



جامعة تكنولوجى مارا
UNIVERSITI
TEKNOLOGI
MARA

CSC584
ENTERPRISE PROGRAMMING

TITLE:

STUDENT COUNSELING APPOINTMENT SYSTEM

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TABLE OF CONTENTS

NO.	CONTENT	PAGE
1.0	INTRODUCTION	1
2.0	OBJECTIVES	2
3.0	PROBLEM STATEMENT	3
4.0	FLOW OF APPLICATION	4
5.0	USER MANUAL	5-27
6.0	CONCLUSION	28

LIST OF FIGURES

	PAGE
Figure 1.0 Shows Guest Appointment Booking Homepage	6
Figure 2.0 Shows About Us Information Page	7
Figure 3.0 Shows Contact Us Page	8
Figure 4.0 Shows Login Page	9
Figure 5.0 Shows Student Sign Up Page	10
Figure 6.0 Shows Student Dashboard Greeting	11
Figure 7.0 Shows Student Profile Details	12
Figure 8.0 Shows Booking Appointment	13
Figure 8.1 Shows Booking Availability Slot	13
Figure 8.2 Shows Success Booking Notification	14
Figure 9.0 Shows Student Appointment Status	15
Figure 9.1 Shows Student Edit Appointment Details	15
Figure 9.2 Shows Student Follow-Up Appointments	16
Figure 10.0 Shows Counselor Dashboard	17
Figure 11.0 Shows Manage Appointments Section	18
Figure 11.1 Shows Manage Pending Status Appointments	18
Figure 11.2 Shows Manage Confirmed Appointments	19
Figure 11.3 Shows Manage Appointments On Schedule Next Follow-Up	19
Figure 11.4 Shows Manage Appointments Status Selection	20
Figure 12.0 Shows Manage Follow-Up Appointments	21
Figure 12.1 Shows Status Change After Student Select Accepted or Declined	21
Figure 12.2 Shows Manage Follow-Up Accepted or Declined Status	22
Figure 13.0 Shows Records of Student Appointment	23

Figure 14.0 Shows Admin Dashboard	24
Figure 15.0 Shows Manage Counselor & Add Counselor	25
Figure 15.1 Shows Edit Counselor Details	25
Figure 16.0 Shows Manage & Search Student	26
Figure 16.1 Shows Edit Student Details	26
Figure 17.0 Shows Completed Appointment Made Each Year Report	27

1.0 INTRODUCTION

The i-Care UiTM Appointment System is a web-based Student Counselling Appointment System developed for Universiti Teknologi MARA (UiTM) to help manage counselling services in a more organized and efficient way. Counselling services are important for supporting students who face academic pressure, personal issues, and emotional challenges throughout their studies.

In many cases, counselling appointments are handled manually through walk-in requests, emails, or basic record keeping. These methods can cause problems such as appointment clashes, slow responses, difficulty in tracking appointment status, and poor record management. When the number of students increases, these issues become more challenging for counselors to manage effectively.

The i-Care UiTM Appointment System is introduced to solve these problems by providing a single platform for both students and counselors. Through this system, students can request counselling appointments online, check their appointment status, and respond to scheduled sessions. At the same time, counsellors can review requests, schedule appointments, and manage counselling records in a more systematic manner.

Overall, the i-Care UiTM Appointment System aims to improve the counselling appointment process at UiTM by making it easier, more structured, and more accessible for both students and counsellors, while ensuring that students receive the support they need in a timely manner.

2.0 OBJECTIVES

The objectives of the i-Care UiTM Appointment System are as follows:

1. To develop a web-based system that allows students to request counselling appointments online in a simple and user-friendly manner.
2. To help counsellors manage counselling appointments more efficiently by providing features for reviewing, scheduling and updating appointment requests.
3. To reduce the use of manual processes such as walk-ins and paper-based records in managing counselling appointments.
4. To allow students to view the status of their counselling appointments and respond to scheduled or follow-up sessions.

3.0 PROBLEM STATEMENT

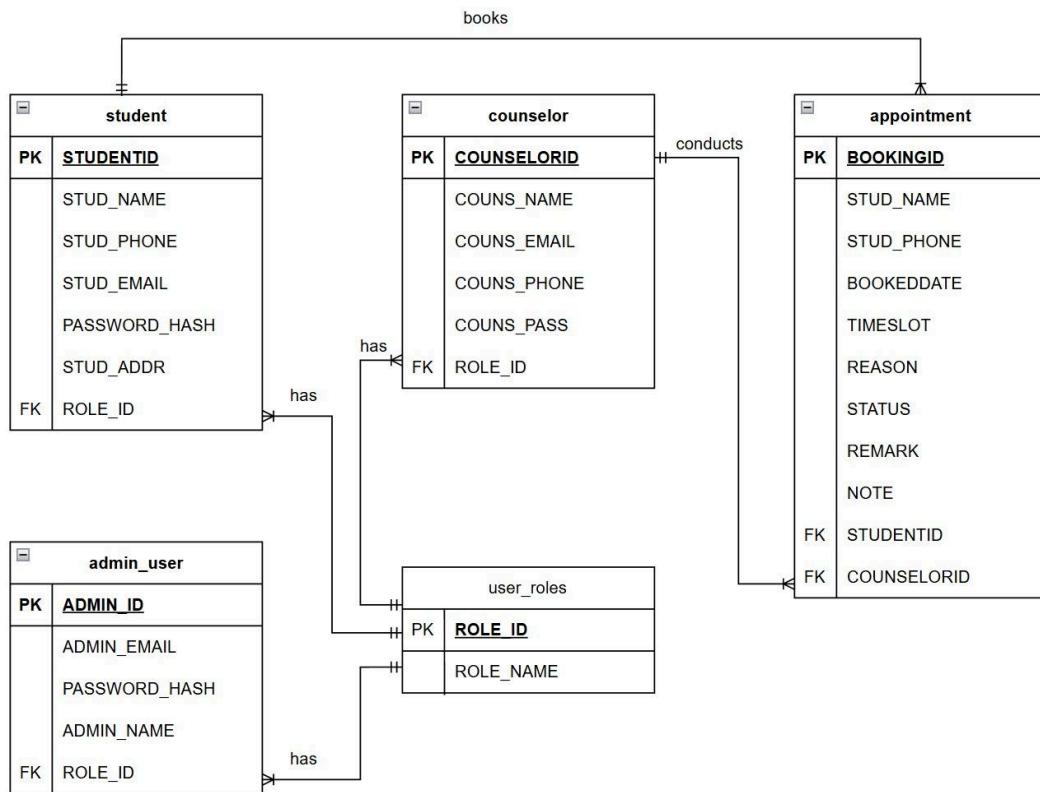
Counselling services at Universiti Teknologi MARA (UiTM) play an important role in supporting students who face academic, personal and emotional challenges. The current process of managing counselling appointments is often handled manually through walk-in requests, emails or basic record keeping. This approach can be inefficient and difficult to be managed especially when dealing with a large number of students.

Manual appointment management may lead to problems such as appointment clashes, delayed responses from counsellors and also difficulties in tracking the status of appointment requests. Students may be unsure whether their appointment has been approved, scheduled or requires further follow-up action. At the same time, counsellors may face challenges in organizing appointment records and monitoring follow-up sessions effectively.

