

# Online Parent Teacher Feedback System

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**Abstract :** The interaction of parents with teachers of the student is a necessary factor for the student's academic progress. The main aim of our system is to provide a platform of interaction for the students, their parents and the teachers to communicate about academic progress of the student. We have also integrated the teacher feedback system with it, which is used to get the feedback of teachers from the students, and it generates an average rating for the faculty based on the same feedback. Apart from that, the parents can view the student's marks and attendance as provided by the teachers.

## I. INTRODUCTION

### Background:

In today's world, data processing and processing by computerized tools is increasing day by day. In any education system, student feedback is considered a very important aspect for improving the teaching and learning process. The educational process requires a deep involvement of not only parents but also teachers throughout the educational process. A child's effective school-level education requires interaction between a parent and her teacher. A channel that effectively breaks down barriers to the education of her children. Parent-teacher interaction means positive communication between parents and teachers. This is a way of building relationships between teachers and students' families.

These days, colleges arrange Parent Teacher meetings and ask Parents to physically come to the college and meet teachers. However, only a few parents show up. That's because many parents don't have the time to physically go and meet the teachers about their kid's academic reports. In this system, the parents just have to log in to the system to see the progress of their kid without physically going to college. This also saves the teachers' time as they don't have to attend to the parents of their students again and again.

Our system also provides a feedback system for the students to assess their teachers and to submit other concerns, which is better and different than the traditional system used in the institutes. In the traditional/existing system, the institute provides the feedback forms developed by the institute itself. These feedback forms are distributed among the students and the students are supposed to mark their feedback manually about the academics including lecturer, practical, assignments, punctuality, knowledge of problem-solving capacity and many more. The submitted feedback forms are then collected by the faculty or staff and the overall grade for each point mentioned in the form, subject and each teacher is calculated manually. The feedback report is then passed over to the Head of department. After receiving the feedback, the Head of the department shall discuss it with the faculty and inform them regarding the necessary corrective actions to improve the academic standards and rectify the lower grades about specific point. Such an existing system is more time consuming and that's where our system beats it. The rating which student gives can only be seen by the admin who made the feedback. The admin doesn't have to put the ratings in excel sheet, as he can just press a button and the average ratings for the teacher will be calculated by the system itself, thus saving a lot of paperwork and time of the institute.

### Problem Statement:

The role of parent-teacher interaction is critical to the effective education of children. Parent-teacher interaction requires teachers to develop mechanisms to connect with students' parents. Building strong connections with parents requires training, vision and motivation for teachers to explore different avenues. A teacher's awareness of the needs and techniques for developing student interactions with parents plays an important role in achieving the teacher's goals. In general, parent-teacher interactions have recently observed areas of weak performance. For this reason, the system is designed to facilitate the process of interaction between students, parents and teachers, making communication between parents and teachers very convenient and hassle-free.

### Objective:

- To make an easy communication channel between teachers and students.
- Transparency of Student's academic reports.
- Making the feedback system less time-consuming.

