

## FEEDBACK SYSTEM

**Laxmi Maurya<sup>1</sup>, Dr. Santosh Dwivedi<sup>2</sup>, Mr. Shadab Ali<sup>3</sup>**

<sup>1</sup>UG student of Department of Computer Application, Shri Ramswaroop Memorial College of Management Lucknow, Uttar Pradesh, India.

<sup>2</sup>Professor, Department of Computer Application, Shri Ramswaroop Memorial College of Management Lucknow, Uttar Pradesh, India.

<sup>3</sup>Assistant professor, Department of Computer Application, Shri Ramswaroop Memorial College of Management Lucknow, Uttar Pradesh, India.

### ABSTRACT

The objective of this project is to design and develop an intelligent feedback system to optimize and streamline feedback processes in various domains. Feedback is an essential element for growth, improvement, and performance evaluation in educational, professional, and personal settings. However, conventional feedback systems often suffer from limitations such as subjectivity, inconsistency, and lack of timeliness. To address these challenges, our project proposes the implementation of an advanced feedback system powered by artificial intelligence techniques. The system will leverage natural language processing (NLP) algorithms to analyze and interpret feedback data, enabling a deeper understanding of its content and sentiment. Machine learning models will be employed to identify patterns and trends within the feedback, facilitating the extraction of actionable insights. The feedback system will provide an intuitive and user-friendly interface that allows users to give feedback conveniently and effectively. It will support multiple feedback modalities, including text, audio, and multimedia formats, catering to diverse user preferences. Additionally, the system will integrate with existing communication platforms and collaboration tools to facilitate seamless feedback exchange in various contexts.

### 1. INTRODUCTION

Feedback is an integral part of human learning, growth, and development. It serves as a catalyst for improvement, enabling individuals to refine their skills, make informed decisions, and enhance their performance. In educational institutions, feedback plays a vital role in shaping students' understanding, knowledge acquisition, and academic success. Similarly, in professional settings, feedback contributes to employee development, productivity, and organizational effectiveness. Moreover, feedback has a significant impact on personal growth and self-improvement, guiding individuals towards their goals and aspirations. Traditionally, feedback processes have relied on manual methods such as written evaluations, face-to-face discussions, and performance reviews. However, these approaches often suffer from limitations, including subjectivity, inconsistency, and delays in delivery. Moreover, the increasing demands of modern educational and professional environments call for more efficient, personalized, and data-driven feedback systems. With the advancements in technology, the emergence of artificial intelligence (AI), natural language processing (NLP), and machine learning (ML) techniques has opened new possibilities for improving feedback processes. These technologies have the potential to transform conventional feedback mechanisms by automating analysis, providing objective insights, and enabling personalized recommendations. The objective of this project is to design and develop an innovative feedback system that leverages AI, NLP, and ML to enhance the effectiveness and efficiency of feedback processes. The system aims to address the limitations of traditional methods by providing timely, constructive, and data-driven feedback to individuals in educational, professional, and personal contexts. This project will involve the utilization of advanced algorithms and models to analyze feedback data, extract valuable insights, and detect patterns and trends. The system will offer multiple modalities for feedback submission, including text, audio, and multimedia formats, catering to different user preferences. Integration with existing communication platforms and learning management systems will ensure seamless adoption and integration into various environments. Throughout the development process, agile methodologies and iterative prototyping will be employed to ensure a user-centered approach. Usability, accessibility, and user satisfaction will be prioritized, resulting in an intuitive and user-friendly interface. Rigorous testing and validation procedures will be conducted to assess the system's accuracy, reliability, and performance. In the fast changing world, information technology and information management are going to play an important role. We are living in the computer age during past some year. The computer has gaining popularity. Computer revolution found its way into almost every aspect of human life and living. A computer is admirably suited to handle any information and hence is an information processor that is, it can receive data, perform some basic operations on that data and produces results according to a predetermined program. This Software is used mainly for faculty feedback to maintain the details of faculty such as feedback given by the student. The "FEEDBACK SYSTEM" is a method of gathering anonymous feedback from students about what is helping them learn evaluation of teachers (time management, subject command, communication skill, class control,

guidance).

## 2. PROBLEM STATEMENT

Earlier, Feedback can be collected within a paper-based system, by distributing these questionnaires in-class to students. This method provides the benefit of having a captive audience and could increase response rates. However, it is more labor intensive, more expensive, it takes longer to process the data and thus also takes longer to send reports to the lecturers and their line management. Feedback could also be collected within an electronic system by making the questionnaires available on institutional websites. Students can then complete the forms electronically over a set period of time. Benefits of the electronic system are that it is more cost and time effective, less labor intensive and reports can be produced quicker.

