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# Student Counselling Management System -A Web Portal for Student Counselling

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**Abstract**: The first phase of a person's life is confined mainly by education and training. While progressing from vocational education and training or to higher education one has the opportunity to build their career. During this transitional stage, one may get diverted from their goals and give information which mislead to the parents. Hence, counselling is an important aspect for the students of current technological generation as individual counsellor may remain in contact with all individual students as well as parents. Counselling is a process to have a two way communication with students and to find out their personal attributes. Here, students are allowed to speak whatever they think about their academic environment, the curriculum and their learning progress. So, collecting all necessary information of the student and making their parent's aware about their life becomes essential nowadays. Student Counselling Management System (SCMS) is developed to enhance counselling process. Current system maintains their records in MS Excel & Microsoft Word document, however it is not possible to maintain the data from multiple system in multi user environment. There is a possibility of lot of duplication and chances of mistake. Whenever some records are changed, counsellors need to update each and every documents. Also, there is no option to find and print previously saved records. Manual record maintenance also face various problems like no security; anybody can access any report and with sensitive data, also no summary is available for saved records. SCMS will simplify the process and reduce the manual paper work. It is used to smoothen the work of each counsellor who are facing problems currently, and making complete automization of manual process to computerized system.

Keywords: Counselling, Education, Information, Environment, Computerize, Atomization, Transition, Record, Documents.

## 1. Introduction

Student counselling is an activity which utilizes interpersonal relationships to develop students; using proper understanding of academic importance and make changes in their lives. The most emerging issue of college student is to adjust with college environment. Studies of Donghyck et al, proved that the adjustment difficulties like disturbance in daily food, concentration in study and depression are observed in newly joined student [1].

Early education system only focuses on academic abilities of students. Later on studies found that the student retention rate was depend on no more than half of the academic performance. It was also depend on student's emotional and social behavior. Due to this reason many universities had established student counselling environment so that student can balance their emotion, social life with academic performance [5] [6].

CHARUSAT, through Student Counselling System, aims to foster academic excellence, positive mental attitude and general well-being of the students. The Student Counselling

System is a proactive and potential building activity that identifies the true potential of the students and brings it out, so as to facilitate students to achieve their academic and personal goals. The system shall be comprising of Counsellors, primarily the teachers, and the students themselves.

#### 2. CHARUSAT Student Counselling Structure

The Counselling Cell shall comprise of the following members:

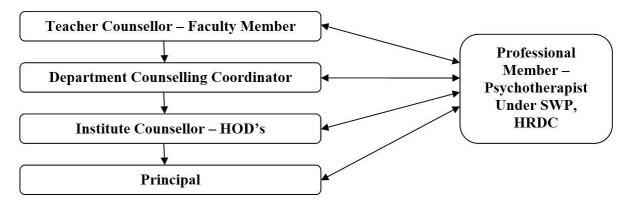


Fig. 1 Structure of CHARUSAT Student Counselling Cell

**Teacher Counsellor (Faculty members)** - One Teacher Counsellor will be allocated to 15 to 25 students for counselling. Teacher Counsellor will report to Department Counselling Coordinator twice in every semester through Mentor Report (Annexure D). For students requiring immediate attention and remedial action, Teacher Counsellor shall immediately refer the said students directly to Institute Counsellor.

**Department Counselling Coordinator** - A Senior Faculty, having more than 05 years of teaching experience will be the Department Counselling Coordinator. Department Counselling Coordinator will look after the counselling at departmental level and coordinate with the Teacher Counsellors for continuous feedback on the progress of the students twice in a semester. Department Counselling Coordinator, having proven track record of effective teaching and counselling, shall also undertake the responsibility of meeting once in a month and guiding the "Potential Learners" and "Progressive Learners", as referred by different Teacher Counsellors. Considering the number of students referred by the Teacher Counsellors, additional Department Counselling Coordinators may be assigned by the Institute Counsellor. The Department Counselling Coordinator shall report the progress made by the counselled students to Institute Counsellor for necessary actions, wherever needed, once in every quarter.

**Institute Counsellor** - The Head of the Department will be the Institute Counsellor. For Institutes where no Head of the Department available, "Principal" shall be the "Institute Counsellor". The Institute Counsellor will oversee the progress and the noticeable issues and shall take immediate remedial actions.

