

VIVA PRESENTATION

# CAPTURING CUSTOMERS SATISFACTION - A WEBSITE BASED FEEDBACK SYSTEM FOR UTP STUDENTS

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BY TENGKU FATIN BATRISYIA BINTI TENGKU MUHAMAD | 17003527 | BIS

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The background of the slide is a photograph of a bright, modern interior space. On the left, there is a large potted plant with long, green fronds. In the foreground, a dark, round table is partially visible, surrounded by several chairs with light-colored backs. The background features a large window with a view of a cityscape, and the room is filled with natural light, creating a clean and professional atmosphere.

# INTRODUCTION OF PROJECT

## Capturing Customers Satisfaction - A Website Based Feedback System for UTP Students

### THE STUDY

To collect & capture customer satisfaction via  
Website to create a Data Visualization.

### THE WEBSITE

Front-end platform to capture customer  
satisfaction.

### THE RESULT

To provide a visualization from the data  
collected.

## THE OBJECTIVES OF PROJECT

- Create a website-based feedback system
- Collect data from UTP students
- Create a understandable data visualization.

## THE SCOPE OF STUDY

Data collected from UTP Students  
via Website

## PROBLEM STATEMENT OF PROJECT



No existing platform for UTP  
Environment, Facilities and Services.



There is limited mobility for students  
to give feedback



# METHODOLOGIES OF PROJECT

## WIX

A tool used to create the website

## MICROSOFT EXCEL

- Acts as a database for data collection
- Data extracted into CSV format

## POWER BI

A Business Intelligence tool to create Data Visualization.

# GANTT CHART OF PROJECT

Task	Duration(Week)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Requirement Planning		█	█													
Identification of Problem				█												
Define Objective of Project			█													
Study on Project Background				█												
Preliminary Research					█											
Literature Review					█	█	█									
Prototyping																
Designing Architecture						█	█									
Designing ERD						█	█									
Designing UML Diagram						█	█									
Construct Class Diagram						█	█									
Constrcut Use Case Diagram						█	█									
Construct Sequences Diagram						█	█									
Tools and Equipment							█	█	█							
Submit Draft Interim Report								█	█	█						
Submission of Interim Report										█						

Task	Duration(Week)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Prototype Design		█														
User Interface Design		█	█	█	█	█										
Website Content Design		█	█	█	█	█										
Prototyping																
Database Construction					█	█	█	█	█	█	█	█	█			
Website Development					█	█	█	█	█	█	█	█	█			
Website Page Compilation					█	█	█	█	█	█	█	█	█			
Prototype Testing																
Functionality Testing						█	█	█	█	█	█	█	█			
User Acceptance Test						█	█	█	█	█	█	█	█			
Project Compilation																
Submission of Progress Report				█					█	█	█	█	█			
Construct Sequences Diagram								█	█	█	█	█	█			
Submission of Dissertation												█	█	█	█	
Oral Presentation													█	█	█	█

### Student Details

Student Name

Student ID (Matric ID)

Student Programme

Student Email

Student CGPA

### Category

Students have a set of questions to answer, a rating from 1-5 will be the options of selections.

- Step 1: Answer Environment Questionnaires
- Step 2: Answer Facilities Questionnaires
- Step 3: Answer Services Questionnaires

To proceed with the questions, Scroll down to start answering.

### Questionnaires for Environment

What do you think of the Flora and Fauna around Chancellor Complex?  
(eg. IRC, Chancellor Hall and etc.)

Too Little  1  2  3  4  5 Too Much

What do you think of the Flora and Fauna around Residential Area?  
(eg. Village1, Village2, Village3 and etc.)

Too Little  1  2  3  4  5 Too Much

What do you think of the Flora and Fauna around Academic Blocks?  
(Block1, Block2 and etc.)

Too Little  1  2  3  4  5 Too Much

What do you think Oval Park's Environment?  
(Flora & Fauna)

Too Little  1  2  3  4  5 Too Much

What do you think of UTP's Landscape Design?  
(Trees, Hedges and etc.)

Too Little  1  2  3  4  5 Too Much

# UI DESIGN CONT.

## Questionnaires for Facilities

What do you think of the Sports Complex?

(Block B, Tennis Court, Badminton Court and etc.)

