resolution process.

Upon successful profile registration, a student can raise an issue from their profile. Subsequently, the assigned staff member will receive an email notification. Upon reviewing the issue description, the staff can either approve or reject it. Students have the capability to track their grievances using a uniquely generated Reference ID. If the concern or feedback remains unanswered after 4 days, it will be escalated to higher authorities through email.

### 3.1 Unique Reference ID for Concerns

This system includes a Unique Reference ID that is automatically generated upon the submission of a concern, serving as an immediate reference point for both individuals reporting concerns and the administrative team responsible for addressing them. This distinctive identifier not only accelerates the complaint resolution process but also facilitates the maintenance of a comprehensive record of all reported issues. This, in turn, enables thorough analysis and continual improvement of campus operations.

### 3.2 Tracking System for Students

Upon the initiation of a grievance, our Tracking System promptly generates a unique identifier, creating an instant reference for students expressing concerns. This unique identifier serves a dual purpose, acting as a valuable tool for the administrative team. It streamlines the tracking and monitoring of each reported issue, providing an organized and efficient approach to grievance management.

Within the tracking module, every stage is allocated a specific timeframe of 4 days to execute the necessary actions. This systematic approach ensures timely attention to each grievance, contributing to the expeditious resolution of issues. Additionally, the real-time tracking mechanism goes beyond mere efficiency;

It actively promotes transparency and accountability within the campus environment as well as contributes to a healthy and efficient environment. Campus concerns also allows the HOD to maintain order and decorum of its branch and remain in the know-how of the things occurring in their surroundings.

#### 4. Architecture / Framework

Figure 4.1 portrays the framework/flowchart of Campus Concerns and Figure 4.2 and 4.3 show the work flow of the project from staff side and student side respectively.

