



## **STUDENT FEEDBACK SYSTEM**

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This Project report has been submitted in fulfillment of the requirements for the Degree of Bachelor of Science in Software Engineering.

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## APPROVAL

This **Project/Thesis** titled “**Student Feedback System**”, submitted by **Mustafa Munawar, ID: 151-35-875** and **Nurul amin Sabbir, ID: 151-35-1026** to the Department of Software Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc in Software Engineering and approved as to its style and contents.

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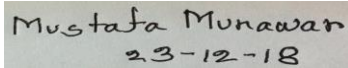
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## Declaration

We hereby declare that we have taken this project under the supervision of **Md Shohel Arman**, Lecturer, Department of Software Engineering, Daffodil International University. We also declare that neither this project nor any part of this has been submitted elsewhere for award of any degree.



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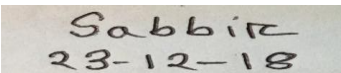
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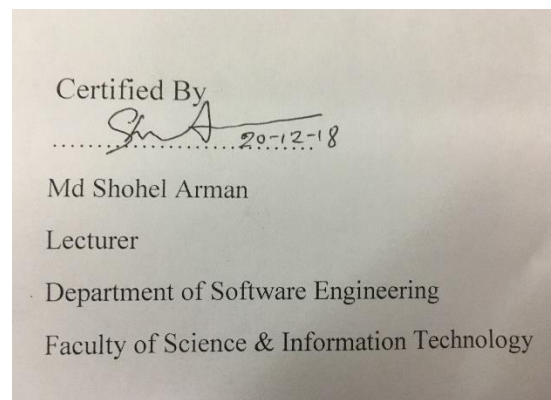
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## Chapter 1: Introduction

### 1.1 Project Overview

Online student feedback is a web application which is currently built for any operating system. The system is developed for the students and faculty and admin. The aim of the system is to get Information about various kind of feedback based on any program currently running on any University or will be running in future. It collect feedback information from students of faculty Members, library and others.

### 1.2 Project Purpose

#### 1.2.1 Background

It's a smart system that will automatically show any feedback information through graphical chart to admin. Whenever a new feedback information is added by the admin into the system. The students can give feedback instantly from anywhere any place through his mobile or laptop. For an event through the feedback information this will help the admin to track down which thing the student like most and create the event for them also it will help the teacher to find the perfect work shop topic for students. To connect the student and faculty to admin a real time chat is integrated to the system by via API.

#### 1.2.2 Benefits & Beneficiaries

Our proposed system purpose is to make a good documented data by feedback given by the system and use it to determine any decision and create or modify any current task. Generally the user of the application are the students and teachers of Daffodil International University. Any feedback information provided by the system admin can also updated. The main advantage of the application is that every user has their separated dashboard where the will see their profile information and other information they use to sign up and can easily update that information. If any user want to

change their password he can easily change it through his/her dashboard. If any user forgot their password then he/she can simply open a support ticket to admin in order to reset his password easily. Also a real time chat is integrated to connect the student and faculty to admin.

Benefits:

- Any kind of Decision making for teacher and admin is provided by this system
- User will get Accurate result for any feedback
- This system will make any Selection process for any topic to work on students more effective

Beneficiaries:

- The admin of the DIU
- The Students of DIU
- The faculty members of all departments of DIU

### 1.2.3 Goals

The goal of our feedback system is to gather feedback data and use it to develop the study modules, and other modules of university. To make proper use of students opinion to university we make the best use of feedback data of any students and in future use the data to create events and workshop for students.

### 1.3 Stakeholders

1. Student
2. Faculty
3. System Admin

## Chapter 2: Software Requirement Specification

### 2.1 Functional Requirements

**Table 1: Functional Requirements**

No.	Description	Priority
1	Ability to give feedback to the users.	High
2	New user able to sign up by using email	High
3	For login to the system users needs to provide their username and password	High
4	Ability to show the result of the feedback to the users	High
5	Customer can personalize their profile	Medium
6	Admin can navigate through all over the system.	Low
7	Admin can add a new information's	Medium
8	Admin can see the list of the user registered into the system.	Low

## 2.2 Data Requirements

**Table 2: Data Requirements**

No.	Description	Priority
1	Admin have to insert the login credentials (Username and password accurately otherwise system will show an error with message.	Low
2	Faculty have to insert the login credentials (Username and password accurately otherwise system will show an error with message.	Low
3	Student have to insert the login credentials (Username and password accurately otherwise system will show an error with message.	Low

## 2.3 Performance Requirements

### 2.3.1 Speed and Latency Requirements

**Table 3: Speed and Latency Requirements**

No.	Description	Priority
1	The inputted data should be validate when User or admin provide data to the system	Low
2	The system should upload the data into the server within 1 second maximum.	Low

### 2.3.2 Precision or Accuracy Requirements

**Table 4: Precision or Accuracy Requirements**

No.	Description	Priority
1	The system should load the data from the server into the system within 2 second maximum.	Low
2	The system should upload the data into the server within 1 second maximum.	Low

### 2.3.3 Capacity Requirements

**Table 5: Capacity Requirements**

No.	Description	Priority
1	The system should load the data from the server into the system within 2 second maximum.	Low
2	The system should upload the data into the server within 1 second maximum.	Low

## 2.3 Dependability Requirements

Dependability requirement includes reliability, safety, security and availability

### 2.3.1 Reliability Requirements

**Table 6: Reliability Requirements**

No.	Description	Priority
1	The Error notification depends on the user inputted the credentials.	Low
2	The system automatically backup the database from C-panel	Medium

### 2.4.2 Availability Requirements

The system should be available at all times means 24/7, meaning the user can access it using a web browser, only restricted by the down time of the server on which the system runs.

### 2.4.3 Robustness or Fault-Tolerance Requirements

**Table 7: Robustness or Fault-Tolerance Requirements**

No.	Description	Priority
1	The system can Support all kinds of mobile screen and devices means the system is fully responsive	Medium
2	Multiple user can access the system easily at a time and the server will handle the request	Low

## 2.5 Maintainability and Supportability Requirements

### 2.5.1 Maintenance Requirements

**Table 8: Maintenance Requirements**

No.	Description	Priority
1	The system maintenance should be quick so that user will not face any issue while browsing	low

### 2.5.2 Supportability Requirements

**Table 9: Supportability Requirements**

No.	Description	Priority
1	The system should Support all kinds of mobile screen and devices easily	Medium
2	Hosting C-panel is used for maintaining the database and the application server takes care of the site for maintain the user and other task	Low

### 2.5.2 Adaptability Requirements

There are no Specific adaptability requirements



## 2.6 Security Requirements

### 2.6.1 Access Requirements

**Table 10: Access Requirements**

No.	Description	Priority
1	The system's back -end can only be accessible by authenticated administrators.	Low
2	The system admin can access the system for maintenance purposes.	Low

### 2.6.2 Integrity Requirements

**Table 11: Integrity Requirements**

No.	Description	Priority
1	The system use SSL (secured socket layer) to send all information to database.	Low
2	There should be a access boundary for all the users of the system	Low

### 2.6.3 Privacy Requirements

**Table 12: Privacy Requirements**

No.	Description	Priority
1	The system will not leave any cookies on the customer's computer containing the user's credentials.	Medium
2	The system should not show the user data publicly	Low

### 2.7 Usability and Human-Interaction Requirements

The system interface is easy to use and mobile friendly and understand by any users anywhere any devices easily .so it will not cause any problem during using it by any users

#### 2.7.1 Ease of Use Requirements

**Table 13: Ease of Use Requirements**

No.	Description	Priority
1	The system is easy to use and can easily be understandable by users. The system must be usable for all users with all associate stakeholders..	Low

#### 2.7.2 Personalization and Internationalization Requirements

There are no specific requirements.

#### 2.7.3 Understandability and Politeness Requirements

There are no specific requirements.

#### 2.7.4 Accessibility Requirements

**Table 14: Accessibility Requirements**

No.	Description	Priority
1	Log in as a Admin	Low
2	Log in as an Faculty	Low
3	Log in as student	Low

#### 2.7.5 User Documentation Requirements

**Table 15: User Documentation Requirements**

No.	Description	Priority
1	To develop this system we have specified requirement of user. Every requirements are in project documentation.	Low

#### 2.7.6 Training Requirements

**Table 16: Training Requirements**

No.	Description	Priority
1	Simple Computer skill need to run the system	Low

## 2.8 Look and Feel Requirements

### 2.8.1 Appearance Requirements

**Table 17: Appearance Requirements**

No.	Description	Priority
1	The user interface must be attractive for users	Low
2	The user interface must be responsive for users	Low

### 2.8.2 Style Requirements

We will provide a web based user interface. And we use CSS Framework like bootstrap as a style requirements.