Due to the lack of a centralized and systematic platform, the counselling appointment process may become disorganized and time-consuming for both students and counselors. Therefore, there is a need for a web-based counselling appointment system that can improve the efficiency, organization and accessibility of counselling services at UiTM.

4.0 FLOW OF APPLICATION

4.1 ENTITY-RELATIONSHIP DIAGRAM (ERD)



5.0 USER MANUAL

i-Care UiTM Appointment System

5.1 GUEST SIDE

1.0 Homepage

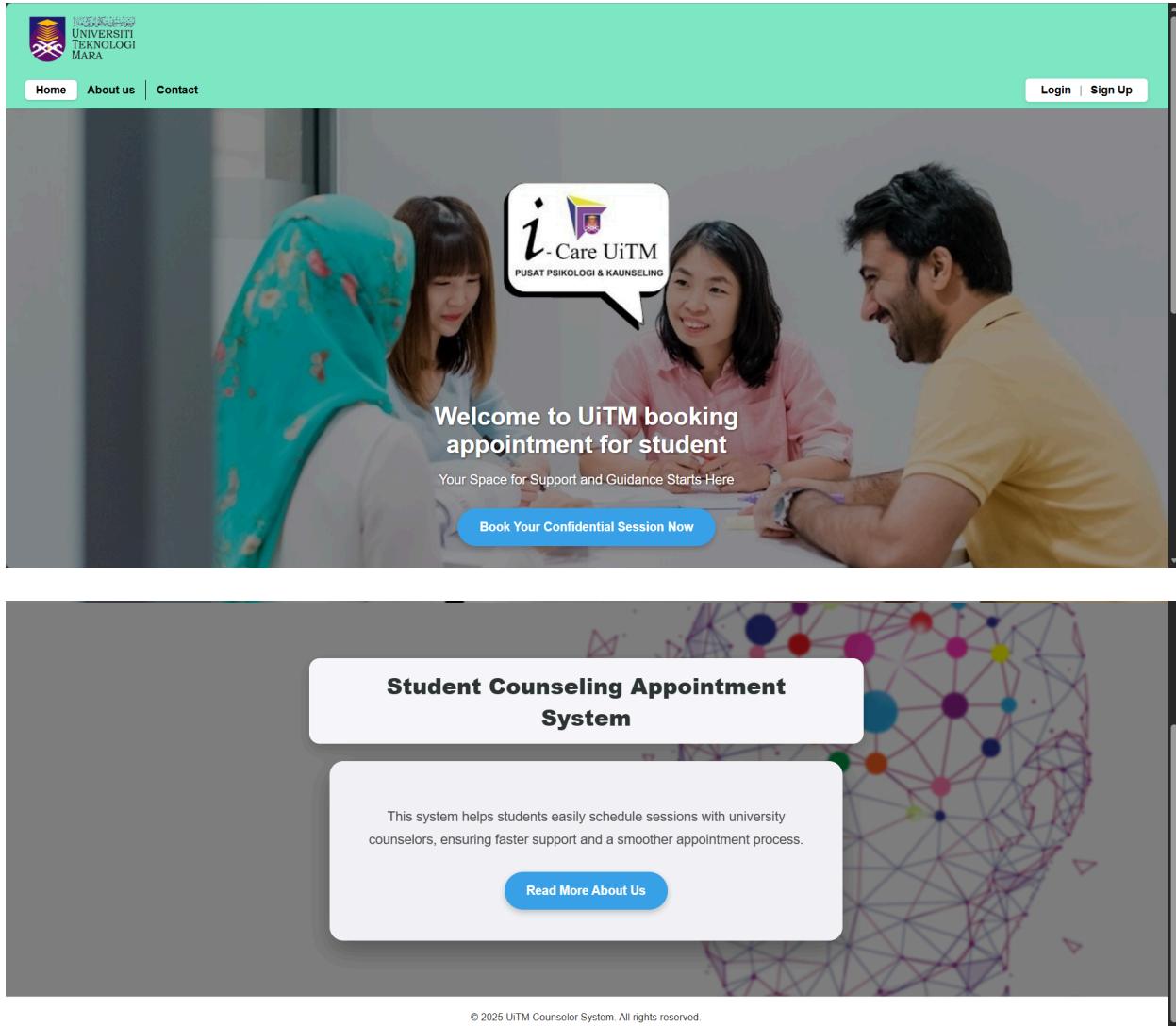


Figure 1.0 Shows Guest Appointment Booking Homepage

Description: This is the main landing page of the i-Care UiTM system. It features a welcoming hero section with a call-to-action button ("Book Your Confidential Session Now") and a brief introduction to the Student Counseling Appointment System.

2.0 About Us Page

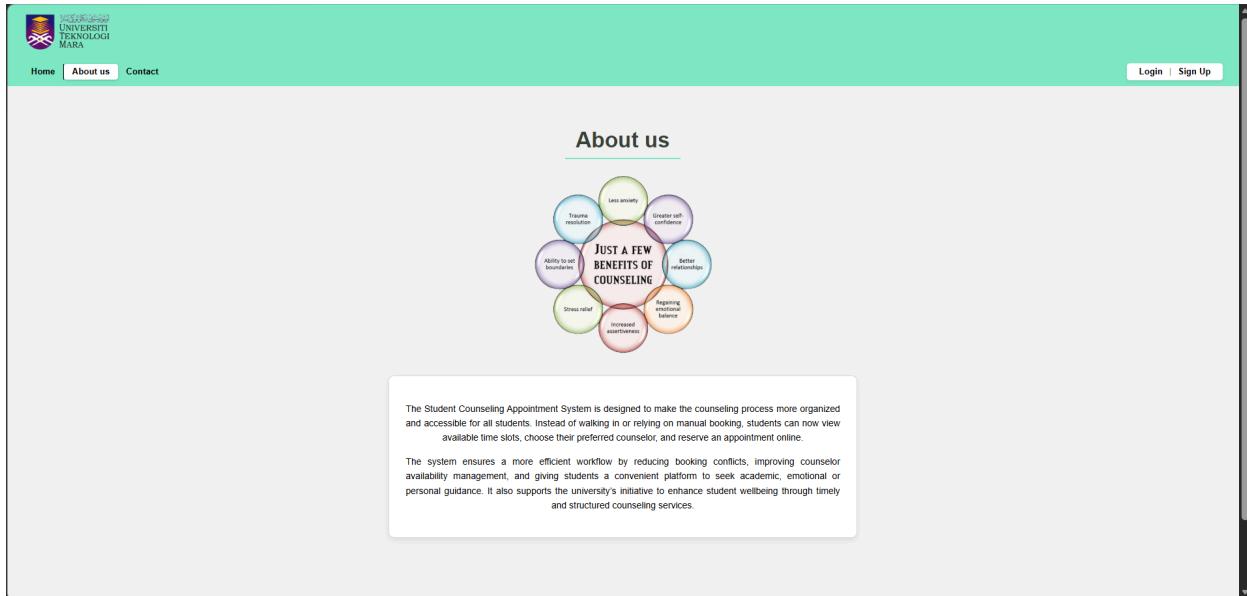


Figure 2.0 Shows About Us Information Page

Description: This page provides detailed information regarding the benefits of counseling. It features a conceptual diagram titled "Just a Few Benefits of Counseling" and explanatory text describing how the system improves efficiency and student well-being.