Very Bad  1  2  3  4  5 Very Good

What do you think of the Gym facility?

Very Bad  1  2  3  4  5 Very Good

What do you think of the Gym Equipment?

Very Bad  1  2  3  4  5 Very Good

What do you think of the Dance Studio?

Very Bad  1  2  3  4  5 Very Good

What do you think of the Music Room?

Very Bad  1  2  3  4  5 Very Good

## Questionnaires for Services

What do you think of the Internet speed provided?

Very Slow  1  2  3  4  5 Very Fast

What do you think of the Book Borrowing Management System (IRC)?

Very Bad  1  2  3  4  5 Very Good

What do you think of the Cleaning Services (Accommodation Service)?

Very Bad  1  2  3  4  5 Very Good

What do you think of the Student Management System?

Very Bad  1  2  3  4  5 Very Good

What do you think of the Financial Management System?

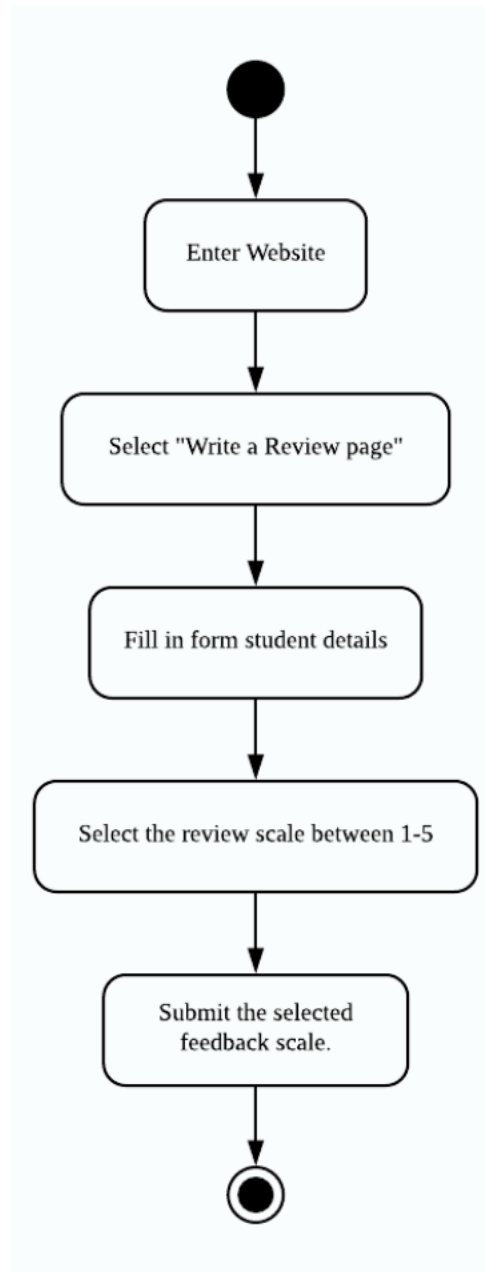
Very Bad  1  2  3  4  5 Very Good

Back

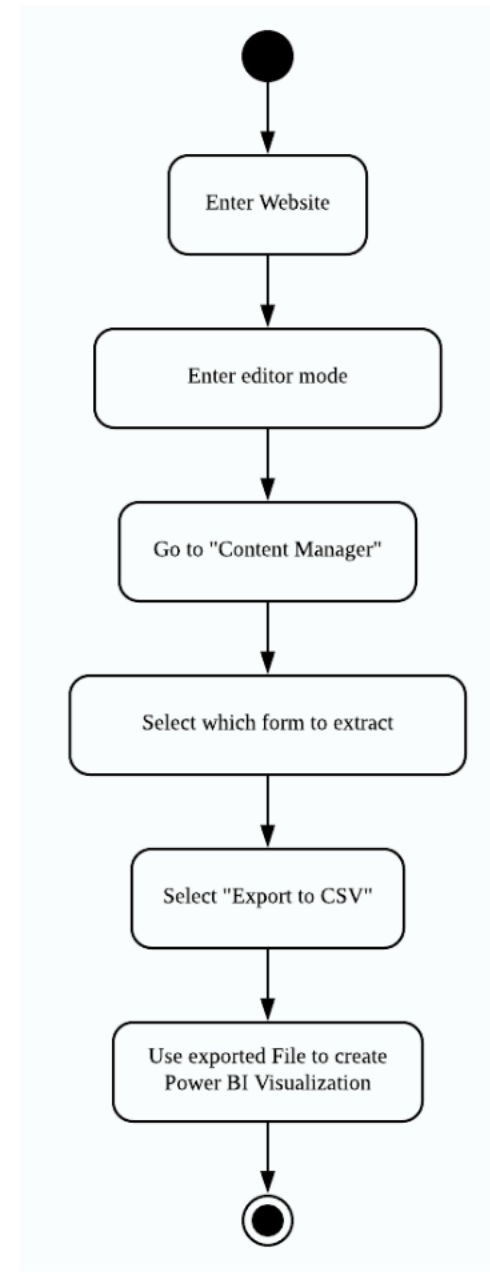
Submit



# FLOW CHART



Student Activity Diagram



Admin Activity Diagram



# OVERVIEW

Student Feedback System Data Visualization

This report data is gathered from Nov 2021 - Dec 2021

Student CGPA



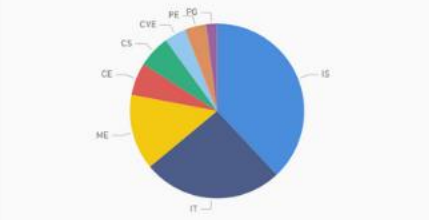
- Program Selection
- Select all
  - CE
  - CS
  - CVE
  - IS
  - IT
  - ME
  - PE
  - PG

50  
Students in Total

2  
Number of Departments

8  
Number of Program

CGPA vs Student Programs



Student Programs per Department

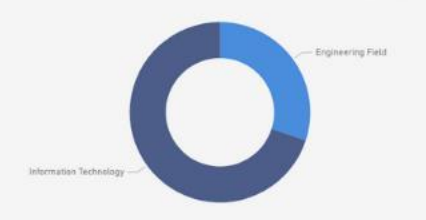


TABLE OF STUDENT DETAILS

Student Full Name	Student ID	Student Email	Student Program	Department	CGPA