**Table 18: Style Requirements**

No.	Description	Priority
1	The styling must be manageable via style.css file in css folder	Low

## 2.9 Operational and Environmental Requirements

### 2.9.1 Release Requirements

There are no specific release requirements date for the system

### 2.10 Legal Requirements

**Table 19: Legal Requirements**

No.	Description	Priority
1	These requirements consider any violence of rules and regulation and which rules should be followed to maintain this system	Low

3.1 Use Case Diagram



Figure 1 Use Case Diagram

## 3.2 Use Case Description

### 3.2.1 Manage Users

**Table 20: Manage Users**

Use Case ID	1
Name	Manage Users
Primary Actor	User
Secondary Actor	
Goal	Manage the user entries
Precondition	User must have to access the database if anything goes wrong.
Post Condition	After the entry is done if any user wants to edit his/her information he can do it
Main Success Scenario	Step 1: Add a new person to the system Step 2: Edit person information. Step 3: save the information

### 3.2.2 Manage Questions

**Table 21: Manage Questions**

Use Case ID	2
Name	Manage Questions
Primary Actor	System Admin
Secondary Actor	Student
Goal	Manage the user Questions
Precondition	Admin must have to access the database if anything goes wrong.
Post Condition	After the entry is then the student can give the feedback
Main Success Scenario	Step 1: Add a new question to the system Step 2: Edit Question information. Step 3: save the information

### 3.2.1 Manage Reports

**Table 22: Manage Reports**

Use Case ID	3
Name	Manage Reports
Primary Actor	System Admin
Secondary Actor	Stuff
Goal	Manage the Feedback Reports
Precondition	Admin must have to access the database if anything goes wrong.
Post Condition	After the Feedback entry is done by student then the stuff can see the reports

Main Success Scenario	<p>Step 1: open the Reports of feedback</p> <p>Step 2: View the feedback</p> <p>Step 3: save the information</p>
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3.3 Activity Diagram