3.0 Contact Us Page

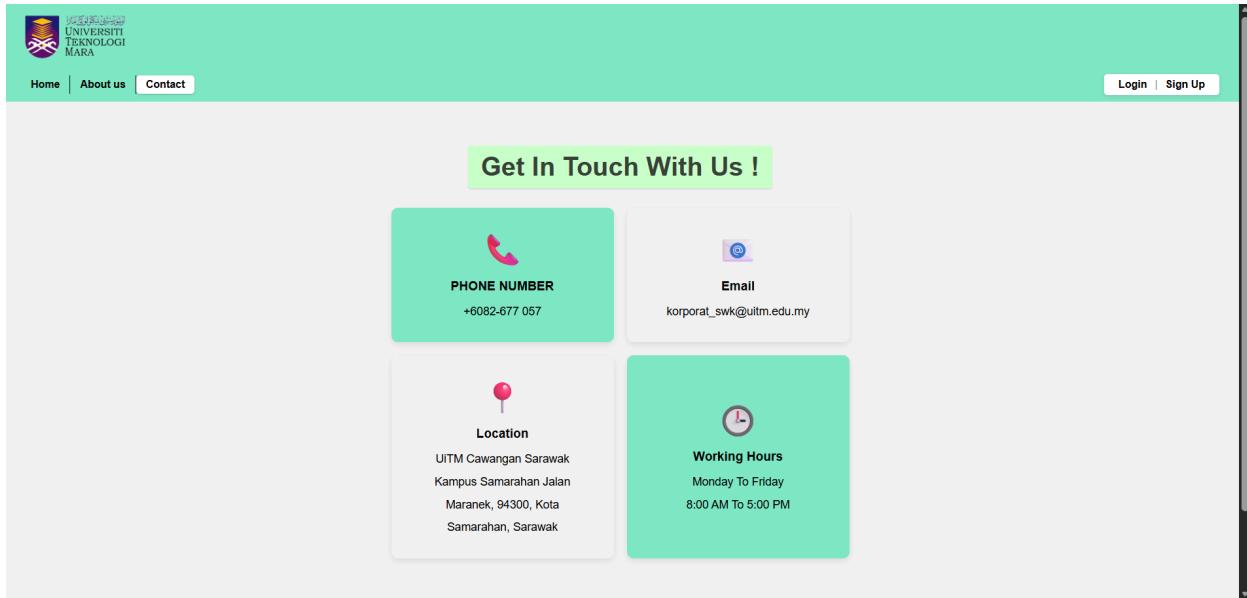


Figure 3.0 Shows Contact Us Page

Description: The Contact Us Page provides users with the necessary information to communicate with the administration and counseling department of UiTM Cawangan Sarawak. This page is designed to offer quick access to support and location details for students who require assistance outside of the online booking system.

4.0 System Login Page

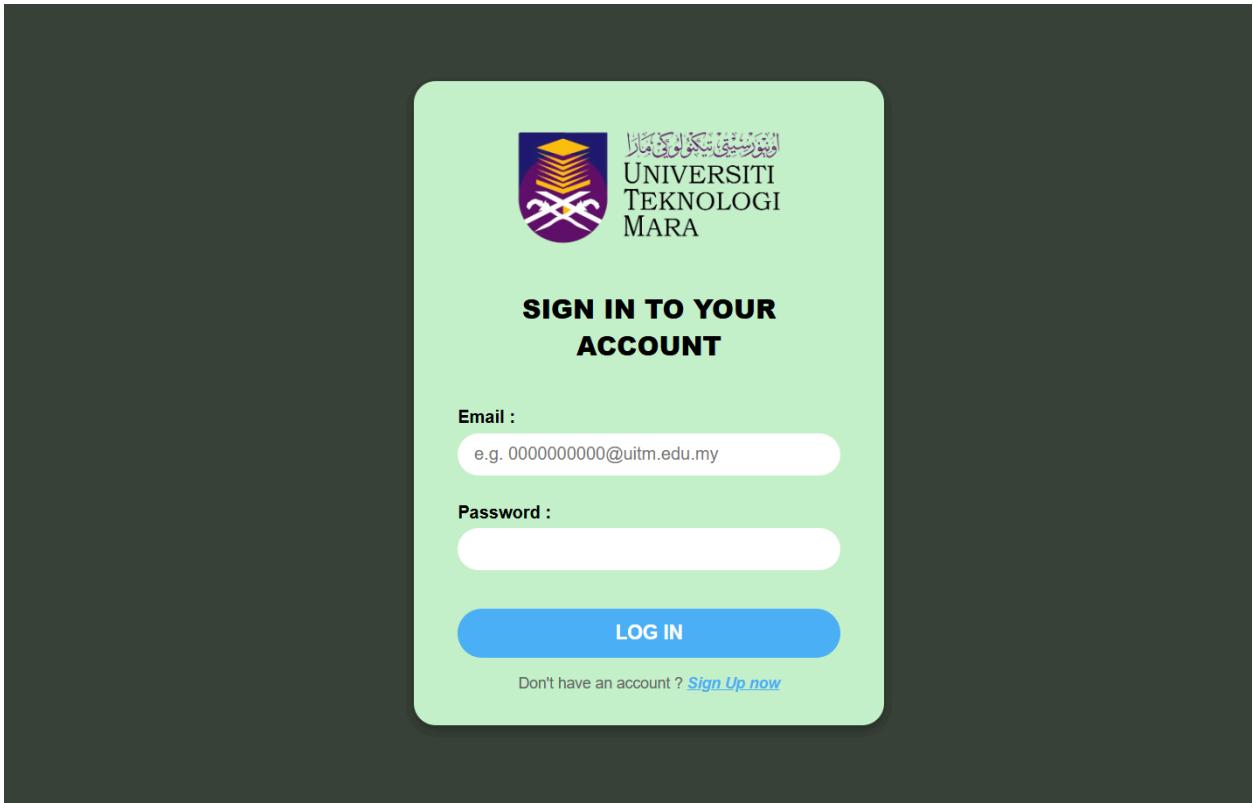


Figure 4.0 Shows Login Page

Description: The System Login Page is the main gateway for students, counselors and admin to securely access the i-Care UiTM platform. To get started, simply enter your registered university email and password into the provided fields and click the blue "LOG IN" button to reach your personal dashboard.