- The previous system is based on manual work that is a lot of human labor was required.
- When work load increases it becomes difficult to manage.
- Time consuming; since work is done manually.
- Work load increases on administrator.
- Inefficient sometimes.
- Updating any information is cumbersome.
- Difficult to keep the record safely for a long period that is non-durable.
- Difficult to monitor all the fields.
- Decision-making is hectic task.

## 3. EXISTING SYSTEM

Existing systems of feedback encompass a variety of approaches and tools employed in different domains. These systems can vary greatly depending on the context, such as educational institutions, workplaces, or online platforms. Here are a few examples of existing feedback systems: Educational Institutions: Written Feedback: Traditional feedback in educational institutions often involves instructors providing written comments on assignments, tests, or papers, highlighting strengths and areas for improvement. Rubrics and Grading Scales: Teachers use predefined rubrics or grading scales to evaluate student performance and provide feedback based on specific criteria. Classroom Observations: Observers, such as peers or supervisors, visit classrooms to provide feedback on teaching practices, student engagement, and classroom management

## 4. PROPOSED SYSTEM

In the proposed system of Feedback system, the registered student can simply generate a feedback anywhere and anytime providing the required details in the college. The feedback thus generated is sent to the admin. This saves a lot of time and effort. The admin can access the feedback reports delivered to them anywhere and anytime.

Advantages of Proposed System:

- Reduce a lot of time and efforts.
- Reduce paper work.
- Friendly user interface.
- Enhance security.
- Report generation is made easy and efficient.

## 5. IMPLEMENTATION OF MODULES:

Following is a list of functionalities of the system. The Feedback System has following main modules.

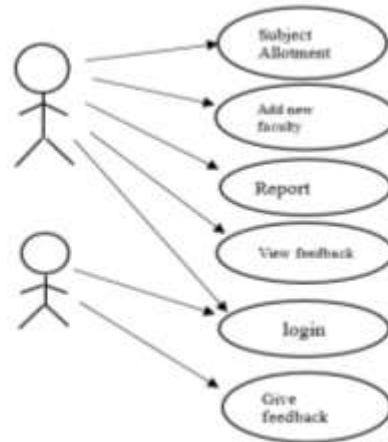
### ADMIN MODULE

1. Can insert/update/delete/ Faculty Member (but not feedback).
2. Can insert/update/delete/subject.
3. View the final feedback report.
4. View the final feedback grade.

### STUDENT MODULE

1. Give feedback to their respective department faculty members.
2. Can give comments/message to the respective faculty members.
3. Give feedback to their respective department lab.
4. Can give hostel feedback.
5. Can give library feedback.
6. Can give canteen feedback.

## Use case diagram



## 6. FUTURE SCOPE

It can be summarized that the future scope of the project circle around maintaining information regarding

- ✓ We can add printer in future.
- ✓ We can give more advance software for college feedback system including more facilities.
- ✓ We will host the platform on online server to make it assessable worldwide.
- ✓ Implemented the backup mechanism for taking backup of codebase and databases on regular basis on different server.

The above, mentioned points are the enhancement which can be done to increase the applicability and usar of this project. Here we can maintain the records of college and feedback. Also, as it can be seen that now a day the players are versatile ,i.e. so there is a scope for introducing a method to maintain the college feedback system. Enhancement can be done to maintain all the college, faculty, student, feedback, principle, college, teacher.

We have left all the option so that there is any other future requirements in the system by the user for the enhancement of the system then it is possible to implement them. In the last we would like to thanks all the persons involved in the development of the system directly or indirectly.

## 7. CONCLUSION

The software will be developed by implementing the concept of modularity which in turn reduces the complexity involved in maintaining it. The administrator should have a sound technical knowledge about maintaining the software and further enhancements will be undertaken by the developer.

The application is portable which ensure its adaptability for use on different computer terminals with different operating system and standards.

The factors guarantee the software's availability includes proper termination and correct input details. Also the resources used for the project development are Microsoft certified which speaks of its high quality standards.

Hence, we may conclude that the application system being developed helps a great deal in modifying the computerized Alumni Management System.

**Goal achieved:** The System is able provide the interface to the user so that he can replicate his desired data.

**User friendliness:** Though the most part of the system is supposed to act in the background, efforts have been made to make the foreground interaction with user as smooth as possible. Also the integration of the system with Alumni Management project has been kept in mind throughout the development phase.

## 8. REFERENCES

- [1] Herbert Schildt, Java2 Coplete Reference, 5<sup>TH</sup> edition,
- [2] Pragti publication, April 2004
- [3] Pankaj Sharma, Introduction To Web Technology, 2<sup>nd</sup>edition S.K. Kataria& Sons publication, April 2007
- [4] Shrika Jain, Infarmation System, 3<sup>rd</sup> edition, Pragti publication, April 2004
- [5] Roger S. Pressman, Software Engineering, 3<sup>rd</sup> edition by McGraw Hill International, April 2002.