CRM for Student Management System

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Abstract: *Student Management System (SMS) is a application tool that is build to track, maintain and manage all the data generated by an organization, including the grades of a student, their attendance, their activities records, etc. A CRM system helps companies stay connected to customers, streamline processes, and improve profits. When people talk about CRM, they are usually referring to a CRM system, a tool that helps with contact management, sales management, agent productivity and more. CRM tools can now be used to manage customer relationships across the complete customer lifecycle, span marketing, sales etc. This can make the system easier to navigate and maximizes the effectiveness of time and other resources. SMS allows the keeping of personal records in a form that can be easily accessed and managed in a consistent way..*

Keywords: Student Management System

I. INTRODUCTION

A Student Management System (SMS) is a System that manages the records of student related information regarding admission and examination part. A Student Management System (SMS) is designed to help collages for management of student. Extensive information is available at your fingertips on the System. Viewing student data, managing new admission and reshuffling, managing seats and quota, board, semester, faculty, category of examination, section allocation, subject management and more [1].

Through this system, information of all students can be consistently updated scheduling exam, result and related problems and issue are made quite simple and easy. There are custom searching capabilities to aid in finding student information and also working on student records. This can make the system easier to navigate and to use which maximizes the effectiveness of time and other important resources. SMS allows the keeping of personnel data in a form that can be easily accessed and analyzed in a consistent manner. Student management systems serve academic institutions in a many of ways, one of the most important of which would be centralized data administration and easy accessibility. Admin will be able to enter data, maintain, and access student data more simply.

1.1. Purpose

The project is about to handle all the information of the student regarding admission and studies related records. Also it manages resources which were managed and handled by manpower previously. The main purpose of the project is to integrate distinct and different sections of the organization into consistent manner so that complex functions can be managed smoothly by any technical or non-technical persons (step towards modernization) [2].

1.2. Future Scope

The project aims at the following matters:
- Automation of admission and enrolment as per board, quota, category and available seats.
- Assistance in decision-making.
- To manage information of student, faculty and courses.

II. OVERVIEW

Student Management System (SMS) is a web-based application that tracks current student's organizational information. It maintains information for easy and anytime access by office staff, students, their faculty, advisors, and committee

members. Instead of tedious paper work [3], students will be able to submit required information electronically, and the departments will be able to evaluate the submissions with a quicker turnaround time. The Student Management System has been divided into following Roles [4].

2.1 Administrator Role

In this role when the administrator will enter his/her user name and password, then he/she will enter in to the administrator page and this page consists of two following modules:

- Create, read, update and delete student enquiries
- Create, read, update and delete student enrollments.
- Create, read, update and delete Courses as per the need arises.
- Create, read, update and delete Categories which belong to the curriculum

2.2 User Role

In this role when a user enters his/her student id and password, then he can perform all the following operations:

- Add enquiry
- See all courses he has enquired / enrolled for.
- Login / register.
- Check for assignments

The student management system for the institution eases the admin issues by providing a user- friendly interface for students and managing staff. It does that by designing a simple and easy to interact interface through which users will not have any problem interacting and ask queries for the system.

He/she can further go to a home page which gives them various tabs to navigate. Each tab will provide a special functionality to the user like for student attendance will show their percentage of absence and presence for every course they opted or for admin enroll course help them to add a new course in the institute. The user is directly interacting with the registration process. He/she can further go to a home page which gives them various tabs to navigate. Each tab will provide special functionality to the user like for student attendance will show their percentage of absence and presence for every course they opted or for admin enroll course help them to add a new course in the institute. Figure 1 referred to [5].
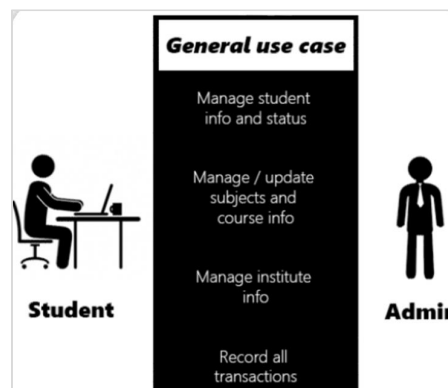

Figure 1: General use case

III. LITERATURE SURVEY

Today when the world is dealing with crisis and all of us are in fear of our life, moving out of the house without any major reason should be avoided. But the fact that we are staying home does not limit us from gaining knowledge. Therefore Schools, colleges and open institutes are adapting to online learning platforms and so are the students of such organization.

New technologies like Google classroom, zoom, Google meet help in creating an environment where teachers and students can interact easily and online educations system can be possible without and hassle. A personalized student management system also needs to be build by each organization so that they can customize features which they need. Moreover, organizing student data, teachers' data is much more easier and paper less when it comes to online management

system. This also saves the external cost of the organization which was needed for offline data management. People who were not very familiar to the digital world are also adapting them self to the new era which we all are in where internet is playing a major role.

IV. SUMMARY

The student management system is an environment where all the process of the student in the institution is controlled and managed. It is done through the automated computerized method [6]. Conventionally this system is done using papers, files, and binders. This system saves the time of the student and of the administrator and also decreases workload.

It includes task like registration of the student's details, assigning the department based on their course, and maintenance of the record. This system reduces the cost and workforce required for this job and hence saves money. As the system is online the information is globally present to everyone. This makes the system easy to handle and feasible for finding the omission with updating at the same time. As for the existing system, they use to maintain their record manually which makes it risk to security. If filed a query to search or asked to update in a manual system, it will take a lot of time to process the query and make a report which is a quite time consuming job. The system used in the institute is outdated as it requires paper, files, and binders, which will require human workforce to maintain them. To get registered in the institute, a student in this system should come to the organization, get forms from the counter while standing in the queue which requires a lot of the student's time as well as of the management team (increases the cost). As the number of the student increases in the institute, manually managing the strength becomes a hectic job for the administrator. This computerized system saves all the data in the database which makes it easy to fetch and update whenever required.

V. CONCLUSION

Student Management System can be used by educational institutions to maintain their student records easily. Achieving this objective is difficult when we use the manual system as the information is scattered, and can also be redundant, also collecting relevant information may be very time-taking job. All these problems are solved by this project.

This system helps in maintaining the information of pupils of the organization. It can be easily accessed by the manager and kept safe for a long period of time without any changes and dilution [7].

Student Management System (SMS) is a web-based application that tracks current student's academic information. It maintains academic information for ready access by organization staff, students, their faculty, advisors, and committee members. Instead of tedious paper work, students will be able to submit required information electronically, and the departments can evaluate and check for the submissions with a much quicker turnaround.

A CRM system helps companies stay connected to customers, streamline processes, saves cost which improves profitability. When people talk about CRM, they are usually referring to a CRM system, a tool that helps with contact management, sales management, agent productivity, and more. CRM tools can now be used to manage customer relationships across the entire lifecycle of the customer, spanning marketing, sales, digital commerce, and customer service interactions. This can make the system much more easier to navigate and to use which maximizes the effectiveness of time and other resources as a whole.

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