5.0 System Sign Up Page

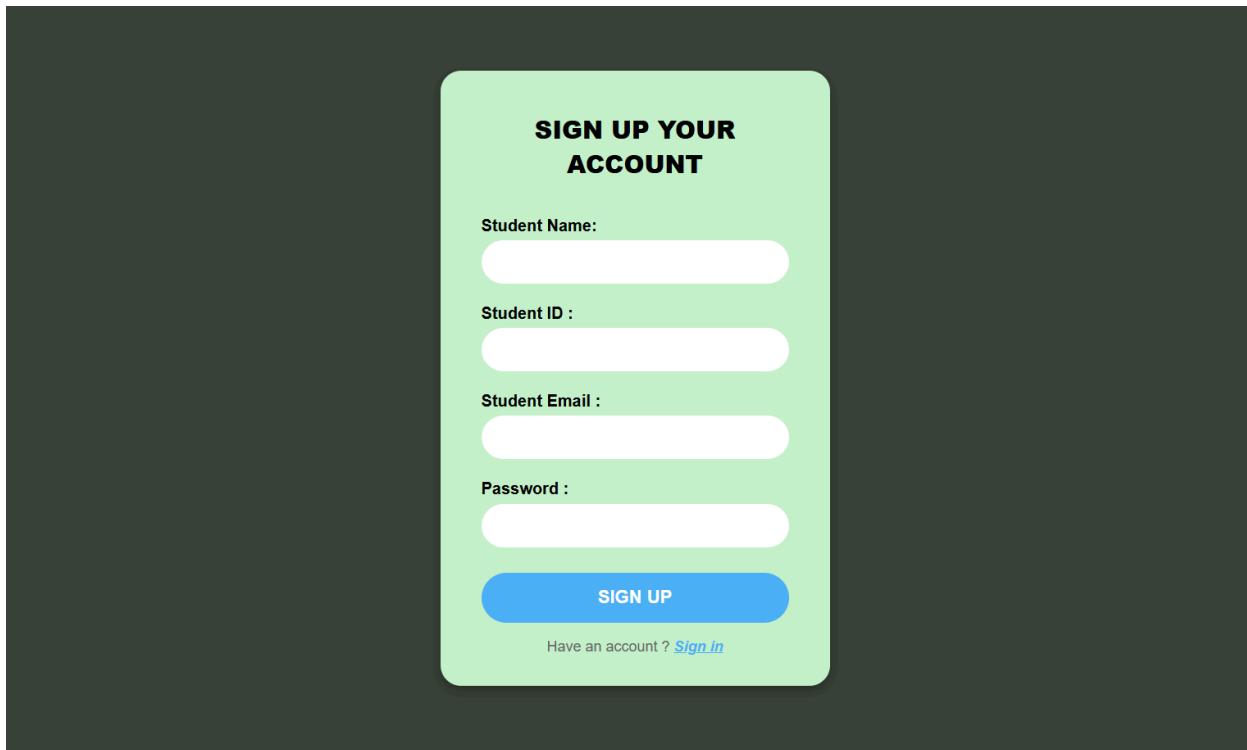


Figure 5.0 Shows Student Sign Up Page

Description: The Student Sign Up Page is used by new users to create an account by entering their student full name, student ID, university email and a chosen password. After filling in these details, clicking the blue "SIGN UP" button completes the registration process. If you already have an account, you can use the "Sign in" link at the bottom to return to the login screen.

5.2 STUDENT SIDE

6.0 Student Homepage

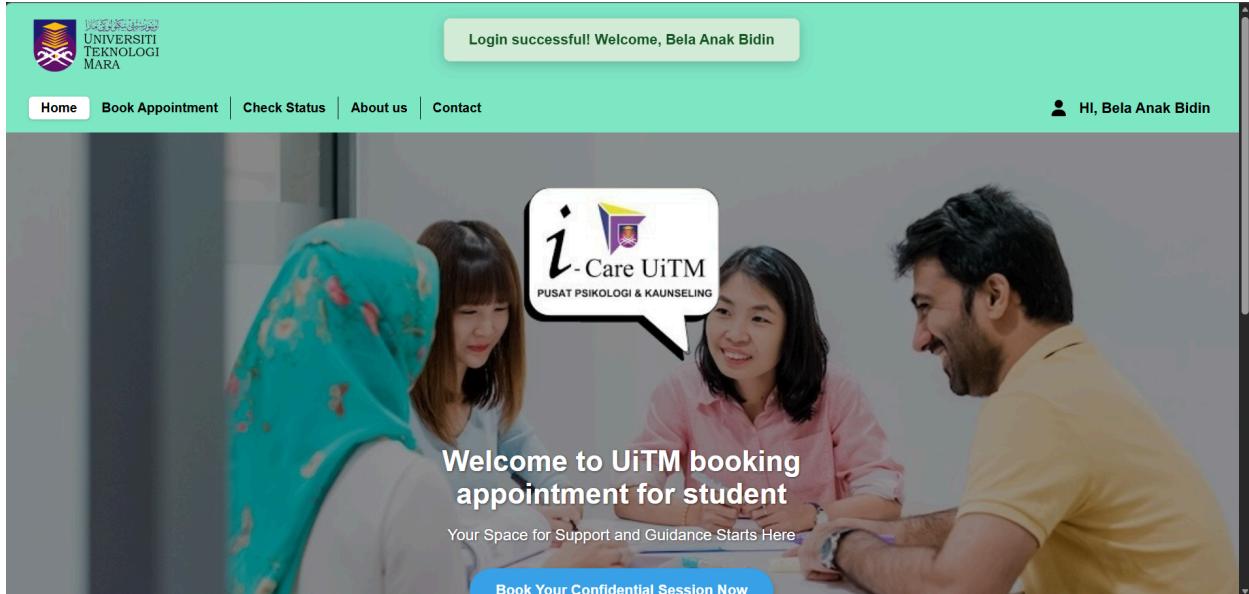


Figure 6.0 Shows Student Dashboard Greeting

Description: After logging in as a student, you will see a "Login successful" message and your name. This dashboard keeps the same "About Us" and "Contact" links from the guest page but adds new options for you to "Book Appointment" and "Check Status."

7.0 Edit Student Profile Page

The screenshot shows a web application interface for editing student profile details. At the top, there is a header bar with the Universiti Teknologi MARA logo, navigation links (Home, Book Appointment, Check Status, About us, Contact), and a greeting (Hi, Bela Anak Bidin). Below the header is a section titled "Edit Profile Details". This section contains five input fields: "Student ID" (2025121602), "Student Email" (2025121602@student.ulim.edu.my), "Student Name" (Bela Anak Bidin), "Student Phone Number" (0111111112), and "Student Address" (Limbang, Sarawak). At the bottom of this form are two buttons: "CONFIRM EDIT" (blue) and "CANCEL" (red).

Figure 7.0 Shows Student Profile Details

Description: This page allows you to keep your personal information up to date by editing your phone number and home address. Once you save these changes, your new phone number will automatically pre-fill in the "Book Appointment" form to save you time during future bookings.

8.0 Student Book Appointment Page

The screenshot shows a web application interface for booking an appointment. At the top, there is a header with the Universiti Teknologi MARA logo and navigation links: Home, Book Appointment (which is highlighted in blue), Check Status, About us, and Contact. On the right side of the header, there is a user profile icon with the text "Hi, Bela Anak Bidin". The main content area is titled "Book An Appointment" and contains a form with the following fields:

Student Name:	Bela Anak Bidin
Student ID:	2025121602
Phone Number:	0111111112
Date:	dd/mm/yyyy
Time Slot:	Select Time
Counselor:	Select Counselor
Reason for Visit:	Describe your reason here...

At the bottom of the form is a "SUBMIT BOOKING" button.

Figure 8.0 Shows Booking Appointment

This screenshot shows the same web application interface as Figure 8.0, but with different data entered into the form. The "Time Slot" field now displays "8:30 - 9:30 AM" and the "Reason for Visit" field contains the text "Procrastination: 'Struggling to stay motivated and starting assignments at the last minute.'". Below the "Reason for Visit" field, there is a small message indicating "Available!" with a checkmark icon. The rest of the form fields and layout are identical to Figure 8.0.