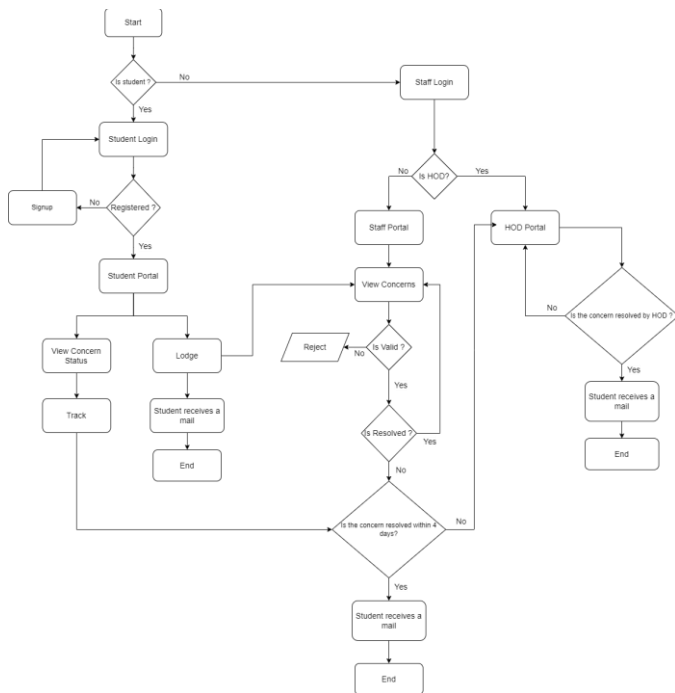


Fig: 4.1 FlowChart of Campus Concerns

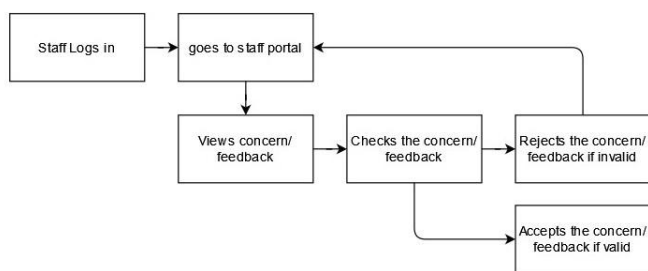


Fig: 4.2 Staff Workflow

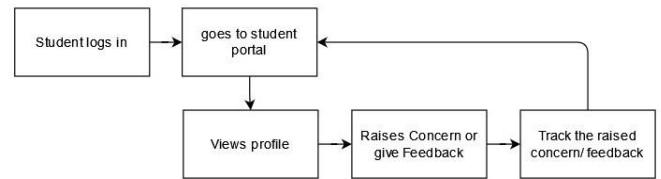


Fig: 4.3 Student Workflow

#### 5. Results and Discussion

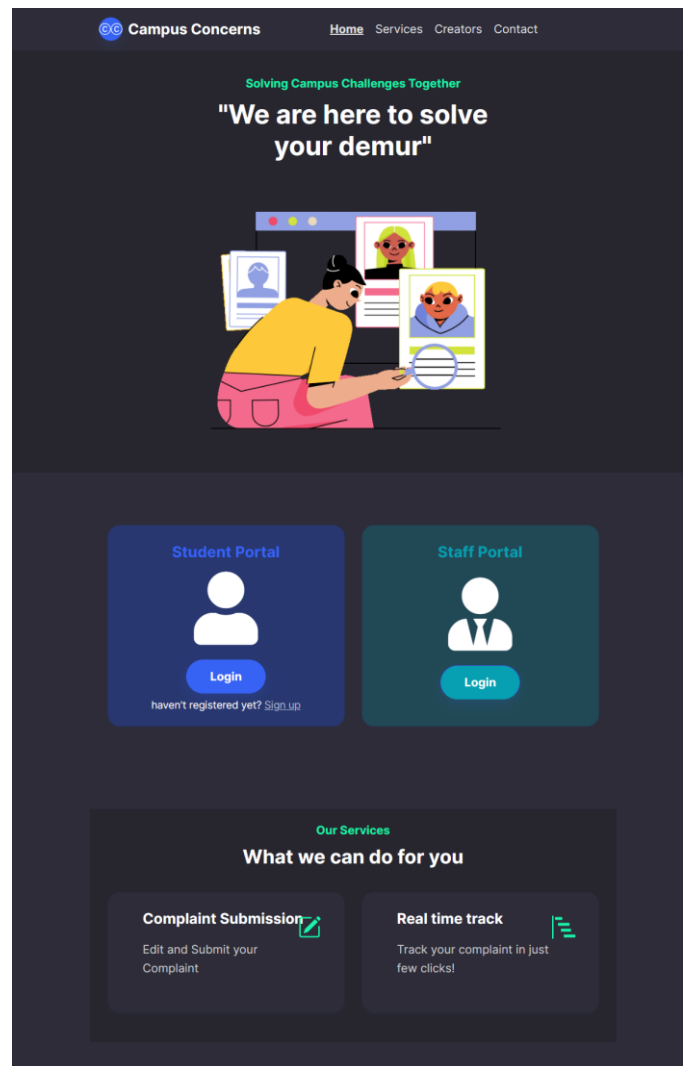


Fig: 5.1 Index Page

This is the home page of Campus Concerns.

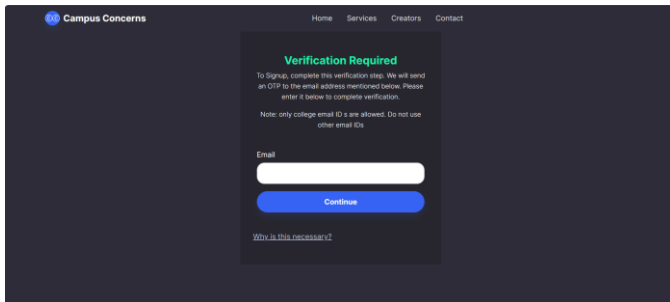


Fig: 5.2 Email Verification

For signing up, email verification is required (Only college id can be used).

