



FPT UNIVERSITY

Capstone Project Document

Student Counseling and Support System with Advanced Search at FPTU HCM Campus

GFA24SE27	
Group Members	Trình Vĩnh Phát - Team leader - phattvse170042 Vũ Ngọc Hải Đăng - Team member - dangvnhsse170225 Đoàn Tiến Phát - Team member - phatdtse170440 Phạm Trần Sơn Nguyên - Team member - nguyenptsse170048 Nguyễn An Khánh - Team member - khanhnase170431
Supervisor	Mr. Huỳnh Công Việt Ngữ Ms. Lê Võ Minh Thư
Capstone Project code	FA24SE111

Table of Contents

Definition and Acronyms.....	34
I. Project Introduction	35
1. Overview.....	35
1.1 Project Information.....	35
1.2 Project Team.....	35
2. Product Background	35
3. Existing Systems	35
4. Business Opportunity	35
5. Software Product Vision	35
6. Project Scope & Limitations	36
6.1 Major Features	36
6.2 Limitations & Exclusions.....	36
6.2.1 Limitations	36
6.2.2 Exclusions.....	37
II. Project Management Plan	38
1. Overview.....	38
1.1 Scope & Estimation	38
1.2 Project Objectives	38
1.3 Project Risks	39
2. Management Approach	39
2.1 Project Process	40
2.2 Quality Management	40
2.3 Training Plan.....	40
3. Project Deliverables.....	40
4. Responsibility Assignments.....	40
5. Project Communications	41
6. Configuration Management	41
6.1 Document Management.....	41
6.2 Source Code Management	41
6.3 Tools & Infrastructures.....	41
III. Software Requirement Specification.....	42
1. Product Overview.....	42
2. User Requirements	42

2.1. Actors	42
2.2. Use Cases.....	43
2.2.1. Diagram(s).....	43
2.2.2. Descriptions	43
2.2.2.1. Administrator Use Case Description.....	43
2.2.2.2. Counselor Use Case Description.....	45
2.2.2.3. Manager Use Case Description	47
2.2.2.4. Support Staff Use Case Description	48
2.2.2.5. Student Use Case Description	48
3. Functional Requirements	50
3.1. System Functional Overview	50
3.1.1. Screens Flow	50
3.1.1.1. Administrator Screen Flow	51
3.1.1.2. Counselor Screenflow	52
3.1.1.3. Manager Screen Flow	53
3.1.1.4. Support Staff Screenflow.....	53
3.1.1.5. Student Screenflow.....	54
3.1.2. Screen Descriptions	54
3.1.2.1. Administrator Screen Description	54
3.1.2.2. Counselor Screen Description	56
3.1.2.3. Manager Screen Description.....	57
3.1.2.4. Support Staff Screen Description	58
3.1.2.5. Student Screen Description	59
3.1.3. Screen Authorization	60
3.1.3.1. Web Screen Authorization.....	60
3.1.3.2. Mobile Screen Authorization	62
3.1.4. Non-Screen Functions	62
3.1.5.1 Conceptual Model.....	63
3.1.5.2 Logical Model.....	63
3.2. Functional requirements	65
3.2.1. Accounts Feature.....	65
3.2.2. Authentications Feature	66
3.2.3. Booking Counseling Feature.....	66
3.2.4. Appointment Feature	68

3.2.5. Q&A Feature	69
3.2.6. Counseling Demand Feature	71
3.2.7. Dashboards Feature.....	72
3.2.8. Manage Student Feature	72
3.2.9. Manage Counselor Feature	73
4. Non-Functional Requirements	75
4.1. External Interfaces	75
4.1.1. User Interfaces	75
4.1.2. Communications Interfaces.....	75
4.2. Quality Attributes	76
4.2.1. Usability.....	76
4.2.2. Reliability	76
4.2.3. Performance	76
4.2.4. Security.....	76
5. Requirement Appendix.....	76
5.1. Business Rules	76
5.2. Application Messages List.....	77
5.2.1. Web application	77
5.2.2. Mobile application.....	79
IV. Software Design Description	81
1. System Design	81
1.1. System Architecture.....	81
1.1.1. Overall System Architecture.....	81
1.2. Package Diagram.....	82
1.2.1. Web Application Package Diagram.....	82
1.2.2. Mobile Application Package Diagram	83
1.2.3. Backend Application Package Diagram	85
2. Database Design.....	86
2.1. Database	86
2.2. Data Dictionary	86
2.2.1. Academic counselor table	86
2.2.2. Academic_transcript table	87
2.2.2. Account table	87
2.2.3. Appointment feedback Table	87

2.2.4. Appointment_for_demand table.....	88
2.2.5. Appointment_report table.....	88
2.2.6. attendance_detail table.....	88
2.2.7. Available_date_range table	89
2.2.8. certifications table.....	89
2.2.9. Chat_session table.....	89
2.2.10. contributed_question_card_category table	89
2.2.11. contribution_question_card table	90
2.2.12. Counseling_appointment table	90
2.2.13. Counseling_appointment_request table.....	90
2.2.14. Counseling_demand Table	91
2.2.15. Counseling_slot table.....	92
2.2.12. Counselor table	92
2.2.16. Counselor_slot table	92
2.2.17. Demand_problem_tag table	92
2.2.18. Department table	93
2.2.19. Expertise table.....	93
2.2.20. Login_type table.....	93
2.2.21. Major table	93
2.2.22. Message table	93
2.2.23. Non_academic_counselor table	94
2.2.24. Notification table.....	94
2.2.25. Offline_appointment table.....	94
2.2.26. Online_appointment table.....	94
2.2.27. Problem_category table	94
2.2.28. Problem_tag table	95
2.2.29. Profile table.....	95
2.2.30. qualifications table	95
2.2.31. Question_ban table	96
2.2.32. Question_card table.....	96
2.2.33. Question_flag table.....	96
2.2.34. Semester table	97
2.2.35. slot_of_counselor table	97
2.2.36. Specialization table.....	97

2.2.37. Student table.....	98
2.2.38. Student_counseling_profile table.....	98
2.2.39. student_following table	98
2.2.40. student_study table.....	99
2.2.41. Support_staff table	99
2.2.42. Topic table.....	99
2.2.43. Certifications table	100
2.2.44. Contributed_question_card_category table.....	100
2.2.45. contribution_question_card table	100
2.2.46. qualifications table	100
3. Detailed Design	101
3.1 Booking, handling, and tracking counseling appointments:	101
 3.1.1. Class Diagram	101
 3.1.1.1. Class Specification.....	101
 3.1.1.1.1. CounselorController class	101
 3.1.1.1.2. CounselorService class	102
 3.1.1.1.3. CounselorServiceImpl class	102
 3.1.1.1.4. NotificationServiceImpl class	103
 3.1.1.1.5. CounselingAppointmentRequestServiceImpl class	103
 3.1.1.1.6. BookingCounselingController class.....	103
 3.1.1.1.7. CounselorRepository class	104
 3.1.1.1.8. CounselingAppointmentRequestService class.....	104
 3.1.1.1.9. OpenAIServiceImpl class	105
 3.1.1.1.10. OpenAIServiceImpl class	105
 3.1.1.1.11. NotificationService class	106
 3.1.1.1.12. OpenAIService class	106
 3.1.1.1.13. NotificationRepository class.....	107
 3.1.1.1.14. Notification class	107
 3.1.1.1.15 . CounselingAppointmentService class.....	107
 3.1.1.1.16 . CounselingAppointmentServiceImpl class.....	107
 3.1.1.1.17 . AppointmentFeedback class.....	108
 3.1.1.1.18 . AppointmentFeedbackRepository class	108
 3.1.1.1.19 . AppointmentReportRepository class	108
 3.1.1.1.20 . AppointmentReport class.....	109

3.1.1.1.21 . CounselingAppointmentRequestRepository class.....	109
3.1.1.1.22. Counselor class	109
3.1.1.1.23. CounselingAppointmentRequest class	110
3.1.1.1.24 . CounselingAppointment class.....	110
3.1.1.1.25. AppointmentForDemand class	111
3.1.1.1.26 . StudentRepository class	111
3.1.1.1.27. CounselingDemandRepository class	111
3.1.1.1.28. CounselingAppointmentRepository class.....	111
3.1.1.1.29 . Student class	111
3.1.1.1.30 . CounselingDemand class	112
3.1.2. Sequence Diagram.....	113
3.1.2.1. Sequence Diagramm	113
3.1.2.1.1. Student quick matching counselor	113
3.1.2.1.2. Student creates appointment request	113
3.1.2.1.3. Counselor approves appointment request.....	115
3.1.2.1.4. Take attendance.....	115
3.1.2.1.5. Student provide feedback.....	116
3.1.2.1.6. Counselor cancel appointment.....	116
3.1.2.1.7. Student cancel appointment	117
3.1.3. Activity Diagram.....	118
3.1.3.1. Create Booking request with quick booking	118
3.1.3.2. Create booking request with choosing a specific counselor	119
3.1.3.3. Take attendance	120
3.1.3.4. Provide Feedback.....	121
3.1.3.5. Cancel Appointment	122
3.1.4. State Machine Diagram	124
3.1.4.1. Booking Appointment State Machine Diagram.....	124
3.1.4.2. Taking Appointment State Machine Diagram	125
3.2. Student Questions and Counselor Support.....	126
3.2.1. Class Diagram	126
3.2.1.1. Class Specification.....	126
3.2.1.1.1. Counselor class	126
3.2.1.1.2 . StudentRepository class	127
3.2.1.1.3. CounselorRepository class	127

3.2.1.1.4. Student class	127
3.2.1.1.5. QuestionCard class	128
3.2.1.1.6. QuestionBan class	128
3.2.1.1.7. NotificationService class	128
3.2.1.1.8. NotificationServiceImpl class	129
3.2.1.1.9 . NotificationRepository class.....	129
3.2.1.1.10. Notification class	129
3.2.1.1.11. ChatSession class	129
3.2.1.1.12. Message class	130
3.2.1.1.13. MessageRepository class	130
3.2.1.1.14. MessageRepository class	130
3.2.1.1.15. QuestionFlag class	130
3.2.1.1.16. QuestionFlagRepository class.....	130
3.2.1.1.17. QuestionBanRepository class	131
3.2.1.1.18. QuestionCardServiceImpl class.....	131
3.2.1.1.19. QuestionCardController class	132
3.2.1.1.20. QuestionCardController class	133
3.2.1.1.21. OpenAIService class	133
3.2.1.1.22. QuestionCardRepository class	134
3.2.1.1.23. OpenAIService class	134
3.2.1.1.24. NonAcademicCounselor class.....	135
3.2.1.1.25. AcademicCounselor class	135
3.2.1.1.26. ExpertiseRepository class.....	135
3.2.1.1.27. AcademicCounselorRepository class.....	135
3.2.1.1.28. NonAcademicCounselorRepository class	135
3.2.1.1.29. Expertise class	136
3.2.2. Sequence Diagram.....	136
3.2.2.1. Student create question card.....	136
3.2.2.2. Counselor answer question sequence diagram.....	137
3.2.2.3. Counselor closes question sequence diagram.....	137
3.2.2.4. Student accepts question sequence diagram.....	138
3.2.2.5 Student initiate chat sequence diagram	138
3.2.3. Activity Diagram.....	139
3.2.3.1. Create question activity diagram	139

3.2.3.2. Answer question activity diagram.....	140
3.2.3.3. Flag question activity diagram	141
3.2.3.4. Close question activity diagram	142
3.2.3.5. Chat in session activity diagram.....	143
3.2.4. State Machine Diagram	143
3.2.4.1. Q&A State Machine Diagram.....	143
3.3. Staff-Driven Student Support and Counselor Matching for student's demand	144
3.3.1. Class Diagram	144
3.3.1.1. Class Specification.....	144
3.3.1.1.1. CounselorController class	144
3.3.1.1.2. CounselorService class	145
3.3.1.1.3. CounselorServiceImpl class	145
3.3.1.1.4. CounselorRepository class	146
3.3.1.1.5. Counselor class.....	146
3.3.1.1.6. Student class	147
3.3.1.1.7. CounselingDemand class.....	147
3.3.1.1.8. StudentFollowing class	147
3.3.1.1.9. StudentRepository class.....	148
3.3.1.1.10. SupportStaffRepository class	148
3.3.1.1.11. CounselingDemandController class	148
3.3.1.1.12. CounselingDemandRepository class	148
3.3.1.1.13. SupportStaff class	149
3.3.1.1.14. CounselingDemandService class.....	149
3.3.1.1.15. CounselingDemandService class.....	149
3.3.1.1.16. CounselingDemandServiceImpl class	149
3.3.1.1.17. CounselingDemandService class	150
3.3.1.1.18. StudentServiceImpl class.....	150
3.3.2. Sequence Diagram.....	152
3.3.2.1. Support staff follows student sequence diagram.....	152
3.3.2.2. Support staff create demand card sequence diagram.....	152
3.3.2.3. Counselor creates appointment and attach to demand card sequence diagram	153
3.3.2.4. Counselor solves demand card sequence diagram.....	154
3.3.3. Activity Diagram.....	155

3.3.3.1. Staff Create demand card for mapping counselor with student activity diagram	155
3.3.3.1. Counselor Create appointment for demand if student need activity diagram..	156
3.3.3.2. Staff Follow student activity diagram.....	157
3.3.3.3. Staff Unfollow student activity diagram.....	158
3.3.3.4. Solve demand activity diagram.....	159
3.3.4. State Machine Diagram	159
3.3.4.1. Demand Mapping State Machine Diagram.....	159
V. Software Testing Documentation	160
1. Overall Description	160
2. Test Strategy	160
2.1. Testing Types	160
2.2. Test Levels	160
3. Test Plan	160
3.1. Human Resources	160
4. Test Cases & Test Reports	161
VI. Release Package & User Guides	162
1. Deliverable Package.....	162
2. Installation Guides.....	162
2.1.1.2 Mobile application.....	162
2.1.2 Software requirements.....	162
2.2. Installation Instruction	163
2.2.1. Environment Setup.....	163
2.2.1.1. Mobile Application Development	163
2.2.1.2. Web application.....	163
2.2.1.3. Back-end Server	164
2.2.1.3.1. Install Intellij	164
2.2.1.3.2. Install Environment	164
2.2.1.3.3 Simulation Student Data Server	165
2.2.1.3.4. SCSS Server	169
3. User Manual.....	179
3.1. Overview	179
3.2. Web Application	179
3.2.1. Authentication	179

3.2.1.1. Login.....	179
3.2.1.1.1. Description.....	179
3.2.1.1.2. Guide Steps	179
3.2.1.2. Reset Password.....	180
3.2.1.2.1. Description.....	180
3.2.1.2.2. Guide Steps	180
3.2.1.3. Edit Password	181
3.2.1.3.1. Description.....	181
3.2.1.3.2. Guide Steps	181
3.2.2. Booking counseling appointment	182
3.2.2.1. Quick booking a counselor.....	182
3.2.2.1.1. Description.....	182
3.2.2.1.2. Guide steps	182
3.2.2.2. Booking a specific counselor.....	185
3.2.2.2.1. Description.....	185
3.2.2.2.2. Guide steps	185
3.2.2.3. Approve an appointment request.....	189
3.2.2.3.1. Description.....	189
3.2.2.3.2. Guide steps	189
3.2.2.4. Deny an appointment request.....	192
3.2.2.4.1. Description.....	192
3.2.2.4.2. Guide steps	192
3.2.2.5. Take Attendance for Appointment	194
3.2.2.5.1. Description.....	194
3.2.2.5.1. Guide Steps:	194
3.2.2.6. Give Feedback for Appointment	197
3.2.2.6.1. Description.....	197
3.2.2.6.2. Guide Steps	197
3.2.2.7. Create report for an appointment.....	200
3.2.2.7.1. Description.....	200
3.2.2.7.2. Guide Steps	200
3.2.2.8. Cancel an appointment	204
3.2.2.8.1. Description.....	204
3.2.2.8.2. Guide Steps:	204

3.2.2.9. View counseling schedule.....	207
3.2.2.9.1. Description.....	207
3.2.2.9.2. Guide Steps	207
3.2.3. Question and answer.....	211
3.2.3.1. Ask a question	211
3.2.3.1.1 Description.....	211
3.2.3.1.2. Guide Steps	211
3.2.3.2. Edit a question.....	214
3.2.3.1.1 Description.....	214
3.2.3.1.2. Guide Steps	214
3.2.3.3. Answer a question	216
3.2.3.3.1 Description.....	216
3.2.3.3.2. Guide Steps	216
3.2.3.4. Edit your answer	219
3.2.3.4.1 Description.....	219
3.2.3.4.2. Guide Steps	219
3.2.3.5. Chat about a question	221
3.2.3.5.1 Description.....	221
3.2.3.5.2. Guide Steps	221
3.2.3.6. Close a question.....	224
3.2.3.6.1 Description.....	224
3.2.3.6.2. Guide Steps	224
3.2.3.7. Contribute to FAQ.....	226
3.2.3.3.7 Description.....	226
3.2.3.3.7. Guide Steps	226
3.2.3.8. Edit contributed FAQ.....	229
3.2.3.3.8 Description.....	229
3.2.3.3.8. Guide Steps	229
3.2.3.9. Reject a question	232
3.2.3.9.1 Description.....	232
3.2.3.9.2. Guide Steps	232
3.2.3.10. Flag a question	235
3.2.3.10.1 Description.....	235
3.2.3.10.2. Guide Steps	235

3.2.4. Counseling demand	238
3.3.4.1. Create counseling demand	238
3.3.3.3.1 Description.....	238
3.3.3.3.2. Guide Steps	238
3.3.4.2. Create an appointment from demand.....	243
3.3.3.3.1 Description.....	243
3.3.3.3.2. Guide Steps	243
3.3.4.3. Solve a counseling demand	245
3.3.3.3.1 Description.....	245
3.3.3.3.2. Guide Steps	245
3.2.5. Counselor Management.....	248
3.3.5.1. Update counselor availability	248
3.3.5.1.1 Description.....	248
3.3.5.1.2 . Guide Steps	248
3.3.5.2. Update counselor weekly schedule.....	251
3.3.5.2.1 Description.....	251
3.3.5.2.2 . Guide Steps	251
3.3.5.3. Update counselor date range	253
3.3.5.1.1 Description.....	253
3.3.5.1.2 . Guide Steps	253
3.2.6. Account Management	256
3.2.6.1. Create non-academic/academic counselor account	256
3.2.6.1.1. Description.....	256
3.2.6.1.2. Guide Steps	256
3.2.6.2. Create manager/support staff account	263
3.2.6.2.1. Description.....	263
3.2.6.2.2. Guide Steps	263
3.2.6.3. Update account.....	267
3.2.6.3.1. Description.....	267
3.2.6.3.2. Guide Steps	267
3.2.6.4. Block/Unblock accounts	270
3.2.6.4.1. Description.....	270
3.2.6.4.2. Guide Steps	270
3.2.7. Resource Management	273

3.2.7.1. Create problem tag	273
3.2.7.1.1. Description.....	273
3.2.7.1.2. Guide Steps	273
3.2.7.2. Create problem tag's category.....	277
3.2.7.2.1. Description.....	277
3.2.7.2.2. Guide Steps	277
3.2.7.3. Create counseling time slot	280
3.2.7.3.1. Description.....	280
3.2.7.3.2. Guide Steps	280
3.2.7.4. Remove problem tag's category	283
3.2.7.4.1. Description.....	283
3.2.7.4.2. Guide Steps	283
3.2.7.5. Remove problem tag.....	287
3.2.7.5.1. Description.....	287
3.2.7.5.2. Guide Steps	287
3.2.7.6. Remove counseling time slot.....	291
3.2.7.6.1. Description.....	291
3.2.7.6.2. Guide Steps	291
3.2.7.7. Update problem tag.....	295
3.2.7.7.1. Description.....	295
3.2.7.7.2. Guide Steps	295
3.2.7.8. Update problem tag's category.....	299
3.2.7.8.1. Description.....	299
3.2.7.8.2. Guide Steps	299
3.2.7.9. Update counseling time slot	303
3.2.7.9.1. Description.....	303
3.2.7.9.2. Guide Steps	303
3.2.7.10. View academic information.....	306
3.2.7.10.1. Description.....	306
3.2.7.10.2. Guide Steps	306
3.2.8. Question Management	308
3.2.8.1. Update public question's public status.....	308
3.2.8.1.1. Description.....	308
3.2.8.1.2. Guide Steps	308

3.2.8.2. Update frequently asked question's visibility status.....	312
3.2.8.2.1. Description.....	312
3.2.8.2.2. Guide Steps	312
3.2.8.3. Create frequently asked question's category.....	315
3.2.8.3.1. Description.....	315
3.2.8.3.2. Guide Steps	315
3.2.8.4. Update frequently asked question's category.	318
3.2.8.4.1. Description.....	318
3.2.8.4.2. Guide Steps	318
3.2.8.5. Remove frequently asked question's category.....	322
3.2.8.5.1. Description.....	322
3.2.8.5.2. Guide Steps	322
3.2.9. Analytics View.....	326
3.2.9.1. View analytics.....	326
3.2.9.1.1 Description.....	326
3.2.9.1.2 . Guide Steps	326
3.2.9.2. View overview	328
3.2.9.2.1 Description.....	328
3.2.9.2.2 . Guide Steps	328
3.3. Mobile Application.....	329
3.3.1. Authentication	329
3.3.1.1. Login.....	329
3.3.1.1.1. Description.....	329
3.3.1.1.2. Guide Steps	329
3.3.1.2. Reset Password.....	331
3.3.1.2.1. Description.....	331
3.3.1.2.2. Guide steps	332
3.3.1.3. Edit Password	334
3.3.1.3.1. Description.....	334
3.3.1.3.2. Guide Steps	334
3.3.2. Booking counseling appointment	338
3.3.2.1. Quick booking a counselor.....	338
3.3.2.1.1. Description.....	338
3.3.2.1.2. Guide Steps	338

3.3.2.2. Booking a specific counselor.....	346
3.3.2.2.1. Description.....	346
3.3.2.2.2. Guide Steps	346
3.3.2.3. Approve Appointment Request	355
3.3.2.3.1. Description.....	355
3.3.2.4. Deny Appointment Request	364
3.3.2.4.1. Description.....	364
3.3.2.5. Take Attendance for Appointment	371
3.3.2.5.1. Description.....	371
3.3.2.6. Write Feedback for Appointment	378
3.3.2.6.1. Description.....	378
3.3.2.7. Write Report for Appointment	386
3.3.2.7.1. Description.....	386
3.3.2.7.2. Guide Steps	387
3.3.2.8. Cancel Appointment	396
3.3.2.8.1. Description.....	396
3.3.2.8.2. Guide Steps	397
3.3.3. Question and Answer	413
3.3.3.1. Create a question	413
3.3.3.1.1. Description.....	413
3.3.3.1.2. Guide Steps	413
3.3.3.2. Edit a question	422
3.3.3.2.1. Description.....	422
3.3.3.2.2. Guide Steps:	423
3.3.3.3. Delete a question	426
3.3.3.3.1. Description.....	426
3.3.3.3.2. Guide Steps:	427
3.3.3.4. Answer a question	429
3.3.3.4.1. Description.....	429
3.3.3.4.2. Guide Steps	430
3.3.3.5. Edit Answer of a question.....	436
3.3.3.5.1. Description.....	436
3.3.3.5.2. Guide Steps:	437
3.3.3.6. Create a chat session.....	439

3.3.3.6.1. Description.....	439
3.3.3.6.2. Guide Steps	440
3.3.3.7. Accept a question's answer	442
 3.3.3.7.1. Description.....	442
 3.3.3.7.2. Guide Steps	443
3.3.3.8. Close a question.....	445
 3.3.3.8.1. Description.....	445
 3.3.3.8.2. Guide Steps	446
3.3.3.9. Create a contribution question.....	455
 3.3.3.9.1. Description.....	455
 3.3.3.9.2. Guide Steps	456
3.3.3.10. Edit a contribution question	462
 3.3.3.10.1. Description.....	462
 3.3.3.10.2. Guide Steps:	463
3.3.3.11. Delete a contribution question	466
 3.3.3.11.1. Description	466
 3.3.3.11.2. Guide Steps	467
3.3.4. Counseling Demands	469
 3.3.4.1. View Demands List.....	469
 3.3.4.1.1. Description.....	469
 3.3.4.1.2. Guide Steps	469
 3.3.4.2. Create Appointment through Demand.....	474
 3.3.4.2.1. Description.....	474
 3.3.4.2.2. Guide Steps	475
 3.3.4.3. Solve Demand.....	477
 3.3.4.3.1. Description.....	477
 3.3.4.3.2. Guide Steps:	478

List of Tables

Table 1- Acronym and Definition	34
Table 2 - Project team	35
Table 3 - Scope & Estimation	38
Table 4 - Project Objectives	38
Table 5 - Project Risks	39
Table 6 - Training Plan	40
Table 7 - Project Deliverables	40
Table 8 - Responsibility Assignments	40
Table 9 - Project Communications	41
Table 10 - Tools & Infrastructures	41
Table 11 - Actors	42
Table 12 - Administrator Use Case Description	43
Table 13 - Counselor Use Case Description	45
Table 14 - Manager Use Case Description	47
Table 15 - Support Staff Use Case Description	48
Table 16 - Student Use Case Description	48
Table 17 - Aministrator Screen Description	54
Table 18 - Counselor Screen Description	56
Table 19 - Manager Screen Description	57
Table 20 - Support Staff Screen Description	58
Table 21 - Student Screen Description	59
Table 22 - Web Screen Authorization	60
Table 23 - Mobile Screen Authorization	62
Table 24 - Non-Screen Functions	62
Table 25 - Entities Description	63
Table 26 - Authentications Feature	66
Table 27 - Booking Counseling Feature	66
Table 28 - Appointment Feature	68
Table 29 - Q&A Feature	69
Table 30 - Counseling Demand Feature	71
Table 31 - Dashboards Feature	72
Table 32 - Manage Student Feature	72
Table 33 - Manage Counselor Feature	73
Table 34 - Business Rules	76
Table 35 - Web application	77
Table 36 - Mobile application	79
Table 37 - Web Package Descriptions	82
Table 38 - Mobile Package Descriptions	84
Table 39 - Backend Package Descriptions	85
Table 40 - Academic counselor Table	86
Table 41 - Academic transcript table	87
Table 42 - Account table	87
Table 43 - Appointment feedback Table	87

Table 44 - Appointment_for_demand table	88
Table 45 - Appointment_report table.....	88
Table 46 - attendance_detail table	88
Table 47 - contributed_question_card_category table.....	89
Table 48 - contribution_question_card table.....	90
Table 49 - Counseling_appointment table.....	90
Table 50 - Counseling_appointment_request.....	90
Table 51 - Counseling_demand Table.....	91
Table 52 - Counseling_slot table	92
Table 53 - Counselor table	92
Table 54 - Counselor_slot table	92
Table 55 - Demand_problem_tag table	92
Table 56 - Department table.....	93
Table 57 - Expertise table	93
Table 58 - Login_type table	93
Table 59 - Major table	93
Table 60 - Message table.....	93
Table 61 - Non_academic_counselor table.....	94
Table 62 - Notification table	94
Table 63 - Offline_appointment_table	94
Table 64 - Online_appointment table	94
Table 65 - Problem_category_table	94
Table 66 - Problem_tag_table	95
Table 67 - Profile_table	95
Table 68 - qualifications_table	95
Table 69 - Question_ban_table	96
Table 70 - Question_card_table	96
Table 71 - Question_flag_table	96
Table 72 - Semester_table	97
Table 73 - slot_of_counselor_table	97
Table 74 - Specialization_table	97
Table 75 - Student_table	98
Table 76 - Student_counseling_profile_table	98
Table 77 - student_following_table	98
Table 78 - student_study_table	99
Table 79 - Support_staff_table	99
Table 80 - Topic_table	99
Table 81 - Certifications_table	100
Table 82 - Contributed_question_card_category_table	100
Table 83 - contribution_question_card_table.....	100
Table 84 - qualifications_table	100
Table 85 - CounselorController class	101
Table 86 - CounselorController method class	101
Table 87 - CounselorService method class.....	102
Table 88 - CounselorServiceImpl class.....	102