Figure 8.1 Shows Booking Availability Slot

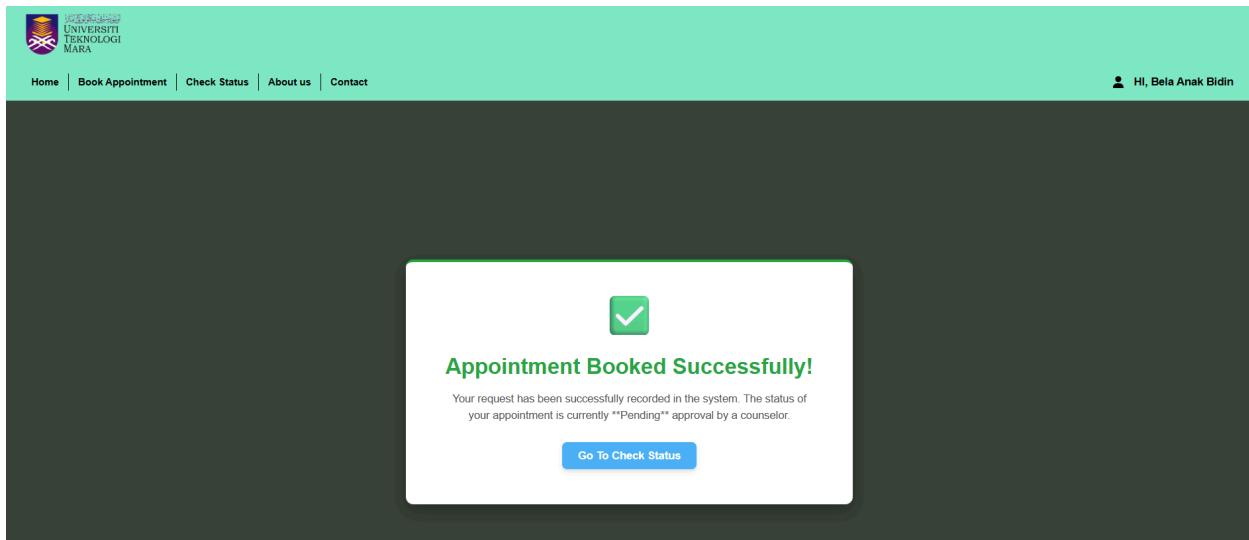


Figure 8.2 Shows Success Booking Notification

Description: To book a session, fill in the form where your saved phone number pre-fills automatically to save time (Figure 8.0). Select a date to view the fixed time slots in the dropdown menu (Figure 8.1), then choose your counselor and submit. Once finished, a green "Success" notification (Figure 8.2) will appear to confirm your appointment is officially recorded.

9.0 Student Check Status Page

The screenshot shows a web application interface for a student. At the top, there is a header with the Universiti Teknologi MARA logo and navigation links: Home, Book Appointment, Check Status, About us, and Contact. On the right, it says "Hi, Bela Anak Bidin". The main content area has a title "Appointment Status Check". Below it, there is a section titled "Follow-Up Suggestions" which displays a table with columns: NO., STUDENT NAME, BOOKED DATE, TIME SLOT, COUNSELOR, REASON, STATUS, and ACTION. A message "No follow-up suggestions found." is shown. Another section titled "Appointment History" follows, with a table showing one entry: No. 1, Student Name: Bela Anak Bidin, Booked Date: 23-01-2026, Time Slot: 8:30 - 9:30 AM, Counselor: Sir Ashraf Sinclair, Reason: Procrastination: "Struggling to stay motivated and starting assignments at the last minute.", Status: PENDING, and Action buttons: Edit and Cancel.

Figure 9.0 Shows Student Appointment Status

The screenshot shows a modal dialog box titled "Edit Appointment Details". It contains fields for Student Name (Bela Anak Bidin), Student ID (2025121602), Phone Number (0111111112), Date (23/01/2026), Time Slot (8:30 - 9:30 AM), Counselor (Sir Ashraf Sinclair), and Reason for Change (Procrastination: "Struggling to stay motivated and starting assignments at the last minute."). At the bottom, there are "CONFIRM EDIT" and "CANCEL" buttons.

Figure 9.1 Shows Student Edit Appointment Details

Description: This page displays your appointment history and any counselor follow-up suggestions (Figure 9.0). For "Pending" sessions, you can use the Edit page (Figure 9.1) to fix misspelled words or change your date, time and counselor. If a problem arises, you can also cancel the appointment to immediately withdraw your request.

Appointment Status Check							
Follow-Up Suggestions							
No.	Student Name	Booked Date	Time Slot	Counselor	Reason	Status	Action
1	Bela Anak Bidin	24-01-2026	8:30 - 9:30 AM	Sir Ashraf Sinclair	Procrastination: "Struggling to stay motivated and starting assignments at the last minute."	FOLLOW-UP SUGGESTED	ACCEPT DECLINE

Figure 9.2 Shows Student Follow-Up Appointments

Description: When a counselor schedules a new follow-up session the request appears in the Follow-Up Suggestions section of the student's status page. The student is presented with two options: Accept or Decline the proposed date and time for their next appointment.

5.3 COUNSELOR SIDE

10.0 Counselor Dashboard

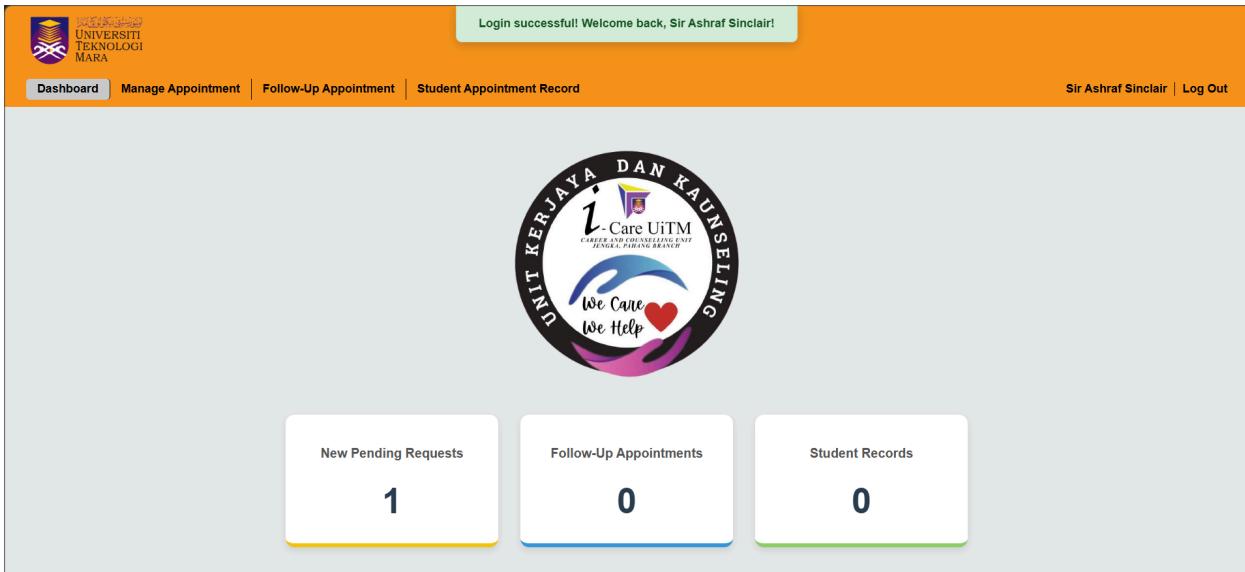


Figure 10.0 Shows Counselor Dashboard

Description: Upon logging in, counselors are greeted with a summary of their workload. The dashboard clearly displays the total number of new pending requests, scheduled follow-ups and student appointment records.