Muhammad Hakim Irfan Bin Mohd Zaini	18001134	muhamad_18001134@utp.edu.my	IT	Information Technology	2.8C
Syazwan Hafiz Bin Samsudin	17002025	syazwan_17002025@utp.edu.my	ME	Engineering Field	2.8C
Muhammad Khairuddin Firdaus bin Abdul Razak	18000833	muhamad_18000833@utp.edu.my	ME	Engineering Field	2.9C
Wong Chen Hau	17005522	chen_17005522@utp.edu.my	ME	Engineering Field	3.0C
Huda Saleh binti Hassan	17005509	huda_17005509@utp.edu.my	CE	Engineering Field	3.0C
Aizat Izzuddin bin Sukaimi	17008557	aizat_17008557@utp.edu.my	PE	Engineering Field	3.1C
Mohd Aplo Fikri B. Kamar	18002064	mohd_18002064@utp.edu.my	IS	Information Technology	3.1C
Muhammad Fadhlil Bin Junaidi	18005405	muhamad_18005405@utp.edu.my	IS	Information Technology	3.1C
See Yuan Kam	17004474	yuan_17004474@utp.edu.my	ME	Engineering Field	3.1C
Faris Nazhan bin Badruji Hisham	17003482	faris_17003482@utp.edu.my	IS	Information Technology	3.2C
Muhammad Haqiqi Aman bin A.Ghani	18001295	haqiqi_18001295@utp.edu.my	PE	Engineering Field	3.2C
Nur Anes Balqis Yunezzahin	18000985	nur_18000985@utp.edu.my	CE	Engineering Field	3.2C



# ENVIRONMENT SECTION

Student Feedback System Data Visualization (Environmental Questionnaires)

This report data is gathered from Nov 2021 - Dec 2021

Student CGPA



- Program Selection
- Select all
  - CE
  - CS
  - CVE
  - IS
  - IT
  - ME
  - PE
  - PG

50  
Number of Students

8  
Number of Programs

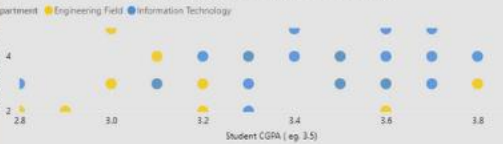
Program Selection



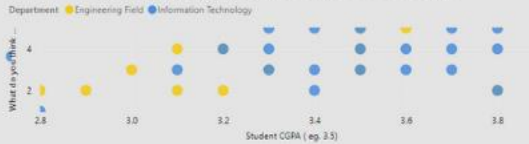
Question 1: What do you think Oval Park's Environment?