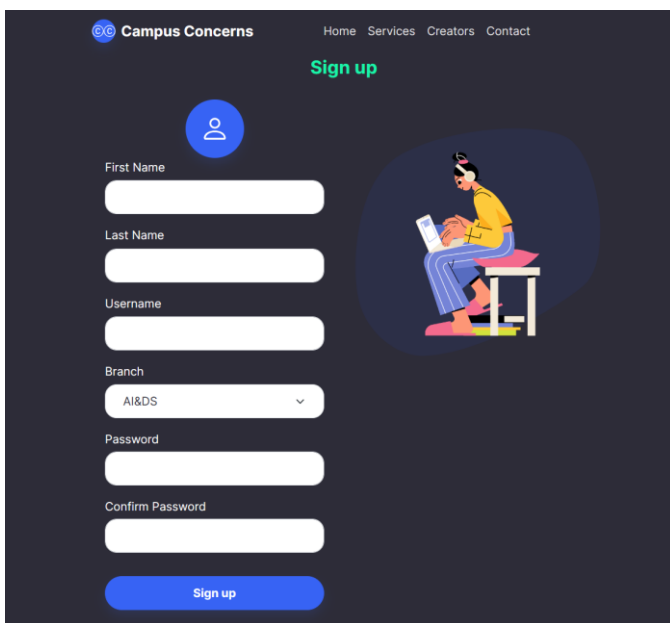


Fig: 5.3 Student Signup

This is the student signup form where students will fill up all the details.

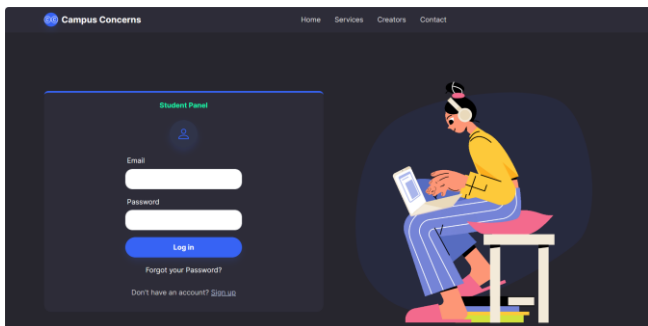


Fig: 5.4 Student Login

This is the student login page

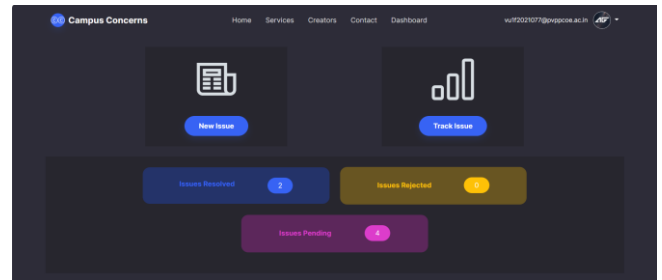


Fig: 5.5 Student Portal

This is the student portal where students can raise a concern or can track concerns.

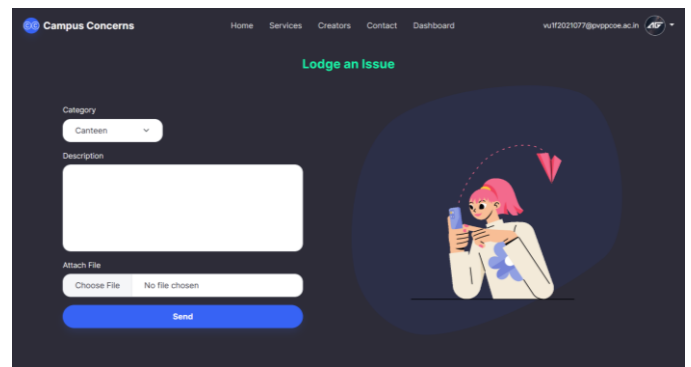


Fig: 5.6 Lodge

This is the page where students can add details about the concern.

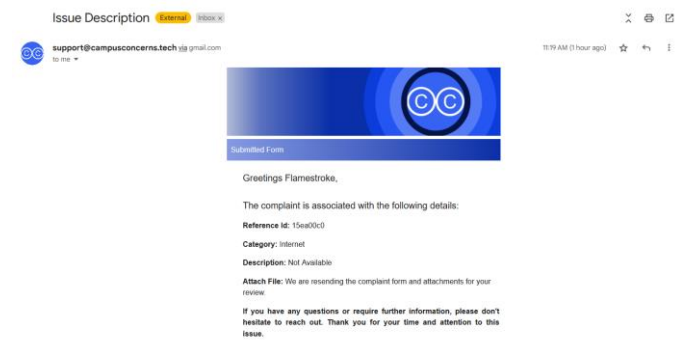


Fig: 5.7 Received Concern Copy

A copy of the students lodged concern will be sent to the students mail.