11.0 Counselor Manage Appointments

The screenshot shows a web-based application interface for managing student appointments. At the top, there is a header bar with the Universiti Teknologi MARA logo, navigation links for Dashboard, Manage Appointment, Follow-Up Appointment, Student Appointment Record, and user information (Sir Ashraf Sinclair | Log Out). Below the header, there are two main sections: 'Manage Pending Appointments' and 'Confirmed Appointments'. The 'Manage Pending Appointments' section displays a table with one row of data:

NO.	STUDENT NAME	ID	PHONE	BOOKED DATE	TIME SLOT	COUNSELOR	REASON	STATUS	ACTION
1.	Bela Anak Bidin	2025121602	0111111112	23-01-2026	8:30 - 9:30 AM	Sir Ashraf Sinclair	Procrastination: "Struggling to stay motivated and starting assignments at the last minute."	Pending	<button>MANAGE</button>

The 'Confirmed Appointments' section is currently empty. There is a filter date input field at the top of each section.

Figure 11.0 Shows Manage Appointments Section

This screenshot shows a detailed view of an appointment management form. The title is 'Appointment Management'. The form fields include:

- Student Name : Bela Anak Bidin
- Student Id : 2025121602
- Student Phone Number : 0111111112
- Date To Book : 23-01-2026
- Time Slot : 8:30 - 9:30 AM
- Reason for Appointment : Procrastination: "Struggling to stay motivated and starting assignments at the last minute."
- Status Appointment : Pending (selected from a dropdown menu)

The dropdown menu for 'Status Appointment' shows three options: Pending, Confirmed, and Cancelled. The 'Pending' option is highlighted in grey, indicating it is the current selection.

Figure 11.1 Shows Manage Pending Status Appointments

Description: This page features two sections: Pending and Confirmed (Figure 11.0). Counselors approve pending requests to move them to the confirmed list while cancelled appointments are sent directly to the Student Appointment Record for tracking (Figure 11.1).

Appointment confirmed successfully.

Manage Pending Appointments

NO.	STUDENT NAME	ID	PHONE	BOOKED DATE	TIME SLOT	COUNSELOR	REASON	STATUS	ACTION
1.	Bela Anak Bidin	2025121602	0111111112	23-01-2026	8:30 - 9:30 AM	Sir Ashraf Sinclair	Procrastination: "Struggling to stay motivated and starting assignments at the last minute."	Confirmed	<button style="color: blue;">MANAGE</button>

Confirmed Appointments

NO.	STUDENT NAME	ID	PHONE	BOOKED DATE	TIME SLOT	COUNSELOR	REASON	STATUS	ACTION
1.	Bela Anak Bidin	2025121602	0111111112	23-01-2026	8:30 - 9:30 AM	Sir Ashraf Sinclair	Procrastination: "Struggling to stay motivated and starting assignments at the last minute."	Confirmed	<button style="color: blue;">MANAGE</button>

Figure 11.2 Shows Manage Confirmed Appointments

Appointment Management

Student Name :	Bela Anak Bidin
Student Id :	2025121602
Student Phone Number :	0111111112
Appointment Date :	23-01-2026
Time Slot :	8:30 - 9:30 AM
Reason for Appointment :	Procrastination: "Struggling to stay motivated and starting assignments at the last minute."
Remark for Appointment :	Great session today, Bela. We discussed how your procrastination often stems from feeling overwhelmed by the size of your assignments. For our next meeting, please try the '10-Minute Rule' which involves committing to working on one task for just 10 minutes.
Note for Appointment :	1. Observations: Student appeared anxious when discussing upcoming deadlines. Administered 'pacing' when listing out future tasks. 2. Intervention: Conducted a brief Cognitive Behavioral Therapy (CBT) exercise to reframe 'perfectionism' as a driver for delay. 3. Plan: Student agreed to use a task breakdown strategy to manage time more effectively.
Status Appointment :	<select style="width: 150px;">Next Follow-Up</select>

Schedule Next Follow-Up

Next Date :	<input type="text" value="dd/mm/yyyy"/>
Next Time :	<input type="text" value="-- Select Time Slot --"/>
SCHEDULE FOLLOW-UP	
BACK TO LIST	

Figure 11.3 Shows Manage Appointments On Schedule Next Follow-Up

Appointment Management

Student Name :	Bela Anak Bidin
Student Id :	2025121602
Student Phone Number :	0111111112
Appointment Date :	23-01-2026
Time Slot :	8:30 - 9:30 AM
Reason for Appointment :	Procrastination: "Struggling to stay motivated and starting assignments at the last minute."

Remark for Appointment :	Great session today, Bela. We identified that your procrastination often stems from feeling overwhelmed by the size of your assignments. For our next session, please try the '10-Minute Rule' we discussed: commit to working on one task for just 10 minutes.
Note for Appointment :	<p>1. Observation: Student appeared anxious when discussing upcoming deadlines. Admits to 'paralysis' when looking at complex rubrics.</p> <p>2. Intervention: Conducted a brief Cognitive Behavioral Therapy (CBT) exercise related 'perfectionism' as a driver for delay.</p> <p>3. Plan: Student agreed to use a</p>

Status Appointment : **Next Follow-Up**

-- Select Final Outcome --

- [Next Follow-Up](#)
- [Done Session](#)
- [No Show](#)
- [Cancelled](#)

Sched
Next Date
Next Time

SCHEDULE FOLLOW UP

BACK TO LIST

Figure 11.4 Shows Manage Appointments Status Selection

Description: Approve pending requests to move them into the Confirmed section (Figure 11.2). From there, you can record remarks and notes (Figure 11.3) to either schedule a Next Follow-Up or finalize the session as "Done Session," "No Show," or "Cancelled" (Figure 11.4).

12.0 Counselor Manage Follow-Up Appointments

The screenshot shows a 'Follow-Up Appointments' page with a single row of data. The columns are: NO., STUDENT NAME, STUDENT ID, PHONE, BOOKED DATE, TIME SLOT, REASON, REMARK, NOTE, STATUS, and ACTION. The student information is: NO. 1, STUDENT NAME Bela Anak Bidin, STUDENT ID 2025121602, PHONE 0111111112, BOOKED DATE 24-01-2026, TIME SLOT 8:30 - 9:30 AM, REASON Procrastination: "Struggling to stay motivated and starting assignments at the last minute.", REMARK Great session today. Bela. We identified that your procrastination often stems from feeling overwhelmed by the size of your assignments. For our next meeting, please try the '10-Minute Rule' we discussed: commit to working on one task for just 10 minutes., NOTE 1. Observations: Student appeared anxious when discussing upcoming deadlines. Admits to 'paralysis' when looking at complex rubrics. 2. Intervention: Conducted a brief Cognitive Behavioral Therapy (CBT) exercise to refine 'perfectionism' as a driver for delay. 3. Task Unbundling: Used a task-unbundling method (breaking one large essay into five small steps). 4. Follow-Up Objective: Evaluate the effectiveness of the 10-minute entry task. If no progress is made, explore potential underlying executive function challenges or digital distractions., STATUS PENDING VERIFICATION, ACTION Waiting for Student.