Table 89 - CounselorServiceImpl method class	102
Table 90 - NotificationServiceImpl class	103
Table 91 - NotificationServiceImp method class	103
Table 92 – CounselingAppointmentRequestServiceImpl class	103
Table 93- CounselingAppointmentRequestServiceImpl method class	103
Table 94 - BookingCounselingController class	103
Table 95 - BookingCounselingController method class.....	104
Table 96 - CounselorRepository class	104
Table 97 – CounselingAppointmentRequestService method class	104
Table 98 - OpenAIServiceImpl class.....	105
Table 99 - OpenAIServiceImpl method class	105
Table 100 - OpenAIServiceImpl method class	105
Table 101 - NotificationService class	106
Table 102 - OpenAIService class.....	106
Table 103 - OpenAIService method class.....	106
Table 104 - NotificationRepository class	107
Table 105 - Notification class	107
Table 106 - CounselingAppointmentService method class	107
Table 107 - CounselingAppointmentServiceImpl class	107
Table 108 - CounselingAppointmentServiceImpl method class	108
Table 109 - AppointmentFeedback class	108
Table 110 - AppointmentFeedbackRepository method class	108
Table 111 - AppointmentReportRepository method class	108
Table 112 - AppointmentReport class	109
Table 113 - CounselingAppointmentRequestRepository method class	109
Table 114 - Counselor class.....	109
Table 115 - CounselingAppointmentRequest class.....	110
Table 116 - CounselingAppointment class	110
Table 117 - AppointmentForDemand class.....	111
Table 118 - StudentRepository method class.....	111
Table 119 - CounselingDemandRepository method class	111
Table 120 - CounselingAppointmentRepository method class.....	111
Table 121 - Student class	111
Table 122 - CounselingDemand class	112
Table 123 - Counselor class.....	126
Table 124 – StudentRepository method class	127
Table 125 – CounselorRepository method class.....	127
Table 126 - Student class	127
Table 127 - QuestionCard class	128
Table 128 - QuestionBan class	128
Table 129 – NotificationService method class	128
Table 130 - NotificationServiceImpl class	129
Table 131 - NotificationServiceImpl method class	129
Table 132 - NotificationRepository method class.....	129
Table 133 - Notification class	129

Table 134 - ChatSession class.....	129
Table 135 - Message class.....	130
Table 136 - MessageRepository method class	130
Table 137 - MessageRepository method class	130
Table 138 - QuestionFlag class	130
Table 139 - QuestionFlagRepository class	130
Table 140 - QuestionBanRepository method class	131
Table 141 - QuestionCardServiceImpl class.....	131
Table 142 - QuestionCardServiceImpl method class	131
Table 143 - QuestionCardController class.....	132
Table 144 - QuestionCardController method class	132
Table 145 - QuestionCardController method class	133
Table 146 - OpenAIService method class	133
Table 147 - QuestionCardRepository method class.....	134
Table 148 - OpenAIService class.....	134
Table 149 - OpenAIService method class	134
Table 150 - NonAcademicCounselor class.....	135
Table 151 - AcademicCounselor class	135
Table 152 - ExpertiseRepository method class.....	135
Table 153 - AcademicCounselorRepository method class.....	135
Table 154 - NonAcademicCounselorRepository method class	135
Table 155 - Expertise class	136
Table 156 - CounselorController class	144
Table 157 - CounselorController method class	144
Table 158 – CounselorService method class	145
Table 159 - CounselorServiceImpl class	145
Table 160 - CounselorServiceImpl method class	145
Table 161 - CounselorRepository method class	146
Table 162 - Counselor class.....	146
Table 163 - Student class	147
Table 164 - CounselingDemand class	147
Table 165 - StudentFollowing class	147
Table 166 – StudentRepository method class	148
Table 167 - SupportStaffRepository method class	148
Table 168 - CounselingDemandController class	148
Table 169 - CounselingDemandController method class	148
Table 170 - CounselingDemandRepository method class	148
Table 171 - SupportStaff class.....	149
Table 172 - CounselingDemandService method class.....	149
Table 173 - CounselingDemandService method class.....	149
Table 174 - CounselingDemandServiceImpl class.....	149
Table 175 - CounselingDemandServiceImpl method class	150
Table 176 - CounselingDemandService method class.....	150
Table 177 - StudentServiceImpl class	150
Table 178 - StudentServiceImpl method class	151

Table 179 - Test Levels	160
Table 180 - Supporting Tools	160
Table 181 - Human Resources.....	160
Table 182 - Test Environment	161
Table 183 - Test Milestones	161
Table 184 - Deliverable Package	162
Table 185 - Website application.....	162
Table 186 - Mobile application	162
Table 187 - Software requirements.....	162

List of Figures

Figure 1 - The Scrum Framework Process	39
Figure 2 – Sysyem Context Diagram	42
Figure 3 - Use case diagram	43
Figure 4 - Administrator Screen Flow	51
Figure 5 - Counselor Screenflow	52
Figure 6 - Manager Screen Flow.....	53
Figure 7 - Support Staff Screenflow.....	53
Figure 8 - Student Screenflow.....	54
Figure 9 - Conceptual Model.....	63
Figure 10 - Logical diagram.....	63
Figure 11 - Overall System Architecture	81
Figure 12 - Web Application Package Diagram	82
Figure 13 - Mobile Application Package Diagram.....	84
Figure 14 - Backend Application Package Diagram.....	85
Figure 15 - Database Diagram.....	86
Figure 16 - Booking, handling, and tracking counseling appointments class diagram	101
Figure 17- Student quick matching counselor sequence diagram	113
Figure 18 - Student creates appointment request sequence diagram	114
Figure 19 - Counselor Approves appointment request sequence diagram	115
Figure 20 - Take attendance sequence diagram.....	116
Figure 21 - Student provide feedback sequence diagram.....	116
Figure 22 – Counselor cancel appointment sequence diagram	116
Figure 23 - Student cancel appointment sequence diagram	117
Figure 24 - Create Booking request with quick booking activity diagram	118
Figure 25 - Create booking request with choosing a specific counselor activity diagram	119
Figure 26 - Take attendance activity diagram	120
Figure 27 - Provide Feedback activity diagram	121
Figure 28 - Cancel Appointment activity diagram	122
Figure 29 - Approve appointment request activity diagram	123
Figure 30 - Create report activity diagram.....	124
Figure 31 - Booking Appointment State Machine Diagram.....	124
Figure 32 - Student Questions and Counselor Support class diagram	126

Figure 33 - Student create question card sequence diagram	136
Figure 34 – Counselor answer question sequence diagram	137
Figure 35 - Counselor closes question sequence diagram.....	137
Figure 36 - Student accepts question sequence diagram.....	138
Figure 37 - Student initiate chat sequence diagram	138
Figure 38 - Create question activity diagram	139
Figure 39 - Answer question activity diagram.....	140
Figure 40 - Flag question activity diagram	141
Figure 41 - Close question activity diagram	142
Figure 42 - Chat in session activity diagram.....	143
Figure 43 - Q&A State Machine Diagram	144
Figure 44 - Staff-Driven Student Support and Counselor Matching for student's demand class diagram	144
Figure 45 - Support staff follows student sequence diagram.....	152
Figure 46 - Staff Create demand card for mapping counselor with student activity diagram	155
Figure 47 - Counselor Create appointment for demand if student need activity diagram	156
Figure 48 - Staff Follow student activity diagram.....	157
Figure 49 - Staff Unfollow student activity diagram.....	158
Figure 50 - Solve demand activity diagram.....	159
Figure 51 -Demand Mapping State Machine Diagram.....	159
Figure 52 - User Manual - Feature 1 - Step 1.....	180
Figure 53 - User Manual - Feature 1 - Step 2.....	180
Figure 54 - User Manual - Feature 2 - Step 1.....	180
Figure 55 - User Manual - Feature 2 - Step 2.....	181
Figure 56 - User Manual - Feature 3 - Step 1.....	181
Figure 57 - User Manual - Feature 3 - Step 2	182
Figure 58 - User Manual - Feature 3 - Step 3.....	182
Figure 59 - User Manual - Feature 4 - Step 1.....	183
Figure 60 - User Manual - Feature 4 - Step 2.....	183
Figure 61 - User Manual - Feature 4 - Step 3.....	184
Figure 62 - User Manual - Feature 4 - Step 4.....	184
Figure 63 - User Manual - Feature 4 - Step 5.....	185
Figure 64 - User Manual - Feature 4 - Step 6.....	185
Figure 65 - User Manual - Feature 5 - Step 1.....	186
Figure 66 - User Manual - Feature 5 - Step 2.....	186
Figure 67 - User Manual - Feature 5 - Step 3.....	187
Figure 68 - User Manual - Feature 5 - Step 4.....	187
Figure 69 - User Manual - Feature 5 - Step 5.....	188
Figure 70 - User Manual - Feature 5 - Step 6.....	188
Figure 71 - User Manual - Feature 5 - Step 7	189
Figure 72 - User Manual - Feature 5 - Step 8.....	189
Figure 73 - User Manual - Feature 6 - Step 1.....	190
Figure 74 - User Manual - Feature 6 - Step 2	190
Figure 75 - User Manual - Feature 6 - Step 3.....	191
Figure 76 - User Manual - Feature 6 - Step 3	191

Figure 77 - User Manual - Feature 6 - Step 4.....	192
Figure 78 - User Manual - Feature 7 - Step 1.....	192
Figure 79- User Manual - Feature 7 - Step 2.....	193
Figure 80- User Manual - Feature 8 - Step 2.....	193
Figure 81- User Manual - Feature 8 - Step 3.....	194
Figure 82 - User Manual - Feature 8 - Step 4.....	194
Figure 83 - User Manual - Feature 9 - Step 1.....	195
Figure 84 - User Manual - Feature 9 - Step 2.....	195
Figure 85 - User Manual - Feature 9 - Step 3.....	196
Figure 86 - User Manual - Feature 9 - Step 4.....	196
Figure 87 - User Manual - Feature 9 - Step 5.....	197
Figure 88 - User Manual - Feature 9 - Step 5.....	197
Figure 89 - User Manual - Feature 10 - Step 1	198
Figure 90 - User Manual - Feature 10 - Step 2	198
Figure 91 - User Manual - Feature 10 - Step 3	199
Figure 92 - User Manual - Feature 10 - Step 4	199
Figure 93 - User Manual - Feature 10 - Step 5	200
Figure 94 - User Manual - Feature 10 - Step 6	200
Figure 95 - User Manual - Feature 11 - Step 1	201
Figure 96 - User Manual - Feature 11 - Step 2	201
Figure 97 - User Manual - Feature 11 - Step 3	202
Figure 98 - User Manual - Feature 11 - Step 4	202
Figure 99 - User Manual - Feature 11 - Step 5	203
Figure 100 - User Manual - Feature 11 - Step 6	203
Figure 101 - User Manual - Feature 11 - Step 7	204
Figure 102 - User Manual - Feature 12 - Step 1	204
Figure 103 - User Manual - Feature 12 - Step 2	205
Figure 104 - User Manual - Feature 12 - Step 3	205
Figure 105 - User Manual - Feature 12 - Step 4	206
Figure 106 - User Manual - Feature 12 - Step 5	206
Figure 107 - User Manual - Feature 12 - Step 6	207
Figure 108 - User Manual - Feature 13 - Step 1	207
Figure 109 - User Manual - Feature 13 - Step 2	208
Figure 110 - User Manual - Feature 13 – Step 3	208
Figure 111 - User Manual - Feature 13 – Step 4.1	209
Figure 112 - User Manual - Feature 13 – Step 4.2	209
Figure 113 - User Manual - Feature 13 – Step 4.3	210
Figure 114 - User Manual - Feature 13 – Step 5	210
Figure 115 - User Manual - Feature 13 – Step 6	211
Figure 116 - User Manual - Feature 14 – Step 1	211
Figure 117 - User Manual - Feature 14 – Step 2	212
Figure 118 - User Manual - Feature 14 – Step 3	212
Figure 119 - User Manual - Feature 14 – Step 4	213
Figure 120 - User Manual - Feature 14 – Step 5	213
Figure 121 - User Manual - Feature 14 – Step 6	214

Figure 122 - User Manual - Feature 15 – Step 1	214
Figure 123 - User Manual - Feature 15 – Step 2	215
Figure 124 - User Manual - Feature 15 – Step 3	215
Figure 125 - User Manual - Feature 15 – Step 4	216
Figure 126 - User Manual - Feature 15 – Step 5	216
Figure 127 - User Manual - Feature 16 – Step 1	217
Figure 128 - User Manual - Feature 16 – Step 2	217
Figure 129 - User Manual - Feature 16 – Step 3	218
Figure 130 - User Manual - Feature 16 – Step 4	218
Figure 131 - User Manual - Feature 16 – Step 5	219
Figure 132 - User Manual - Feature 17 – Step 1	219
Figure 133 - User Manual - Feature 17 – Step 2	220
Figure 134 - User Manual - Feature 17 – Step 3	220
Figure 135 - User Manual - Feature 17 – Step 4	221
Figure 136 - User Manual - Feature 17 – Step 5	221
Figure 137 - User Manual - Feature 18 – Step 1	222
Figure 138 - User Manual - Feature 18 – Step 2	222
Figure 139 - User Manual - Feature 18 – Step 3	223
Figure 140 - User Manual - Feature 18 – Step 4	223
Figure 141 - User Manual - Feature 18 – Step 5	224
Figure 142 - User Manual - Feature 19 – Step 1	224
Figure 143 - User Manual - Feature 19 – Step 2	225
Figure 144 - User Manual - Feature 19 – Step 3	225
Figure 145 - User Manual - Feature 19 – Step 4	226
Figure 146 - User Manual - Feature 19 – Step 5	226
Figure 147 - User Manual - Feature 20 – Step 1	227
Figure 148 - User Manual - Feature 20 – Step 2	227
Figure 149 - User Manual - Feature 20 – Step 3	228
Figure 150 - User Manual - Feature 20 – Step 4	228
Figure 151 - User Manual - Feature 20 – Step 5	229
Figure 152 - User Manual - Feature 20 – Step 6	229
Figure 153 - User Manual - Feature 21 – Step 1	230
Figure 154 - User Manual - Feature 21 – Step 2	230
Figure 155 - User Manual - Feature 21 – Step 3	231
Figure 156 - User Manual - Feature 21 – Step 4	231
Figure 157 - User Manual - Feature 21 – Step 5	232
Figure 158 - User Manual - Feature 21 – Step 6	232
Figure 159 - User Manual - Feature 22 – Step 1	233
Figure 160 - User Manual - Feature 22 – Step 2	233
Figure 161 - User Manual - Feature 22 – Step 3	234
Figure 162 - User Manual - Feature 22 – Step 4	234
Figure 163 - User Manual - Feature 22 – Step 5	235
Figure 164 - User Manual - Feature 22 – Step 7	235
Figure 165 - User Manual - Feature 23 – Step 1	236
Figure 166 - User Manual - Feature 23 – Step 2	236

Figure 167 - User Manual - Feature 23 – Step 3	237
Figure 168 - User Manual - Feature 23 – Step 4	237
Figure 169 - User Manual - Feature 23 – Step 5	238
Figure 170 - User Manual - Feature 23 – Step 6	238
Figure 171 - User Manual - Feature 24 – Step 1	239
Figure 172 - User Manual - Feature 24 – Step 2	239
Figure 173 - User Manual - Feature 24 – Step 3	240
Figure 174 - User Manual - Feature 24 – Step 4	240
Figure 175 - User Manual - Feature 24 – Step 5	241
Figure 176 - User Manual - Feature 24 – Step 6	241
Figure 177 - User Manual - Feature 24 – Step 7	242
Figure 178 - User Manual - Feature 24 – Step 8	242
Figure 179 - User Manual - Feature 24 – Step 9	243
Figure 180 - User Manual - Feature 25 – Step 1	243
Figure 181 - User Manual - Feature 25 – Step 2	244
Figure 182 - User Manual - Feature 25 – Step 3	244
Figure 183 - User Manual - Feature 25 – Step 4	245
Figure 184 - User Manual - Feature 25 – Step 6	245
Figure 185 - User Manual - Feature 26 – Step 1.....	246
Figure 186 - User Manual - Feature 26 – Step 2	246
Figure 187 - User Manual - Feature 26 – Step 3	247
Figure 188 - User Manual - Feature 26 – Step 4	247
Figure 189 - User Manual - Feature 26 – Step 5	248
Figure 190 - User Manual - Feature 26 – Step 6	248
Figure 191 - User Manual - Feature 27 – Step 1	249
Figure 192 - User Manual - Feature 27 – Step 2	249
Figure 193 - User Manual - Feature 27 – Step 3	250
Figure 194 - User Manual - Feature 27 – Step 4	250
Figure 195 - User Manual - Feature 27 – Step 5	251
Figure 196 - User Manual - Feature 28 – Step 1	251
Figure 197 - User Manual - Feature 28 – Step 2	252
Figure 198 - User Manual - Feature 28 – Step 3	252
Figure 199 - User Manual - Feature 28 – Step 4	253
Figure 200 - User Manual - Feature 28 – Step 5	253
Figure 201 - User Manual - Feature 29 – Step 1	254
Figure 202 - User Manual - Feature 29 – Step 2	254
Figure 203 - User Manual - Feature 29 – Step 3	255
Figure 204 - User Manual - Feature 29 – Step 4	255
Figure 205 - User Manual - Feature 29 – Step 5	256
Figure 206 - User Manual - Feature 30 – Step 1	256
Figure 207 - User Manual - Feature 30 – Step 2	257
Figure 208 - User Manual - Feature 30 – Step 3	257
Figure 209 - User Manual - Feature 30 – Step 4	258
Figure 210 - User Manual - Feature 30 – Step 5	258
Figure 211 - User Manual - Feature 30 – Step 6	259

Figure 212 - User Manual - Feature 30 – Step 7.1	259
Figure 213 - User Manual - Feature 30 – Step 7.2	260
Figure 214 - User Manual - Feature 30 – Step 8	260
Figure 215 - User Manual - Feature 30 – Step 9	261
Figure 216 - User Manual - Feature 30 – Step 10.1.....	262
Figure 217 - User Manual - Feature 30 – Step 10.2.....	262
Figure 218 - User Manual - Feature 30 – Step 11	263
Figure 219 - User Manual - Feature 30 – Step 12	263
Figure 220 - User Manual - Feature 31 – Step 1	264
Figure 221 - User Manual - Feature 31 – Step 2	264
Figure 222 - User Manual - Feature 31 – Step 3	265
Figure 223 - User Manual - Feature 31 – Step 4	265
Figure 224 - User Manual - Feature 31 – Step 5	266
Figure 225 - User Manual - Feature 31 – Step 6	266
Figure 226 - User Manual - Feature 31 – Step 7	267
Figure 227 - User Manual - Feature 32 – Step 1	267
Figure 228 - User Manual - Feature 32 – Step 2	268
Figure 229 - User Manual - Feature 32 – Step 3	268
Figure 230 - User Manual - Feature 32 – Step 4	269
Figure 231 - User Manual - Feature 32 – Step 5	269
Figure 232 - User Manual - Feature 32 – Step 6	270
Figure 233 - User Manual - Feature 33 – Step 1	270
Figure 234 - User Manual - Feature 33 – Step 2	271
Figure 235 - User Manual - Feature 33 – Step 3	271
Figure 236 - User Manual - Feature 33 – Step 4	272
Figure 237 - User Manual - Feature 33 – Step 5	272
Figure 238 - User Manual - Feature 33 – Step 6	273
Figure 239 - User Manual - Feature 33 – Step 7	273
Figure 240 - User Manual - Feature 34 – Step 1	274
Figure 241 - User Manual - Feature 34 – Step 2	274
Figure 242 - User Manual - Feature 34 – Step 3	275
Figure 243 - User Manual - Feature 34 – Step 4	275
Figure 244 - User Manual - Feature 34 – Step 5	276
Figure 245 - User Manual - Feature 34 – Step 6	276
Figure 246 - User Manual - Feature 34 – Step 7	277
Figure 247 - User Manual - Feature 35 – Step 1	277
Figure 248 - User Manual - Feature 35 – Step 2	278
Figure 249 - User Manual - Feature 35 – Step 3	278
Figure 250 - User Manual - Feature 35 – Step 4	279
Figure 251 - User Manual - Feature 35 – Step 5	279
Figure 252 - User Manual - Feature 35 – Step 6	280
Figure 253 - User Manual - Feature 35 – Step 7	280
Figure 254 - User Manual - Feature 36 – Step 1	281
Figure 255 - User Manual - Feature 36 – Step 2	281
Figure 256 - User Manual - Feature 36 – Step 3	282

Figure 257 - User Manual - Feature 36 – Step 4	282
Figure 258 - User Manual - Feature 36 – Step 5	283
Figure 259 - User Manual - Feature 36 – Step 7	283
Figure 260 - User Manual - Feature 37 – Step 1	284
Figure 261 - User Manual - Feature 37 – Step 2	284
Figure 262 - User Manual - Feature 37 – Step 3	285
Figure 263 - User Manual - Feature 37 – Step 4	285
Figure 264 - User Manual - Feature 37 – Step 5	286
Figure 265 - User Manual - Feature 37 – Step 6	286
Figure 266 - User Manual - Feature 37 – Step 7	287
Figure 267 - User Manual - Feature 37 – Step 8	287
Figure 268 - User Manual - Feature 38 – Step 1	288
Figure 269 - User Manual - Feature 38 – Step 2	288
Figure 270 - User Manual - Feature 38 – Step 3	289
Figure 271 - User Manual - Feature 38 – Step 4	289
Figure 272 - User Manual - Feature 38 – Step 5	290
Figure 273 - User Manual - Feature 38 – Step 6	290
Figure 274 - User Manual - Feature 38 – Step 7	291
Figure 275 - User Manual - Feature 38 – Step 8	291
Figure 276 - User Manual - Feature 39 – Step 1	292
Figure 277 - User Manual - Feature 39 – Step 2	292
Figure 278 - User Manual - Feature 39 – Step 3	293
Figure 279 - User Manual - Feature 39 – Step 4	293
Figure 280 - User Manual - Feature 39 – Step 5	294
Figure 281 - User Manual - Feature 39 – Step 6	294
Figure 282 - User Manual - Feature 39 – Step 7	295
Figure 283 - User Manual - Feature 40 – Step 1	295
Figure 284 - User Manual - Feature 40 – Step 2	296
Figure 285 - User Manual - Feature 40 – Step 3	296
Figure 286 - User Manual - Feature 40 – Step 4	297
Figure 287 - User Manual - Feature 40 – Step 5	297
Figure 288 - User Manual - Feature 40 – Step 6	298
Figure 289 - User Manual - Feature 40 – Step 7	298
Figure 290 - User Manual - Feature 40 – Step 8	299
Figure 291 - User Manual - Feature 41 – Step 1	299
Figure 292 - User Manual - Feature 41 – Step 2	300
Figure 293 - User Manual - Feature 41 – Step 3	300
Figure 294 - User Manual - Feature 41 – Step 4	301
Figure 295 - User Manual - Feature 41 – Step 5	301
Figure 296 - User Manual - Feature 41 – Step 6	302
Figure 297 - User Manual - Feature 41 – Step 7	302
Figure 298 - User Manual - Feature 41 – Step 8	303
Figure 299 - User Manual - Feature 42 – Step 1	303
Figure 300 - User Manual - Feature 42 – Step 2	304
Figure 301 - User Manual - Feature 42 – Step 3	304

Figure 302 - User Manual - Feature 42 – Step 4	305
Figure 303 - User Manual - Feature 42 – Step 5	305
Figure 304 - User Manual - Feature 42 – Step 6	306
Figure 305 - User Manual - Feature 42 – Step 7	306
Figure 306 - User Manual - Feature 43 – Step 1	307
Figure 307 - User Manual - Feature 43 – Step 2	307
Figure 308 - User Manual - Feature 43 – Step 3	308
Figure 309 - User Manual - Feature 43 – Step 4	308
Figure 310 - User Manual - Feature 44 – Step 1	309
Figure 311 - User Manual - Feature 44 – Step 2	309
Figure 312 - User Manual - Feature 44 – Step 3	310
Figure 313 - User Manual - Feature 44 – Step 4	310
Figure 314 - User Manual - Feature 44 – Step 5	311
Figure 315 - User Manual - Feature 44 – Step 6	311
Figure 316 - User Manual - Feature 44 – Step 7	312
Figure 317 - User Manual - Feature 45 – Step 1	312
Figure 318 - User Manual - Feature 45 – Step 2	313
Figure 319 - User Manual - Feature 45 – Step 3	313
Figure 320 - User Manual - Feature 45 – Step 4	314
Figure 321 - User Manual - Feature 45 – Step 5	314
Figure 322 - User Manual - Feature 45 – Step 6	315
Figure 323 - User Manual - Feature 45 – Step 7	315
Figure 324 - User Manual - Feature 46 – Step 1	316
Figure 325 - User Manual - Feature 46 – Step 2	316
Figure 326 - User Manual - Feature 46 – Step 3	317
Figure 327 - User Manual - Feature 46 – Step 4	317
Figure 328 - User Manual - Feature 46 – Step 5	318
Figure 329 - User Manual - Feature 46 – Step 6	318
Figure 330 - User Manual - Feature 47 – Step 1	319
Figure 331 - User Manual - Feature 47 – Step 2	319
Figure 332 - User Manual - Feature 47 – Step 3	320
Figure 333 - User Manual - Feature 47 – Step 4	320
Figure 334 - User Manual - Feature 47 – Step 5	321
Figure 335 - User Manual - Feature 47 – Step 6	321
Figure 336 - User Manual - Feature 47 – Step 7	322
Figure 337 - User Manual - Feature 47 – Step 8	322
Figure 338 - User Manual - Feature 48 – Step 1	323
Figure 339 - User Manual - Feature 48 – Step 2	323
Figure 340 - User Manual - Feature 48 – Step 3	324
Figure 341 - User Manual - Feature 48 – Step 4	324
Figure 342 - User Manual - Feature 48 – Step 5	325
Figure 343 - User Manual - Feature 48 – Step 6	325
Figure 344 - User Manual - Feature 48 – Step 7	326
Figure 345 - User Manual - Feature 48 – Step 8	326
Figure 346 - User Manual - Feature 49 – Step 1	327