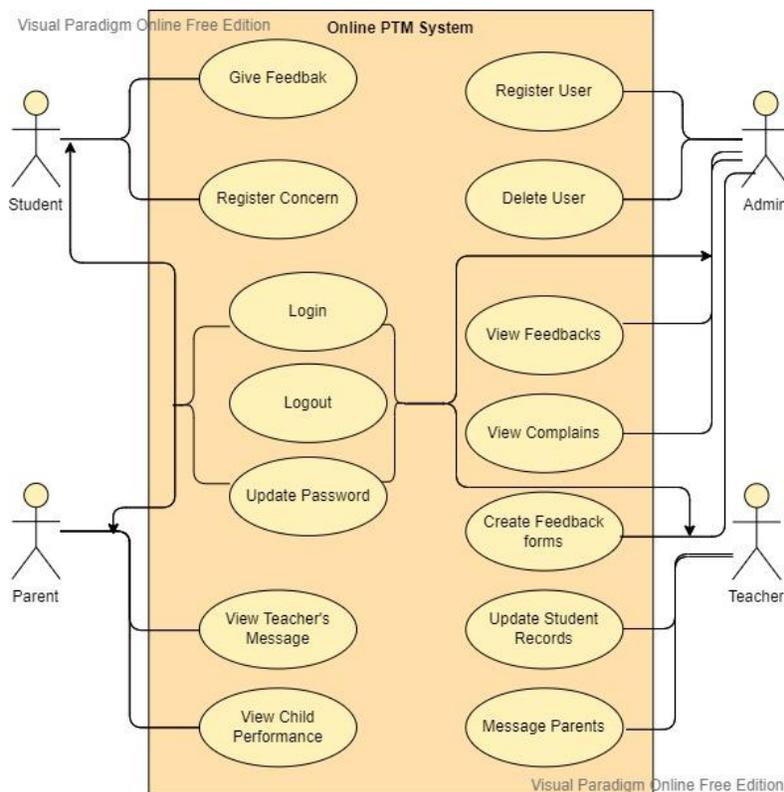
## II. RELATED WORK

In the current system, feedback is provided in pen and paper. Using paper is considered simple, but it makes the task more tedious and time consuming. In this existing system, special care is required to ensure that a single sheet of paper cannot be lost or missed. A large amount of paper is required to make a large number of paper copies for the same purpose. The main concerns of this method are: This system takes more time to keep records and requires more paper.

Today's procedure of Parent-teacher meeting involves parents going to college and meeting and discussing with the teacher about the performance of the student regarding their latest test results, attendance and many other factors. Most of the colleges host these meetings, but the number of parents who actually show up to these meetings is fairly low. So, we need a system that can help parents to communicate with the teachers effectively and keep up with the status of their child's performance and give them appropriate advice if needed. The concerns of students is also addressed manually and many of them are hesitant in going to the admin office to report them and also rate their respective subject's teacher.

## III. PROPOSED SYSTEM

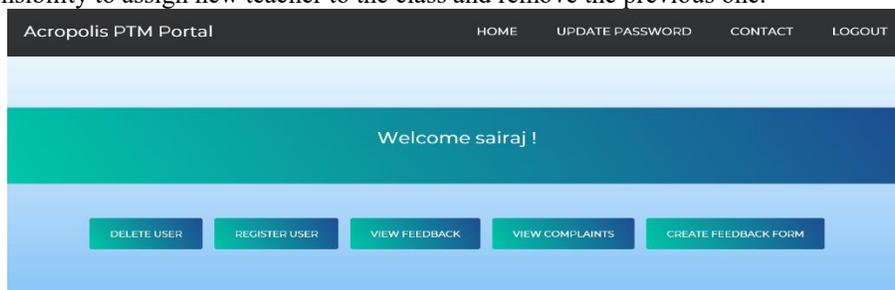
The Online Parent-Teacher Feedback System is a web-based application that provides a seamless communication channel for parents, teachers, and students. There are four types of users in the system : students, teachers, admins, and parents. Every user has a different function.



The system has four types of modules-

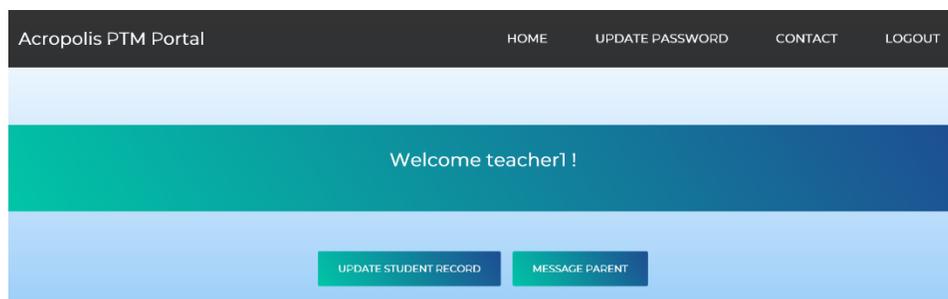
**Admin Module:**

The main function of an administrator is to add users. Admins can add newly-assigned teachers as well as newly-admitted students and parents to the system. Administrators are also responsible for matching the parent's account with the child's account. Another task for administrators is to create feedback forms and make them available to all students so that teachers can be evaluated. It is he who prepares the summary report of student attendance and grades. Apart from that, the student-provided summary report of teacher evaluation is also prepared by him. Administrators can also remove users from the system. Let's say some teacher left the course or got transferred, so it's the admin's responsibility to assign new teacher to the class and remove the previous one.



**Teacher Module:**

The teacher has two main functions. Firstly, he can add/update a student's academic record like their attendance and marks of their latest test that they have attempted. These marks can be viewed by the teachers and can be changed anytime. The parents will also be able to view the marks of their children whenever they login to their account. The Teacher will be able to update the marks as the student takes their new test. The second and most important feature of this module is that the teacher can inform the parent through message about their child's behaviors in class or any other details that they think is important for their parents to know so that they can keep an eye on their child's activities and reprimand any of their indiscipline.