Login and Registration

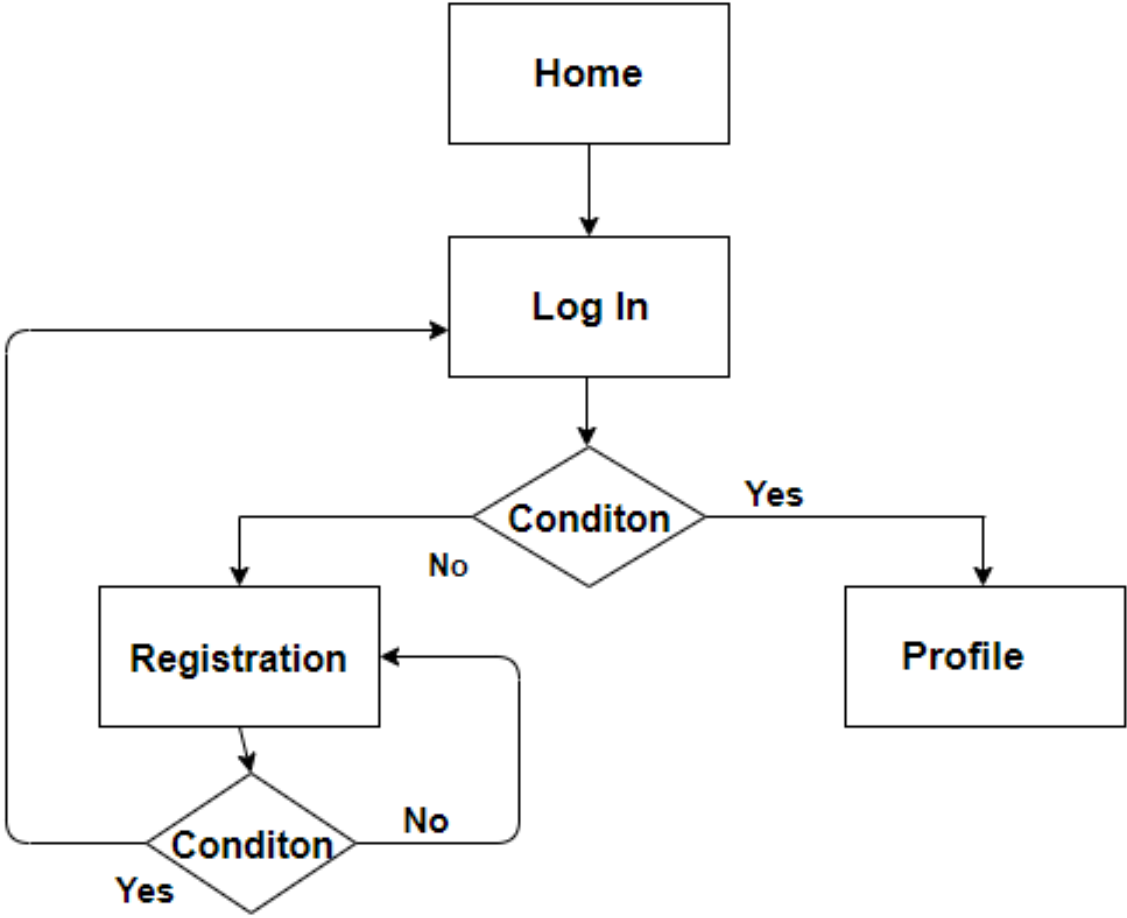


Figure 2 : Login Registration



## Manage Questions

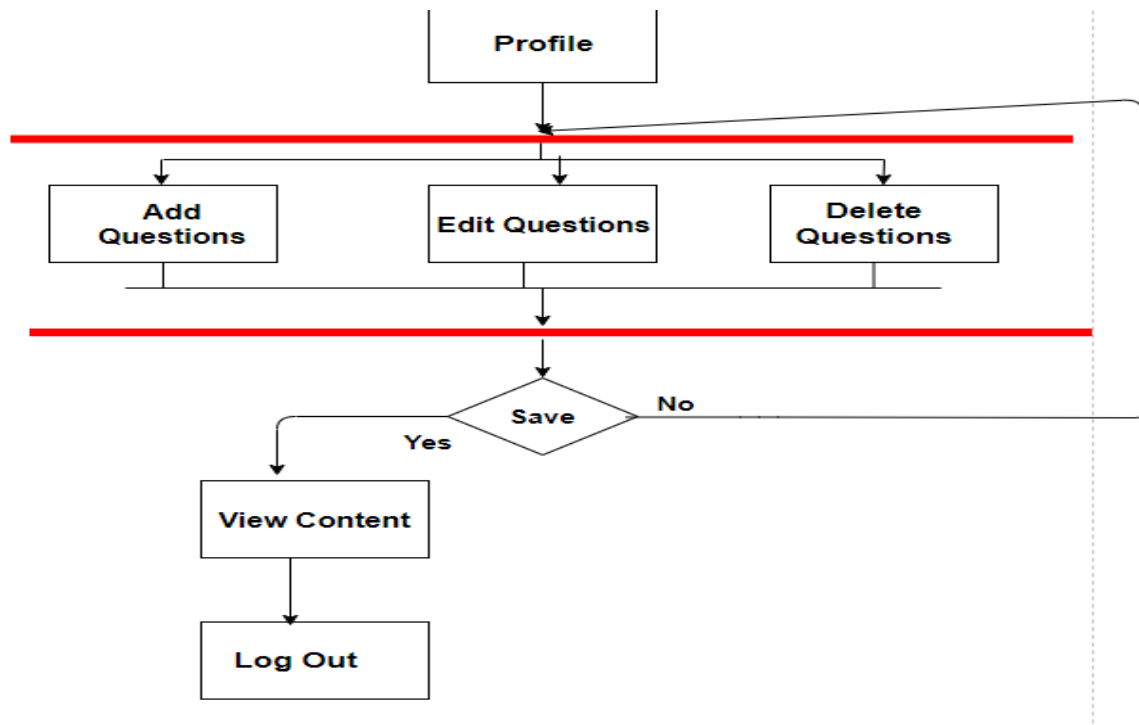


Figure 3: Manage Questions

## Manage Users

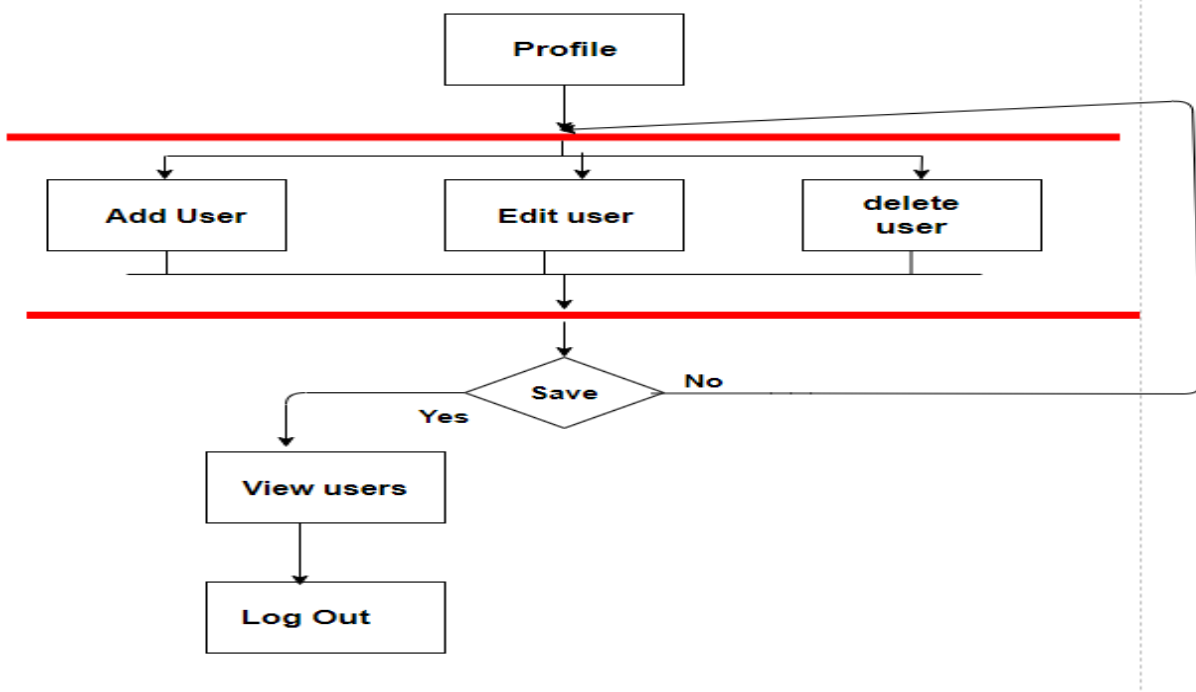
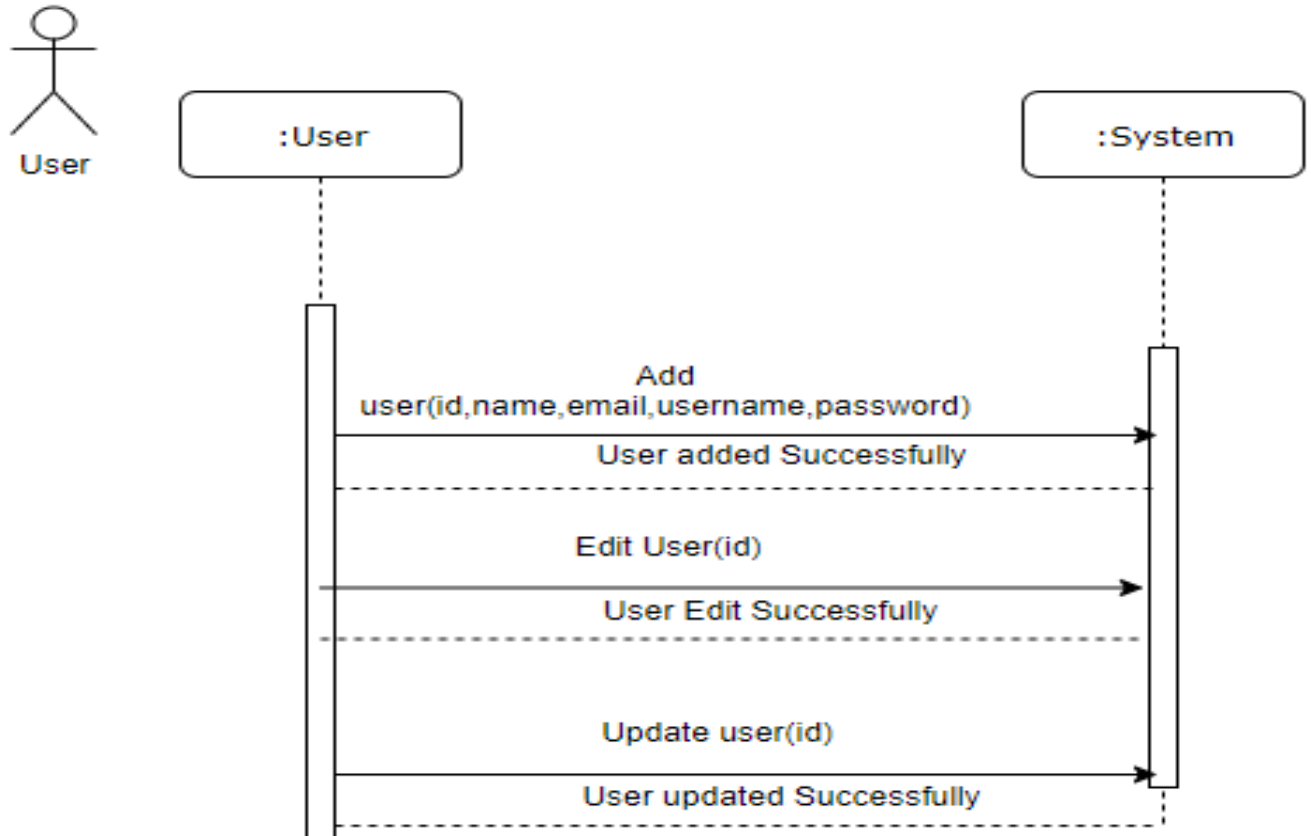