Figure 347 - User Manual - Feature 49 – Step 2	327
Figure 348 - User Manual - Feature 49 – Step 3	328
Figure 349 - User Manual - Feature 50 – Step 1	328
Figure 350 - User Manual - Feature 50 – Step 2	329
Figure 351 - User Manual - Feature 50 – Step 3	329
Figure 352 - User Manual - Mobile Feature 1 – Step 1.....	330
Figure 353 - User Manual - Mobile Feature 1 – Step 2.....	331
Figure 354 - User Manual - Mobile Feature 2 – Step 1.....	332
Figure 355 - User Manual - Mobile Feature 2 – Step 2.....	333
Figure 356 - User Manual - Mobile Feature 3 – Step 1.....	335
Figure 357 - User Manual - Mobile Feature 3 – Step 2.....	336
Figure 358 - User Manual - Mobile Feature 3 – Step 3.....	337
Figure 359 - User Manual - Mobile Feature 4 – Step 1.....	339
Figure 360 - User Manual - Mobile Feature 4 – Step 2.....	340
Figure 361 - User Manual - Mobile Feature 4 – Step 3.....	341
Figure 362 - User Manual - Mobile Feature 4 – Step 4.....	342
Figure 363 - User Manual - Mobile Feature 4 – Step 5.....	343
Figure 364 - User Manual - Mobile Feature 4 – Step 6.....	344
Figure 365 - User Manual - Mobile Feature 4 – Step 7.....	345
Figure 366 - User Manual - Mobile Feature 5 – Step 1.....	347
Figure 367 - User Manual - Mobile Feature 5 – Step 2.....	348
Figure 368 - User Manual - Mobile Feature 5 – Step 3.....	349
Figure 369 - User Manual - Mobile Feature 5 – Step 4.....	350
Figure 370 - User Manual - Mobile Feature 5 – Step 5.....	351
Figure 371 - User Manual - Mobile Feature 5 – Step 6.1.....	352
Figure 372 - User Manual - Mobile Feature 5 – Step 6.2.....	353
Figure 373 - User Manual - Mobile Feature 5 – Step 7.....	354
Figure 374 - User Manual - Mobile Feature 5 – Step 8.....	355
Figure 375 - User Manual - Mobile Feature 6 – Step 1.....	356
Figure 376 - User Manual - Mobile Feature 6 – Step 2.....	357
Figure 377 - User Manual - Mobile Feature 6 – Step 3 – Option 1.....	358
Figure 378 - User Manual - Mobile Feature 6 – Step 3 – Option 2.....	359
Figure 379 - User Manual - Mobile Feature 6 – Step 4.....	360
Figure 380 - User Manual - Mobile Feature 6 – Step 5.....	361
Figure 381 - User Manual - Mobile Feature 6 – Step 6.1.....	362
Figure 382 - User Manual - Mobile Feature 6 – Step 6.2.....	363
Figure 383 - User Manual - Mobile Feature 6 – Step 7.....	364
Figure 384 - User Manual - Mobile Feature 7 – Step 1.....	365
Figure 385 - User Manual - Mobile Feature 7 – Step 2.....	366
Figure 386 - User Manual - Mobile Feature 7– Step 3 – Option 1.....	367
Figure 387 - User Manual - Mobile Feature 7 – Step 3 – Option 2.....	368
Figure 388 - User Manual - Mobile Feature 7 – Step 4.....	369
Figure 389 - User Manual - Mobile Feature 7 – Step 5.....	370
Figure 390 - User Manual - Mobile Feature 7 – Step 6.....	371
Figure 391 - User Manual - Mobile Feature 8 – Step 1.....	372

Figure 392 - User Manual - Mobile Feature 8 – Step 2.....	373
Figure 393 - User Manual - Mobile Feature 8 – Step 3 – Option 1.....	374
Figure 394 - User Manual - Mobile Feature 8 – Step 3 – Option 2.....	375
Figure 395 - User Manual - Mobile Feature 8 – Step 4.....	376
Figure 396 - User Manual - Mobile Feature 8 – Step 5.....	377
Figure 397 - User Manual - Mobile Feature 8 – Step 6.....	378
Figure 398 - User Manual - Mobile Feature 9 – Step 1.....	379
Figure 399 - User Manual - Mobile Feature 9 – Step 2.....	380
Figure 400 - User Manual - Mobile Feature 9 – Step 3 – Option 1.....	381
Figure 401 - User Manual - Mobile Feature 9 – Step 3 – Option 2.....	382
Figure 402 - User Manual - Mobile Feature 9 – Step 4.....	383
Figure 403 - User Manual - Mobile Feature 9 – Step 6.....	384
Figure 404 - User Manual - Mobile Feature 9 – Step 7.....	385
Figure 405 - User Manual - Mobile Feature 9 – Step 8.....	386
Figure 406 - User Manual - Mobile Feature 10 – Step 1.....	387
Figure 407 - User Manual - Mobile Feature 10 – Step 2.....	388
Figure 408 - User Manual - Mobile Feature 10 – Step 3 – Option 1.....	389
Figure 409 - User Manual - Mobile Feature 10 – Step 3 – Option 2.....	390
Figure 410 - User Manual - Mobile Feature 10 – Step 4.....	391
Figure 411 - User Manual - Mobile Feature 10 – Step 5.....	392
Figure 412 - User Manual - Mobile Feature 10 – Step 6.....	393
Figure 413 - User Manual - Mobile Feature 10 – Step 7.....	394
Figure 414 - User Manual - Mobile Feature 10 – Step 8.1.....	395
Figure 415 - User Manual - Mobile Feature 10 – Step 8.2.....	396
Figure 416 - User Manual - Mobile Feature 10 – Case 1 – Step 1	397
Figure 417 - User Manual - Mobile Feature 10 – Case 1 – Step 2	398
Figure 418 - User Manual - Mobile Feature 10 – Case 1 – Step 3 – Option 1.....	399
Figure 419 - User Manual - Mobile Feature 10 – Case 1 – Step 3 – Option 2.....	400
Figure 420 - User Manual - Mobile Feature 10 – Case 1 – Step 4	401
Figure 421 - User Manual - Mobile Feature 10 – Case 1 – Step 5	402
Figure 422 - User Manual - Mobile Feature 10 – Case 1 – Step 6.1.....	403
Figure 423 - User Manual - Mobile Feature 10 – Case 1 – Step 6.2.....	404
Figure 424 - User Manual - Mobile Feature 10 – Case 2 – Step 1	405
Figure 425 - User Manual - Mobile Feature 10 – Case 2 – Step 2	406
Figure 426 - User Manual - Mobile Feature 10 – Case 2 – Step 3 – Option 1.....	407
Figure 427 - User Manual - Mobile Feature 10 – Case 2 – Step 3 – Option 2.....	408
Figure 428 - User Manual - Mobile Feature 10 – Case 2 – Step 4	409
Figure 429 - User Manual - Mobile Feature 10 – Case 2 – Step 5	410
Figure 430 - User Manual - Mobile Feature 10 – Case 2 – Step 6.1.....	411
Figure 431 - User Manual - Mobile Feature 10 – Case 2 – Step 6.2.....	412
Figure 432 - User Manual - Mobile Feature 11 – Step 1.....	414
Figure 433 - User Manual - Mobile Feature 11 – Step 2.....	415
Figure 434 - User Manual - Mobile Feature 11 – Step 3.....	416
Figure 435 - User Manual - Mobile Feature 11 – Step 4.....	417
Figure 436 - User Manual - Mobile Feature 11 – Step 5.....	418

Figure 437 - User Manual - Mobile Feature 11 – Step 6.....	419
Figure 438 - User Manual - Mobile Feature 11 – Step 7.....	420
Figure 439 - User Manual - Mobile Feature 11 – Step 8.1.....	421
Figure 440 - User Manual - Mobile Feature 11 – Step 8.2.....	422
Figure 441 - User Manual - Mobile Feature 12 – Step 1.1.....	423
Figure 442 - User Manual - Mobile Feature 12 – Step 1.1.....	424
Figure 443 - User Manual - Mobile Feature 12 – Step 2.....	425
Figure 444 - User Manual - Mobile Feature 12 – Step 3.....	426
Figure 445 - User Manual - Mobile Feature 13 – Step 1.1.....	427
Figure 446 - User Manual - Mobile Feature 13 – Step 1.1.....	428
Figure 447 - User Manual - Mobile Feature 13 – Step 2.....	429
Figure 448 - User Manual - Mobile Feature 14 – Step 1.....	430
Figure 449 - User Manual - Mobile Feature 14 – Step 2.....	431
Figure 450 - User Manual - Mobile Feature 14 – Step 3.....	432
Figure 451 - User Manual - Mobile Feature 14 – Step 4.....	433
Figure 452 - User Manual - Mobile Feature 14 – Step 5.....	434
Figure 453 - User Manual - Mobile Feature 14 – Step 6.....	435
Figure 454 - User Manual - Mobile Feature 14 – Step 7.....	436
Figure 455 - User Manual - Mobile Feature 15 – Step 1.....	437
Figure 456 - User Manual - Mobile Feature 15 – Step 2.....	438
Figure 457 - User Manual - Mobile Feature 15 – Step 3.....	439
Figure 458 - User Manual - Mobile Feature 16 – Step 1.....	440
Figure 459 - User Manual - Mobile Feature 16 – Step 2.1.....	441
Figure 460 - User Manual - Mobile Feature 16 – Step 2.2.....	442
Figure 461 - User Manual - Mobile Feature 17 – Step 1.....	443
Figure 462 - User Manual - Mobile Feature 17 – Step 2.....	444
Figure 463 - User Manual - Mobile Feature 17 – Step 3.....	445
Figure 464 - User Manual - Mobile Feature 18 – Case 1 - Step 1.1	447
Figure 465 - User Manual - Mobile Feature 18 – Case 1 - Step 1.2	448
Figure 466 - User Manual - Mobile Feature 18 – Case 1 - Step 2	449
Figure 467 - User Manual - Mobile Feature 18 – Case 1 - Step 3.1	450
Figure 468 - User Manual - Mobile Feature 18 – Case 1 - Step 3.1	451
Figure 469 - User Manual - Mobile Feature 18 – Case 2 - Step 1.1	452
Figure 470 - User Manual - Mobile Feature 18 – Case 2 - Step 1.1	453
Figure 471 - User Manual - Mobile Feature 18 – Case 2 - Step 2	454
Figure 472 - User Manual - Mobile Feature 18 – Case 2 - Step 3	455
Figure 473 - User Manual - Mobile Feature 19 - Step 1	456
Figure 474 - User Manual - Mobile Feature 19 - Step 2	457
Figure 475 - User Manual - Mobile Feature 19 - Step 3	458
Figure 476 - User Manual - Mobile Feature 19 - Step 4	459
Figure 477 - User Manual - Mobile Feature 19 - Step 5	460
Figure 478 - User Manual - Mobile Feature 19 - Step 6	461
Figure 479 - User Manual - Mobile Feature 19 - Step 7	462
Figure 480 - User Manual - Mobile Feature 20 - Step 1	463
Figure 481 - User Manual - Mobile Feature 20 - Step 2	464

Figure 482 - User Manual - Mobile Feature 20 - Step 3.1.....	465
Figure 483 - User Manual - Mobile Feature 20 - Step 3.2.....	466
Figure 484 - User Manual - Mobile Feature 21 - Step 1.1.....	467
Figure 485 - User Manual - Mobile Feature 20 - Step 1.1.....	468
Figure 486 - User Manual - Mobile Feature 21- Step 1	470
Figure 487 - User Manual - Mobile Feature 21 - Step 2	471
Figure 488 - User Manual - Mobile Feature 21 - Step 3 – Option1	472
Figure 489 - User Manual - Mobile Feature 21 - Step 3 – Option 2.....	473
Figure 490 - User Manual - Mobile Feature 21 - Step 4	474
Figure 491 - User Manual - Mobile Feature 22 - Step 1	475
Figure 492 - User Manual - Mobile Feature 22 - Step 2	476
Figure 493 - User Manual - Mobile Feature 22 - Step 3	477
Figure 494 - User Manual - Mobile Feature 23 - Step 1	478
Figure 495 - User Manual - Mobile Feature 23 - Step 2	479
Figure 496 - User Manual - Mobile Feature 23 - Step 3	480

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Definition and Acronyms

Table 1- Acronym and Definition

Acronym	Definition
PWM	Psychology website
SCSS	Student Counseling and Support System
BA	Business Analysis
BR	Business Rule
ERD	Entity Relationship Diagram
GUI	Graphical User Interface
PM	Project Manager
SDD	Software Design Description
SPMP	Software Project Management Plan
SRS	Software Requirement Specification
UAT	User Acceptance Test
UC	Use Case
API	Application Program Interface

I. Project Introduction

1. Overview

1.1 Project Information

- Project name: Student Counseling and Support System with Advanced Search
- Project code: FA24SE111
- Group name: GFA24SE27
- Software type: Web application, Mobile application

1.2 Project Team

Table 2 - Project team

Full Name	Role	Email	Mobile
Huỳnh Công Việt Ngữ	Lecturer	nguhcv@fe.edu.vn	0912.656.836
Lê Võ Minh Thư	Lecturer	thulvm@fe.edu.vn	0909.570.819
Trịnh Vĩnh Phát	Leader	phattvse170042@fpt.edu.vn	0941.428.082
Vũ Ngọc Hải Đăng	Member	dangvnhsse170225@fpt.edu.vn	0868.305.462
Đoàn Tiến Phát	Member	phatdtse170440@fpt.edu.vn	0832.551.316
Phạm Trần Sơn Nguyên	Member	nguyenptsse170048@fpt.edu.vn	0913.783.124
Nguyễn An Khánh	Member	khanhnase170431@fpt.edu.vn	0947.047.331

2. Product Background

The Student Counseling and Support System (SCSS) is designed to offer comprehensive counseling and support services for students at FPT University HCM Campus. SCSS focuses on three key services: proactive appointment scheduling and a Q&A system; passive counseling features allow staff to filter students having problems with built-in advanced search. The system will enable students to book counseling sessions with counselors, submit questions for passive advice, and receive real-time answers from counselors.

Additionally, the system integrates role-based access for students, counselors, support staff, managers, and administrators. The goal of SCSS is to streamline the counseling process and improve the overall student support experience at the university.

3. Existing Systems

Currently, there is no dedicated system at FPT University HCM Campus that offers comprehensive support for student counseling. Students face challenges in finding the right help and scheduling appointments efficiently. SCSS addresses this gap by introducing an easy-to-use platform where students can book counseling sessions, ask questions, and receive guidance on their academic and personal matters.

4. Business Opportunity

The development of SCSS presents a significant business opportunity for FPT University. By creating this platform, the university can position itself as a leader in providing student-centered services. SCSS will enhance the student experience by offering seamless access to counseling services and personalized guidance. In addition, SCSS has the potential to expand to other universities, providing an opportunity for FPT University to license or collaborate on this platform with other institutions. This could result in a new revenue stream while also enhancing the university's reputation as a leader in educational innovation.

5. Software Product Vision

The goal of SCSS is to provide a user-friendly platform for students to access counseling services and personal development advice. With features like proactive appointment booking, an advanced search system for counselors, and a Q&A section for passive counseling, SCSS will simplify the process of receiving guidance. The system will also provide tools for counselors to manage appointments and respond to student queries effectively. By offering a seamless experience for both students and staff, SCSS aims to become the go-to platform for student support services at FPT University.

6. Project Scope & Limitations

6.1 Major Features

As a Student, I want to:

- Proactive Counseling Appointment Booking: Students can schedule counseling sessions with available counselors.
- Q&A System: Students can submit questions and receive answers from counselors.
- Appointment History: Students can track and review past counseling appointments.
- Counselor Search: Students can search for counselors based on availability, expertise, or ratings.

As a Counselor, I want to:

- Manage Appointments: Counselors can view and manage student appointments, approve or cancel sessions.
- Q&A Management: Counselors can respond to student-submitted questions.
- Profile Access: Counselors can view student profiles to understand their background and needs.
- FAQ Management: Counselors can contribute frequently asked questions to the FAQ page.

As a Manager, I want to:

- Access Activity Reports: Review reports on counselor and student activities.
- Manage Counselor: Manage the availability and schedule of counselors along with further information.
- Control Counseling Slots: Manage the availability and allocation of counseling slots.
- Evaluate Counselor Performance: Monitor and assess the effectiveness and performance of counselors.
- View Student Profiles: Access and review student profiles to understand their background and needs.
- Manage Support Staff: Oversee the roles and responsibilities of support staff, ensuring they perform tasks efficiently and accurately.

As an Administrator, I want to:

- Manage User Accounts: Create, update, block, or unblock user accounts for system access.
- Manage Counseling Slots: Oversee the list of available counseling slots for scheduling.
- Generate Reports & Analytics: Access and review system activity, generating reports and statistics for management.
- Oversee and manage each role in systems.

As a Support staff, I want to:

- Using built-in advanced search for browsing student having problem
- Provide passive counseling by matching suitable counselors for each student case.

6.2 Limitations & Exclusions

6.2.1 Limitations

- Feature Restrictions: Some necessary features, like advanced analytics or custom reporting, may not be available in the current system version.
- Counseling Availability: Limited to designated hours; no booking outside these times.
- No Third-party Integration: Initial version excludes external systems (e.g., Google Calendar).

- Resource Limitations: Limited support and documentation may slow down troubleshooting

6.2.2 Exclusions

- Offline Support: In-person or face-to-face counseling services must be managed outside the system.
- External User Access: Only FPT University students, counselors, and staff can use the system; external users (e.g., from other universities) are excluded.

II. Project Management Plan

1. Overview

1.1 Scope & Estimation

Table 3 - Scope & Estimation

#	WBS Item	Complexity	Est. Effort (man-days)
1	Requirement analysis		9
1.1	Define background and context of product	Complex	3
1.2	Find problems and solutions of project	Medium	3
1.3	Determine project scope	Medium	2
1.4	List requirements	Medium	1
2	Project Planning		7
2.1	Discussion project scope	Complex	3
2.2	Estimate time of scope	Complex	2
2.3	Assign roles to each member of the project	Complex	2
3	Document writing		21
3.1	Write project introduction	Medium	2
3.2	Write project management plan	Medium	3
3.3	Write software requirement specification	Complex	4
3.4	Write software design document	Complex	6
3.5	Write test document	Medium	2
3.6	Write user guide document	Medium	2
3.7	Write final document	Medium	2
4	Workspace setup		7
4.1	Setup resource storage workspace	Medium	3
4.2	Setup resource and version control	Medium	4
6	Implementation		77
6.1	Implement authentication/authorization features	Complex	7
6.2	Implement Admin features	Complex	15
6.3	Implement Student features	Complex	20
6.4	Implement Counselor features	Complex	15
6.5	Implement Manager features	Complex	10
6.6	Implement Support Staff features	Complex	10
7	Testing		7
7.1	Create test cases	Medium	2
7.3	System testing	Complex	5
8	Closing		2
8.1	Create Final Project Report	Complex	2
Total Estimated Effort (man-days)			130

1.2 Project Objectives

Table 4 - Project Objectives

#	Testing Stage	No. of Defects	% of Defect	Notes
01	Integration Test	<20	13,3%	
02	System Test	<15	12,5%	

1.3 Project Risks

Table 5 - Project Risks

#	Risk Description	Impact	Possibility	Response Plans
01	Team member is illness	Medium	Low	Give tasks for each member, not too big or too small. So that they can catch up when they recover.
02	The team member's computer is possible to be damaged	Medium	Low	The computer needs to be fixed, so the task should be assigned to another member until it is repaired.
03	Requirement changes: requirements unexpected changes	High	High	Choose an alternative solution to adapt to those changes.
04	Technology risk: cannot find the suitable solution for technique problems, the software cannot fulfill the expectation	High	Medium	Conduct more research using official resources and discuss it with mentors.

2. Management Approach

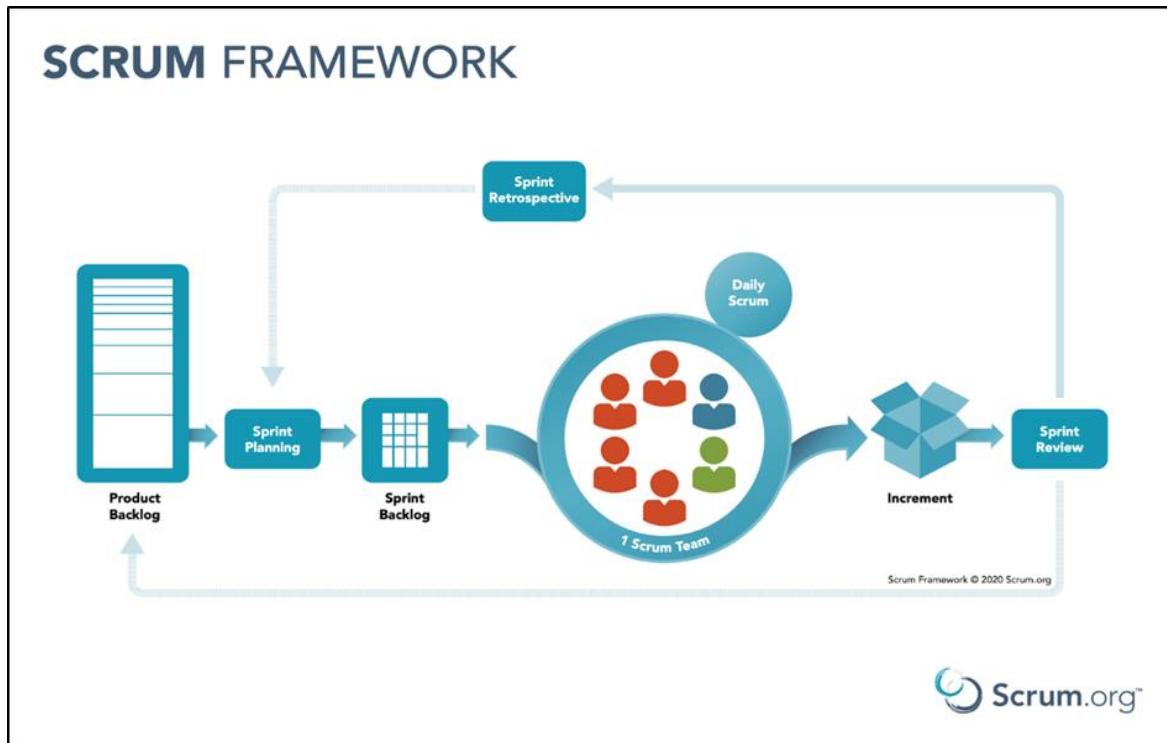


Figure 1 - The Scrum Framework Process

SCRUM Methodology: The SCSS project will follow a SCRUM development process with iterations for each major feature, ensuring continuous feedback and delivery.

2.1 Project Process

2.2 Quality Management

Defect Prevention: Continuous code reviews and adherence to coding standards.

Unit Testing: Ensure at least 95% test coverage.

Integration Testing: Test all integrated features before system testing.

System Testing: Validate the overall functionality with comprehensive test cases.

2.3 Training Plan

Table 6 - Training Plan

Training Area	Participants	When, Duration	Waiver Criteria
Java Spring Boot	Trịnh Vĩnh Phát	7 days	Mandatory
Git, Github	All members	3 days	Mandatory
React Native	Nguyễn An Khánh Phạm Trần Sơn Nguyên	7 days	Mandatory
React JS	Vũ Ngọc Hải Đăng Đoàn Tiến Phát	7 days	Mandatory
DevOps tools (Docker)	All members	7 days	Mandatory

3. Project Deliverables

Table 7 - Project Deliverables

Sprint	Deliverable	Due Date	Notes
1	Project Plan Document, SRS Document	14 days	Project Planning, Software Requirement
2	Authentication module, Admin module	14 days	Architecture Design, Basic Design, Detail Design and Database Design
3	Student module,	14 days	Code & API test cases & System test cases
4	Counselor Module	14 days	Code & API test cases & System test cases
5	Manager module	14 days	Code & API test cases & System test cases
6	Support staff module	14 days	Code & API test cases & System test cases
7	Test Reports, Guide Documents, Final Project Package	14 days	User manual guides, Final code, documents.

4. Responsibility Assignments

Table 8 - Responsibility Assignments

Fullscreen	Role	Responsibility
Huỳnh Công Việt Ngữ Lê Võ Minh Thư	Supervisor	<ul style="list-style-type: none">Instruct project teamSupervise project statusReview deliverablesAnswer questions about the project

Trình Vĩnh Phát	Leader	<ul style="list-style-type: none"> ● Managing process ● Clarifying requirements ● Prepare documents ● Quality management ● Support other team members ● Arrange meeting
Vũ Ngọc Hải Đăng Đoàn Tiến Phát Phạm Trần Sơn Nguyên Nguyễn An Khanh	Team members	<ul style="list-style-type: none"> ● Designing database ● Clarifying requirements ● Prepare documents ● Coding Create test plan ● Testing GUI design ● Support other team members

5. Project Communications

Table 9 - Project Communications

Communication Item	Who/ Target	Purpose	When, Frequency	Type, Tool, Method(s)
Daily Stand-up Meetings	All member	Check the progress of all members. Assign new task	Daily	Google Meet, Discord
Weekly Progress Report	All member	Provide status updates	Weekly	Google Meet, Discord
Sprint Planning & Review	All member	Plan and review sprint progress	Weekly	Jira

6. Configuration Management

6.1 Document Management

All project documents will be managed using **Google Docs Online** for version control. Changes will be tracked using document version history table to ensure traceability.

6.2 Source Code Management

GitHub will be used for source code management. Branching strategies (feature branches, development, and release branches) will be enforced, and code reviews will be mandatory before merging into the main branch to ensure code quality and traceability.

6.3 Tools & Infrastructures

Table 10 - Tools & Infrastructures

Category	Tools / Infrastructure
Technology	ReactJS (FrontEnd), React-Native (App), Java/SpringBoot (BackEnd)
Database	MySQL
IDEs/Editors	Visual Studio Code, IntelliJ
Diagramming	StarUML, DrawIO
Documentation	Ms Office, Google Docs/Sheets/Slides
Version Control	Github(Source Codes), Google Drive (Documents)
Deployment server	Azure, Docker
Project management	Jira, Zalo(Task Management)

III. Software Requirement Specification

1. Product Overview

The Student Counseling and Support System (SCSS) is a comprehensive platform designed to provide essential support services to students at FPT University HCM Campus. This system includes a wide range of services such as academic counseling, career guidance, and mental health resources. To improve user experience, the platform features an advanced search functionality, enabling students and staff to efficiently locate the resources and services they need. The system also incorporates a Manager role, which is crucial for overseeing operations, managing resource allocation, and monitoring counselor performance. Overall, SCSS is designed to be a robust and effective tool that not only offers vital counseling and support services but also includes advanced management features to ensure smooth and efficient administration at the FPTU HCM Campus.