This is the staff portal where staff can view concerns.

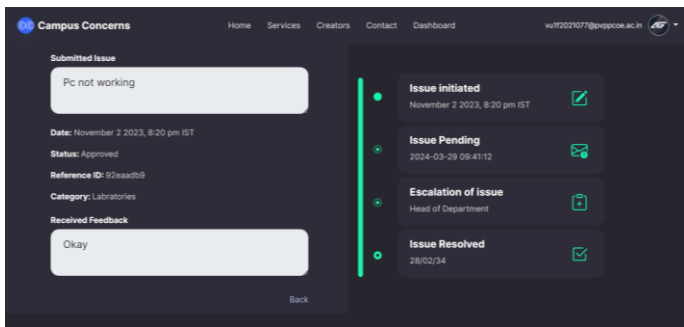


Fig: 5.8 Tracking page

This is the tracking page for the student to track concern.

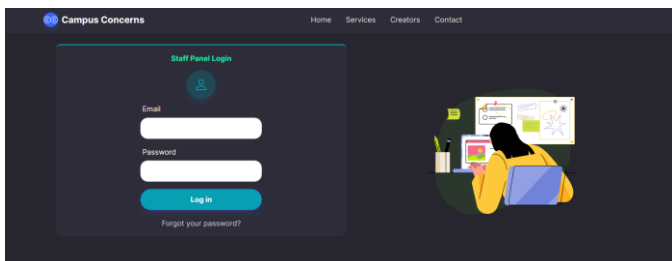


Fig: 5.9 Staff Login

This is the staff login page.

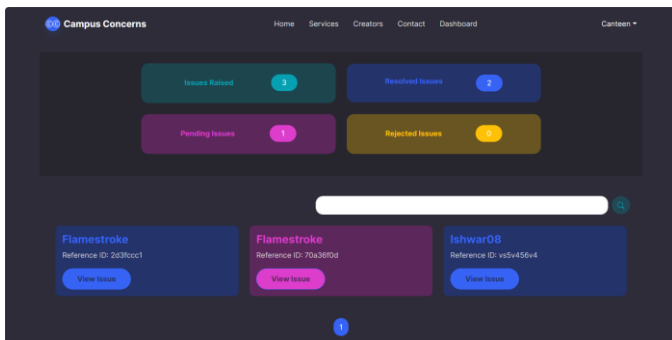


Fig: 5.10 Staff Portal

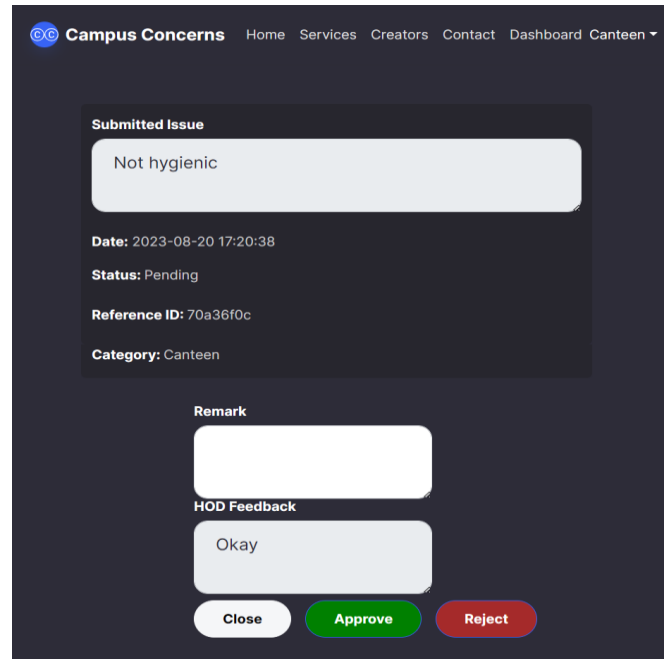


Fig: 5.11 Staff View Concern Page

This is the page where the staff will give remarks.