Figure 4: Manage users

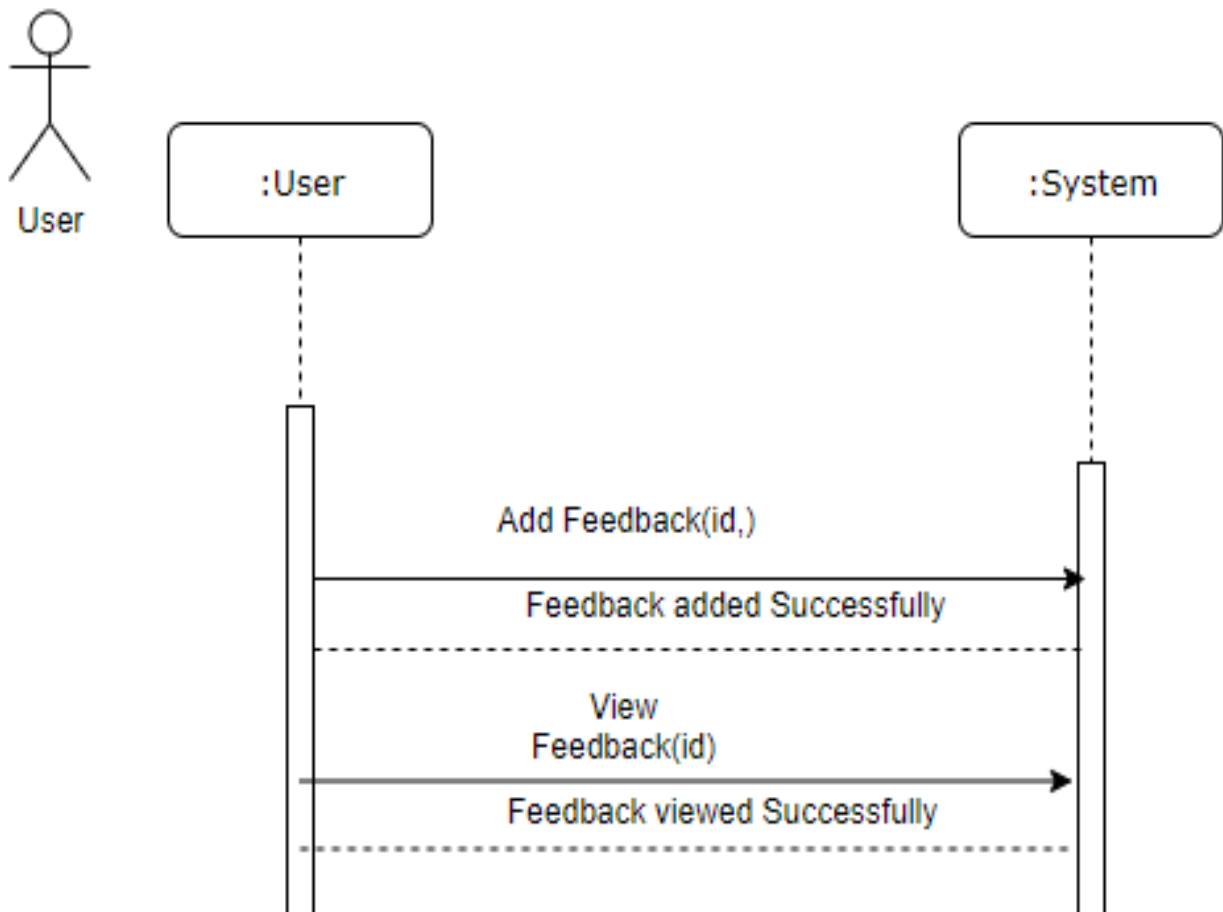
### 3.4 System Sequence Diagram

#### Manage Users



**Figure 5: Manage Users System Sequence Diagram**

## Manage Feedback



**Figure 6: System Sequence Diagram of manage Feedback**

## Manage Questions