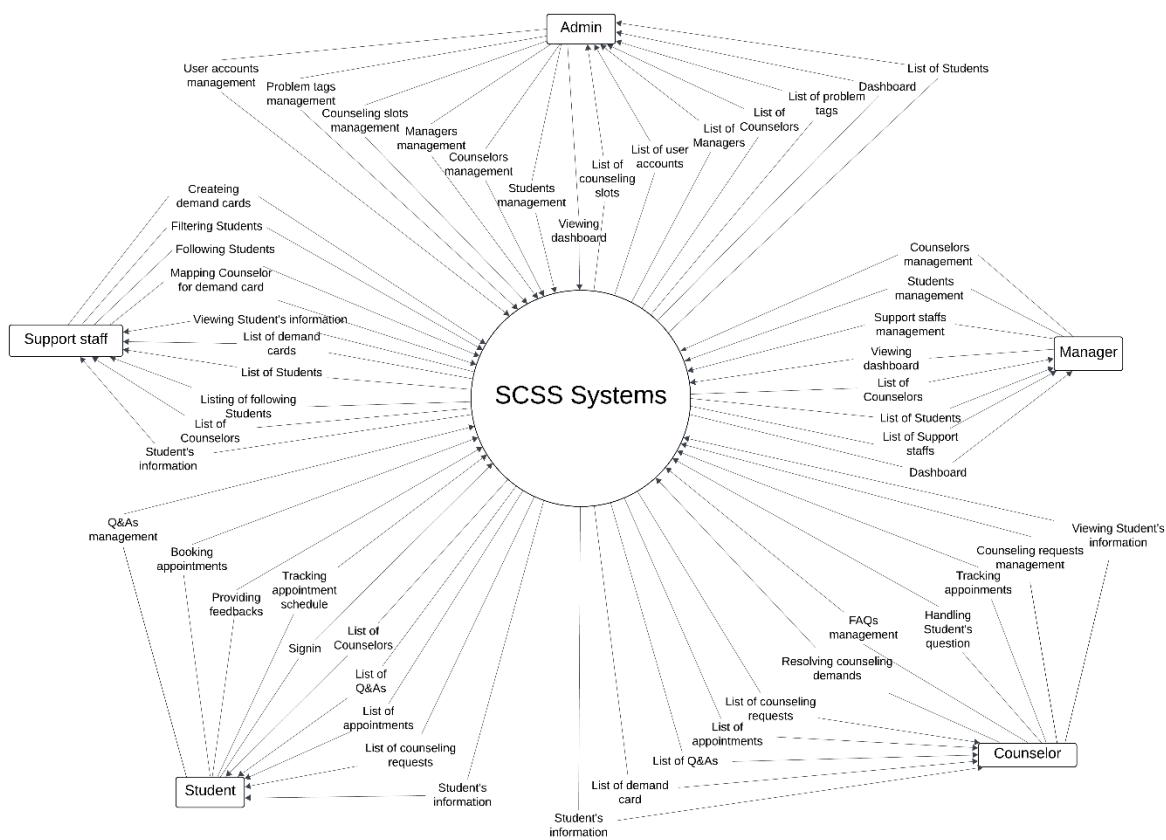


Figure 2 – Sysyem Context Diagram

2. User Requirements

2.1. Actors

Table 11 - Actors

#	Actor	Description
1	Student	A person who logs in, books appointments, creates questions.
2	Counselor	A person who manages counseling slots, Q&A and takes appointments with students.
3	Manager	A person who manages counselors, support staff. Assign a counseling slot to the counselor.

4	Support Staff	A person who assigns counselors to the student base on demand form system.
5	Administrator	A person who manages the SCSS system.

2.2. Use Cases

2.2.1. Diagram(s)

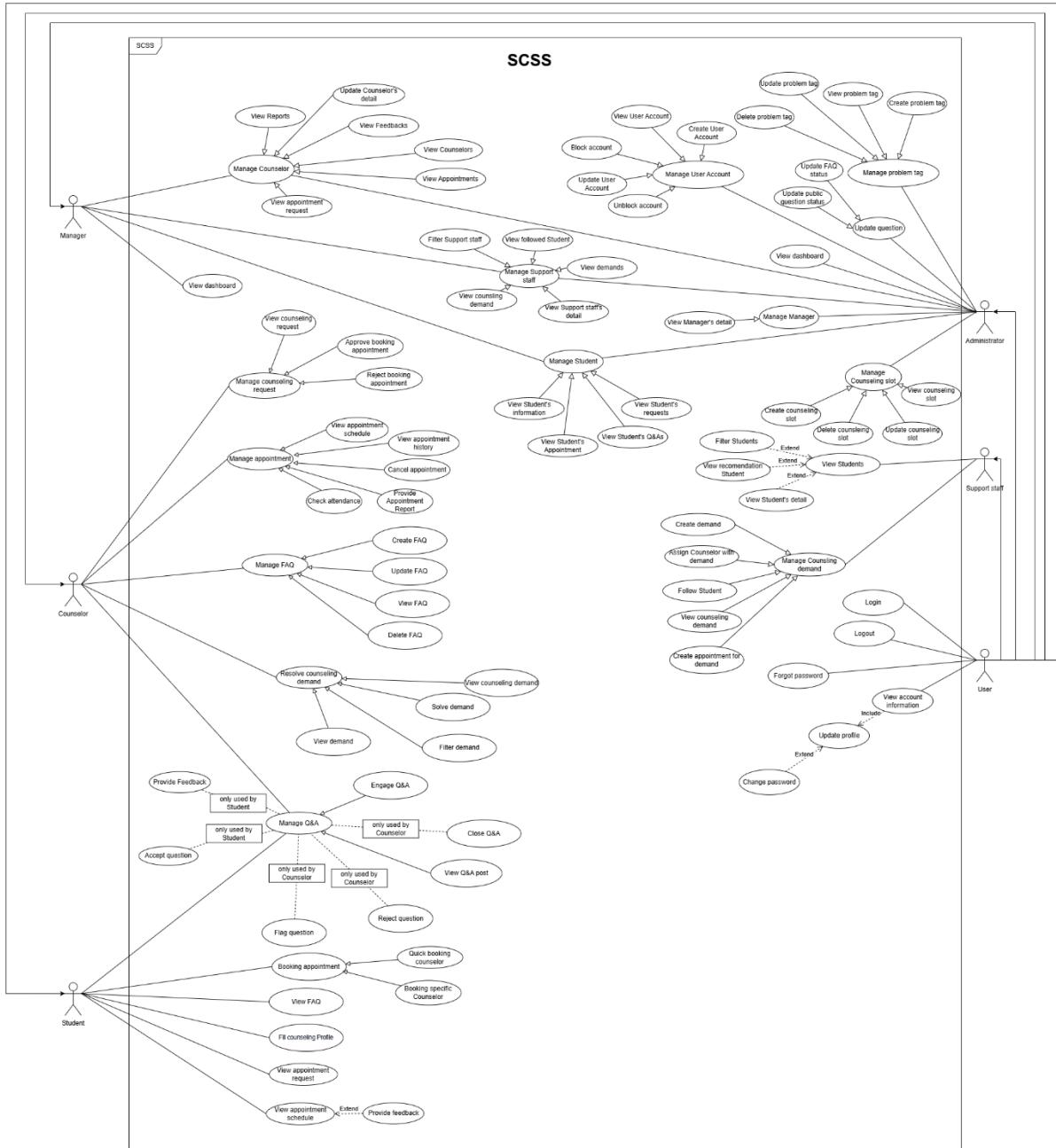


Figure 3 - Use case diagram

2.2.2. Descriptions

2.2.2.1. Administrator Use Case Description

Table 12 - Administrator Use Case Description

ID	Use Case	Actors	Use Case Description
01	Login	Administrator	This use case allows "Admin" to login by gmail.
02	Logout	Administrator	This use case allows "Admin" to logout from SCSS Web applications.
03	View dashboard	Administrator	This use case allows "Admin" to view dashboard.
04	View Profile	Administrator	This use case allows "Admin" to view user's profile.
05	View user accounts	Administrator	This use case allows "Admin" to view user accounts.
06	Filter account	Administrator	This use case allows "Admin" to filter account.
07	View user detail	Administrator	This use case allows "Admin" to view user details.
08	Update profile	Administrator	This use case allows "Admin" to search update profile.
09	Create user account	Administrator	This use case allows "Admin" to create a new user account and assign roles.
10	Delete user account	Administrator	This use case allows "Admin" to delete user accounts.
11	Update user account	Administrator	This use case allows "Admin" to update user account roles and information.
12	Ban user	Administrator	This use case allows "Admin" to block user account.
13	Unban user	Administrator	This use case allows "Admin" to unblock user accounts.
14	Create problem tag	Administrator	This use case allows "Admin" to create problem tag.
15	View problem tag	Administrator	This use case allows "Admin" to view problem tag.
16	Update problem tag	Administrator	This use case allows "Admin" to update problem tag.
17	Delete problem tag	Administrator	This use case allows "Admin" to delete problem tag.
18	Create counseling slot	Administrator	This use case allows "Admin" to create counseling slot.
19	View Counseling slots	Administrator	This use case allows "Admin" to view counseling slot list.
20	View Counseling slot	Administrator	This use case allows "Admin" to view counseling slot details.
21	Search counseling slot	Administrator	This use case allows "Admin" to search counseling slot.
22	Update counseling slot	Administrator	This use case allows "Admin" to update counseling slot.

23	Delete counseling slot	Administrator	This use case allows "Admin" to delete counseling slots.
24	Update counselor	Administrator	This use case allows "Admin" to update counselor.
25	View counselor detail	Administrator	This use case allows "Admin" to view counselor detail.
26	Update student	Administrator	This use case allows "Admin" to view update student.
27	View student detail	Administrator	This use case allows "Admin" to search view student detail.
28	Update manager	Administrator	This use case allows "Admin" to update update manager.
29	View manager detail	Administrator	This use case allows "Admin" to delete view manager details.
30	Update support staff	Administrator	This use case allows "Admin" to view update support staff.
31	View support staff	Administrator	This use case allows "Admin" to view support staff.

2.2.2.2. Counselor Use Case Description

Table 13 - Counselor Use Case Description

ID	Use Case	Actors	Use Case Description
01	Login	Counselor	This use case allows "Counselor" to Login.
02	Logout	Counselor	This use case allows "Counselor" to Logout.
03	Update password	Counselor	This use case allows "Counselor" to update password.
04	View Profile	Counselor	This use case allows "Counselor" to View Profile.
05	Filter student	Counselor	This use case allows "Counselor" to Filter students.
06	View student detail	Counselor	This use case allows "Counselor" to View student detail.
07	View request history	Counselor	This use case allows "Counselor" to View request History.
08	View request detail	Counselor	This use case allows "Counselor" to View request detail.
09	Filter request history	Counselor	This use case allows "Counselor" to Filter request history.
10	Approve booking appointment	Counselor	This use case allows "Counselor" to Approve booking appointments.
11	Approve Online Request	Counselor	This use case allows "Counselor" to Approve Online Request.

12	Approve Offline Request	Counselor	This use case allows "Counselor" to Approve Offline Requests.
13	Reject booking appointment	Counselor	This use case allows "Counselor" to Reject booking appointments.
14	View appointment schedule	Counselor	This use case allows "Counselor" to View appointment schedules.
15	View Appointment History	Counselor	This use case allows "Counselor" to View Appointment History.
16	View Appointment detail	Counselor	This use case allows "Counselor" to View Appointment detail.
17	Filter appointment history	Counselor	This use case allows "Counselor" to Filter appointment history.
18	Update Attendance	Counselor	This use case allows "Counselor" to Update Attendance.
19	Provide Appointment Report	Counselor	This use case allows "Counselor" to Provide Appointment Report.
20	View report	Counselor	This use case allows "Counselor" to View report.
21	Check Attendance	Counselor	This use case allows "Counselor" to Check Attendance.
22	Create report	Counselor	This use case allows "Counselor" to Create report.
23	Engage Q&A	Counselor	This use case allows "Counselor" to Engage Q&A.
24	Chat Student	Counselor	This use case allows "Counselor" to Chat Student.
25	Answer Question	Counselor	This use case allows "Counselor" to Answer Question.
26	Close Q&A	Counselor	This use case allows "Counselor" to Close Q&A.
27	View Q&A post	Counselor	This use case allows "Counselor" to View Q&A post.
28	Reject question	Counselor	This use case allows "Counselor" to reject questions.
29	Flag question	Counselor	This use case allows "Counselor" to flag questions.
30	Filter Q&A	Counselor	This use case allows "Counselor" to Filter Q&A.

31	View Q&A detail	Counselor	This use case allows "Counselor" to View Q&A detail.
32	View counseling demand	Counselor	This use case allows "Counselor" to View counseling demand.
33	Filter demand	Counselor	This use case allows "Counselor" to Filter demand.
34	View demand	Counselor	This use case allows "Counselor" to View demand.
35	Create appointment for demand	Counselor	This use case allows "Counselor" to Create appointments for demand.
36	Create FAQ	Counselor	This use case allows "Counselor" to create FAQs.
37	Update FAQ	Counselor	This use case allows "Counselor" to update FAQs.
38	View FAQ	Counselor	This use case allows "Counselor" to view FAQs.
39	Delete FAQ	Counselor	This use case allows "Counselor" to delete FAQs.

2.2.2.3. Manager Use Case Description

Table 14 - Manager Use Case Description

ID	Use Case	Actors	Use Case Description
01	Login	Manager	This use case allows "Manager" to login.
02	Logout	Manager	This use case allows "Manager" to Logout.
03	View Profile	Manager	This use case allows "Manager" to View Profile.
04	Update profile	Manager	This use case allows "Manager" to Update profile.
05	View Counselors	Manager	This use case allows "Manager" to View Counselors.
06	View Counselor Profile	Manager	This use case allows "Manager" to View Counselor Profile.
07	Search Counselor	Manager	This use case allows "Manager" to Search Counselor.
08	Change Status	Manager	This use case allows "Manager" to Change Status.
09	Assign Slot	Manager	This use case allows "Manager" to Assign Slot.
10	Update date range	Manager	This use case allows "Manager" to Update date range.
11	View Appointment request	Manager	This use case allows "Manager" to View Appointment requests.
12	View Appointments	Manager	This use case allows "Manager" to View Appointments.
13	View Feedbacks	Manager	This use case allows "Manager" to View Feedbacks.

14	View Reports	Manager	This use case allows “Manager” to View Reports.
15	View Students	Manager	This use case allows “Manager” to View Students.
16	View Student Profile	Manager	This use case allows “Manager” to View Student Profile.
17	Search student	Manager	This use case allows “Manager” to Search students.

2.2.2.4. Support Staff Use Case Description

Table 15 - Support Staff Use Case Description

ID	Use Case	Actors	Use Case Description
01	Login	Support Staff	This use case allows “Support Staff” to login.
02	Logout	Support Staff	This use case allows “Support Staff” to Logout.
03	Reset password	Support Staff	This use case allows “Support Staff” to reset password.
04	Create demand	Support Staff	This use case allows “Support Staff” to create demand.
05	View counseling demand	Support Staff	This use case allows “Support Staff” to view counseling demand.
06	Filter counseling demand	Support Staff	This use case allows “Support Staff” to filter counseling demand.
07	View counseling detail	Support Staff	This use case allows “Support Staff” to view counseling details.
08	Assign counselor with demand	Support Staff	This use case allows “Support Staff” to assign counselor with demand.
09	Find counselor	Support Staff	This use case allows “Support Staff” to find counselor.
10	Fill student contact note	Support Staff	This use case allows “Support Staff” to fill student contact note.
11	Search student detail	Support Staff	This use case allows “Support Staff” to Fill student contact notes.
12	View Students	Support Staff	This use case allows “Support Staff” to View Students .
13	View student detail	Support Staff	This use case allows “Support Staff” to View student detail.
14	Filter student	Support Staff	This use case allows “Support Staff” to Filter students.

2.2.2.5. Student Use Case Description

Table 16 - Student Use Case Description

ID	Use Case	Actors	Use Case Description
----	----------	--------	----------------------

01	Login	Student	This use case allows the “Student” to log in to the platform using their university credentials.
02	View profile	Student	This use case allows “Student” to view their profile.
03	Update password	Student	This use case allows “Student” to update their password.
04	Logout	Student	This use case allows “Student” to logout.
05	View dashboard	Student	This use case allows “Student” to view dashboard.
06	View appointment schedule	Student	This use case allows “Student” to view the appointment schedule .
07	View counseling booking request	Student	This use case allows “Student” to view counseling booking requests.
08	View appointment details	Student	This use case allows the “Student” to view appointment details.
09	Filter appointment request	Student	This use case allows the “Student” to view filter appointment requests.
10	View detail request	Student	This use case allows the “Student” to view detail requests.
11	Booking Appointment	Student	This use case allows the “Student” to book appointments.
12	Quick booking counselor	Student	This use case allows the “Student” to quickly book a counselor.
13	Booking Specific Counselor	Student	This use case allows the “Student” to book a Specific Counselor.
14	Booking academic counselor	Student	This use case allows the “Student” to book an academic counselor.
15	Booking non-academic counselor	Student	This use case allows the “Student” to book a non-academic counselor.
16	Provide counseling feedback	Student	This use case allows the “Student” to provide feedback.
17	View Q&A post	Student	This use case allows the “Student” to view Q&A posts.

18	Create Question	Student	This use case allows the "Student" to create question
19	Filter Question	Student	This use case allows the "Student" to filter question posts.
20	Engage Q&A	Student	This use case allows the "Student" to engage Q&A.
21	Chat counselor	Student	This use case allows the "Student" to chat with a counselor.
22	Update Question	Student	This use case allows the "Student" to update Q&A.
23	Delete Question	Student	This use case allows the "Student" to delete questions.
24	Edit Question	Student	This use case allows the "Student" to edit question
25	Close question	Student	This use case allows the "Student" to close question
26	View Appointment History	Student	This use case allows the "Student" to view Appointment History list
27	Filter appointment history	Student	This use case allows the "Student" to filter appointment history
28	View Appointment detail	Student	This use case allows the "Student" to view appointment details.
29	Fill counseling profile	Student	This use case allows the "Student" to fill counseling profile