**Professional Member** - A Professional Psychologist and Psycho Therapist, appointed under Student Wellness Programme, or Senior Psychologist, depending on gravity of the circumstance, will be the Professional Member.

#### 3. Counselling System: Functional Flow

As soon as a student gets enrolled and begins his/her sessions, he/she will be assigned to a particular Teacher Counsellor by the Principal/ HOD. It will be a Teacher Counsellor's utmost responsibility to ensure that the new incumbent is comfortable in the new environment and is getting acclimatized. The illustrative model could be through building a rapport with the students by way of different activities, games and informal interactions carried out to help build strong Teacher-Taught relationship. The Counsellor should ensure that all the Counselees under him/her have filled in all their personal details on e-governance of the University within two weeks of beginning of the Term. The counsellors shall have a continuous observation of the academic performance, relation with the peers, behavior patterns and psychological conditions of their counselees, so as to be able to track any irregularity at an earlier stage and suggest corrective actions. There upon, the counsellors shall conduct meeting, once in a fortnight, with their counselees, so as to be able to keep a track of their progress in academic, social and personal fronts. These meets need to be recorded with signature of the Counsellor as well as the Counselee.

With 03-Tier System of Student Wellness Programme (SWP) in place, the Teacher Counsellor shall also take into consideration that: All their Counselees have gone through the 03-Tier System in place under Student Wellness Programme (SWP). Every Tuesday, SWP Counsellor, will meet Students of particular Institute/Department with prior permission from Principal/Deans/HODs for Group Interaction Session to assess the overall wellness level of the students by way of direct interaction and filling up questionnaire to assess the pattern of further counselling support required. On critical appraisal of the questionnaire, the SWP Counsellor shall group the students under 3 different Tier of Interactions. The Teacher Counsellor shall, on receipt of list of students in Tier 01 and Tier 02, take necessary actions for the issues highlighted and ensure the student's progress.

Teacher Counsellors need to furnish to the Department Counselling Coordinator and Human Resource and Development Center (HRDC), a Mentor's Report (MR) twice in a semester, highlighting students' state of being for closer observation and report to SWP on the progress made. A Quarterly Comprehensive Report has to be prepared by SWP Counsellor, putting together the progress reports of all 'Three Tiers', and to be submitted to HRDC which in turn will be forwarded to the respective Institute Counsellor. After completion of a Semester and announcement of results of the students, the Teacher Counsellor will segregate their respective counselees on the basis of academic Performance as under:

Potential Learners : CGPA < 5</li>
 Progressive Learners : CGPA 5 to 7
 Proficient Learners : CGPA above 7

Herein, the Teacher Counsellor should arrange for frequent sessions with the 'Potential Learners' and 'Progressive Learners' and guide them to focus on clearing the backlogs first, if any, and subsequently endeavor towards improving CGPA/SGPA.

Further, the Teacher Counsellor shall refer the 'Potential Learners' and 'Progressive Learners' to Department Counselling Coordinators, once in a month as outlined under Counselling Structure - Department Counselling Coordinator. In order to achieve students' optimal development and well-being, a Parent-Teacher's meet, with parents of 'Potential Learners' as

well as 'Progressive Learners', shall be organized after a month of announcement of results, so as to enable the Teacher Counsellors and the Department Counselling Coordinators to convey the progress made by the students to their parents. The 'Proficient Learners' having academic excellence should be encouraged and guided by the Institute Counsellors for greater participation in Inter-University events and activities, State/ National level competitions/Workshop/Seminars, etc.. Such exposure will ultimately contribute towards holistic growth of the student.

Existing counselling system provides one to one counselling to each and every students and maintain their records in hard copies and also in form of Microsoft Word or Excel documents. Exiting counselling system is manual based which operates on human effort and paper work; which takes more time, risk in record management, and difficulties in evaluation because of not availability of report generation. There are some limitation of exiting manual system, such as:

- The student information, which is filled by user is correct or not. This will cause major error in transaction of any type of information.
- Parents will not be able to know the actual progress of their child.
- There are many chances of duplication in counselling report generation and thus it may not be consistent.
- Data maintenance might not be accurate in manual system.
- Global view of counselling data might not possible in manual system.
- The main problem in manual record maintenance is, it is time consuming.