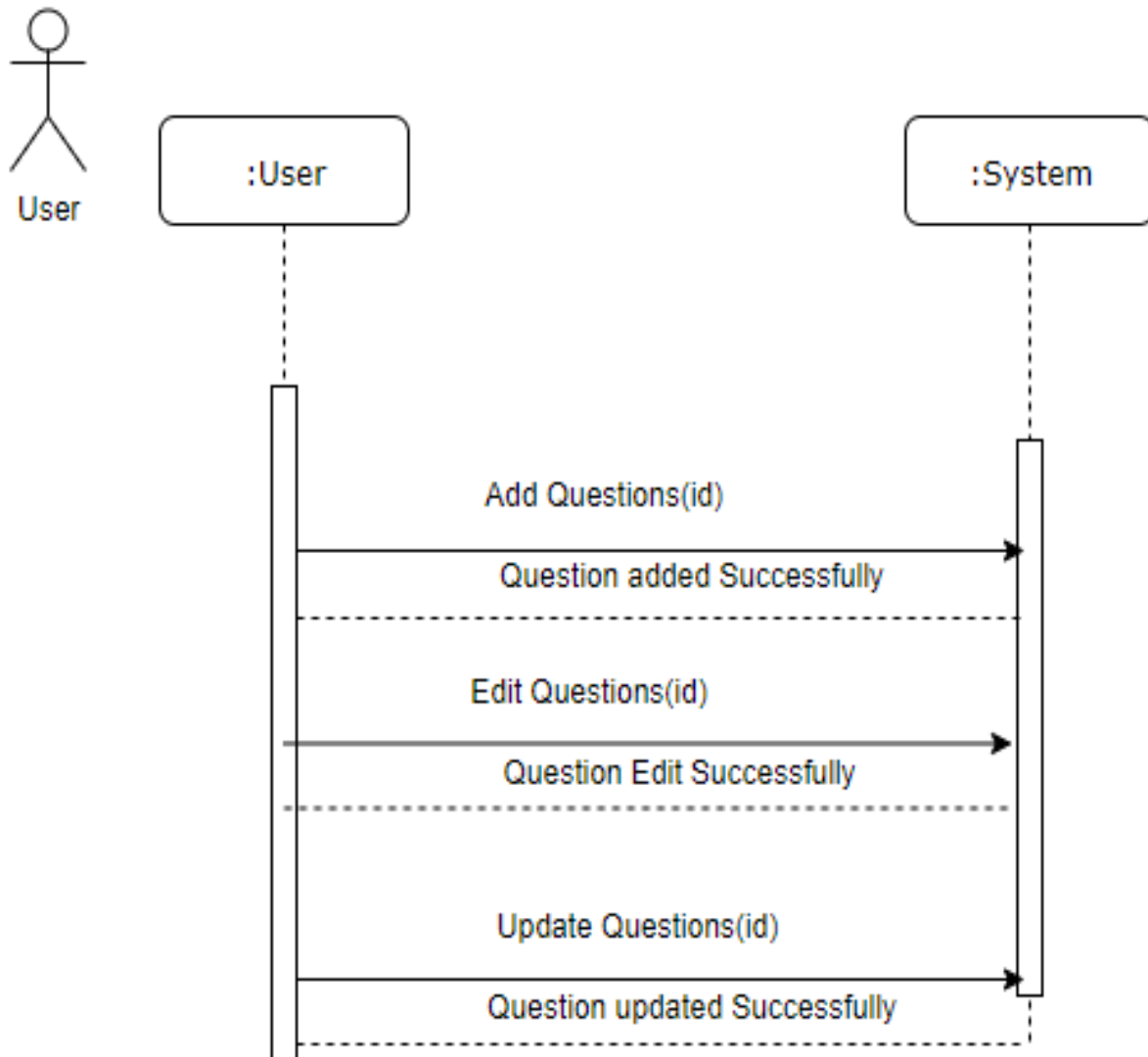


Figure 7: System Sequence Diagram of Manage Questions

## Chapter 4: System Design Specification

### 4.1 Sequence Diagram

#### Register

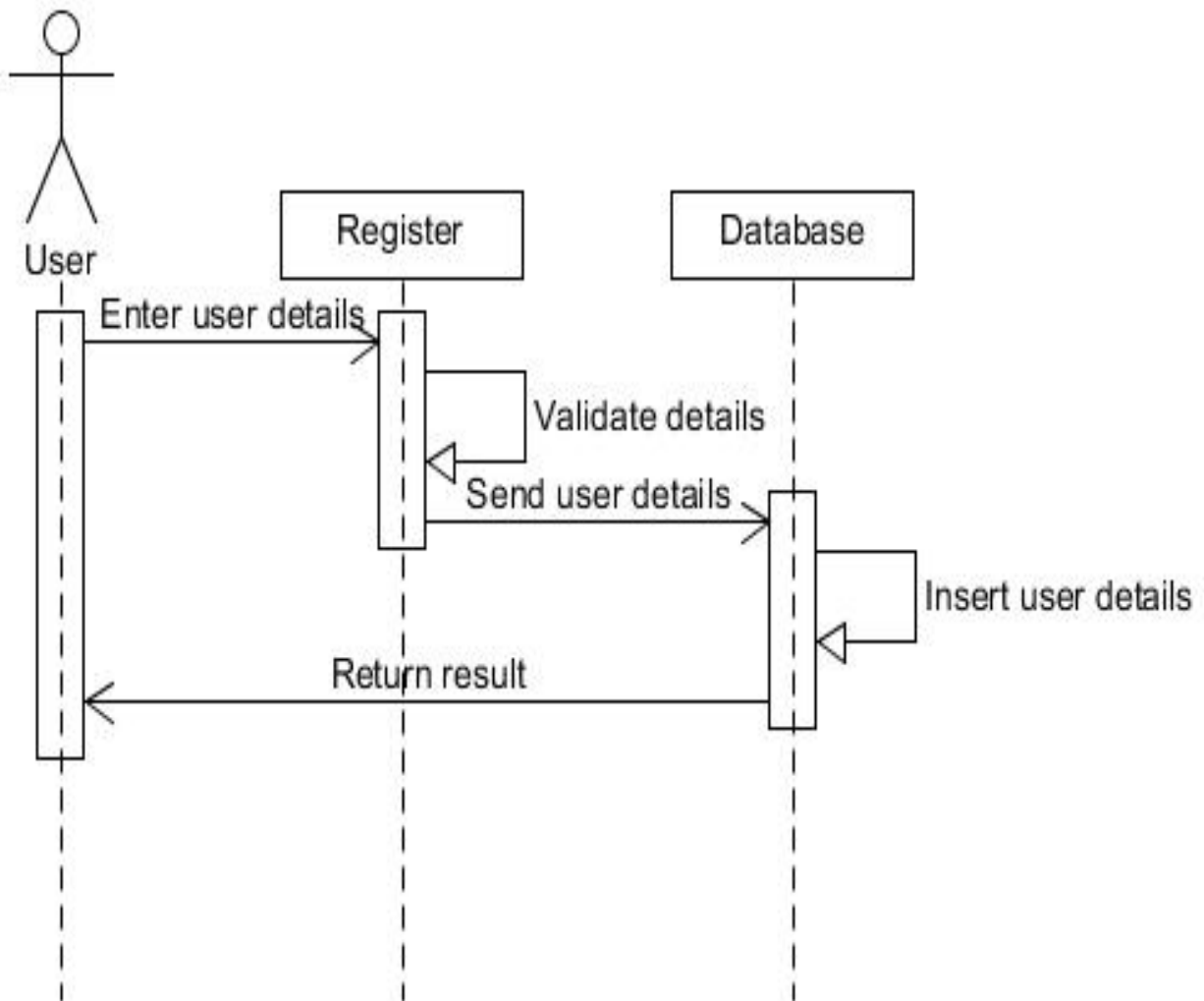
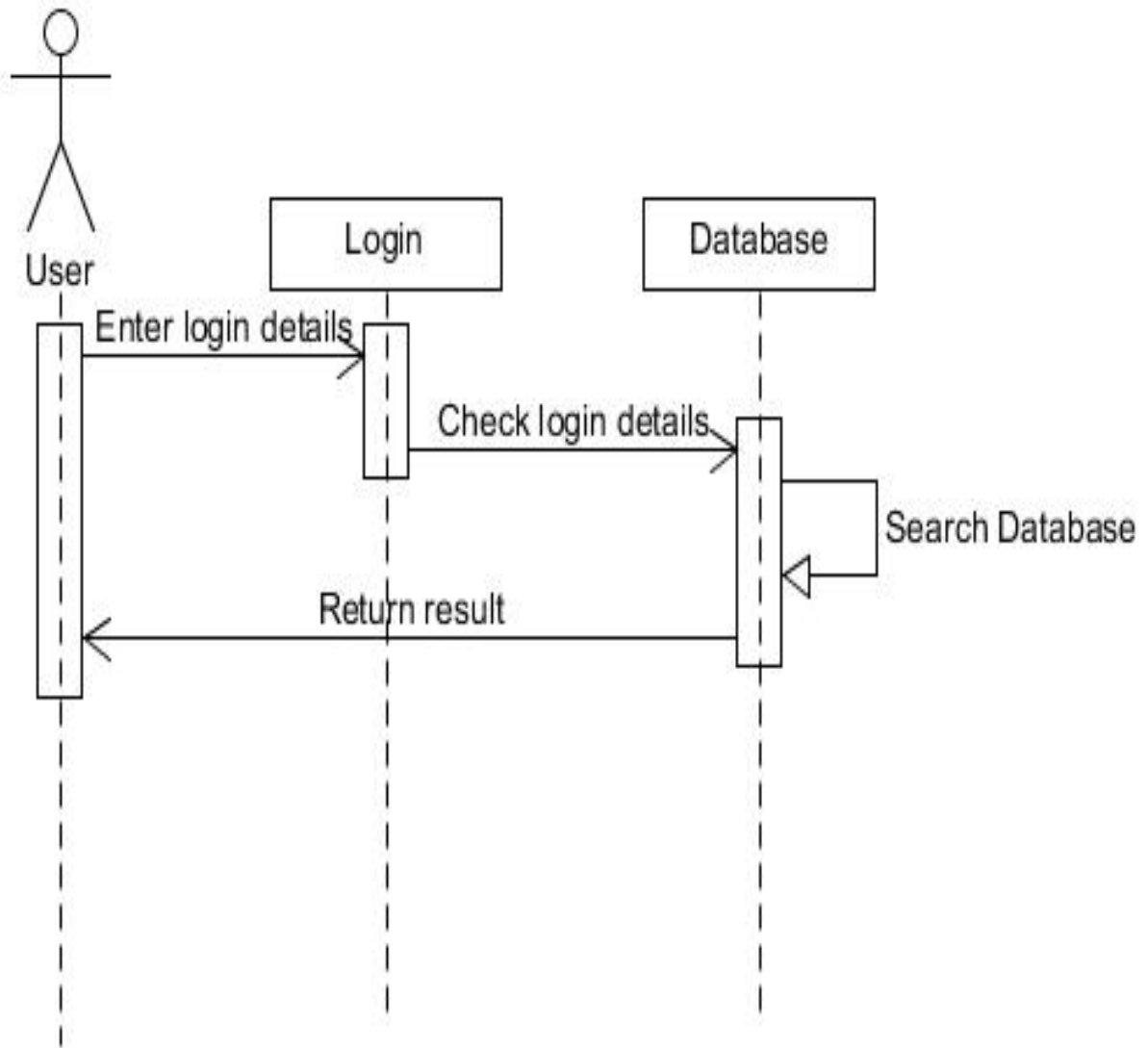