3. Functional Requirements

3.1. System Functional Overview

3.1.1. Screens Flow

3.1.1.1. Administrator Screen Flow

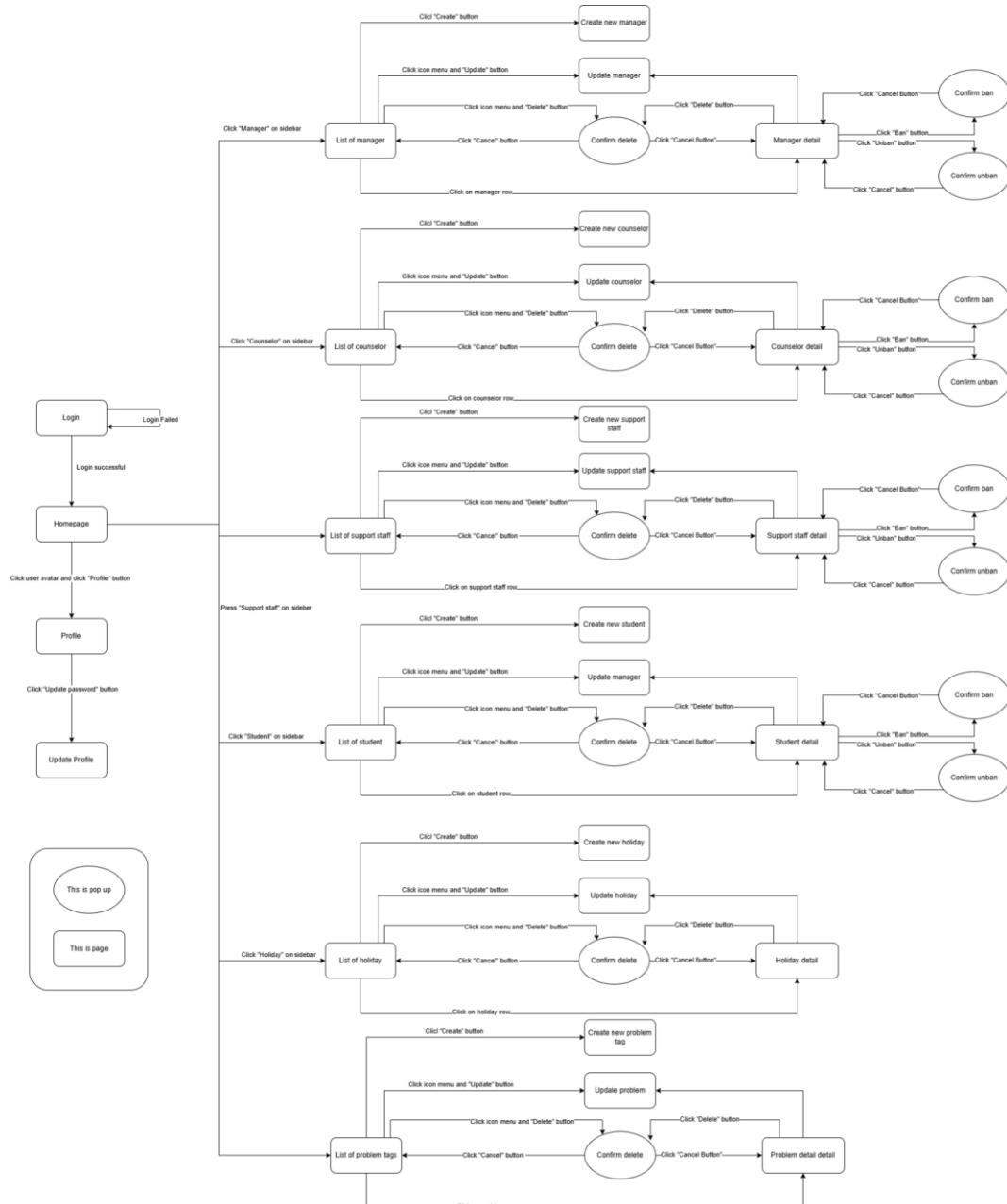


Figure 4 - Administrator Screen Flow

3.1.1.2. Counselor Screenflow

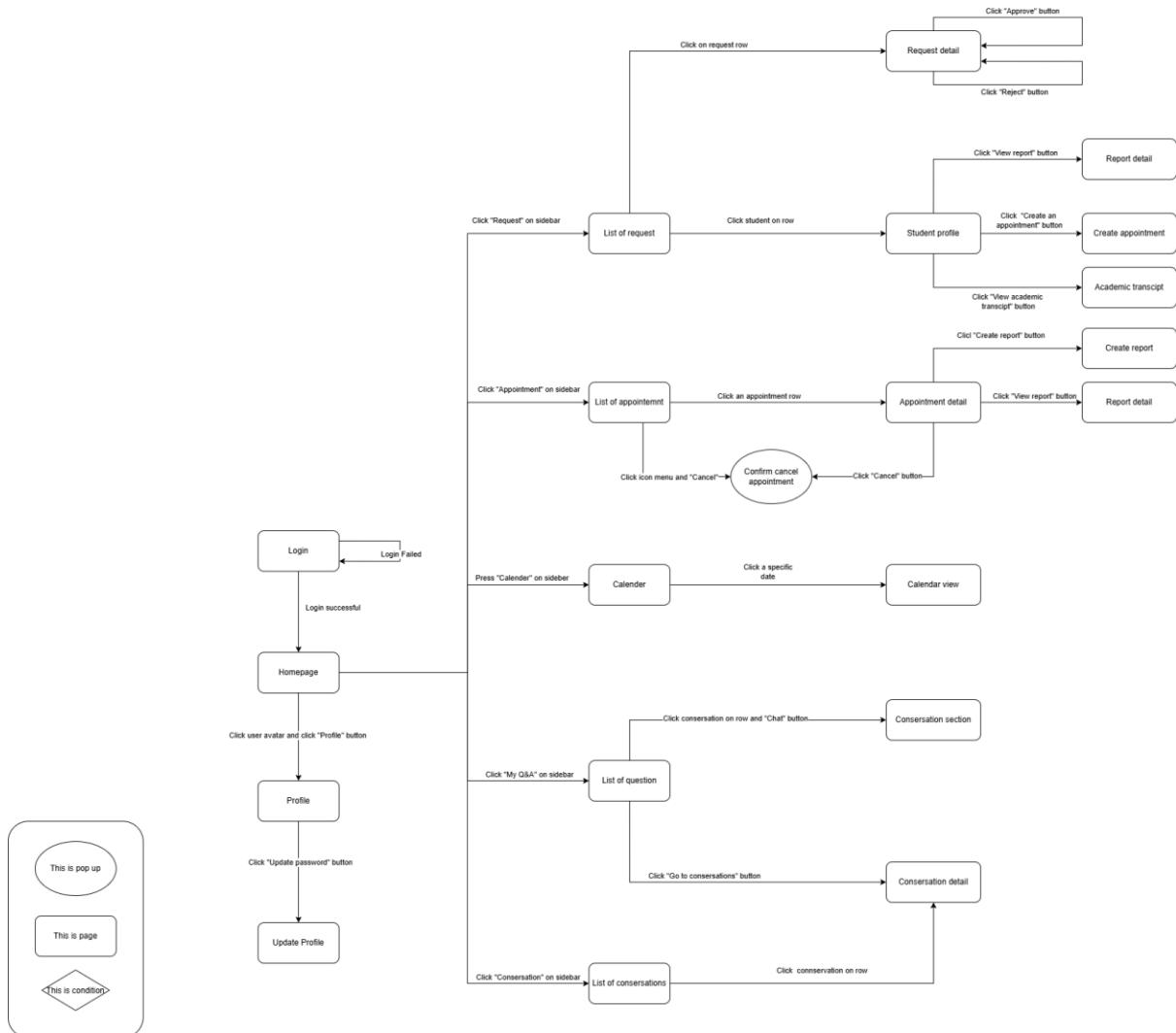


Figure 5 - Counselor Screenflow

3.1.1.3. Manager Screen Flow

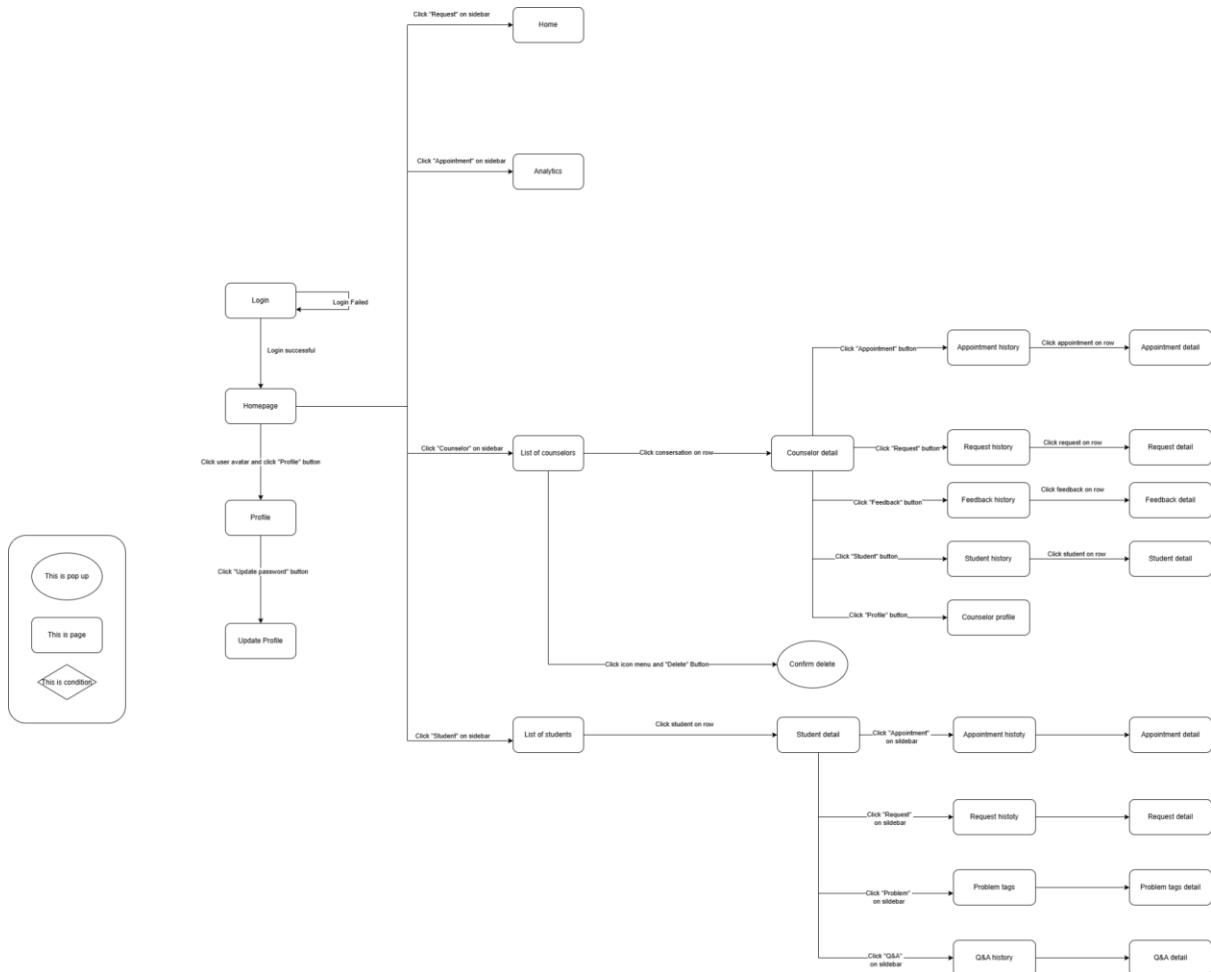


Figure 6 - Manager Screen Flow

3.1.1.4. Support Staff Screenflow

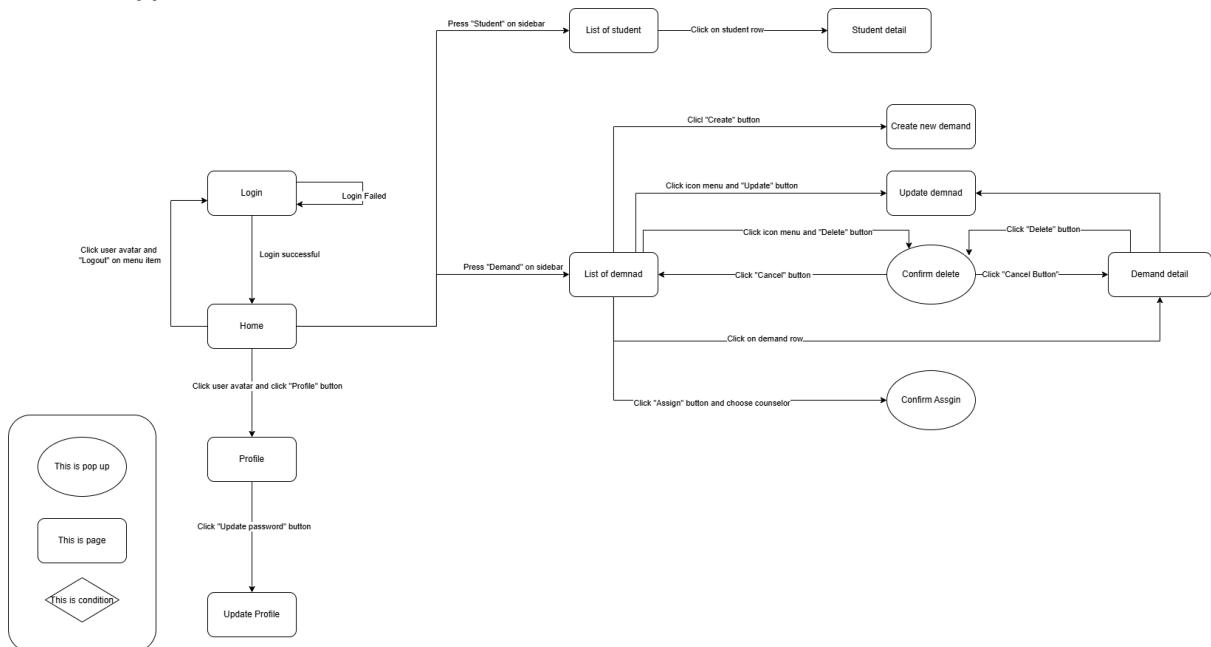


Figure 7 - Support Staff Screenflow

3.1.1.5. Student Screenflow

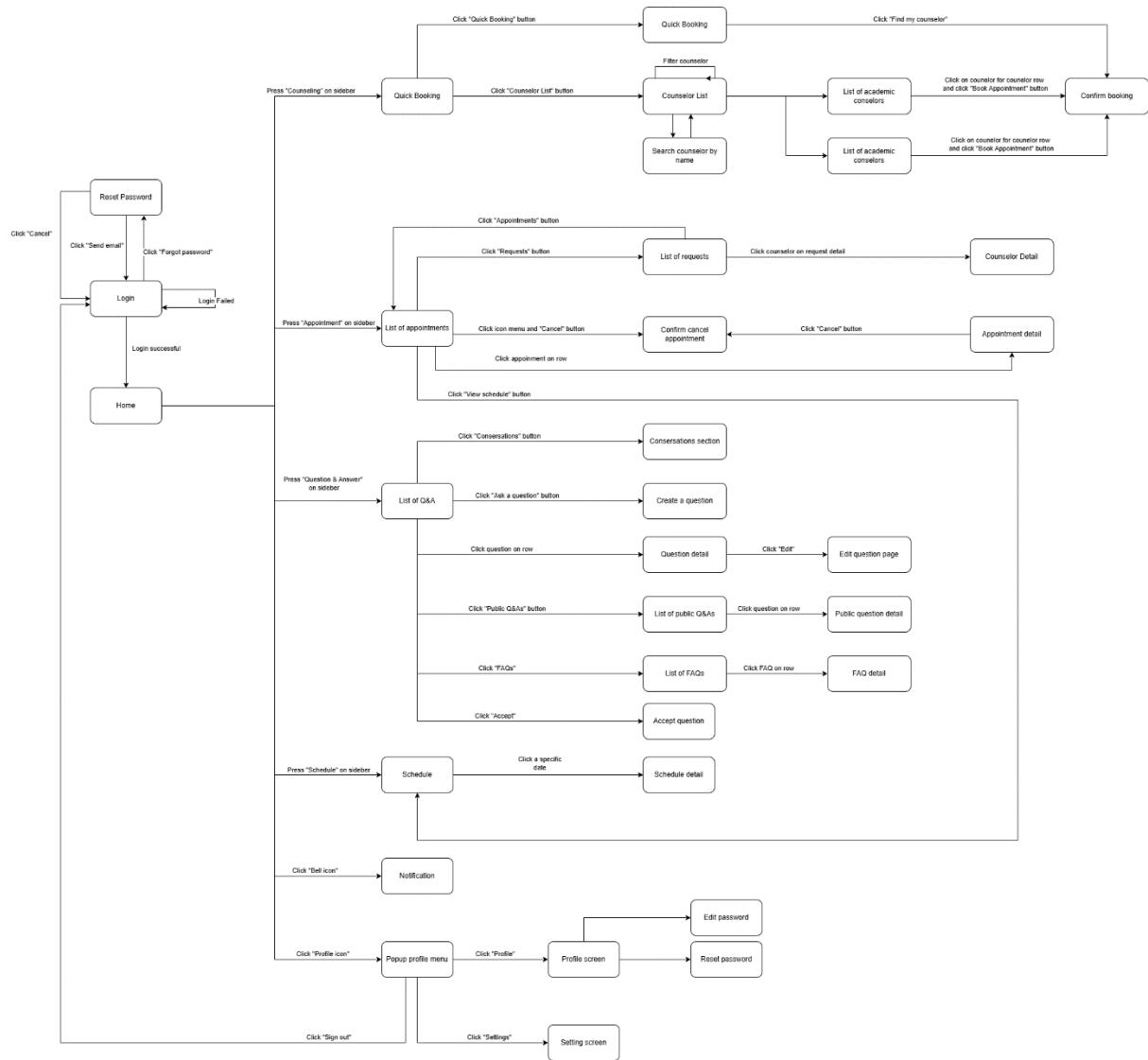


Figure 8 - Student Screenflow

3.1.2. Screen Descriptions

3.1.2.1. Administrator Screen Description

Table 17 - Aministrator Screen Description

#	Feature	Screen	Description
1	Login	Login	Admin can login into the system by gâmil
2	View homepage	Homepage	Admin can view a few information: accounts, notifications, ...
3	View list of manager	List of manager	Admin can view list of managers in the system. Include all information of manager
4	View list of counselor	List of counselor	Admin can view list of counselor sin the system. Include all information of manager
5	View list of support staff	List of support staff	Admin can view list of support staff in the system. Include all information of manager

6	View list of student	List of student	Admin can view list of student in the system. Include all information of manager
7	Create new manager	Create new manager	Admin can create a new manager for the system with input manager information.
3	Update manager	Update manager	Admin can update manager information with input manager information
4	View manager detail	Manager detail	Admin can view all information of manager.
5	Delete manager	List of manager, Manager detail	Admin can delete manager's account.
6	Ban manager	Manager detail	Admin can ban manager.
7	Unban manager	Manager detail	Admin can unban manager
8	Create new counselor	Create new counselor	Admin can create a new counselor for the system with input manager information.
9	Update counselor	Update counselor	Admin can update counselor information with input counselor information
10	View counselor detail	Counselor detail	Admin can view all information of counselor.
11	Ban manager	Manager detail	Admin can ban counselor.
12	Unban manager	Manager detail	Admin can unban counselor
12	Create new support staff	Create new support staff	Admin can create a new support staff for the system with input manager information.
13	Update support staff	Update support staff	Admin can update support staff information with input manager information.
14	View support staff detail	Support staff detail	Admin can view all information of support staff.
15	Ban manager	Manager detail	Admin can ban support staff..
16	Unban manager	Manager detail	Admin can unban support staff.
17	Create new student	Create new student	Admin can create a new student for the system with input manager information.
18	Update student	Update student	Admin can update student information with input manager information.
19	View student detail	Student detail	Admin can view all information of student.
20	Ban manager	Manager detail	Admin can ban student.
21	Unban manager	Manager detail	Admin can unban student.
20	View Account Info	Account Info	View Account Info
21	View Specialization	View Specialization	Admin View Specialization
22	View Work Experience	View Work Experience	Admin View Work Experience
23	View Qualifications	View Qualifications	View Qualifications
24	View Certifications	View Certifications	View Certifications

25	View list of problem tags	List of problem tags	Admin can view list of problem tags
26	Create new problem tag	Create new problem tag	Admin can create a new problem tag for the system with input holiday information.
27	Update problem tag	Update problem tag	Admin can update holiday information with input manager information.
29	Problem tag detail	Problem tag detail	Admin can view all information of support staff.

3.1.2.2. Counselor Screen Description

Table 18 - Counselor Screen Description

#	Feature	Screen	Description
1	Loign	Login	Counselor can login into the system by gmail.
2	View homepage	Homepage	Counselor can view a few information: upcoming appointments, ...
3	View profile	Profile	Counselor can view profile.
4	Update profile	Update profile	Counselor can update their profile.
5	View list of requests	List of request	Counselor can view list of requests.
6	View request detail	Request detail	Counselor can view request detail. Include all details of request.
7	Approve request	Request detail	Counselor can approve request
8	Reject request	Request detail	Counselor can reject request
9	View student profile	Student profile	Counselor can view student profile. Include all information of student.
10	View report detail	Report detail	Counselor can view report detail. Include all information of report.
11	Create an appointment	Create appointment	Counselor can create an appointment for student with select date, slot, time, meeting type (online/offline).
12	View academic transcript	Academic transcript	Counselor can view academic transcript of student, each row of table list has no, term, semester, subject code, prerequisite, replaced subject,subject name, credit, grade, status.
13	View list of appointment	List of appointment	Counselor can view list of appointment, each row has date, time, meeting type, student profile.attendance status
14	Cancel appointment	List of appointment, Appointment detail	Counselor can cancel appointment
15	View appointment detail	Appointment detail	Counselor can view appointment detail. Include all information of appointment

16	Create report	Create report	Counselor can create report with input consultation goal, consultation content, consultation conclusion, intervention.
17	View report	Report detail	Counselor can view all information of report.
18	View calendar	Calendar	Counselor can view calendar by day, week, month
19	View calendar detail	Calendar view	Counselor can view all appointment in that day.
20	View list of question, Answer the question	List of question	Counselor can view list of question, each row has student name, question and counselor can answer the question.
21	Chat with student	Conversation detail, conversation section	Counselor can chat with the student to clarify the answer for them.

3.1.2.3. Manager Screen Description

Table 19 - Manager Screen Description

#	Feature	Screen	Description
1	Loign	Login	Manager can login into the system by gmail.
2	View homepage	Homepage, Home	Manager can view a few information: upcoming appointments, ...
3	View analytics	Analytics	Manager can view analytics of the system.
4	Update profile	Update profile	Manager can update their profile.
5	View list of counselor	List of counselor	Manager can view list of counselors.
6	View counselor detail	Counselor detail	Manager can view request details. Include all details of counselor.
7	View appointment history	Appointment history	Manager can view appointment history.
8	View appointment detail	Appointment detail	Manager can view appointment detail
9	View request history	Request history	Manager can view request history.
10	View request detail	Request detail	Manager can view request detail
11	View feedback history	Feedback history	Manager can view feedback history.
12	View feedback detail	Feedback detail	Manager can view feedback detail

13	View student counseling history	Appointment history	Manager can view student counseling history.
14	View student counseling detail	Appointment detail	Manager can view student counseling detail
15	View counselor detail	Counselor profile	Manager can view counselor's profile.
16	View list of student	List of student	Manager can view list of students. Include all details of student.
17	View problem tag history	Problem tag	Manager can view all the student's problem tags.
18	View problem tag detail detail	Problem tag detail	Manager can view student's problem tag detail
19	View student appointment history	Appointment history	Manager can view student appointment history.
20	View student appointment detail	Appointment detail	Manager can view student appointment history. detail
21	View student request history	Request history	Manager can view student request history.
22	View student appointment detail	Request Detail	Manager can view student request history detail
23	View student Q&A	Q&A history	Manager can view student Q&A history
24	View student Q&A detail	Q&A detail	Manager can view student Q&A detail

3.1.2.4. Support Staff Screen Description

Table 20 - Support Staff Screen Description

#	Feature	Screen	Description
1	View list of student	List of student	Support staff can view list of student.
2	View student' detail	Student detail	Support staff can view the student with full information.
3	View list of demand	List of demand	Support staff can view list of demand
4	Create new demand	Create new demand	Support staff can create a new demand to a specific student.
5	Update demand	Update demand	Support staff can update demand.

6	View demand detail	Demand detail	Support staff can view demand detail with full information of that detail.
7	Delete demand	List of demand	Support staff can delete demand
8	Assign counselor with demand	List of demand	Support staff can assign a specific counselor with demand.

3.1.2.5. Student Screen Description

Table 21 - Student Screen Description

#	Feature	Screen	Description
1	Login	Login	Student can login into the system by gmail or FeliD.
2	View homepage	Home	Student can view a few information: upcoming appointments, ...
3	Counselling	Counselling	Students can book an appointment using Quick Booking or by selecting a counselor from the Counselor List.
4	View Profile	Profile	Student can view profile.
5	Quick Booking	Quick Booking	Students can book an appointment using Quick Booking by selecting the counseling type, date, time, counselor's specialization (optional), and counselor's gender (optional).
6	View counselor list	Counselor List	Students can book an appointment by selecting a specific counselor, counseling type, date, time.
7	Manage appointment	Appointment Management	Student can view list of appointment, list of request and other activity
8	View list of request	List of request	Student can view a list of requests, each row of table list has date, time, meeting type, status, counselor profile
9	View list of management	List of appointment	Student can view a list of appointment, each row of table list has date, time, meeting type, meet URL, status, counselor profile.
10	View appointment detail	Appointment detail	Student can view appointment detail and provide feedback
11	Cancer Appointment	Appointment detail, List of appointment	Student can cancel appointment and enter reason.
12	View other activity	Other Activity	Student can view other activity
13	View counselor profile	Counselor profile	Student can view counselor profile such as name, major, phone, bio,

14	View list of Q&A	List of Q&A	Student can view list of Q&A in the system, each row of table list has id, type, status, topic, question title, and answer.
15	Conversation	Conversations	Student can view list of conversations and chat section
16	Ask a question	Ask a question	Student can submit a question by select question, counseling topic and input content
17	View calendar	Calendar	Student can view calendar by day, week, month
18	View calendar detail	Calendar view	Student can view all appointment in a specific day

3.1.3. Screen Authorization

3.1.3.1. Web Screen Authorization

Table 22 - Web Screen Authorization

Screen	Admin	Counselor	Manager	Support Staff	Student
Login	X	X	X	X	X
Homepage	X	X	X	X	X
List of manager	X				
List of counselor	X		X		X
List of support staff	X				
List of student	X	X	X	X	
Create new manager	X				
Update manager	X				
Manager detail	X				
Create new counselor	X				
Update counselor	X				
Counselor detail	X				
Create new support staff	X				
Update support staff	X				
Support staff detail	X				
Create new student	X				
Update student	X				
Student detail	X	X	X	X	X
List of holiday	X				

Create new holiday	X				
Update holiday	X				
Holiday detail	X				
List of problem tags	X				
Create new problem tag	X				
Update problem tag	X				
Problem tag detail	X				
Counselor detail	X	X	X	X	X
Appointment history	X	X	X		X
Appointment detail	X	X	X		X
Request history	X	X	X		X
Request detail	X	X	X		X
Feedback history	X	X	X		X
Feedback detail	X	X	X		X
Student detail			X		
Analytics			X		
Create appointment		X			
Student's academic transcript	X	X	X	X	X
Create report		X			
Report detail		X			
Schedule		X			X
Schedule detail		X			X
List of question		X			
Conversation detail		X			X
Conversation section		X			
List of demand				X	
Create new demand				X	
Update demand				X	
Demand detail				X	
Counselling					X

Profile					X
Counselor List					X
Appointment Management					X
Other Activity					X
Counselor profile					X
List of Q&A					X
Ask a question					X
Schedule			X		X
Schedule view			X		X

3.1.3.2. Mobile Screen Authorization

Table 23 - Mobile Screen Authorization

Screen	Student	Counselor
Login	X	X
Home	X	X
Profile	X	X
Schedule	X	X
Q&A	X	X
Personal	X	X
Quick booking	X	
Academic booking	X	
Non academic booking	X	
Chat section	X	X
Notification	X	X
Appointment detail	X	X
Feedback detail	X	X

3.1.4. Non-Screen Functions

Table 24 - Non-Screen Functions

#	Feature	System Function	Description
01	Send notification	Send notification	The system will send notifications in the following cases: <ul style="list-style-type: none"> • Booking appointment • Question Notification
02	Send mail	Send mail	The system will send mail in the following cases: <ul style="list-style-type: none"> • Forget password

3.1.5. Entity Relationship Diagram

3.1.5.1 Conceptual Model

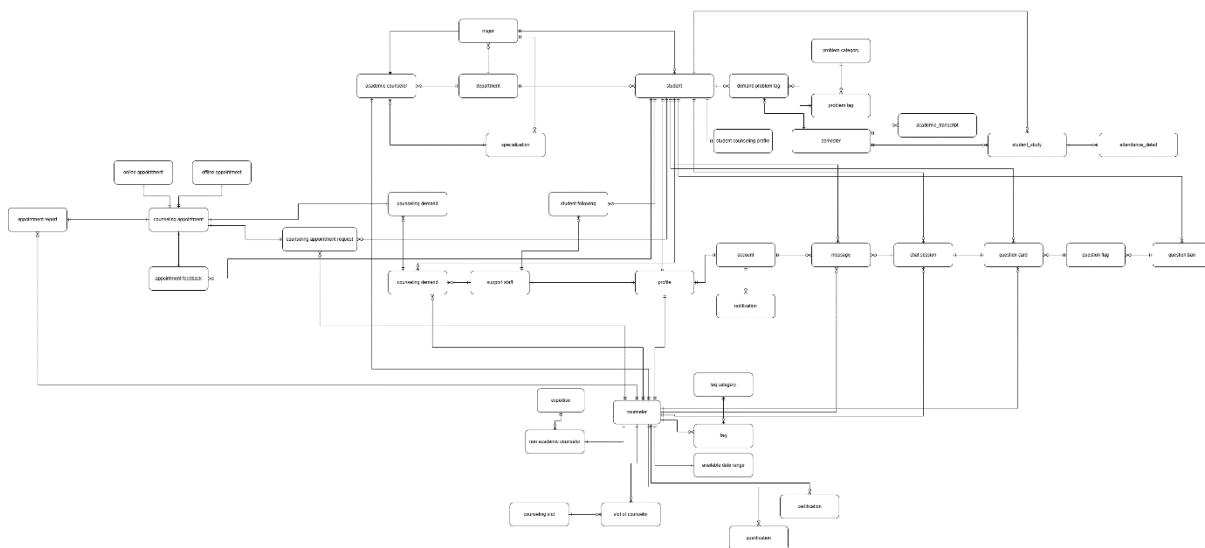


Figure 9 - Conceptual Model

3.1.5.2 Logical Model

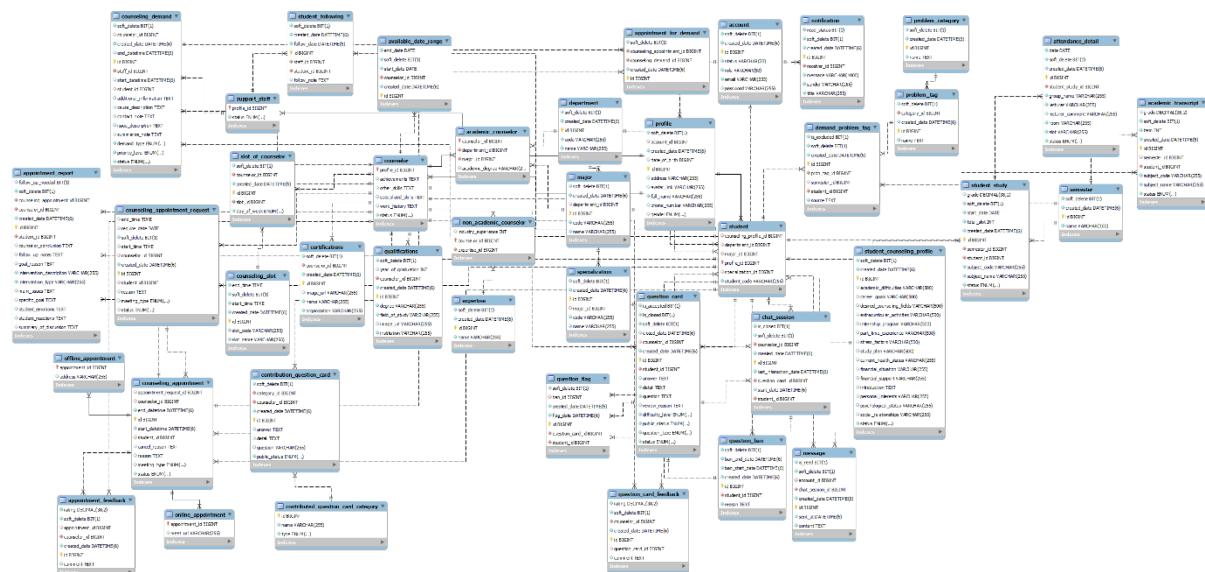


Figure 10 - Logical diagram

Entities Description

Table 25 - Entities Description

#	Entity	Description
01	account	Store account in system
02	academic counselor	Store academic counselor in system
03	academic_transcript	Store academic transcript in system
04	available date range	Store available date range

05	appointment feedback	Store appointment feedback
06	appointment for demand	Store appointment for demand in system
07	appointment report	Store appointment report in system
08	Attendance detail	Store attendance detail in system
09	counselor	Store certification
10	certification	Store certification
11	chat session	Store counseling demand
12	counseling demand	Store counseling demand
13	Contributed question card category	Store contributed question card category in system
14	Contribution question card	Store contribution question card
15	counseling appointment	Store counseling appointment
16	counseling appointment request	Store counseling appointment request
17	counseling slot	Store counseling slot
18	demand problem tag	Store demand problem tag
19	department	Store department
20	expertise	Store expertise
21	faq	Store faq
22	faq category	Store faq category
23	message	Store message
24	major	Store major major
25	notification	Store notification used through out the system
26	non academic counselor	Store non academic counselor
27	online appointment	Store online appointment
28	offline appointment	Store offline appointment
29	profile	Store profile of user
30	problem category	Store problem category
31	problem tag	Store problem tag
32	qualification	Store qualification
33	question card	Store question card
34	question flag	Store question flag
35	question ban	Store question ban
36	slot of counselor	Store slot of counselor
37	student	Store student
38	specialization	Store specialization of counselor
39	support staff	Store support staff
40	student following	Store student following by support staff
41	student counseling profile	Store student counseling profile

3.2. Functional requirements

3.2.1. Accounts Feature

No	Actor	Function Name	Purpose	Data requirements	Data validation
1	Admin, manager, counselor , support staff, student	View account detail	View information of a specific account	Account id	
2	Admin, manager, counselor , support staff, student	View account profile	View account profile	Account id	
3	Admin	Ban account	Ban account	Account id	
4	Admin	Unban account	Unban account	Account id	
5	Admin	Create account	Create account	Email Password fullName phoneNumber dateOfBirth avatar Gender role	<p>Email:</p> <ul style="list-style-type: none"> + Type: text field (string) + Not empty + Max Length = 100 + Email address format <p>Password:</p> <ul style="list-style-type: none"> + Type: text field (string) + Not empty <p>Fullname:</p> <ul style="list-style-type: none"> + Type: text field (string) + Not empty <p>phoneNumber:</p> <ul style="list-style-type: none"> + Type: text field (string) + Not empty <p>dateOfBirth:</p> <ul style="list-style-type: none"> + Type: Datetime picker + Not empty <p>Avatar:</p> <ul style="list-style-type: none"> + Type: file (image) + Not empty + Max size < 5MB + Extension file: .png, .jpg, .webp, .jpeg <p>Gender:</p> <ul style="list-style-type: none"> + Type: Dropdown + Not empty <p>Role:</p> <ul style="list-style-type: none"> + Type: Dropdown + Not Empty

6	Admin	Delete account	Delete account	Account id	
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3.2.2. Authentications Feature

Table 26 - Authentications Feature

No	Actor	Function Name	Purpose	Data requirements	Data validation
1	Admin, manager, counselor, support staff, student	Login	Login to website and mobile app	Email Password	Email: + Type: text field (string) + Email address format + Not empty Password: + Type: text fields (string)
2	Admin, manager, counselor, support staff, student	Regeneration token	Re-generate pair token from the old pair token provided by the SCSS system before.	Access token Refresh token	AccessToken: + Type: text field (string) + Not empty RefreshToken: + Type: text field (string) + Not empty
3	Admin, manager, counselor, support staff, student	Logout	Logout to website and mobile app		

3.2.3. Booking Counseling Feature

Table 27 - Booking Counseling Feature

No	Actor	Function Name	Purpose	Data requirements	Data validation
1	Student	Quick booking counselor	Quick booking counselor	Counseling Type Date SlotCode Counselor's specialization Gender Meeting type Resson	Counseling type: + Dropdown + Not empty Date: + Type: Datetime picker + Not empty SlotCode: + Type: Datetime picker + Not empty

					Counselor's specialization: + Type: Dropdown Gender: + Type: Dropdown Meeting type: + Type: Dropdown + Not empty Resson: + Type; Text field (String) + Not empty
2	Counselor, Student	View appointment schedule	View appointment schedule	Appointment id	
3	Counselor, Student	View appointment request	View appointment request	Request id Start date End date	Start date: + Type: text field (string) + Format type dd/MM/yyyy + Must less than or equal End Date End date: + Type: text field (string) + Format type dd/MM/yyyy
4	Admin, manager	View Counselor's appointment request	View Counselor's appointment request	Counselor id Request id	
5	Student	Booking specific counselor	Booking specific counselor	Date Slot Meeting type Resson	Date: + Type: Datetime picker + Not empty Meeting type: + Type: Dropdown + Not empty Resson: + Type; Text field (String) + Not empty
6	Counselor	View counseling request	View a list of request	Student Id Start date End date	Start date: + Type: text field (string)

		from the system	Meeting type SortBy	+ Format type dd/MM/yyyy + Must less than or equal End Date End date: + Type: text field (string) + Format type dd/MM/yyyy Meeting type: + Required: "Online" or "Offline" Sort: + Match with format "id_ASC" or "id_DESC"
7	Counselor	Approve online request	Approve online request	Request id Meet url
8	Counselor	Approve offline request	Approve offline request	Request id Address
9	Counselor	Reject booking appointment	Reject booking appointment	Request id