Figure 12.0 Shows Manage Follow-Up Appointments

Description: If a "Next Follow-Up" is scheduled the session moves here with a "Pending Verification" status. This remains on hold until the student either accepts or declines the new proposed date and time.

The screenshot shows the same 'Follow-Up Appointments' page after the student has accepted the appointment. The 'ACTION' column now contains a green 'ACCEPTED' button instead of the previous 'Waiting for Student' status. The rest of the data remains the same as in Figure 12.0.

Figure 12.1 Shows Status Change After Student Select Accepted or Declined

Manage Follow-Up Session

STUDENT HAS ACCEPTED THIS DATE

Student Name	:	Bela Anak Bidin
Student Id	:	2025121602
Student Phone Number	:	0111111112
Appointment Date	:	24-01-2026
Time Slot	:	8:30 - 9:30 AM
Reason for Appointment	:	<p>Procrastination: "Struggling to stay motivated and starting assignments at the last minute."</p>
Remark for Appointment	:	<p>Great session today, Bela. We identified that your procrastination often stems from feeling overwhelmed by the size of your assignments. For our next meeting, please try the '10-Minute Rule' we discussed: commit to working on one task for just 10 minutes.</p>
Note for Appointment	:	<p>-- Select Status -- Done This Session Schedule Another Follow-Up Student No Show Cancel This Session</p>
Status Appointment	:	-- Select Status --

[CONFIRM](#)

[BACK TO LIST](#)

Figure 12.2 Shows Manage Follow-Up Accepted or Declined Status

Description: This page displays the status of follow-up requests, showing whether a student has Accepted or Declined the proposed appointment. Counselors can click the Manage button to update the session with new remarks and notes (Figure 12.1). If a student declines because they cannot attend or no longer require the session (having informed the counselor via "Contact Us" or asking contact number of the counselor) then the counselor can finalize the record as Done Session, No Show or Cancelled. Alternatively, if a new session is still needed, the counselor can update the status to schedule Another Follow-Up with a different date and time (Figure 12.2).

13.0 Counselor Student Appointment Record

NO.	STUDENT NAME	STUDENT ID	PHONE	BOOKED DATE	TIME SLOT	COUNSELOR	REASON	REMARK	NOTE	STATUS
1.	Bela Anak Bidin	2025121602	011111112	24-01-2026	8:30 - 9:30 AM	Sir Ashraf Sinclair	Procrastination: "Struggling to start assignments and starting assignments at the last minute."	Session Completed Successfully. Bela reported a significant reduction in 'start-up anxiety' after implementing the task-unbundling method. The student successfully completed the first three steps of her essay assignment ahead of the deadline. We reviewed her progress, and she feels confident applying the 10-Minute Rule to her other subjects. No further immediate counseling is required, but the student knows how to request a new session if challenges resurface.	1. Outcome: The CBT reframing of perfectionism was highly effective; student now views 'done' as better than 'perfect'. 2. Progress: Notable shifts in body language! Student appeared more relaxed and spoke with more agency compared to the first meeting. 3. Skills Acquired: Student demonstrated mastery of time management techniques, such as actionable checklists. 4. Termination: Closing this case as 'Done Session' as the primary objective (overcoming procrastination) for the current semester has been met. No signs of executive dysfunction noted; delay was purely anxiety-driven. 5. Final Recommendation: Advised student to maintain a digital planner to prevent future workload pile-ups.	Done Session

Figure 13.0 Shows Records of Student Appointment

Description: This page serves as the official record for all finalized appointment logs providing a complete history of student interactions. A session is automatically moved to this record once its status is concluded from any stage of the process. Appointments are recorded here if they are cancelled directly from the Pending section (Figure 11.1) or if a counselor marks a Confirmed session as Done Session, No Show or Cancelled after a meeting has taken place (Figure 11.4). Furthermore, for Follow-Up sessions, if a student declines the proposed time because they cannot attend or no longer require the service, the counselor can finalize the status as Done Session, No Show or Cancelled to ensure the interaction is properly documented within this student appointment record (Figure 13.0).

5.4 ADMIN SIDE

14.0 Admin Dashboard

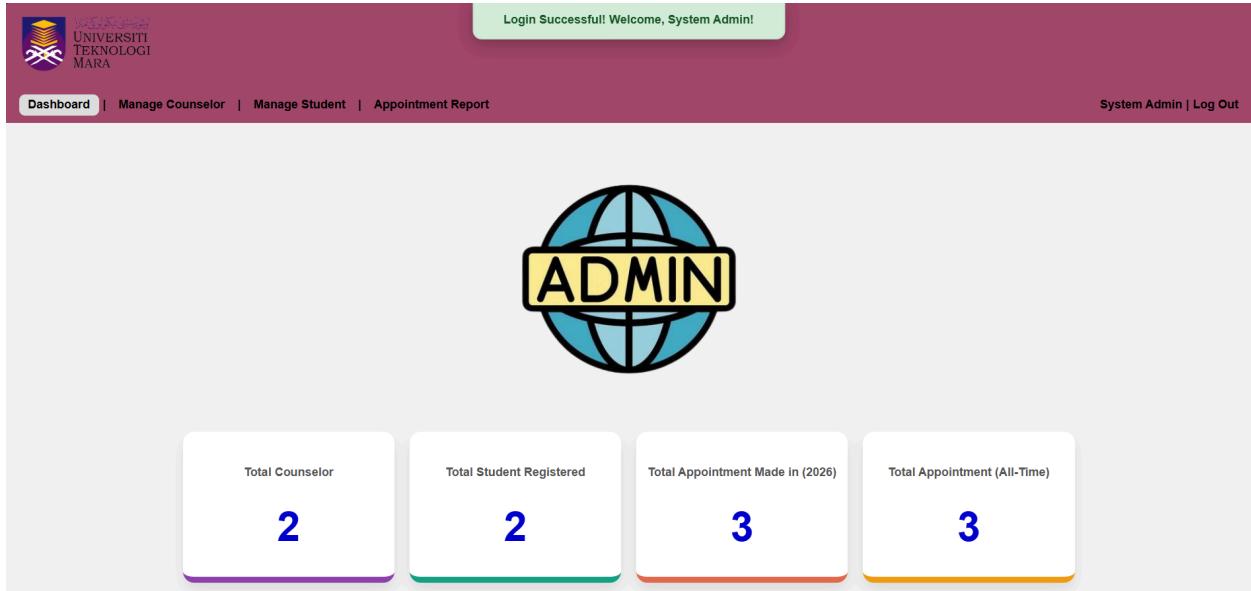


Figure 14.0 Shows Admin Dashboard

Description: Upon the admin logging into the system it will be presented with a high-level overview of the platform's current statistics. The dashboard features four primary metric cards that display the Total Counselor count, the Total Student Registered, the Total Appointment Made in (current year) and the cumulative Total Appointment (All-Time). This summary allows the admin to quickly monitor user registration and overall appointment volume at a glance.