Figure 8: Sequence Diagram of Register

## Login



**Figure 9: Sequence Diagram of Login**

## Manage Questions

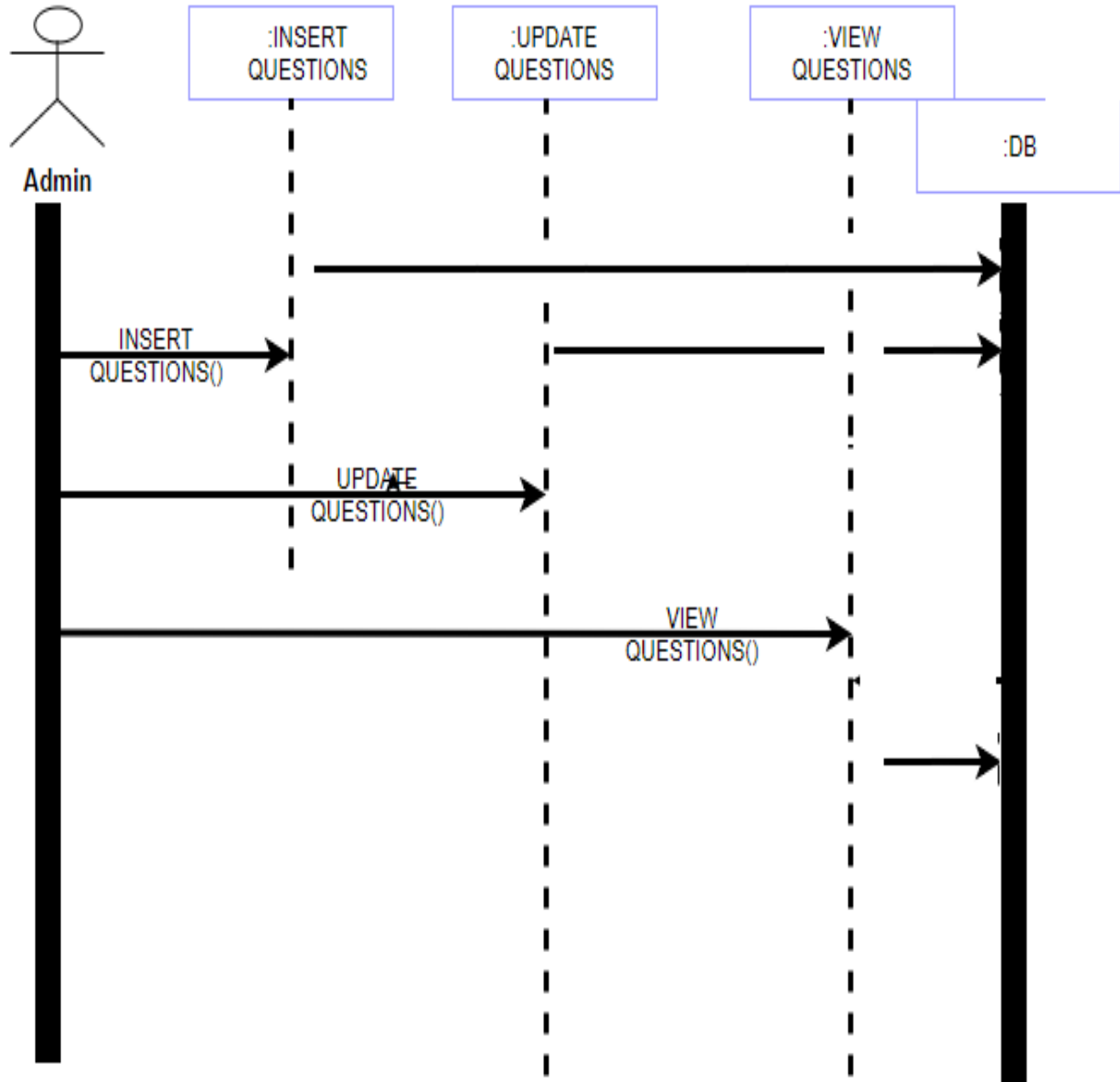


Figure 10: Sequence Diagram of Manage Questions

## Manage Users

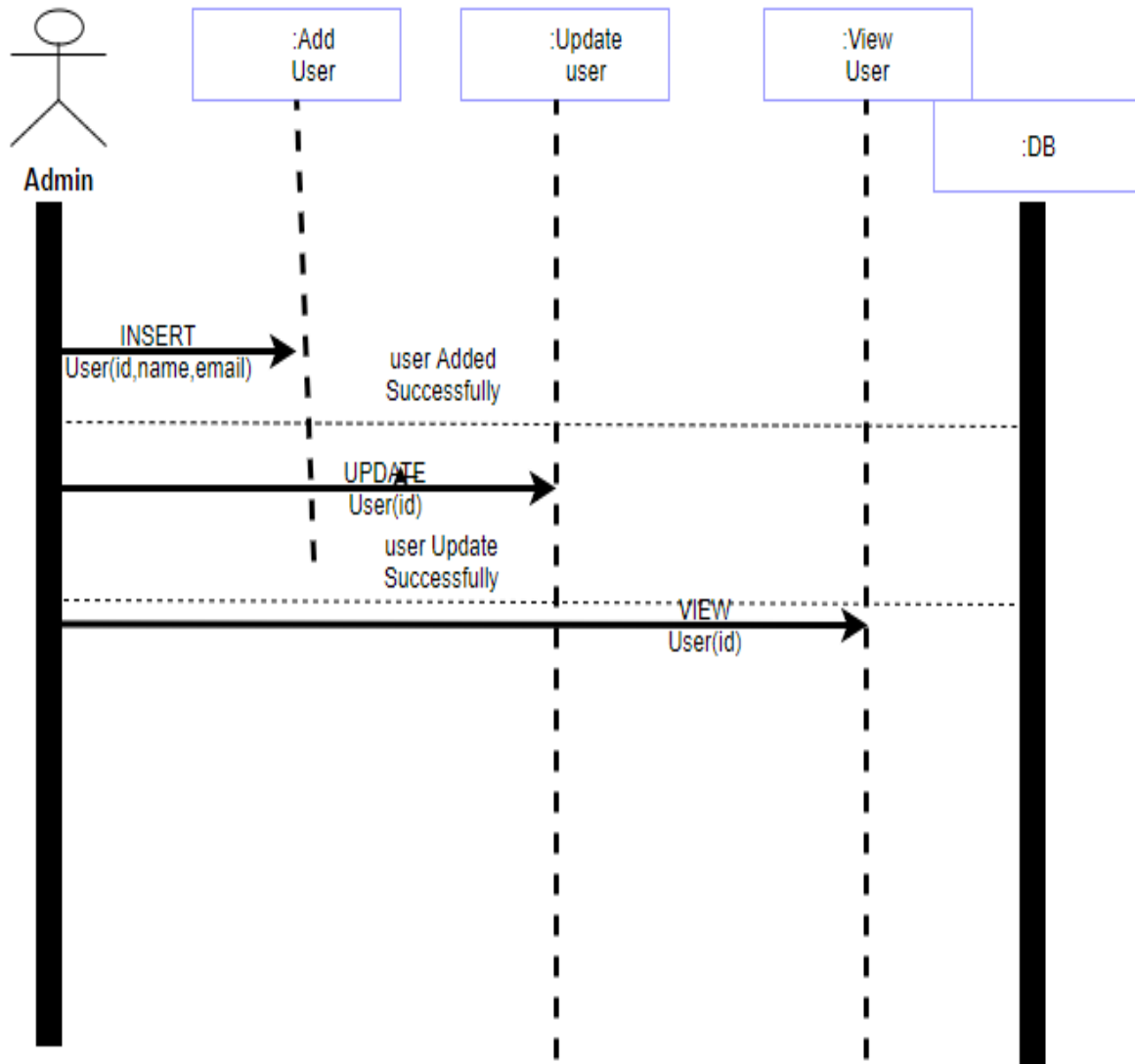
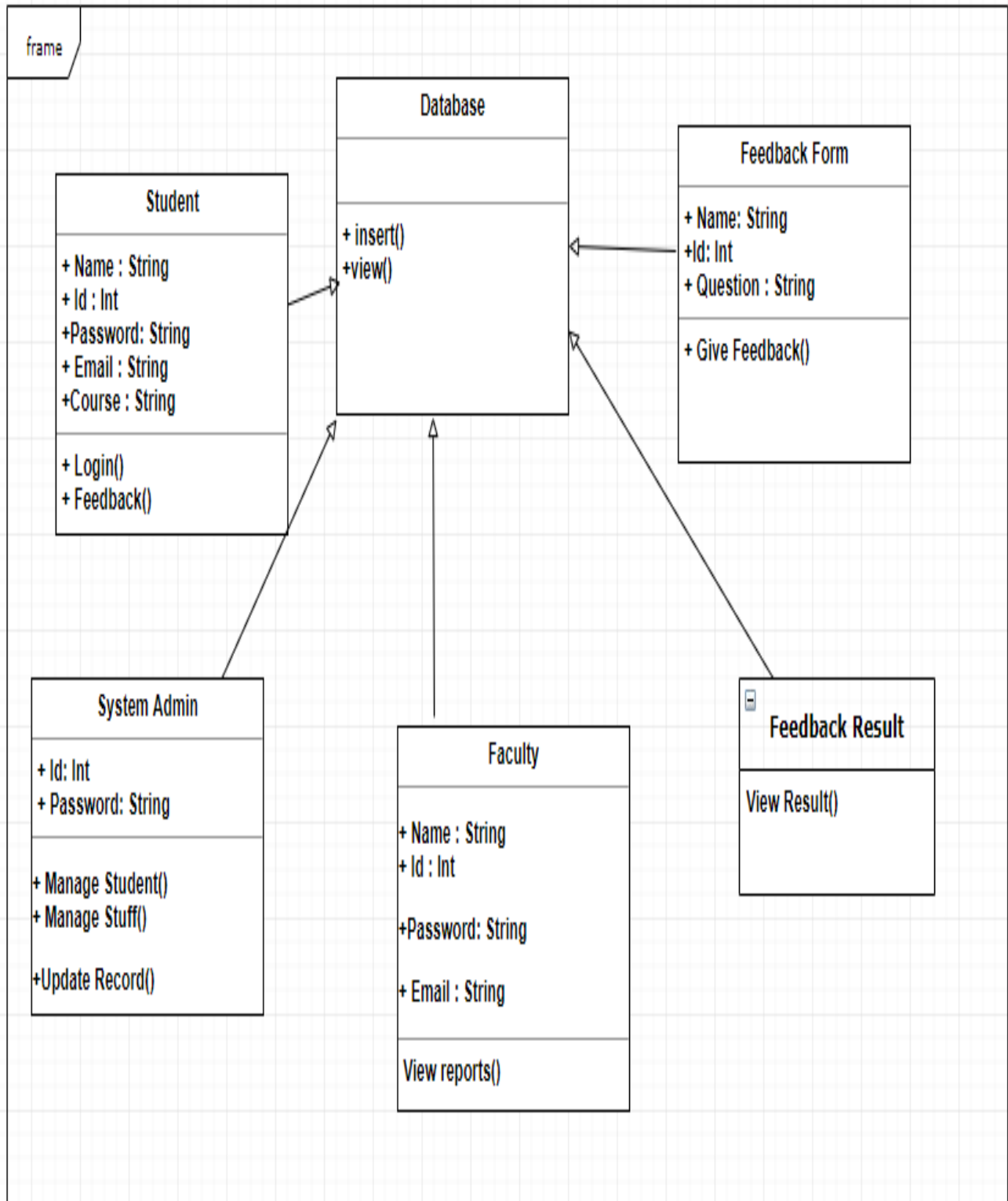