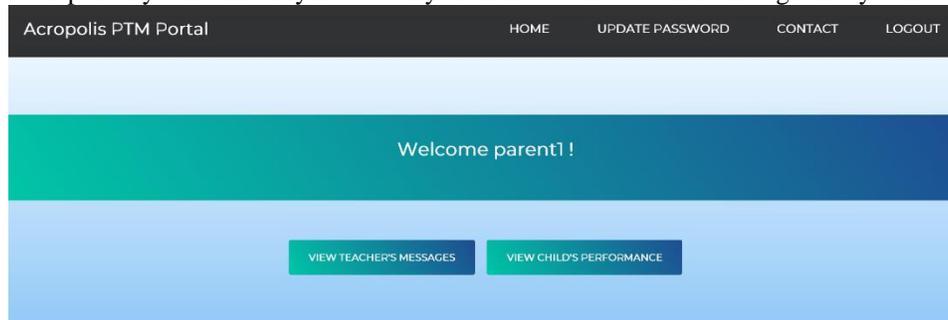
#### **Student Module:**

The student also has two important features. The first feature is that they can access the feedback forms that are uploaded by the admin. They can rate teachers on different parameters and if any teacher has a low average rating, the admin can personally meet with them to resolve the difficulty. The main advantage is that the survey is anonymous, and the students need not worry about the fact that they may be punished by the teacher if they give them low ratings. Another important feature is that if they see anything that is not properly working or any other important concern which requires the attention of higher authority, they can register that using our system as well.



#### **Parent Module:**

Parents can log in to check their child's academic performance in the different subjects their child is studying. Parents can view their child's grades and participation in different classes. Parents can see if teachers have complaints about their children on the system dashboard. They can also report any concerns they have to any of their students' teachers through the system's dashboard.



#### IV. SURVEY

We implemented this system in our college with few of our classmates, their parents and some of our teachers. We explained them about the functionalities and how to use the system. We asked them to use our system for about one month. We requested our teacher to upload the marks of the participating students into the portal. After that we requested the parents to check their child's performance and ask the teachers any query they have regarding the studies. At the end of the study, we observed many interactions between teachers and parents, which was very surprising for us. We also requested our HOD to conduct one teacher rating feedback on our system. The process was very smooth unlike the paper based feedback. The students were only able to fill their feedback once. The results were

available as soon as the students were submitting the feedback and it was updated in the real time/. The feedback was completely anonymous because we wanted students to give honest feedback without being intimidated. The admin can see the ratings change in real time and he doesn't have to do any operations on the result as the ratings are already processed by the system. The test was very successful because the whole process wound up within 25 minutes which was way faster than the traditional pen paper-based feedback. However, the participants reported some difficulties with the functionalities of the system during the one month of usage. Those difficulties were as follows:

- They found the user interface to be a bit confusing and hard to understand.
- The teachers accidentally submitted wrong marks of the student.
- The parents found it difficult to register.
- Admin reported some difficulties in understanding the process of creation of feedback form.

#### V. IMPROVEMENT AS PER SURVEY RESULT

We thoroughly analyzed the feedback of our system provided by the participants and after consulting with them for the solutions, we decided to make the following changes to our system:

- To improve the user interface, we had a brainstorming session with the participants, and we removed everything that they found confusing and replaced it with a much simpler, easy to use user interface.
- To tackle the problem of teachers accidentally submitting wrong marks of the student. We linked the parents account with the students account because it is very easy for the teacher to remember the names of the students rather than remembering their parent's name. So, the marks can be reported by entering the name of the students and they will be automatically sent to the respective parent.
- To report the difficulty in registering. We came to a conclusion that not all the parents are well introduced to the technology and we decided to assign the task of registering to the admin only. So, it is the admin who has the authority to register any new user to the system.
- After talking to the admin, we found out that our feedback creation form was not very user friendly and very hard to understand and work on. We tried to integrate the same design as google forms for the creation of the form and asked for the feedback of the admin again. The admin found the new process very easy as compared to the previous one.

#### VI. CONCLUSION

The traditional approach of collecting and analyzing the feedback of students and teachers, either manually or physically going to the institution, is very difficult and time consuming process. With the help of our Online Parent Teacher Meeting System, we found it very easy to conduct the feedback quiz and the teachers too found it very convenient to use. The parents were also happy as they don't have to go to college physically to know about the student's academic progress. And as the world is leaving behind the pen and paper processing, this system could be the pioneer of the same in the academic field. We are currently solely focused on further development of the system to accommodate more users on the platform. We are planning to integrate email API in it.

#### VII. REFERENCES

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