3.2.4. Appointment Feature

Table 28 - Appointment Feature

No	Actor	Function Name	Purpose	Data requirements	Data validation
1	Counselor, student	View list of appointment	Get a list of counselor's appointment from the system	Appointment id Start date End date Status	Start date: + Type: text field (string) + Format type dd/MM/yyyy + Must less than or equal End Date End date: + Type: text field (string) + Format type dd/MM/yyyy Status:

					+ Must equal "Cancel" or "Attend" or "Absent" or "Expired"
3	Counselor, student	Cancel appointment	Cancel appointment	Appointment id Resson	Resson: + Type: text field (string) + Not empty
4	Counselor	Check attendance	Check attendance for student by counselor	Appointment id	
5	Counselor	Create appointment for specific student	Create an appointment to counseling with student	Student id Date SlotCode Meeting type Resson	Date: + Type: Datetime picker + Not empty SlotCode: + Type: Datetime picker + Not empty Meeting type: + Required: "Online" and "URL" or "Offline" and "Address" Resson: + Type: Text field (String) + Not empty
6	Student	Provide feedback	Provide feedback	Appointment id Rating Comment	Rating: + Type: + Not empty Comment: + Type: text field (string) + Not empty

3.2.5. Q&A Feature

Table 29 - Q&A Feature

No	Actor	Function Name	Purpose	Data requirements	Data validation
1	Student	Create a question	Create a question	Question type Topic Content	Question type: + Type: Dropdown + Not empty Topic: + Type: Dropdown + Not empty

					Content: + Text field: (string) + Not empty
2	Counselor, Admin, Student	View Q&A posts	View Q&A posts	Question card id	
3	Counselor	Close Q&A	Close Q&A	Question card id	
4	Counselor	Answer question	Answer question	Question card id Content	Content: + Text field: (string) + Not empty
5	Counselor	Approve question	Approve question	Question card id	
6	Counselor	Reject question	Reject question	Question card id	
7	Counselor	Flag question	Flag question	Question card id	
8	Student	Delete question	Delete question before answer by counselor	Question card id	
9	Student	Update question	Update question before answer by counselor	Question card id Content	Content: + Type: text field (string)
10	Counselor	Update answer	Update answer	Question card id	
11	Student, counselor	Engage chat session	Engage into chat session for specific question card	Chat session id	
12	Student	Provide feedback for question	Student can provide feedback after close question	Question card id Rating Comment	Rating: + Type: number + Must from 1 to 5 Comment: + Type: text field (string)
13	Student	Accept question	Student accept a question to counselor	Question card id	

3.2.6. Counseling Demand Feature

Table 30 - Counseling Demand Feature

No	Actor	Function Name	Purpose	Data requirements	Data validation
1	Admin, Counselor	View demand list	View demand list	Demand id Start date End date	Start date: + Type: text field (string) + Format type dd/MM/yyyy + Must less than or equal End Date End date: + Type: text field (string) + Format type dd/MM/yyyy
2	Counselor	Create appointment for demand	Create appointment for demand	Demand id Student id Date SlotCode Meeting type Resson	Date: + Type: Datetime picker + Not empty SlotCode: + Type: Datetime picker + Not empty Meeting type: + Required: "Online" and "URL" or "Offline" and "Address" Resson: + Type; Text field (String) + Not empty
3	Counselor	Solve demand card	Solve demand card	Demand id Summarize Note	Summarize Note: + Type: text field(string) + Not empty
4	Support staff	Create demand card	Create demand card	Demand id	
5	Support staff	Assign demand card to counselor	Assign demand to card to counselor by counselor to solve problem of student	Counselor id	

6	Support staff	Follow student	Support staff follows student who have problems in recommendation	Student id	
7	Support Staff	Unfollow student	Support staff unfollows student has been resolve problem	Student id	

3.2.7. Dashboards Feature

Table 31 - Dashboards Feature

No	Actor	Function Name	Purpose	Data requirements	Data validation
1	Admin	View admin dashboard	View admin dashboard		
2	Manager	View manager dashboard	View manager dashboard		
3	Counselor	View counselor dashboard	View counselor dashboard		

3.2.8. Manage Student Feature

Table 32 - Manage Student Feature

No	Actor	Function Name	Purpose	Data requirements	Data validation
1	Manager, counselor, admin, support staff	View student list	View student list	Student id specializationId sortBy Keyword sortDirection page	sortBy: + Type: text field (string) + Format type dd/MM/yyyy Keyword: + Type: text field (string) sortDirection: + Match with format "ID_ASC" or "ID_DESC"
2	Manager, counselor, admin, support staff	View student profile	View student profile	Student id	
3	Manager, counselor, admin, support staff	View student's academic transcript	View student's academic transcript	Student id	

4	Manager, counselor, admin, support staff	View student attendance report	View student attendance report	Appointment Id	
5	Admin, manager, counselor, student	View list of student's appointment	Get a list of appointment from the system	Appointment id Start date End date Status	<p>Start date:</p> <ul style="list-style-type: none"> + Type: text field (string) + Format type dd/MM/yyyy + Must less than or equal End Date <p>End date:</p> <ul style="list-style-type: none"> + Type: text field (string) + Format type dd/MM/yyyy <p>Status:</p> <ul style="list-style-type: none"> + Must equal "Cancel" or "Waiting" or "Attend" or "Absent" or "Expired"

3.2.9. Manage Counselor Feature

Table 33 - Manage Counselor Feature

No	Actor	Function Name	Purpose	Data requirements	Data validation
1	Admin, manager, counselor	View list of counselor's appointment	Get a list of counselor's appointment from the system	Appointment id Start date End date Status	<p>Start date:</p> <ul style="list-style-type: none"> + Type: text field (string) + Format type dd/MM/yyyy + Must less than or equal End Date <p>End date:</p> <ul style="list-style-type: none"> + Type: text field (string) + Format type dd/MM/yyyy <p>Status:</p> <ul style="list-style-type: none"> + Must equal "Cancel" or "Waiting" or "Attend" or "Absent" or "Expired"

2	Admin, manager	View list of academic counselor	View list of academic counselors in the system	Search ratingFrom ratingTo availableFrom availableTo specializationId SortDirection sortBy page	<p>Search:</p> <ul style="list-style-type: none"> + Type: text field (string) <p>ratingFrom:</p> <ul style="list-style-type: none"> + Type: number + Must less than or equal rating <p>ratingTo:</p> <ul style="list-style-type: none"> + Type: number + Max number = 5 <p>availableFrom:</p> <ul style="list-style-type: none"> + Type: text field (string) + Format type dd/MM/yyyy + Must less than or equal availableTo <p>availableTo:</p> <ul style="list-style-type: none"> + Type: text field (string) + Format type dd/MM/yyyy <p>SortDirection:</p> <ul style="list-style-type: none"> + Match with format "ID_ASC" or "ID_DESC" <p>SortBy:</p> <ul style="list-style-type: none"> + Type: text fields (string) + Fo
3	Admin, manager	View list of non-academic counselor	View list of non-academic counselors in the system	Search ratingFrom ratingTo availableFrom availableTo expertiseld SortDirection sortBy page	<p>Search:</p> <ul style="list-style-type: none"> + Type: text field (string) <p>ratingFrom:</p> <ul style="list-style-type: none"> + Type: number + Must less than or equal rating <p>ratingTo:</p> <ul style="list-style-type: none"> + Type: number + Max number = 5 <p>availableFrom:</p> <ul style="list-style-type: none"> + Type: text field (string) + Format type dd/MM/yyyy

					<ul style="list-style-type: none"> + Must less than or equal availableTo <p>availableTo:</p> <ul style="list-style-type: none"> + Type: text field (string) + Format type dd/MM/yyyy <p>SortDirection:</p> <ul style="list-style-type: none"> + Match with format "ID_ASC" or "ID_DESC" <p>SortBy:</p> <ul style="list-style-type: none"> + Type: text fields (string) + Format type dd/MM/yyyy
4	Admin, manger	View counselor detail	View a specific counselor's detail	Counselor id	
5	Admin, manger	Change counselor status	Change counselor status	Counselor id Status	<p>Status:</p> <ul style="list-style-type: none"> + Required Status is required some statuses such as: AVAILABLE, UNAVAILABLE.
6	Admin, manger	Assign slot to counselor	Assign counseling slot to counselor	Counselor id Slot id	
7	Admin, manager	Unsign slot to counselor	Unsign counseling slot to counselor	Counselor id Slot id	

4. Non-Functional Requirements

4.1. External Interfaces

4.1.1. User Interfaces

- **Language:** Supports English.
- **Icons:** Easy to identify.
- **Colors:** Sufficient contrast.
- **Font:** Easy to read.

4.1.2. Communications Interfaces

- **HTTP Methods:** Uses HTTP request methods for data transfer.

- **Protocol:** HTTP for Web Application and server communication.

4.2. Quality Attributes

4.2.1. Usability

- **Language:** UI text in English.
- **Ease of Use:** Simple to use after training.
- **Training:** One-hour training is sufficient.
- **Standards:** Follows usability and accessibility standards.

4.2.2. Reliability

- **Training:** All users need training.
- **Failure Rate:** Less than 5%, availability above 80%.

4.2.3. Performance

- All responses' time is less than 15 seconds.

4.2.4. Security

- **Input Validation:** Validate all inputs.
- **Authorization:** Role-based access control.
- **Password Encryption:** MD5 hashing on server-side

5. Requirement Appendix

5.1. Business Rules

Table 34 - Business Rules

ID	Rule Definition
BR-01	Username must be in Email format.
BR-02	Passwords must be hashed by the MD5 algorithm on the server-side.
BR-03	Password length of account must be at least 6 characters.
BR-04	Email must be unique.
BR-05	Access token will expire within 1 hour after the successful login.
BR-06	Refresh token will expire 365 days after the successful login.
BR-07	Image file is required extension type “.png”, “.jpg”, “.jpeg”, “.webp”.
BR-08	Date of birth must be in YYYY-MM-DD format.
BR-09	Counselor must have their own major or expertise.
BR-10	With Student, only 3 counseling requests which are on “WAITING” status are allowed to be at the same time.
BR-11	With Student, only 3 appointments which are on “WAITING” status are allowed to be at the same time.
BR-12	Student must provide all required information for every each of counseling requests.
BR-13	Student can only provide feedback after appointment is “ATTENDED”
BR-14	Counselor can only provide report after appointment is “ATTENDED”
BR-15	When Counselor or Student cancels an appointment, they must enter a reason for the cancellation.
BR-16	After Counselor approves request, Counselor must provide meet URL for online appointment or provide location for offline appointment.

BR-17	After question cards being flagged 3 times, Student will be forbidden on creating another question card for 7 days.
BR-18	Student can only edit or delete question when the question is not answered.
BR-19	Only 3 question cards are opened at the same time.
BR-20	Student can only initiate chat session after question card is being answered by Counselor.
BR-21	Counselor can only close question after provide answer.
BR-22	Meeting URL must follow a specific URL format.
BR-23	Student can only provide feedback after question card is being closed by Counselor.
BR-24	After question is being closed, it will be public for everyone.
BR-25	Student can only be followed by 1 Support staff at the same time.
BR-26	Only "AVAILABLE" Counselor is visible to Student.

5.2. Application Messages List

5.2.1. Web application

Table 35 - Web application

#	Message code	Message Type	Context	Content
1	MSG-01	Toast message	Login with wrong username or wrong password.	Email or Password is invalid.
2	MSG-02	Toast message	Login with ban account.	Account has been banned.
3	MSG-03	Toast message	Login with correct username and correct password.	Login Successfully.
4	MSG-04	Toast message	Account activation successful.	Your account has been activated successfully.
5	MSG-05	Toast message	Account activation failed.	Activation link is invalid or expired.
6	MSG-06	Toast message	Account already activated.	Your account has already been activated.
7	MSG-07	Toast message	Account update successful.	Your account information has been updated successfully.
8	MSG-08	Toast message	Account update failed.	Failed to update account information. Please try again.
9	MSG-09	Toast message	Unauthorized action.	You do not have permission to perform this action.
10	MSG-10	Toast message	Session expired.	Your session has expired. Please log in again.
11	MSG-11	Toast message	Logout successful.	You have been logged out successfully.
12	MSG-12	Toast message	Unauthorized access.	Please log in to access this page.
13	MSG-13	Toast message	Counselor not available.	The selected counselor is not available at this time.

14	MSG-14	Toast message	Appointment booked successfully.	Your appointment has been booked successfully.
15	MSG-15	Toast message	Appointment booking failed.	Failed to book appointment. Please try again.
16	MSG-16	Toast message	Appointment canceled.	Your appointment has been canceled.
17	MSG-17	Toast message	Appointment cancellation failed.	Failed to cancel the appointment. Please try again.
18	MSG-18	Toast message	Invalid input.	Please check the provided information and try again
19	MSG-19	Toast message	Profile updated successfully.	Your profile has been updated successfully.
20	MSG-20	Toast message	Failed to update profile.	Unable to update profile. Please try again later.
21	MSG-21	Toast message	Invalid email format.	Please enter a valid email address.
22	MSG-22	Toast message	Counselor assigned successfully.	A counselor has been assigned to your request.
23	MSG-23	Toast message	Failed to assign counselor.	Unable to assign a counselor. Please try again later.
24	MSG-24	Toast message	Question posted successfully.	Your question has been posted successfully.
25	MSG-25	Toast message	Failed to post question.	Unable to post the question. Please check your input.
26	MSG-26	Toast message	Question updated successfully.	Your question has been updated successfully.
27	MSG-27	Toast message	Failed to update question.	Unable to update the question. Please try again later.
28	MSG-28	Toast message	Question deleted successfully.	The question has been deleted.
29	MSG-29	Toast message	Failed to delete question.	Unable to delete the question. Please try again later.
30	MSG-30	Toast message	Feedback submitted successfully.	Your feedback has been submitted.
31	MSG-31	Toast message	Failed to submit feedback.	Unable to submit feedback. Please try again later.
32	MSG-32	Toast message	Counselor not found.	The selected counselor could not be found. Please choose another.
33	MSG-33	Toast message	Demand successfully assigned.	The demand has been assigned successfully.
34	MSG-34	Toast message	Failed to assign demand.	Unable to assign the demand. Please try again later.

35	MSG-35	Toast message	Report generated successfully.	The report has been generated.
36	MSG-36	Toast message	Failed to generate report.	Unable to generate the report. Please try again later.

5.2.2. Mobile application

Table 36 - Mobile application

#	Message code	Message Type	Context	Content
1	MSG-01	Toast message	Login with wrong username or wrong password.	Email or password incorrect
2	MSG-02	Toast message	Login with ban account.	Account has been banned.
3	MSG-03	Toast message	Login with correct username and correct password.	Login Successfully.
4	MSG-04	Toast message	Logout successful.	Logout successfully
5	MSG-05	Toast message	Appointment booked successfully.	Request has been sent successfully! Please wait while the counselor processes your request.
6	MSG-06	Toast message	Appointment booking failed.	Failed to request
7	MSG-07	Toast message	Appointment canceled.	Appointment canceled
8	MSG-08	Toast message	Appointment cancellation failed.	Failed to cancel appointment.
9	MSG-09	Toast message	Profile updated successfully.	Profile updated successfully
10	MSG-10	Toast message	Failed to update profile.	Can't update counseling profile.
11	MSG-11	Toast message	Question posted successfully.	New question has been created
12	MSG-12	Toast message	Failed to post question.	Can't create question
13	MSG-13	Toast message	Question updated successfully.	Your question has been updated.

14	MSG-14	Toast message	Failed to update question.	Can't edit question.
15	MSG-15	Toast message	Question deleted successfully.	Your question has been deleted.
16	MSG-16	Toast message	Failed to delete question.	Can't delete question
17	MSG-17	Toast message	Feedback submitted successfully.	Your feedback has been submitted.
18	MSG-18	Toast message	Failed to submit feedback.	Can't feedback this appointment.
19	MSG-19	Toast message	Counselor not found.	Can't find counselor suitable with your request. Please choose another slot, date, or write a clearer purpose
20	MSG-20	Toast message	Report generated successfully.	Appointment report created
21	MSG-21	Toast message	Failed to generate report.	Can't create appointment report

IV. Software Design Description

1. System Design

1.1. System Architecture

1.1.1. Overall System Architecture

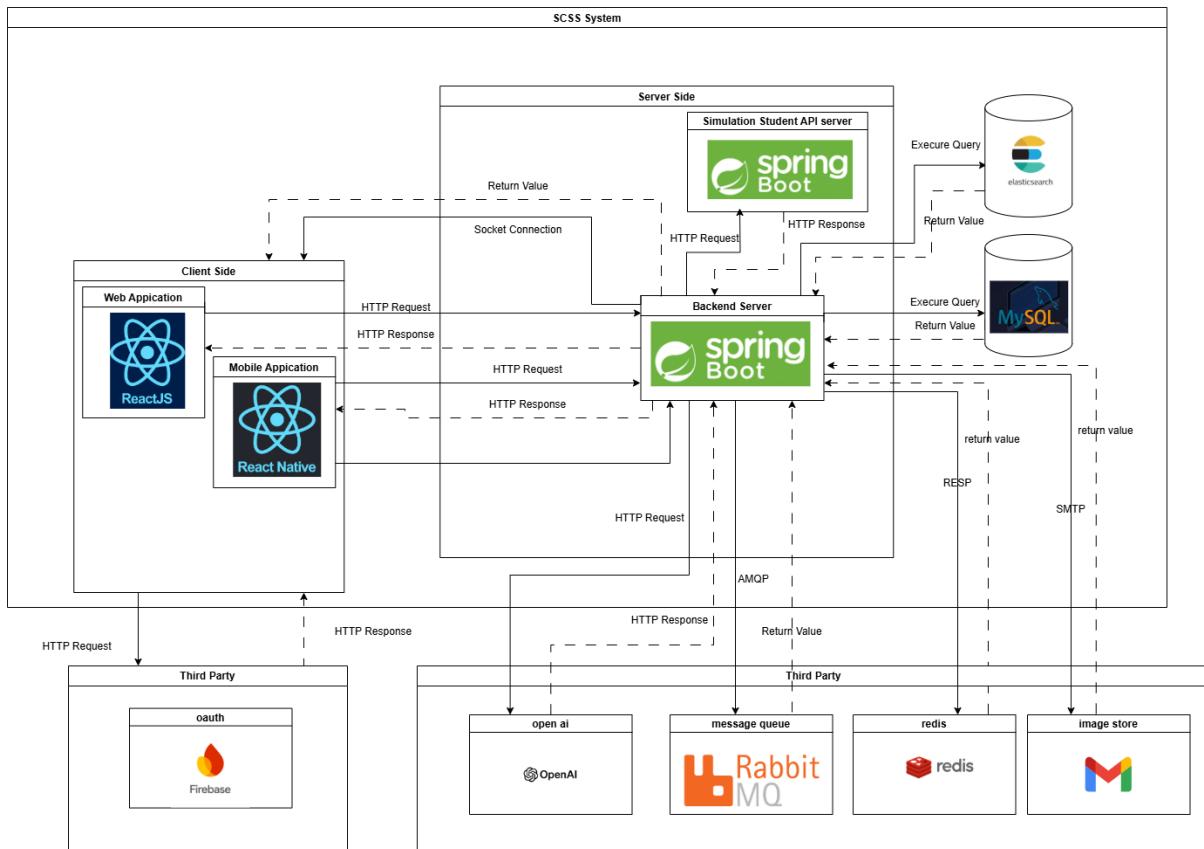


Figure 11 - Overall System Architecture

1.2. Package Diagram

1.2.1. Web Application Package Diagram

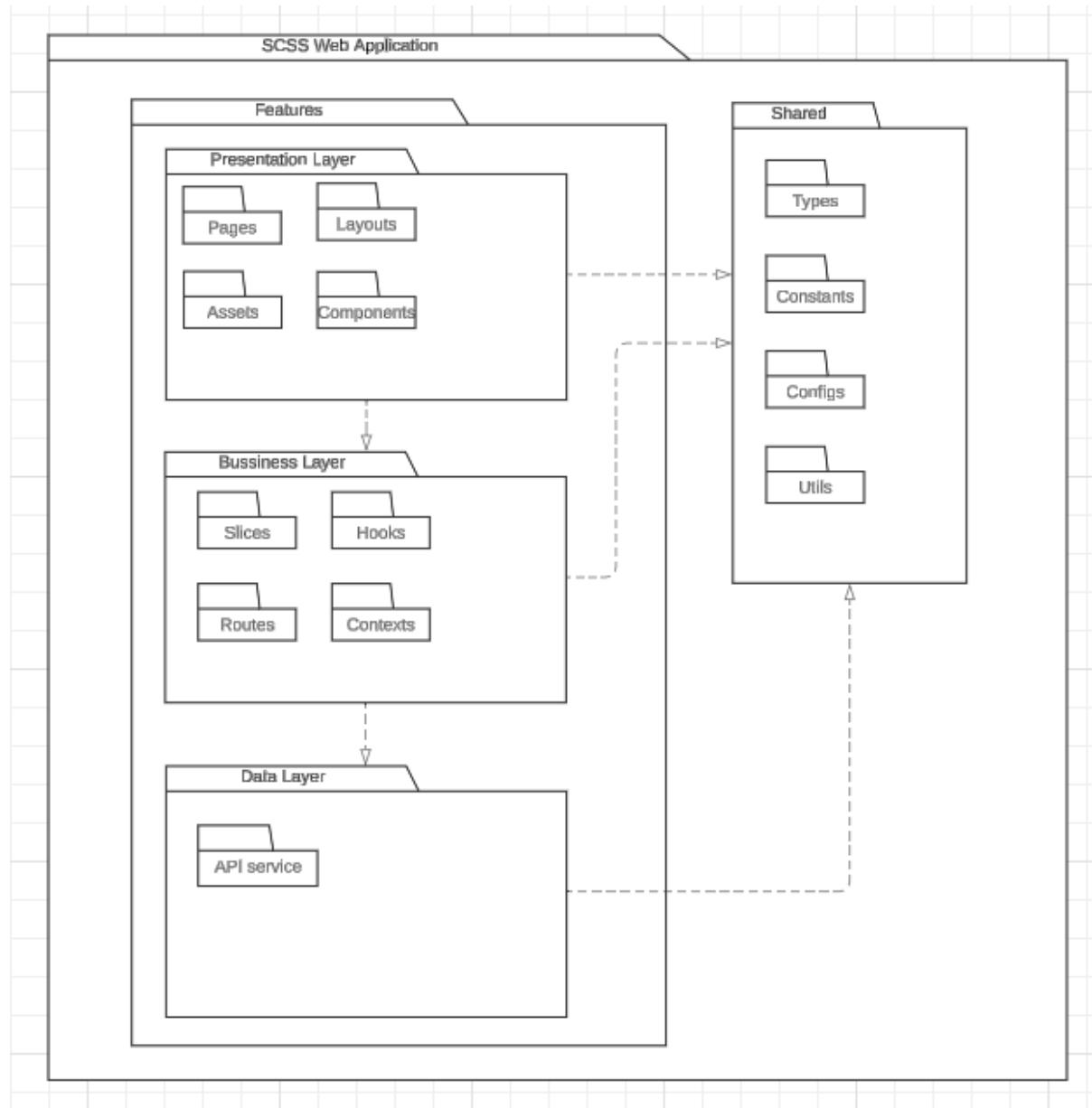


Figure 12 - Web Application Package Diagram

Package Descriptions

Table 37 - Web Package Descriptions

No	Package	Description
01	Features	This package include all the features of the application
02	Pages	The package includes page components for the application
03	Components	This package includes the detailed components of the page interface
04	Layouts	This package includes the general layouts of the interface
05	Assets	This package includes static files used by components and pages.
06	Routes	This package includes a config URL path for routing to the page component.

07	Slices	This package includes a state management pattern for a web application
08	Hooks	This package includes the custom hooks for components used to handle logic.
09	Constants	This package includes defines constant for the entire application use
10	API Service	This package includes API service for frontend
11	Shared	This package includes all common files used by the application
12	Types	This package includes common interfaces for the application
13	Configs	This package includes all common settings for the application.
14	Context	This packages includes provider the application

1.2.2. Mobile Application Package Diagram

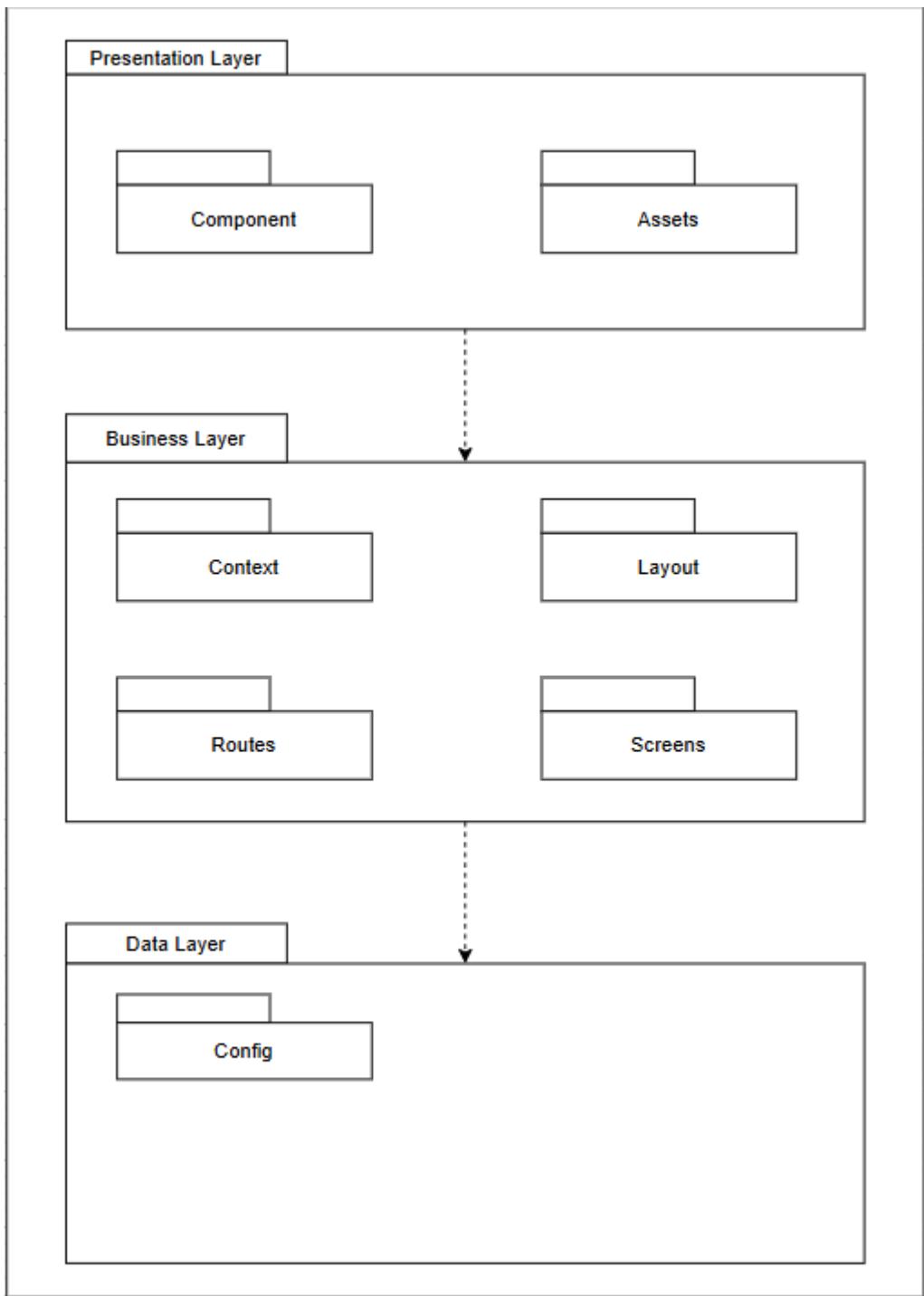


Figure 13 - Mobile Application Package Diagram

Package Descriptions

Table 38 - Mobile Package Descriptions

No	Package	Description
01	Components	It contains the reusable building blocks of the app, which are individual components that manage specific pieces of functionality or UI
02	Assets	It contains static resources such as images, fonts, and other media files used throughout the app.