Figure 11: Sequence Diagram of Manage Users

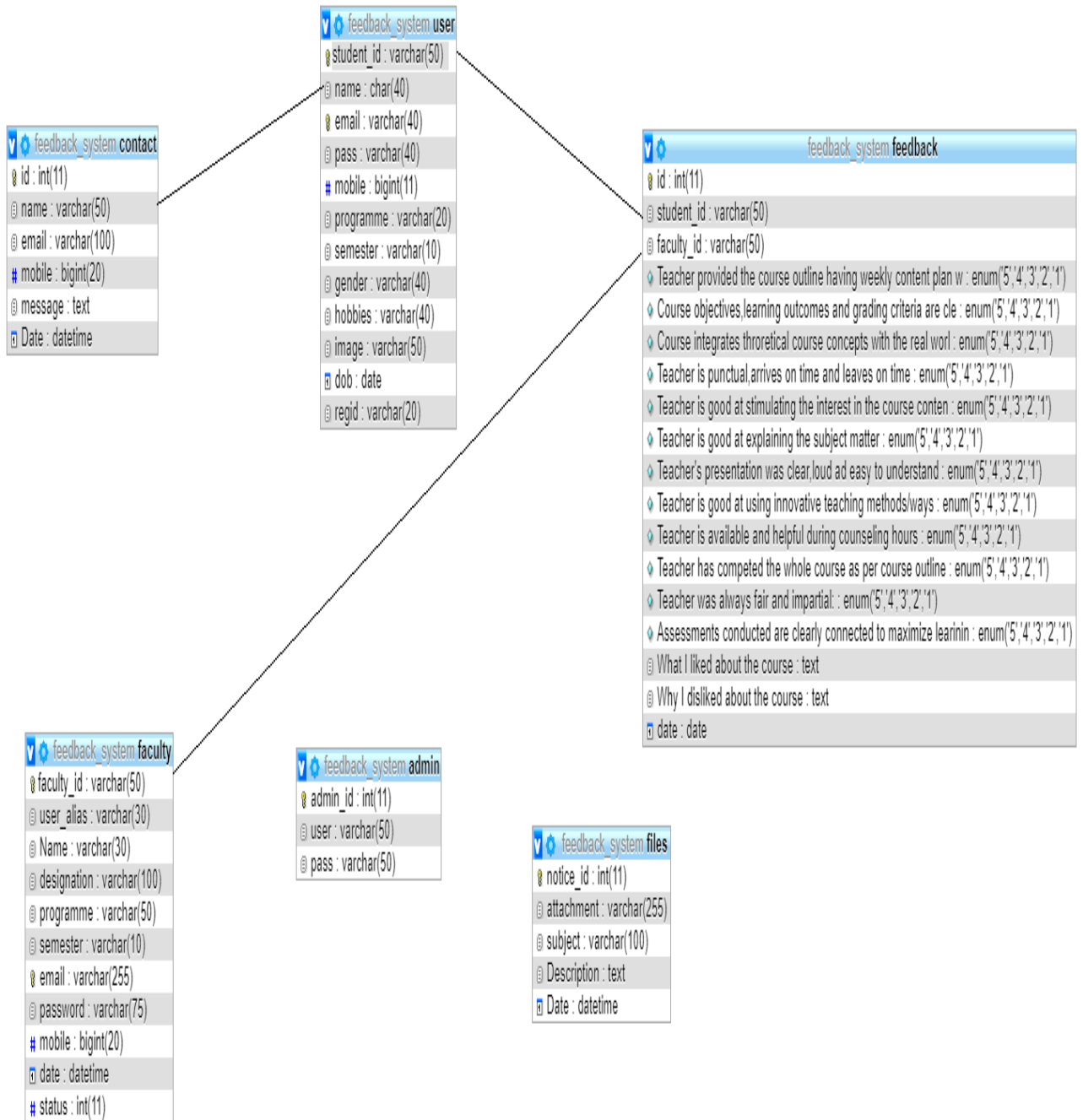


## 4.2 Class Diagram



**Figure 12: Class Diagram**

### 4.3 Database Design Diagram



**Figure 13: Database Design Diagram**

## 4.5 Development Tools & Technology

### 4.5.1 User Interface Technology

#### **PHP**

Hypertext Preprocessor is a server-side scripting language designed for Web development, and also used as a general-purpose programming language.

#### **Twitter Bootstrap**

Bootstrap is a free and open-source front-end framework for designing websites and web applications. It contains HTML- and CSS-based design templates for typography, forms, buttons, navigation and other interface components, as well as optional JavaScript extensions.

#### **JQuery**

jQuery is a JavaScript library designed to simplify HTML DOM tree traversal and manipulation, as well as event handling, animation, and Ajax. It is free, open-source software using the permissive MIT License. Web analysis indicates that it is the most widely deployed JavaScript library by a large margin

#### **Font Awesome**

Font Awesome is a font and icon toolkit based on CSS and LESS. It was made by Dave Gandy for use with Twitter Bootstrap, and later was incorporated into the BootstrapCDN.

### 4.5.2 Implementation Tools & Platforms

#### **XAMPP web server**

XAMPP is a free and open-source cross-platform web server solution stack package developed by Apache Friends, consisting mainly of the Apache HTTP Server, Maria DB database, and interpreters for scripts written in the PHP and Perl programming languages

# Chapter 5: System Testing

## 5.1 Testing Features

### 5.1.1 Features to be tested

- URL
- Login
- Registration

### 5.1.2 Features not to be tested

#### **Speed**

How quick the system retrieve data from server.

#### **Accuracy**

How accurate result show the system.

## 5.2 Testing Strategies

### 5.2.1 Test Approach

A test approach is the test strategy implementation of a project, defines how testing would be carried out.

**Proactive** - An approach in which the test design process is initiated as early as possible in order to find and fix the defects before the build is created.

### 5.2.2 Pass/Fail Criteria

If any action shows error 3 time then it will go to the fail criteria

### 5.2.3 Suspension and Resumption

Suspension criteria specify the criteria to be used to suspend all or a portion of the testing activities while resumption criteria specify when testing can resume after it has been suspended.

#### **Suspension**

Unavailability of internet connection during execution

#### **Resumption**

When connection is active the execution process starts

### 5.3 Testing Environment (hardware/software requirements)

**OS:** Windows 10 or Ubuntu 18.04

**Browser:** Google Chrome or Mozilla Firefox

5.4 Test Case

**Table 23: Test Case URL**

Test Case ID/Name	Test Case Description	Step Name	Test Data	Step Description	Expected Result	Actual	Status
TC01-URL	Check all the URL either its valid or not	Step 1	URL	Enter Site URL	System display home page of Student Feedback System(SFS)	http://localhost/onlinefeedback	Pass
		Step 2		Click on home	System display home page of SFS	http://localhost/onlinefeedback	Pass
		Step 3		Click on SFS menu	System display all the menu	http://localhost/onlinefeedback	
		Step 4		Click on Top Navigation menu name student	System open the student login page	http://localhost/onlinefeedback/index.php?info=login	Pass
		Step 5		Click on middle Navigation menu name Faculty	System open the Faculty login page	http://localhost/onlinefeedback/index.php?info=faculty_login	Pass

		Step 6		Click on Top Navigation menu name Admin	System open the Admin login page	<a href="http://localhost/onlinefeedback/admin">http://localhost/onlinefeedback/admin</a>	Pass
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**Table 24: Test Case registration**

Test Case ID/Name	Test Case Description	Step Name	Test Data	Step Description	Expected Result	Actual	Status
TC02-Registration	Check the registration functionality of the system	Step 1	URL	Click on the register now menu	System will show theregistration model.	System will show the registration model.	Pass
		Step 2	name: <b>Anik</b> email: <b>anik4goo@gmail.com</b> mobile no: <b>01775727429</b> Select Your Program: <b>BSC</b> Select Your Semester: <b>2nd</b> Select Your Gender: <b>Male</b>	Registration	Registration successful.	Redirect home page with successful message.	Pass



			Upload Your Image: <b>profile.png</b>				
		Step 3	name: <b>Anik</b> email: <b>anik4go atgmail .com</b> mobile no: <b>01775727 429</b> Select Your Program: <b>BSC</b> Select Your Semester: <b>2nd</b> Select Your Gender: <b>Male</b>	Registration	Registration successful.	Invalid email syntax	Fail

**Table 25: Test Case Login**

Test Case ID/Name	Test Case Description	Step Name	Test Data	Step Description	Expected Result	Actual	Status
TC03-Login	Check the Login functionality of the system	Step 1	URL	Click on the Login now menu	System will show the login model.	System will show the login model.	Pass
		Step 2	user name: <b>admin@gmail.com</b> password:admin	login	Login successful.	Login successful.	Pass
		Step 3	user name: <b>admin@gmail.com</b> password:ad123	Login	Login successful.	Invalid Username or password	Fail

## **Student Feedback System User Manual**

### **Computer Requirements**

Before entering the classroom, make sure your computer meets the following requirements:

- Windows7 or higher
  
- 32 MB RAM
  
- 5MB disk space
  
- Pentium 166 MHz or faster (200 MHz recommended)
  
- Internet connection – at minimum a 56K modem connection
  
- Internet browsers: Google Chrome

## Navigating the Dashboard



Figure 14: Student Feedback System Dashboard

- Dashboard
- Faculty
- Student
- Feedback
- Contact Us

# Faculty Dashboard

The screenshot displays a web interface for a faculty member. At the top, a blue header bar contains the text "Hello Sohel Arman" on the left and "Logout" on the right. Below the header, a vertical sidebar on the left lists navigation options: "Dashboard" (highlighted), a profile picture, "Update Password", "Update Profile", and "Feedback". The main content area shows the email address "SohelArman@gmail.com" and the title "Update Password". The form includes three input fields labeled "Enter YOUR Old", "Enter YOUR New Password", and "Enter YOUR Confirm Password". At the bottom of the form are two green buttons: "Update Password" and "Reset".