All the above listed problem can be solved by implementing complete atomized and computerized counselling management software. We develop one prototype to represent data management system for counselling process; Student Counselling Management System (SCMS) [14]. The main pros of the automated system is, parents can now see the actual progress of their child, like Student result [15].

#### 4. Counselling System: Developed SCMS System Flow

The objective of the system is to find the relationship between the number of sessions and the academic performance of student [4]. It will also give the relationship between academic performance and counselling [12]. Fig. 2 shows Student Counselling Management Software (SCMS) system flow. It provides following facilities to different users.

- Parents can see student progress in form of University Results. (Fig. 4)
- Counsellor Coordinator can see all the counsellors and counselees details, and also can generate reports. (Fig. 3)
- Counsellor can ...
  - Maintain their counselee's details. (Fig. 5 & 6)
  - Can maintain details of interaction with student and/or guardian. (Fig. 7) [7][10][13]
  - View student progress in form of internal/university results and their attendance. (Fig. 8) [3][4]
  - Can generate Annexure B of student personal data like hobbies, interest and all.
     (Fig. 9 & 10) [2][8]

 Can generate Annexure C of student counselling data like emotional, social and academic factors. (Fig. 11 & 12) [5][6][9][11]

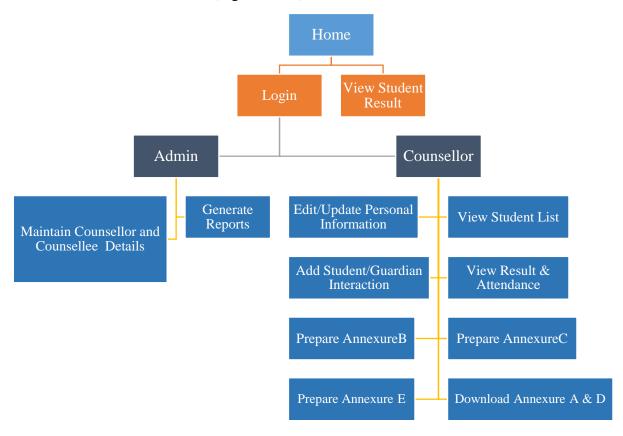


Fig. 2 Flow Layout of Student Counselling Management System (SCMS)



Fig. 3 List of All Counselling Batch (for Counsellor Coordinator)

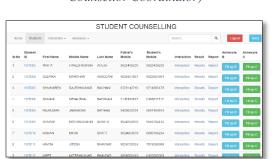


Fig. 5 Counselee List (for Counsellor)

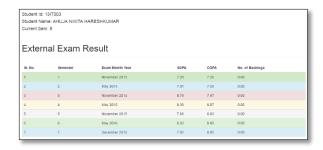


Fig. 4 University Result of particular Student (for Parents/Guardians)



Fig. 6 Student Personal Information (for Counsellor)



Fig. 7 Interactions with Students and Parents/Guardian (for Counsellor)

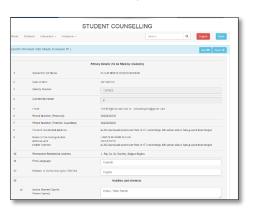


Fig. 9 Student Personal Data Sheet (Annexure B) Part I



Fig. 11 Student Counselling Data Sheet (Annexure C) Part I

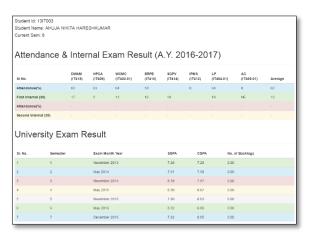


Fig. 8 Student Academic Performance -Results (for Counsellor)



Fig. 10 Student Personal Data Sheet (Annexure C) Part II



Fig. 12 Student Counselling Data Sheet (Annexure C) Part II

#### Conclusion

SCMS provides the way to store and evaluate student counselling process in automated computerized system. It will provide notifications to counsellor about irregularity or disturbed students whether it is because of mental/emotional or academic stress. Using this system, the counsellor can take necessary action and also notify the guardian or parents about their child.

SCMS also provides weekly or monthly reports providing the growth of student in academic or social environment.

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