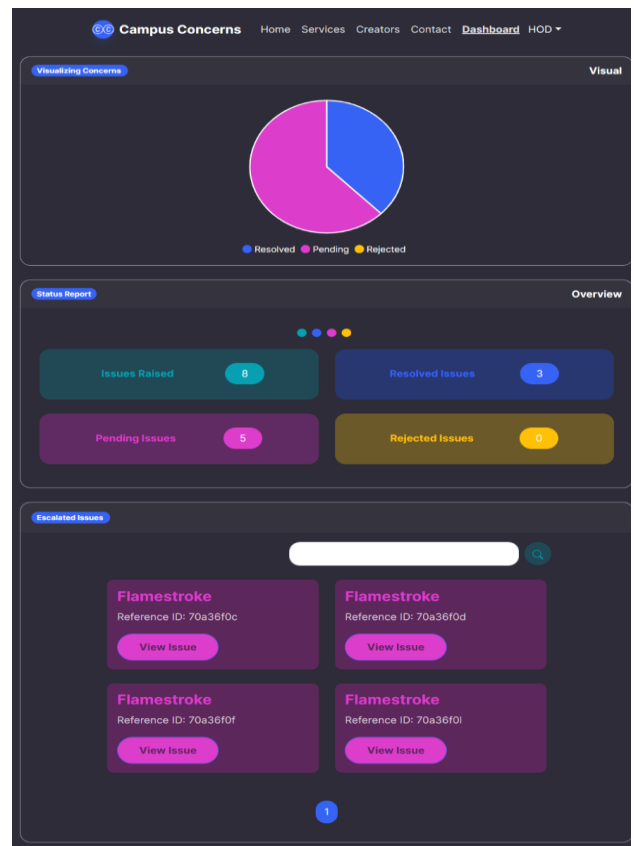
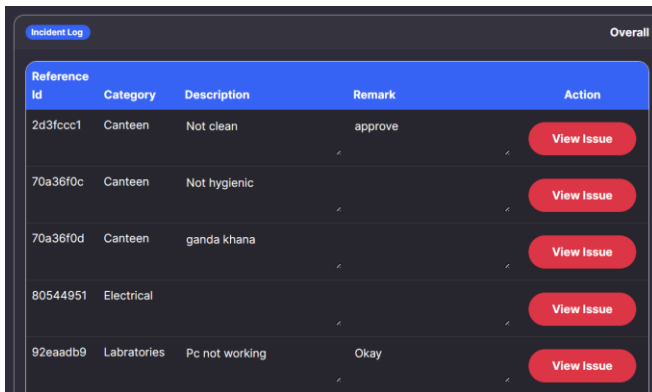


Fig: 5.12 HOD Portal

This is the HOD portal where HOD can view all concerns. Number of concerns which are rejected, approved, pending can be viewed by using a pie chart.

All escalated complaints can be viewed.



Reference Id	Category	Description	Remark	Action
2d3fcc1	Canteen	Not clean	approve	<a href="#">View Issue</a>
70a36f0c	Canteen	Not hygienic		<a href="#">View Issue</a>
70a36f0d	Canteen	ganda khana		<a href="#">View Issue</a>
80544951	Electrical			<a href="#">View Issue</a>
92eaadb9	Laboratories	Pc not working	Okay	<a href="#">View Issue</a>

Fig: 5.13 HOD Portal

A table at the end of the page, which contains details of all the concerns.

## 6. Conclusion

In Conclusion, "Campus Concerns" represents a comprehensive web-based solution dedicated to optimizing and enhancing the concern/feedback management process within educational institutions. This system aspires to offer an efficient and user-friendly platform for students to voice their concerns, for faculty and staff to effectively address those grievances, and for administrators to gain insights by monitoring and analyzing concern/feedback trends.

The "Campus Concerns" project introduced here aims to promote transparency, accountability, and efficiency in addressing student grievances, thereby contributing to a more positive and constructive learning environment. By harnessing the power of modern technology and streamlining workflows, this system not only simplifies the grievance management process but also facilitates the creation of a more supportive and conducive educational setting.

## 7. Acknowledgement

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## 8. References

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