15.0 Admin Manage Counselor

The screenshot shows the 'Manage Counselor' section of the application. At the top, there's a header with the Universiti Teknologi MARA logo, navigation links (Dashboard, Manage Counselor, Manage Student, Appointment Report), and a log-out link (System Admin | Log Out). Below the header, the title 'Counselor Details' is centered. A pink rectangular form for adding a new counselor is displayed, containing fields for Counselor Name, Staff ID, Phone Number, Email, and Password, along with an 'ADD COUNSELOR' button. Below this, two existing counselor profiles are listed in grey boxes. Each profile includes fields for Counselor Name, Staff ID, Phone Number, Email, and Password, followed by 'EDIT' and 'DELETE' buttons.

Figure 15.0 Shows Manage Counselor & Add Counselor

The screenshot shows a modal dialog titled 'Edit Counselor Details'. It contains five input fields for modifying a counselor's information: Counselor Name (Sir Ashraf Sinclair), Staff ID (C002), Phone Number (0111111119), Email (ashraf@uitm.edu.my), and Password (Ashraf123). Below the fields are 'CONFIRM CHANGES' and 'CANCEL' buttons.

Figure 15.1 Shows Edit Counselor Details

Description: This page provides the administrator with the tools to manage counselor accounts within the system. The admin can use the Counselor Details form to add a new counselor by entering their name, staff ID, phone number, email and password (Figure 15.0). Additionally, the page displays existing counselor profiles where the admin has the authority to click the Edit button to update specific information (Figure 15.1) or use the Delete button to remove a counselor from the system.

16.0 Admin Manage Student

The screenshot shows a web application interface for managing student accounts. At the top, there is a header bar with the Universiti Teknologi MARA logo, navigation links (Dashboard, Manage Counselor, Manage Student, Appointment Report), and a user session indicator (System Admin | Log Out). Below the header, the main content area is titled "Student Details". It features a search bar labeled "Search Student : Enter name or ID..." with a magnifying glass icon and a "CLEAR" button. Two student profiles are displayed in separate cards:

Student Name	:	Aizam Mukmin bin Shaharuddin
Student ID	:	2025121601
Phone Number	:	0111111111
Email	:	2025121601@student.uitm.edu.my
Address	:	Bintulu, Sarawak
Password	:	Aizammukmin1

Student Name	:	Bela Anak Bidin
Student ID	:	2025121602
Phone Number	:	0111111112
Email	:	2025121602@student.uitm.edu.my
Address	:	Limbang, Sarawak
Password	:	Bela1234

Each card contains "EDIT" and "DELETE" buttons at the bottom.

Figure 16.0 Shows Manage & Search Student

The screenshot shows a modal dialog titled "Edit Student Details". It displays the current student information for "Aizam Mukmin bin Shaharuddin" and allows for modification. The fields are:

Student Name	:	Aizam Mukmin bin Shaharuddin
Student ID	:	2025121601
Phone Number	:	0111111111
Email	:	2025121601@student.uitm.edu.my
Address	:	Bintulu, Sarawak
Password	:	Aizammukmin1

At the bottom of the form are "CONFIRM CHANGES" and "CANCEL" buttons.

Figure 16.1 Shows Edit Student Details

Description: This page allows the administrator to oversee all student accounts registered in the system. The admin can use the search bar to quickly locate a specific student by entering their name or student ID. Each student profile card displays their personal information, including their name, ID, phone number, email and address (Figure 16.0). From this view, the administrator has the authority to click the Edit button to modify a student's profile via the Edit Student Details form (Figure 16.1) or use the Delete button to permanently remove a student's account from the system.

17.0 Admin Appointment Report

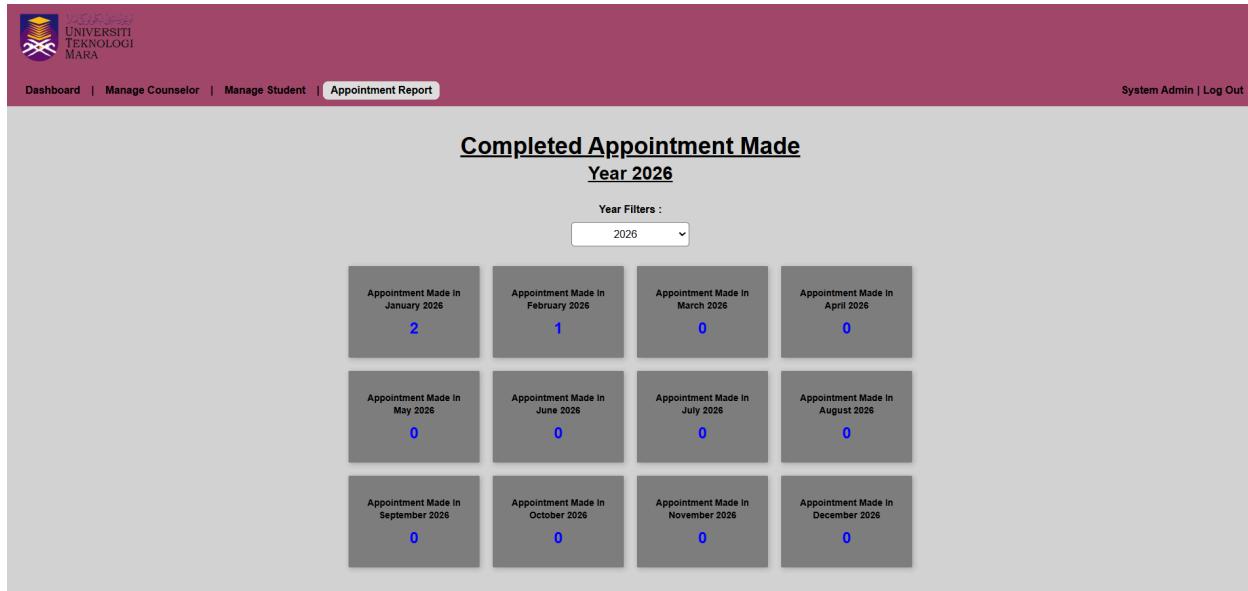


Figure 17.0 Shows Completed Appointment Made Each Year Report

Description: This page provides a comprehensive overview of all finalized appointments within a specific year categorized by month. It serves as a visual report that tracks the total volume of sessions that have reached a concluding status including those marked as Done Session, No Show and Cancelled. Administrators can use the "Year Filters" dropdown to view historical data allowing for easy monitoring of monthly appointment trends and institutional engagement levels throughout the academic year.

6.0 CONCLUSION

In conclusion, the i-Care UiTM Appointment System was successfully designed and developed to overcome the limitations of the traditional manual counselling appointment process. The system provides a centralized and structured web-based platform that allows students, counsellors, and administrators to manage counselling activities more efficiently. By digitalizing the appointment process, issues such as appointment clashes, delayed responses, and poor record management can be significantly reduced.

Through this system, students are able to request counselling appointments online, view their appointment status, update their personal information, and respond to follow-up session suggestions with ease. At the same time, counsellors are provided with tools to review appointment requests, manage confirmed sessions, schedule follow-ups, and maintain complete counselling records in a systematic manner. Administrators also benefit from the system by being able to manage user accounts, monitor counselling activities, and generate appointment reports for analysis and planning purposes.

Overall, the i-Care UiTM Appointment System improves the efficiency, organization, and accessibility of counselling services at Universiti Teknologi MARA (UiTM). The system supports better communication between students and counsellors while ensuring that counselling records are well-maintained and easily tracked. With its user-friendly interface and well-structured features, the system contributes positively to student well-being and helps ensure that counselling support is delivered in a timely, reliable, and professional manner.