Figure 15: Faculty Dashboard

- Update Password
- Update Profile
- Feedback

# Update Password

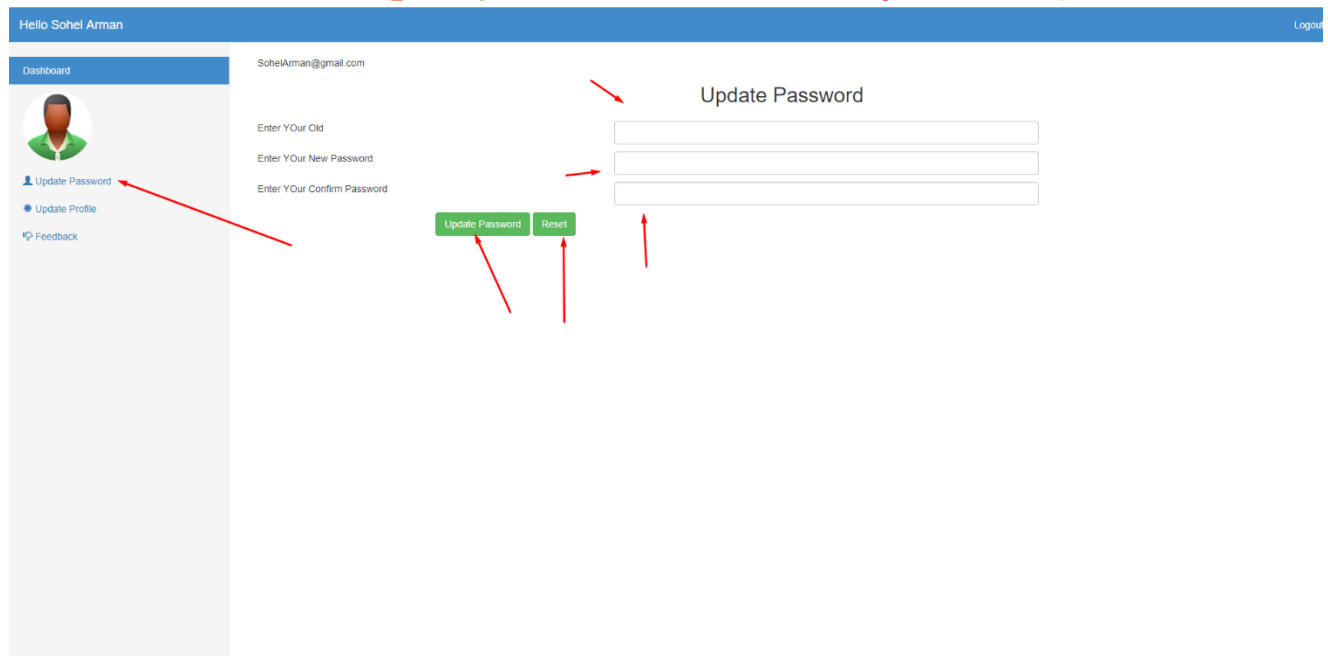


Figure 16: Update Password

This feature allows the faculty to update his password in case he forgot it or anything else.

1. Click update password on the left site of the Dashboard. Update password will be displayed.
2. Then enter your current password And new password to update it.

## Update Profile

Dashboard

Update Password

Update Profile

Feedback

Name: Sohel Arman

Designation: aaaa

Email: SohelArman@gmail.com

Password: ec37aa25501f5aea74d5eb3d19b08333

Programme: B.tec

Semester: i

Mobile Number: 901550189

Update Profile

Figure 17: Update Profile

This feature allows the faculty to update profile information.

1. Click update Profile on the left site of the Dashboard. Update profile will be displayed.
2. Then edit your current information and save it

## Feedback

This feature allows the faculty to view the feedback results.

1. Click feedback Profile on the left site of the Dashboard. Feedback profile will be displayed.

# Student Dashboard

The Update password and profile are same as the faculty except the feedback system

## Feedback

Dashboard

Update Password

Update Profile

Feedback

Student's Feedback Form

Please give your answer about the following question by circling the given grade on the scale:

Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree

Select Faculty : Sohel Arman

### 1-Course Material

1: Teacher provided the course outline having weekly content plan with list of required text book:	0.5 0.4 0.3 0.2 0.1
2: Course objectives learning outcomes and grading criteria are clear to me:	0.5 0.4 0.3 0.2 0.1
3: Course integrates theoretical course concepts with the real world examples:	0.5 0.4 0.3 0.2 0.1

### 2-Class Teaching

4: Teacher is punctual/arrives on time and leaves on time:	0.5 0.4 0.3 0.2 0.1
5: Teacher is good at stimulating the interest in the course content:	0.5 0.4 0.3 0.2 0.1
6: Teacher is good at explaining the subject matter:	0.5 0.4 0.3 0.2 0.1
7: Teacher's presentation was clear/easy to understand:	0.5 0.4 0.3 0.2 0.1
8: Teacher is good at using innovative teaching methods/ways:	0.5 0.4 0.3 0.2 0.1
9: Teacher is available and helpful during counseling hours:	0.5 0.4 0.3 0.2 0.1
10: Teacher has completed the whole course as per course outline:	0.5 0.4 0.3 0.2 0.1

### 3-Class Assessment

11: Teacher was always fair and impartial:	0.5 0.4 0.3 0.2 0.1
12: Assessments conducted are clearly connected to maximize learning objectives:	0.5 0.4 0.3 0.2 0.1

13: What I liked about the course:

14: Why I disliked about the course:

Submit

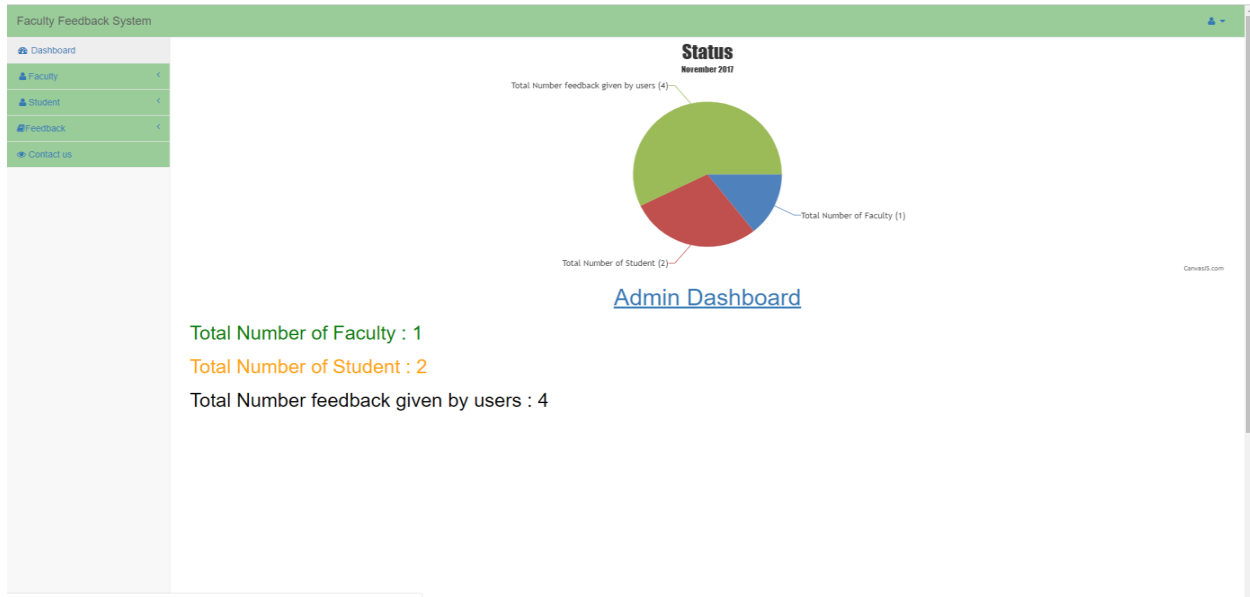
**Figure 18: Student Feedback Form**

This feature allows the student to give the feedback.

1. Click feedback on the left site of the Dashboard. Feedback will be displayed and student can give the feedback and click the submit button



# Admin Dashboard



**Figure 19: Admin Dashboard**

In the admin dashboard admin can manage (add, edit update, delete) faculty and student

## Manage Faculty

1. Click Faculty on the left site of the dashboard. Faculty info will be displayed and admin can add edit delete faculty information.

S.No	Name	Designation	Programme	Semester	User Name	Email	Mobile	Password	Update	Delete	Status
1	Sohel Arman	aaaa	B.tec	i	sanj9015	SohelArman@gmail.com	901550189	ec37aa25501f5aea74d5eb3d19b08333			

**Figure 20: Manage Faculty**

## Manage Student

1. Click Student on the left site of the dashboard. Student info will be displayed and admin can delete Student information.

S.No	Name	Email	Mobile	Programme	Semester	Regid Id	Delete
1	Shohel Arman	shuvo@gmail.com	9015501897	BSC	3rd	2147483647	X
2	test	test@gmail.com	989898989	MCA	i	2017-02-10 16:04:10	X

Figure 21: Manage Student

## Manage Feedback

1. Click feedback on the left site of the dashboard. Feedback info will be displayed.



Figure 22: Manage Feedback (admin)

## Chapter 7: Project Summary

### 7.1 GitHub Link

<https://github.com/anik4good/SFS>

### 7.2 Limitations

There are some limitations in my project such as Internet connection needed to run the graph and another is only the specific user like student can modify her/his profile as well as faculty.

### 7.3 Obstacles & Achievements

We achieve a deep knowledge about php and bootstrap and to complete the project within in time is the main problem we faces. While making the system from beginning the beginning we learn so many things which are needed to develop the system as well as needed for a developer. We don't know to design a database along with passing the value into the database and use it for further and how to use api into PHP and use api to display data from specific points. We also learn before starting logical part to implement into my code. When the project UI is ready then it will be very easy to implement the code into backend. In a word it was really a great achievement and learning lesson for us to build this system.

### 7.4 Future Scope

We are trying our best to satisfy the actual need of the feedback system. Thought there will be always option for further development cause many new features and technology will come day by day so we keep in mind that in future There will be apps version both android and iOS