03	Context	It stores context files for managing the global state throughout the application (e.g., user authentication, navigation, notifications).
04	Layout	It holds layout components responsible for structuring the visual appearance of different sections or screens
05	Routes	It contains the routing logic for the app, defining how users navigate between different screens or features.
06	Screens	It contains the major screens of the app. Each screen typically represents a full view or page (e.g., Home, Login, Profile)
07	Config	It stores configuration files, such as environment settings, API endpoints, and other app-specific constants that might be referenced globally.

1.2.3. Backend Application Package Diagram

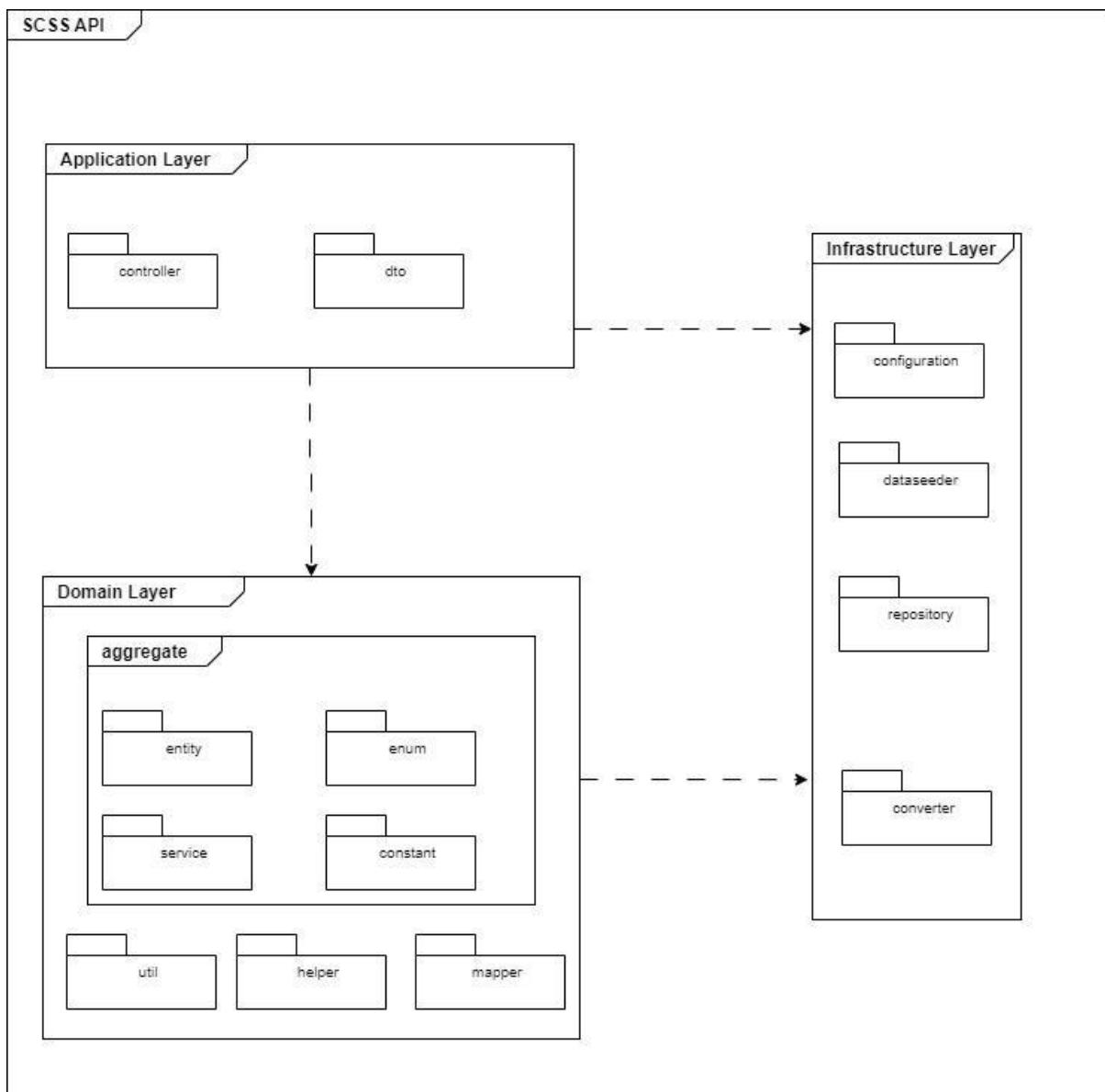


Figure 14 - Backend Application Package Diagram

Package Descriptions

Table 39 - Backend Package Descriptions

No	Package	Description
----	---------	-------------

01	Controller	includes the classes that handle HTTP requests and call the relevant domain-layer business logic. They also take care of addressing errors and creating responses.
02	DTO	contains the classes that act as a bridge between the domain model and the client. They make sure that just the information that is required is visible by encapsulating data delivered to or from the client.
03	Entity	Defines the business objects and their relationships.
04	Enum	Contains enumerations that represent fixed sets of constants used across the domain.
05	Util	Contains utility classes with reusable methods that help the domain logic but do not belong to any specific entity.
06	Helper	Provides helper functions that facilitate domain-related operations.
07	Mapper	Manages the mapping between entities and DTOs, ensuring data is converted between different representations.
08	Configuration	Stores classes related to configuring application settings, such as database connections, security, or other environment-specific setups.
09	DataSeeder	Holds classes responsible for populating the database with initial or test data.
10	Repository	Contains interfaces and classes that handle communication with the data storage layer, allowing CRUD operations on domain entities.
11	Converter	Provides classes for converting data between different types, formats, or structures, such as mapping domain models to persistent data models.

2. Database Design

2.1. Database

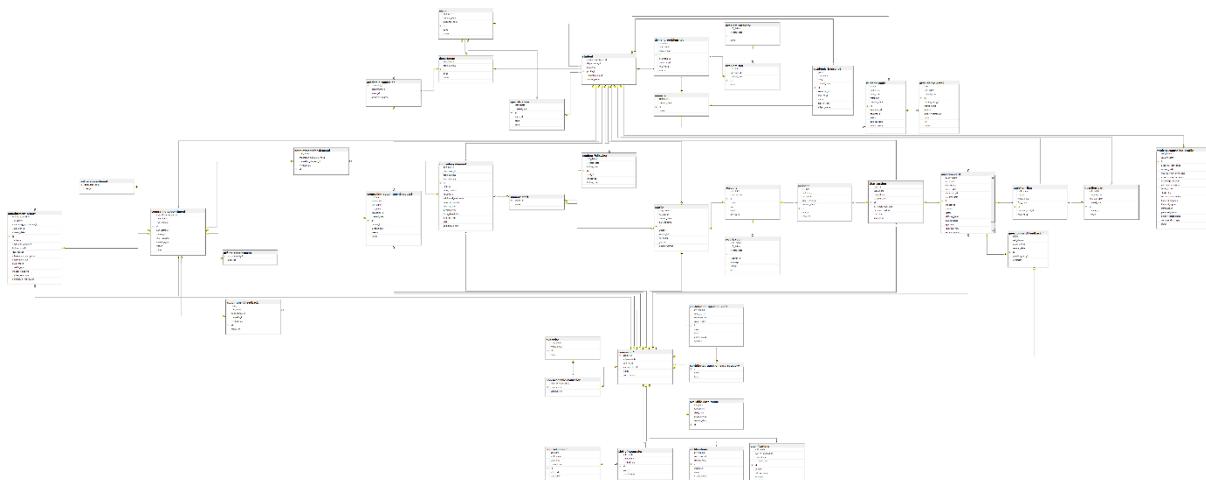


Figure 15 - Database Diagram

2.2. Data Dictionary

2.2.1. Academic counselor table

Table 40 - Academic counselor Table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	counselor_id	bigint	X	X	PK	
2	department_id	bigint		X	FK	

3	major_id	bigint		X	FK	
4	academic_degree	varchar(255)		X	FK	

2.2.2. Academic_transcript table

Table 41 - Academic transcript table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	BIGINT	X		PK	
2	grade	DECIMAL(38,2)		X		
3	soft_delete	BIT(1)		X		
4	term	INT		X		
5	created_date	DATETIME(6)		X		
6	semester_id	BIGINT				
7	student_id	BIGINT		X		
8	subject_code	VARCHAR(255)		X		
9	subject_name	VARCHAR(255)		X		
10	status	enum				Has value: <ul style="list-style-type: none"> • NOT_PASSED • NOT_STARTED • PASSED • STUDYING

2.2.2. Account table

Table 42 - Account table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bigint		X		
3	created_date	bigint		X		
4	status	varchar(20)		X		
5	role	varchar(50)		X		
6	email	varchar(255)	X			
7	password	varchar(255)				

2.2.3. Appointment feedback Table

Table 43 - Appointment feedback Table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	rating	decimal(38,2)		X		
3	soft_delete	bit(1)		X		
4	appointment_id	bigint	X	X	FK	
5	created_date	varchar(255)		X		
6	comment	varchar(255)				
7	counselor_id	bigint	X	X	FK	

2.2.4. Appointment_for_demand table

Table 44 - Appointment_for_demand table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	counseling_appointment_id	bigint	X	X	FK	
4	created_date	bigint		X		
5	counseling_demand_id	bigint		X	FK	

2.2.5. Appointment_report table

Table 45 - Appointment_report table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	follow_up_needed	bit(1)				
3	soft_delete	bit(1)				
4	counseling_appointment_id	bigint	X	X	FK	
5	counselor_id	bigint	X	X	FK	
6	created_date	bigint		X		
7	student_id	bigint	X	X	FK	
8	counselor_conclusion	text				
9	follow_up_notes	text				
10	goal_reason	text				
11	intervention_description	varchar(255)		X		
12	intervention_type	varchar(255)		X		
13	main_issues	text				
14	specific_goal	text				
15	student_emotions	text				
16	student_reactions	text				
17	summary_of_discussion	text				

2.2.6. attendance_detail table

Table 46 - attendance_detail table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	BIGINT		X	PK	
2	date	DATE		X		
3	soft_delete	BIT(1)		X		
4	created_date	DATETIME(6)		X		
5	student_study_id	BIGINT		X	FK	
6	group_name	VARCHAR(255)		X		
7	lecturer	VARCHAR(255)		X		
8	lecturer_comment	VARCHAR(255)				
9	room	VARCHAR(255)		X		
10	slot	VARCHAR(255)		X		
11	status	ENUM				Has values: • ABSENT

							<ul style="list-style-type: none"> • FUTURE • PRESENT
--	--	--	--	--	--	--	---

2.2.7. Available_date_range table

Table 47 - Available_date_range table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	end_date	date		X		
3	soft_delete	bit(1)		X		
4	start_date	date		X		
5	counselor_id	bigint	X	X	FK	
6	created_date	bigint		X		

2.2.8. certifications table

Table 48 – certifications table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	BIGINT		X	PK	
2	soft_delete	BIT(1)		X		
3	counselor_id	BIGINT		X	FK	
4	created_date	DATETIME(6)		X		
5	image_url	VARCHAR(255)				
6	name	VARCHAR(255)		X		
7	organization	VARCHAR(255)		X		

2.2.9. Chat_session table

Table 49 - Chat_session table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	is_closed	bit(1)		X		
3	soft_delete	bit(1)		X		
4	counselor_id	bigint		X	FK	
5	created_date	bigint		X		
6	last_interaction_date	datetime(6)		X		
7	question_card_id	bigint		X	FK	
8	start_date	datetime(6)		X		
9	student_id	bigint		X	FK	

2.2.10. contributed_question_card_category table

Table 47 - contributed_question_card_category table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	BIGINT		X	PK	
2	name	VARCHAR(255)		X		

3	type	ENUM		X		Has value: • ACADEMIC • NON_ACADEMIC
---	------	------	--	---	--	--

2.2.11. contribution_question_card table

Table 48 - contribution_question_card table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	BIGINT		X	PK	
2	soft_delete	BIT(1)		X	FK	
3	category_id	BIGINT		X	FK	
4	counselor_id	BIGINT		X		
5	created_date	DATETIME(6)		X		
6	answer	TEXT				
7	detail	TEXT				
8	question	VARCHAR(255)				
9	public_status	ENUM		X		Has value: • HIDE • VISIBLE

2.2.12. Counseling_appointment table

Table 49 - Counseling_appointment table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	appointment_request_id	bigint	X		FK	
3	counselor_id	bigint	X		FK	
4	end_datetime	datetime(6)		X		
5	start_datetime	datetime(6)		X		
6	student_id	bigint	X		FK	
7	meeting_type	enum				Has value: • OFFLINE • ONLINE
8	status	enum				Has value: • ABSENT • ATTEND. • CANCELED • EXPIRED • WAITING
9	cancel_reason	text				
10	reason	text				

2.2.13. Counseling_appointment_request table

Table 50 - Counseling_appointment_request

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	end_time	time(6)				

3	require_date	date				
4	soft_delete	bit(1)		X		
5	start_time	time(6)				
6	counselor_id	bigint	X		FK	
7	created_date	bigint		X		
8	student_id	bigint	X		FK	
9	reason	varchar(255)				
10	meeting_type	enum				Has value: <ul style="list-style-type: none">• OFFLINE• ONLINE
11	status	enum				Has value: <ul style="list-style-type: none">• APPROVED• DENIED• EXPIRED• WAITING

2.2.14. Counseling_demand Table

Table 51 - Counseling_demand Table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	counselor_id	bigint	X		FK	
4	created_date	bigint		X		
5	end_datetime	datetime(6)				
6	staff_id	bigint	X	X	FK	
7	start_datetime	datetime(6)				
8	student_id	bigint	X		FK	
9	contact_note	text				
10	summarize_note	text				
11	status	enum		X		Has value: <ul style="list-style-type: none">• PROCESSING• SOLVE• 'WAITING'
12	issue_description	TEXT		X		
13	demand_type	ENUM		X		Has values: <ul style="list-style-type: none">• ACADEMIC• NON_ACADEMIC
14	priority_level	ENUM				Has values: <ul style="list-style-type: none">• HIGH• LOW• MEDIUM• 'URGENT'
15	additional_information	TEXT				
16	cause_description	TEXT				

2.2.15. Counseling_slot table

Table 52 - Counseling_slot table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	end_time	time(6)		X		
3	soft_delete	bit(1)		X		
4	start_time	time(6)		X		
5	created_date	bigint		X		
6	slot_code	varchar(255)		X		
7	slot_name	varchar(255)		X		

2.2.12. Counselor table

Table 53 - Counselor table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	profile_id	bigint	X	X	PK	
2	achievements	TEXT				
3	other_skills	TEXT				
4	specialized_skills	TEXT				
5	work_history	TEXT				
6	status	enum		X		Has value • AVAILABLE • UNAVAILABLE

2.2.16. Counselor_slot table

Table 54 - Counselor_slot table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	counselor_id	bigint	X	X	FK	
2	slot_id	bigint	X	X	FK	

2.2.17. Demand_problem_tag table

Table 55 - Demand_problem_tag table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	is_excluded	bit(1)		X		
3	soft_delete	bit(1)		X		
4	created_date	bigint		X		
5	prob_tag_id	bigint	X	X	FK	
6	semester_id	bigint	X		FK	
7	student_id	bigint	X	X	FK	
8	source	text		X		

2.2.18. Department table

Table 56 - Department table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	created_date	bigint		X		
4	code	varchar(255)	X	X		
5	name	varchar(255)	X	X		

2.2.19. Expertise table

Table 57 - Expertise table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	created_date	bigint		X		
4	name	varchar(255)		X		

2.2.20. Login_type table

Table 58 - Login_type table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	account_id	bigint			FK	
4	created_date	bigint		X		
5	method	varchar(20)		X		
6	password	varchar(255)				

2.2.21. Major table

Table 59 - Major table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	created_date	bigint		X		
4	department_id	bigint	X		FK	
5	code	varchar(255)	X	X		
6	name	varchar(255)	X	X		

2.2.22. Message table

Table 60 - Message table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	is_read	bit(1)		X		
3	soft_delete	bit(1)		X		
4	account_id	bigint	X	X	FK	

5	chat_session_id	bigint	X	X	FK	
6	created_date	bigint		X		
7	sent_at	datetime(6)		X		
8	content	text		X		

2.2.23. Non_academic_counselor table

Table 61 - Non_academic_counselor table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	counselor_id	bigint	X	X	PK, FK	
2	industry_experience	int		X		
3	expertise_id	bigint	X	X	FK	

2.2.24. Notification table

Table 62 - Notification table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	read_status	bit(1)		X		
3	soft_delete	bit(1)		X		
4	created_date	bigint		X		
5	receiver_id	bigint	X	X	FK	
6	message	varchar(1000)		X		
7	sender	varchar(255)		X		
8	title	varchar(255)		X		

2.2.25. Offline_appointment table

Table 63 - Offline_appointment table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	appointment_id	bigint	X	X	PK, FK	
2	address	varchar(255)				

2.2.26. Online_appointment table

Table 64 - Online_appointment table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	appointment_id	bigint	X	X	PF, FK	
2	meet_url	varchar(255)				

2.2.27. Problem_category table

Table 65 - Problem_category table

No	Field name	Type	Unique	Not null	PK/FK	Notes

1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	created_date	bigint		X		
4	name	text		X		

2.2.28. Problem_tag table

Table 66 - Problem_tag table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bigint		X		
3	category_id	bigint	X	X	FK	
4	created_date	bigint		X		
5	name	varchar(255)		X		

2.2.29. Profile table

Table 67 - Profile table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	account_id	bigint	X		FK	
4	created_date	bigint		X		
5	date_of_birth	bigint				
6	address	varchar(255)				
7	avatar_link	varchar(255)				
8	full_name	varchar(255)		X		
9	phone_number	varchar(255)				
10	gender	enum				Has value: <ul style="list-style-type: none">• FEMALE• MALE

2.2.30. qualifications table

Table 68 – qualifications table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	BIT(1)		X		
3	year_of_graduation	INT				
4	counselor_id	BIGINT		X	FK	
5	created_date	DATETIME(6)		X		
6	degree	VARCHAR(255)		X		
7	field_of_study	VARCHAR(255)		X		
8	image_url	VARCHAR(255)				
9	institution	VARCHAR(255)		X		

2.2.31. Question_ban table

Table 69 - Question_ban table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	ban_end_date	datetime(6)		X		
4	ban_start_date	datetime(6)		X		
5	created_date	bigint		X		
6	student_id	bigint	X	X	FK	
7	reason	text		X		

2.2.32. Question_card table

Table 70 - Question_card table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	is_accepted	bit(1)		X		
3	is_closed	bit(1)		X		
4	soft_delete	bit(1)		X		
5	closed_date	datetime(6)				
6	counselor_id	bigint			FK	
7	created_date	bigint		X		
8	student_id	bigint		X	FK	
9	answer	varchar(255)				
10	detail	text		X		
11	question_type	enum		X		Has value: <ul style="list-style-type: none">• ACADEMIC• NON_ACADEMIC
12	status	enum		X		Has value: <ul style="list-style-type: none">• LAGGED• PENDING• REJECTED• VERIFIED
13	review_reason	TEXT				
14	title	TEXT				
15	difficulty_level	enum				Has value: <ul style="list-style-type: none">• Easy• Hard• Medium
16	public_status	ENUM		X		Has value: <ul style="list-style-type: none">• HIDE• PENDING• VISIBLE

2.2.33. Question_flag table

Table 71- Question_flag table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	ban_id	bigint	X	X	FK	
4	created_date	bigint		X		
5	flag_date	datetime(6)		X		
6	question_card_id	bigint	X	X	FK	
7	student_id	bigint	X	X	FK	
8	reason	text		X		

2.2.34. Semester table

Table 72 - Semester table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	created_date	bigint		X		
4	name	varchar(100)	X	X		

2.2.35. slot_of_counselor table

Table 73 - slot_of_counselor table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	created_date	bigint		X		
4	slot_id	varchar(100)	X	X	FK	
5	day_of_week	enum		X		Has value: <ul style="list-style-type: none">• FRIDAY• MONDAY• SATURDAY• SUNDAY• THURSDAY• TUESDAYWEDNESDAY
6	counselor_id	bigint		X	FK	

2.2.36. Specialization table

Table 74 - Specialization table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	created_date	bigint		X		
4	major_id	bigint	X		FK	
5	code	varchar(255)		X		

6	name	varchar(255)		X		
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2.2.37. Student table

Table 75 - Student table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	profile_id	bigint	X	X	PK	
2	counseling_profile_id	bigint	X		FK	
3	department_id	bigint	X		FK	
4	major_id	bigint	X		FK	
5	specialization_id	bigint			FK	
6	student_code	varchar(255)	X	X		

2.2.38. Student_counseling_profile table

Table 76 - Student_counseling_profile table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	created_date	bigint		X		
4	academic_difficulties	varchar(500)				
5	career_goals	varchar(500)				
6	desired_counseling_fields	varchar(500)				
7	extracurricular_activities	varchar(500)				
8	internship_program	varchar(500)				
9	part_time_experience	varchar(500)				
10	stress_factors	varchar(500)				
11	study_plan	varchar(500)				
12	current_health_status	varchar(255)				
13	financial_situation	varchar(255)				
14	financial_support	varchar(255)				
15	introduction	text				
16	personal_interests	varchar(255)				
17	psychological_status	varchar(255)				
18	social_relationships	varchar(255)				
19	status	enum		X		Has value: • REJECTED • UNVERIFIED • VERIFIED

2.2.39. student_following table

Table 77 - student_following table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	BIT(1)		X		

3	created_date	DATETIME(6)		X		
4	follow_date	DATETIME(6)		X	PK	
5	staff_id	BIGINT		X	PK	
6	student_id	BIGINT		X		
7	follow_note	TEXT				

2.2.40. student_study table

Table 78 - student_study table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id			X	PK	
2	grade	DECIMAL(38,2)				
3	soft_delete	BIT(1)		X		
4	soft_delete	DATE		X		
5	total_slot	INT		X		
6	created_date	DATETIME(6)		X		
7	semester_id	BIGINT		X	FK	
8	student_id	BIGINT		X	FK	
9	subject_code	VARCHAR(255)		X		
10	subject_name	VARCHAR(255)		X		
11	status	ENUM		X		Has value: <ul style="list-style-type: none">• NOT_PASSED• NOT_STARTED• PASSED• STUDYING

2.2.41. Support_staff table

Table 79 - Support_staff table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	profile_id	bigint	X	X	PK	
2	status	enum		X		Has value: <ul style="list-style-type: none">• AVAILABLE• UNAVAILABLE

2.2.42. Topic table

Table 80 - Topic table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	created_date	bigint		X	FK	
4	name	varchar(255)		X		
5	type	enum		X		Has value: <ul style="list-style-type: none">• ACADEMIC• NON_ACADEMIC

2.2.43. Certifications table

Table 81 - Certifications table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	bit(1)		X		
3	counselor_id	bigint		X	FK	
4	created_date	DATETIME(6)		X		
5	image_url	varchar(255)				
6	name	varchar(255)		X		
7	organization	varchar(255)		X		

2.2.44. Contributed_question_card_category table

Table 82 - Contributed_question_card_category table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	name	varchar (255)		X		
3	type	ENUM		X	FK	Has values: • ACADEMIC • NON_ACADEMIC

2.2.45. contribution_question_card table

Table 83 - contribution_question_card table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	BIT(1)		X		
3	category_id	BIGINT		X	FK	
4	counselor_id	BIGINT		X	FK	
5	created_date	DATETIME(6)		X		
6	answer	VARCHAR(255)				
7	question	VARCHAR(255)				
8	title	VARCHAR(255)				
9	status	ENUM		X		Has values: • REJECTED • VERIFIED

2.2.46. qualifications table

Table 84 - qualifications table

No	Field name	Type	Unique	Not null	PK/FK	Notes
1	id	bigint	X	X	PK	
2	soft_delete	BIT(1)		X		
3	year_of_graduation	INT				
4	counselor_id	BIGINT		X	FK	
5	created_date	DATETIME(6)		X		

6	degree	VARCHAR(255)		X		
7	field_of_study	VARCHAR(255)		X		
8	image_url	VARCHAR(255)				
9	institution	VARCHAR(255)		X		

3. Detailed Design

3.1 Booking, handling, and tracking counseling appointments:

3.1.1. Class Diagram

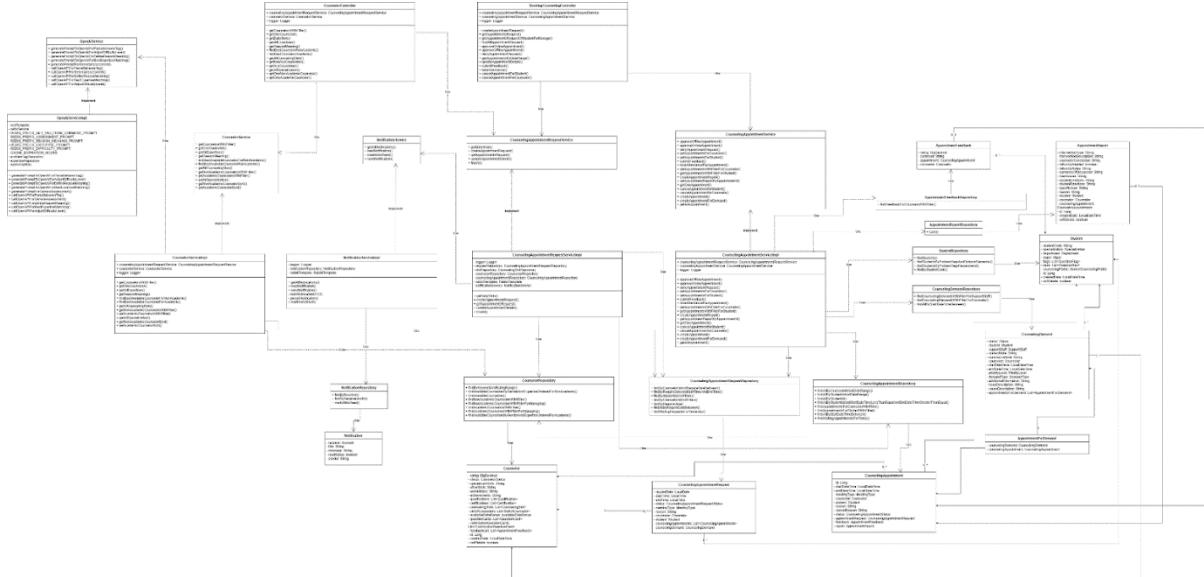


Figure 16 - Booking, handling, and tracking counseling appointments class diagram

