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# Development of Students' Results Help Desk System for First Tier Tertiary Institutions

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- [Abraham Ayegba Alfa](#),
- [Sanjay Misra](#),
- [Blessing Iganya Attah](#),
- [Kharimah Bimbola Ahmed](#),
- [Jonathan Oluranti](#),
- [Robertas Damaševičius](#) &
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## **Abstract**

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The paper attempts to develop an effective students' results help desk system for third-tier higher institutions in Nigeria (such as Colleges of Education). This system offers help desk assistance or services, that is, technical and information assistance for students through enrolling, storing, unifying, tracking, and undertaking students' results issues and challenges. These were previously handled and conducted manually using paper and pen approach. The target of this electronic-based results help system is to assist students to communicate common results computation and publication issues for effective service delivery, students' satisfaction, and enhanced the reliability of formative and summative assessments records undertaken by the students. The new system was prototyped using PHP, CSS, HTML and MySQL Server Web development platform. The outcomes show that new system enables the educational needs of students to be timely catered for in more effective ways. This system enables results corrections fraud cases due to lack of audit trail and record keeping by the institutions' staff in old system to be minimized. It encourages the use of ICT to automate and perform operations more effectively and speedily.

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## Author information

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### Authors and Affiliations

- 1. Confluence University of Science and Technology, Osara, Nigeria**  
Abraham Ayegba Alfa
- 2. Department of Computer Science and Communication, Ostfold University College, Halden, Norway**  
Sanjay Misra
- 3. Federal University of Technology, Minna, Nigeria**  
Blessing Iganya Attah
- 4. Kogi State College of Education, Ankpa, Nigeria**  
Kharimah Bimbola Ahmed
- 5. Covenant University, Ota, Ogun State, Nigeria**  
Jonathan Oluranti
- 6. Faculty of Applied Mathematics, Silesian University of Technology, Gliwice, Poland**  
Robertas Damaševičius & Rytis Maskeliūnas

### Corresponding author

Correspondence to [Sanjay Misra](#) .

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