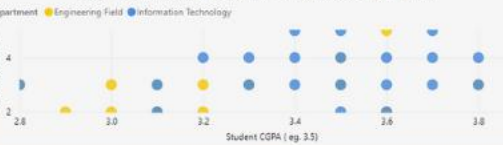
Question 2: What do you think of UTP's Landscape Design?



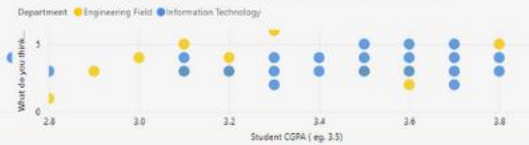
Question 3: What do you think of the flora and fauna around chancellor complex



Question 4: What do you think of the flora and fauna around Academic Blocks?



Question 5: What do you think of flora and fauna around residential area?



# FACILITIES SECTION

Student Feedback System Data Visualization (Facilities Questionnaires)

This report data is gathered from Nov 2021 - Dec 2021

Student CGPA

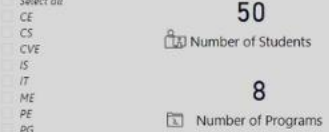


- Program Selection
- Select all
  - CE
  - CS
  - CVE
  - IS
  - IT
  - ME
  - PE
  - PG

50  
Number of Students

8  
Number of Programs

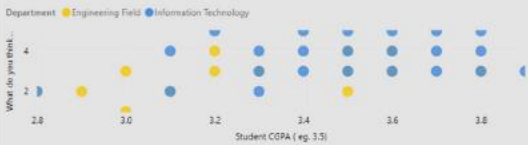
Program Selection



Question 1: What do you think of the dance studio?



Question 2: What do you think of the Gym facility?



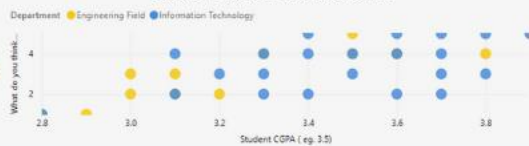
Question 5: What do you think of the gym equipments?



Question 4: What do you think of the music room?



Question 5: What do you think of the sports complex?



# SERVICES SECTION

Student Feedback System Data Visualization (Facilities Questionnaires)

This report data is gathered from Nov 2021 - Dec 2021

Student CGPA



- Program Selection
- Select all
  - CE
  - CS
  - CVE
  - IS
  - IT
  - ME
  - PE
  - PG

50  
Number of Students

8  
Number of Programs

Program Selection



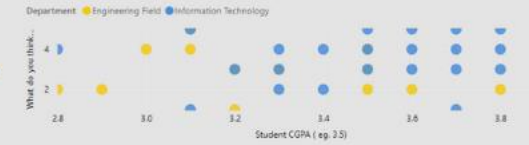
Question 1: What do you think of the student management system?



Question 2: What do you think of the internet speed provided?



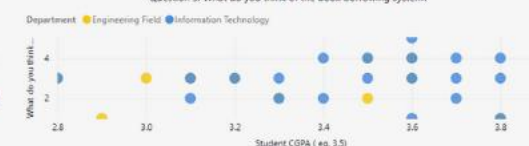
Question 3: What do you think of the cleaning services?



Question 4: What do you think of the financial management system?



Question 5: What do you think of the book borrowing system?



RESULTS & DISCUSSION

# CONCLUSION

## OBJECTIVES

Target objectives have been achieved

## SCOPE OF STUDY

Data based of Students of UTP

## DATA VISUALIZATION

Understandable visualization

## ABLE TO CREATE SIMPLE PREDICTION

Based of CGPA of each student.