3.1.1.1. Class Specification

3.1.1.1.1. CounselorController class

Table 85 - CounselorController class

No	Attribute	Data Type	Visibility	Description
1	counselingAppointmentRequestService	CounselingAppointmentRequestService	Public	
2	counselorService	CounselorService	Public	
3	logger	Logger	Public	

Table 86 - CounselorController method class

No	Method	Visibility	Description
1	createAppointmentRequest()	Public	
2	getAppointmentsRequest()	Public	
3	getAppointmentsRequestOfStudentForManage()	Public	
4	findAllAppointmentRequest()	Public	
5	approveOnlineAppointment()	Public	
6	approveOfflineAppointment()	Public	
7	denyAppointmentRequest()	Public	
8	getAppointmentsByDateRange()	Public	

9	updateAppointmentDetails()	Public	
10	submitFeedback()	Public	
11	takeAttendance()	Public	
12	cancelAppointmentForStudent()	Public	
13	cancelAppointmentForCounselor()	Public	

3.1.1.1.2. CounselorService class

Table 87 - *CounselorService method class*

No	Method	Visibility	Description
1	getCounselorsWithFilter()	Public	
2	getOneCounselor()	Public	
3	getAllExpertises()	Public	
4	getReasonMeaning()	Public	
5	findBestAvailableCounselorForNonAcademic()	Public	
6	findBestAvailableCounselorForAcademic()	Public	
7	getAllCounselingSlots()	Public	
8	getNonAcademicCounselorsWithFilter()	Public	
9	getAcademicCounselorsWithFilter()	Public	
10	getAllSpecialization()	Public	
11	getNonAcademicCounselorById()	Public	
12	getAcademicCounselorById()	Public	

3.1.1.1.3. CounselorServiceImpl class

Table 88 - *CounselorServiceImpl class*

No	Attribute	Data Type	Visibility	Description
1	counselingAppointmentRequestService	CounselingAppointmentRequestService	Public	
2	logger	Logger	Public	

Table 89 - *CounselorServiceImpl method class*

No	Method	Visibility	Description
1	getCounselorsWithFilter()	Public	
2	getOneCounselor()	Public	
3	getAllExpertises()	Public	
4	getReasonMeaning()	Public	
5	findBestAvailableCounselorForNonAcademic()	Public	
6	findBestAvailableCounselorForAcademic()	Public	
7	getAllCounselingSlots()	Public	
8	getNonAcademicCounselorsWithFilter()	Public	
9	getAcademicCounselorsWithFilter()	Public	

10	getAllSpecialization()	Public	
11	getAllSpecialization()	Public	
12	getNonAcademicCounselorById()	Public	
13	getAcademicCounselorById()	Public	

3.1.1.1.4. NotificationServiceImpl class

Table 90 - *NotificationServiceImpl* class

No	Attribute	Data Type	Visibility	Description
1	logger	Logger	Private	
2	notificationRepository	NotificationRepository	Private	
3	rabbitTemplate	RabbitTemplate	Private	

Table 91 - *NotificationServiceImpl* method class

No	Method	Visibility	Description
1	getAllNotifications()	Public	
2	readNotification()	Public	
3	sendNotification()	Public	
4	buildNotificationDTO()	Private	
5	persistNotification()	Private	
6	markAllAsRead()	Public	

3.1.1.1.5. CounselingAppointmentRequestServiceImpl class

Table 92 – *CounselingAppointmentRequestServiceImpl* class

No	Attribute	Data Type	Visibility	Description
1	logger	Logger	Private	
2	requestRepository	CounselingAppointmentRequestRepository	Private	
3	slotRepository	CounselingSlotRepository	Private	
4	counselorRepository	CounselorRepository	Private	
5	counselingAppointmentRepository	CounselingAppointmentRepository	Private	
6	rabbitTemplate	RabbitTemplate	Private	
7	notificationService	NotificationService	Private	

Table 93- *CounselingAppointmentRequestServiceImpl* method class

No	Method	Visibility	Description
1	getDailySlots()	Public	
2	createAppointmentRequest()	Public	
3	getAppointmentsRequest()	Public	
4	updateAppointmentDetails()	Public	
5	findAll()	Public	

3.1.1.1.6. BookingCounselingController class

Table 94 - *BookingCounselingController* class

No	Attribute	Data Type	Visibility	Description
1	counselingAppointmentRequestService	CounselingAppointmentRequestService	Public	
2	counselingAppointmentService	CounselingAppointmentService	Public	
3	logger	Logger	Public	

Table 95 - BookingCounselingController method class

No	Method	Visibility	Description
1	createAppointmentRequest()	Public	
2	getAppointmentsRequest()	Public	
3	getAppointmentsRequestOfStudentForManage()	Public	
4	findAllAppointmentRequest()	Public	
5	approveOnlineAppointment()	Public	
6	approveOfflineAppointment()	Public	
7	denyAppointmentRequest()	Public	
8	getAppointmentsByDateRange()	Public	
9	updateAppointmentDetails()	Public	
10	submitFeedback()	Public	
11	takeAttendance()	Public	
12	cancelAppointmentForStudent()	Public	
13	cancelAppointmentForCounselor()	Public	

3.1.1.1.7. CounselorRepository class

Table 96 - CounselorRepository class

No	Method	Visibility	Description
1	findByKeywordAndRatingRange()	Public	
2	findAvailableCounselorsByGenderAndExpertiseOrderedForNonAcademic()	Public	
3	findAvailableCounselors()	Public	
4	findNonAcademicCounselorsWithFilter()	Public	
5	findNonAcademicCounselorsWithFilterForManaging()	Public	
6	findAcademicCounselorsWithFilter()	Public	
7	findAcademicCounselorsWithFilterForManaging()	Public	
8	findAvailableCounselorsByGenderAndExpertiseOrderedForAcademic()	Public	

3.1.1.1.8. CounselingAppointmentRequestService class

Table 97 – CounselingAppointmentRequestService method class

No	Method	Visibility	Description
1	getDailySlots()	Public	
2	createAppointmentRequest()	Public	

3	getAppointmentsRequest()	Public	
4	updateAppointmentDetails()	Public	
5	findAll()	Public	

3.1.1.9. OpenAIServiceImpl class

Table 98 - *OpenAIServiceImpl class*

No	Attribute	Data Type	Visibility	Description
1	restTemplate		Private	
2	redisService		Private	
3	REDIS_PREFIX_GET_TAG_FROM_COMMENT_PROMPT		Private	
4	REDIS_PREFIX_ASSESSMENT_PROMPT		Private	
5	REDIS_PREFIX_REASON_MEANING_PROMPT		Private	
6	REDIS_PREFIX_EXPERTISE_PROMPT		Private	
7	REDIS_PREFIX_DIFFICULTY_PROMPT		Private	
8	CACHE_EXPIRATION_HOURS		Private	
9	problemTagRepository		Private	
10	expertiseRepository		Private	
11	openAiApiKey		Private	

Table 99 - *OpenAIServiceImpl method class*

No	Method	Visibility	Description
1	generatePromptToOpenAIForParseBehaviorTag()	Public	
2	generatePromptToOpenAIForAdjustDifficultyLevel()	Public	
3	generatePromptToOpenAIForDefineReasonMeaning()	Public	
4	generatePromptToOpenAIForBestExpertiseMatching()	Public	
5	generatePromptForGeneralAssessment()	Public	
6	callOpenAPIForParseBehaviorTag()	Public	
7	callOpenAPIForGeneralAssessment()	Public	
8	callOpenAPIForDefineReasonMeaning()	Public	
9	callOpenAPIForBestExpertiseMatching()	Public	
10	callOpenAPIForAdjustDifficultyLevel()	Public	

3.1.1.10. OpenAIServiceImpl class

Table 100 - *OpenAIServiceImpl method class*

No	Method	Visibility	Description
1	generatePromptToOpenAIForParseBehaviorTag()	Public	
2	generatePromptToOpenAIForAdjustDifficultyLevel()	Public	
3	generatePromptToOpenAIForDefineReasonMeaning()	Public	
4	generatePromptToOpenAIForBestExpertiseMatching()	Public	
5	generatePromptForGeneralAssessment()	Public	
6	callOpenAPIForParseBehaviorTag()	Public	
7	callOpenAPIForGeneralAssessment()	Public	

8	callOpenAPIForDefineReasonMeaning()	Public	
9	callOpenAPIForBestExpertiseMatching()	Public	
10	callOpenAPIForAdjustDifficultyLevel()	Public	

3.1.1.11. NotificationService class

Table 101 - NotificationService class

No	Method	Visibility	Description
1	getAllNotifications()		
2	readNotification()		
3	markAllAsRead()		
4	sendNotification()		

3.1.1.12. OpenAIService class

Table 102 - OpenAIService class

No	Attribute	Data Type	Visibility	Description
1	restTemplate		Private	
2	redisService		Private	
3	REDIS_PREFIX_GET_TAG_FROM_COMMENT_PROMPT		Private	
4	REDIS_PREFIX_ASSESSMENT_PROMPT		Private	
5	REDIS_PREFIX_REASON_MEANING_PROMPT		Private	
6	REDIS_PREFIX_EXPERTISE_PROMPT		Private	
7	REDIS_PREFIX_DIFFICULTY_PROMPT		Private	
8	CACHE_EXPIRATION_HOURS		Private	
9	problemTagRepository		Private	
10	expertiseRepository		Private	
11	openAiApiKey		Private	

Table 103 - OpenAIService method class

No	Method	Visibility	Description
1	generatePromptToOpenAIForParseBehaviorTag()	Public	
2	generatePromptToOpenAIForAdjustDifficultyLevel()	Public	
3	generatePromptToOpenAIForDefineReasonMeaning()	Public	
4	generatePromptToOpenAIForBestExpertiseMatching()	Public	
5	generatePromptForGeneralAssessment()	Public	
6	callOpenAPIForParseBehaviorTag()	Public	
7	callOpenAPIForGeneralAssessment()	Public	
8	callOpenAPIForDefineReasonMeaning()	Public	
9	callOpenAPIForBestExpertiseMatching()	Public	
10	callOpenAPIForAdjustDifficultyLevel()	Public	

3.1.1.1.13. NotificationRepository class

Table 104 - NotificationRepository class

No	Method	Visibility	Description
1	findByReceiver()	Public	
2	findByReceiverAndId()	Public	
3	markAllAsRead()	Public	

3.1.1.1.14. Notification class

Table 105 - Notification class

No	Attribute	Data Type	Visibility	Description
1	receiver	Account	Private	
2	title	String	Private	
3	message	String	Private	
4	readStatus	boolean	Private	
5	sender	String	Private	

3.1.1.1.15 . CounselingAppointmentService class

Table 106 - CounselingAppointmentService method class

No	Method	Visibility	Description
1	approveOfflineAppointment()	Public	
2	approveOnlineAppointment()	Public	
3	denyAppointmentRequest()	Public	
4	getAppointmentsForCounselor()	Public	
5	getAppointmentsForStudent()	Public	
6	submitFeedback()	Public	
7	takeAttendanceForAppointment()	Public	
8	getAppointmentsWithFilterForCounselor()	Public	
9	getAppointmentsWithFilterForStudent()	Public	
10	createAppointmentReport()	Public	
11	getAppointmentReportByAppointmentId()	Public	
12	getOneAppointment()	Public	
13	cancelAppointmentforStudent()	Public	
14	cancelAppointmentforCounselor()	Public	
15	createAppointment()	Public	
16	createAppointmentForDemand()	Public	
17	getAllAppointment()	Public	

3.1.1.1.16 . CounselingAppointmentServiceImpl class

Table 107 - CounselingAppointmentServiceImpl class

No	Attribute	Data Type	Visibility	Description

1	counselingAppointmentRequestService	CounselingAppointmentRequestService	Public	
2	counselingAppointmentService	CounselingAppointmentService	Public	
3	logger	Logger	Public	

Table 108 - *CounselingAppointmentServiceImpl* method class

No	Method	Visibility	Description
1	approveOfflineAppointment()	Public	
2	approveOnlineAppointment()	Public	
3	denyAppointmentRequest()	Public	
4	createAppointmentReport()	Public	
5	getAppointmentsForCounselor()	Public	
6	getAppointmentsForStudent()	Public	
7	submitFeedback()	Public	
8	takeAttendanceForAppointment()	Public	
9	getAppointmentsWithFilterForCounselor()	Public	
10	getAppointmentsWithFilterForStudent()	Public	
11	getAppointmentReportByAppointmentId()	Public	
12	getOneAppointment()	Public	
13	cancelAppointmentforStudent()	Public	
14	cancelAppointmentforCounselor()	Public	
15	createAppointment()	Public	
16	createAppointmentForDemand()	Public	
17	getAllAppointment()	Public	

3.1.1.1.17 . AppointmentFeedback class

Table 109 - *AppointmentFeedback* class

No	Attribute	Data Type	Visibility	Description
1	rating	BigDecimal	Private	
2	comment	String	Private	
3	appointment	CounselingAppointment	Private	
4	counselor	Counselor	Private	

3.1.1.1.18 . AppointmentFeedbackRepository class

Table 110 - *AppointmentFeedbackRepository* method class

No	Method	Visibility	Description
1	findFeedbackForCounselorWithFilter()	Public	

3.1.1.1.19 . AppointmentReportRepository class

Table 111 - *AppointmentReportRepository* method class

No	Method	Visibility	Description
1	save()	Public	

3.1.1.1.20 . AppointmentReport class

Table 112 - AppointmentReport class

No	Attribute	Data Type	Visibility	Description
1	interventionType	String	Private	
2	interventionDescription	String	Private	
3	counselorConclusion	String	Private	
4	followUpNeeded	boolean	Private	
5	followUpNotes	String	Private	
6	summaryOfDiscussion	String	Private	
7	mainIssues	String	Private	
8	studentEmotions	String	Private	
9	studentReactions	String	Private	
10	specificGoal	String	Private	
11	reason	String	Private	
12	student	Student	Private	
13	counselor	Counselor	Private	
14	counselingAppointment	List<CounselingAppointment>	Private	
15	id	Long	Private	
16	createdDate	LocalDateTime	Private	
17	softDelete	boolean	Private	

3.1.1.1.21 . CounselingAppointmentRequestRepository class

Table 113 - CounselingAppointmentRequestRepository method class

No	Method	Visibility	Description
1	findByCounselorIdAndRequireDateBetween()	Public	
2	findByRequireDateAndStartTimeAndEndTime()	Public	
3	findByStudentIdAndFilters()	Public	
4	findByCounselorIdAndFilters()	Public	
5	findByRequireDate()	Public	
6	findAllByRequireDateBetween()	Public	
7	findWaitingRequestsForYesterday()	Public	

3.1.1.1.22. Counselor class

Table 114 - Counselor class

No	Attribute	Data Type	Visibility	Description
1	rating	BigDecimal	Private	
2	status	CounselorStatus	Private	
3	specializedSkills	String	Private	
4	otherSkills	String	Private	
5	workHistory	String	Private	
6	achievements	String	Private	
7	qualifications	List<Qualification>	Private	

8	certifications	List<Certification>	Private	
9	counselingSlots	List<CounselingSlot>	Private	
10	slotOfCounselors	List<SlotOfCounselor>	Private	
11	availableDateRange	AvailableDateRange	Private	
12	questionCards	List<QuestionCard>	Private	
13	contributionQuestionCards	List<ContributionQuestionCard>	Private	
14	feedbackList	List<AppointmentFeedback>	Private	
15	id	Long	Private	
16	createdDate	LocalDateTime	Private	
17	softDelete	boolean	Private	

3.1.1.1.23. CounselingAppointmentRequest class

Table 115 - CounselingAppointmentRequest class

No	Attribute	Data Type	Visibility	Description
1	requireDate	LocalDate	Private	
2	startTime	LocalTime	Private	
3	endTime	LocalTime	Private	
4	status	CounselingAppointmentRequestStatus	Private	
5	meetingType	MeetingType	Private	
6	reason	String	Private	
7	counselor	Counselor	Private	
8	student	Student	Private	
9	counselingAppointments	List<CounselingAppointment>	Private	
10	counselingDemand	CounselingDemand	Private	

3.1.1.1.24 . CounselingAppointment class

Table 116 - CounselingAppointment class

No	Attribute	Data Type	Visibility	Description
1	id	Long	Private	
2	startDateTime	LocalDateTime	Private	
3	endDateTime	LocalDateTime	Private	
4	meetingType	MeetingType	Private	
5	counselor	Counselor	Private	
6	student	Student	Private	
7	reason	String	Private	
8	cancelReason	String	Private	
9	status	CounselingAppointmentStatus	Private	
10	appointmentRequest	CounselingAppointmentRequest	Private	
11	feedback	AppointmentFeedback	Private	
12	report	AppointmentReport	Private	

3.1.1.1.25. AppointmentForDemand class

Table 117 - AppointmentForDemand class

No	Attribute	Data Type	Visibility	Description
1	counselingDemand:	CounselingDemand	Private	
2	counselingAppointment	CounselingAppointment	Private	

3.1.1.1.26 . StudentRepository class

Table 118 - StudentRepository method class

No	Method	Visibility	Description
1	findStudents()	Public	
2	findStudentsByProblemTagsAndOptionalSemester()	Public	
3	findStudentsByProblemTagsRecommend()	Public	
4	findByStudentCode()	Public	

3.1.1.1.27. CounselingDemandRepository class

Table 119 - CounselingDemandRepository method class

No	Method	Visibility	Description
1	findCounselingDemandsWithFilterForSupportStaff()	Public	
2	findCounselingDemandsWithFilterForCounselor()	Public	
3	findAllByStartTimeBetween()	Public	

3.1.1.1.28. CounselingAppointmentRepository class

Table 120 - CounselingAppointmentRepository method class

No	Method	Visibility	Description
1	findAllByCounselorIdAndDateRange()	Public	
2	findAllByStudentIdAndDateRange()	Public	
3	findAllByStudentId()	Public	
4	findAllByStudentIdAndStartTimeLessThanEqualAndEndTimeGreaterThanOrEqualTo()	Public	
5	findAppointmentsForCounselorWithFilter()	Public	
6	findAppointmentsForStudentWithFilter()	Public	
7	findAllByStartTimeBetween()	Public	
8	findWaitingAppointmentsForToday()	Public	

3.1.1.1.29 . Student class

Table 121 - Student class

No	Attribute	Data Type	Visibility	Description
1	studentCode	String	Private	
2	specialization	Specialization	Private	
3	department	Department	Private	
4	major	Major	Private	

5	flags	List<QuestionFlag>	Private	
6	bans	List<QuestionBan>	Private	
7	counselingProfile	StudentCounselingProfile	Private	
8	id	Long	Private	
9	createdDate	LocalDateTime	Private	
10	softDelete	boolean	Private	

3.1.1.1.30 . CounselingDemand class

Table 122 - *CounselingDemand class*

No	Attribute	Data Type	Visibility	Description
1	status	Status	Private	
2	student	Student	Private	
3	supportStaff	SupportStaff	Private	
4	contactNote	String	Private	
5	summarizeNote	String	Private	
6	counselor	Counselor	Private	
7	startDateTime	LocalDateTime	Private	
8	endDateTime	LocalDateTime	Private	
9	priorityLevel	PriorityLevel	Private	
10	demandType	DemandType	Private	
11	additionalInformation	String	Private	
12	issueDescription	String	Private	
13	causeDescription	String	Private	
14	appointmentsForDemand	List<AppointmentForDemand>	Private	

3.1.2. Sequence Diagram

3.1.2.1. Sequence Diagram

3.1.2.1.1. Student quick matching counselor

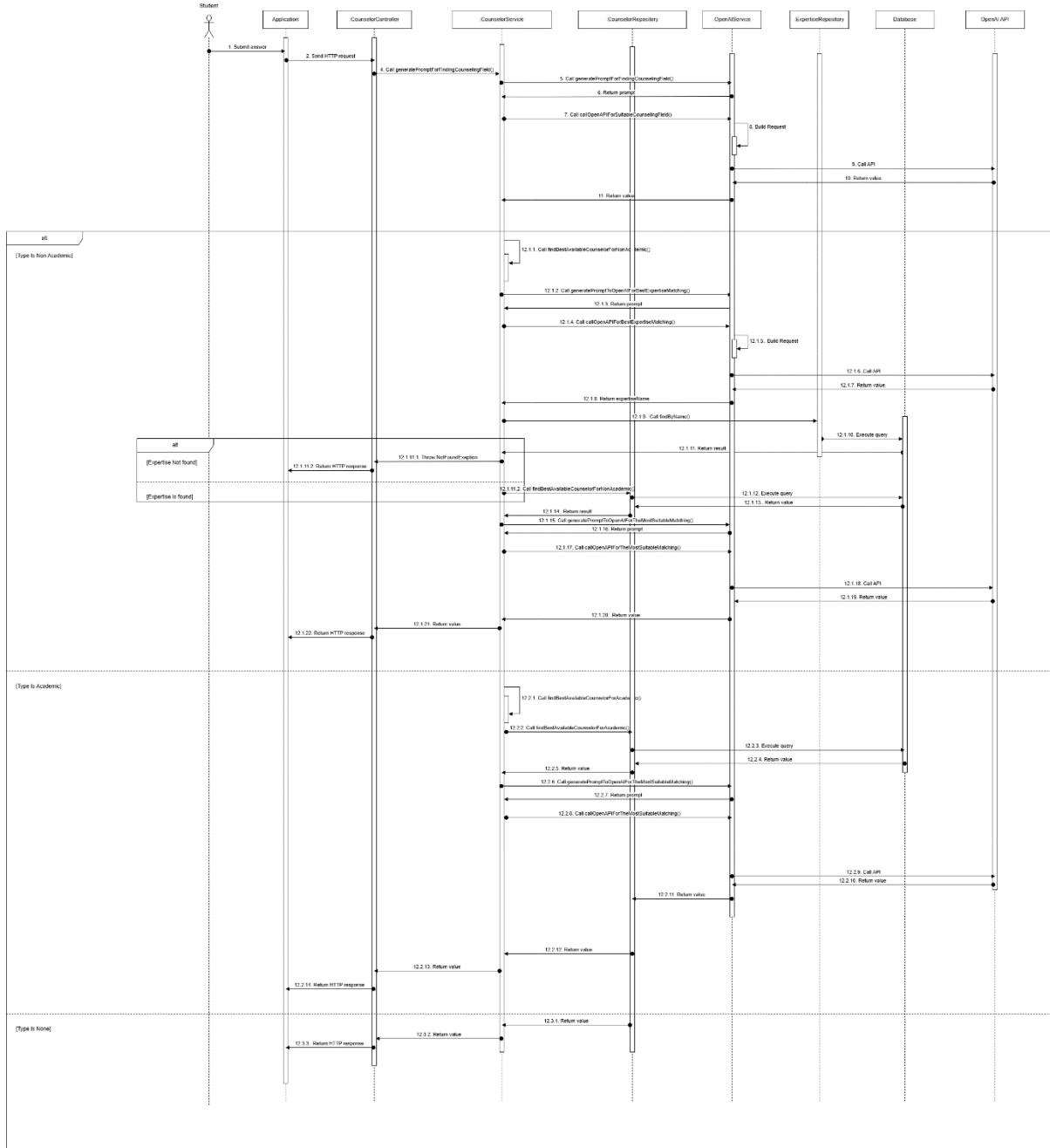


Figure 17- Student quick matching counselor sequence diagram

3.1.2.1.2. Student creates appointment request

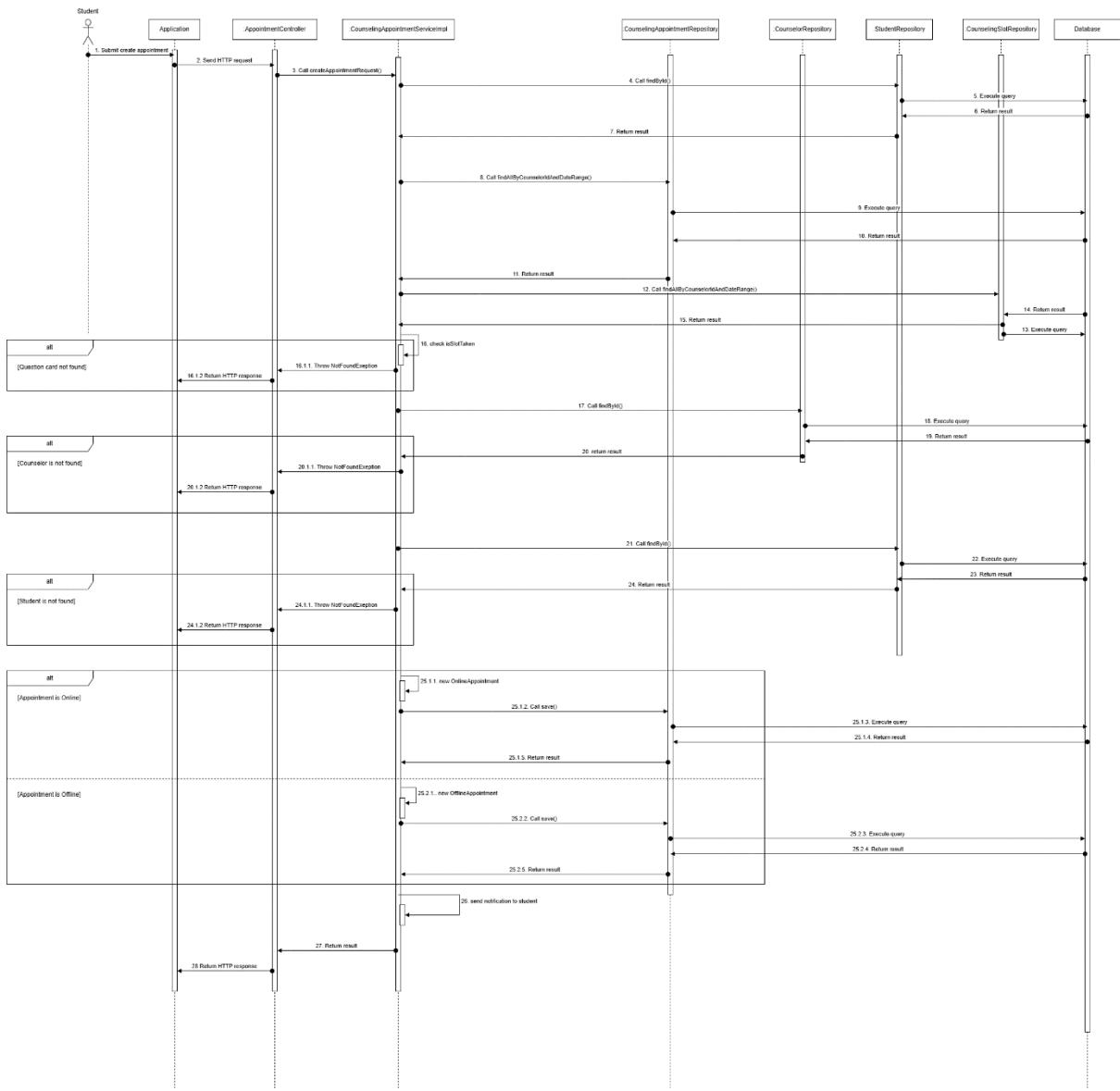


Figure 18 - Student creates appointment request sequence diagram

3.1.2.1.3. Counselor approves appointment request

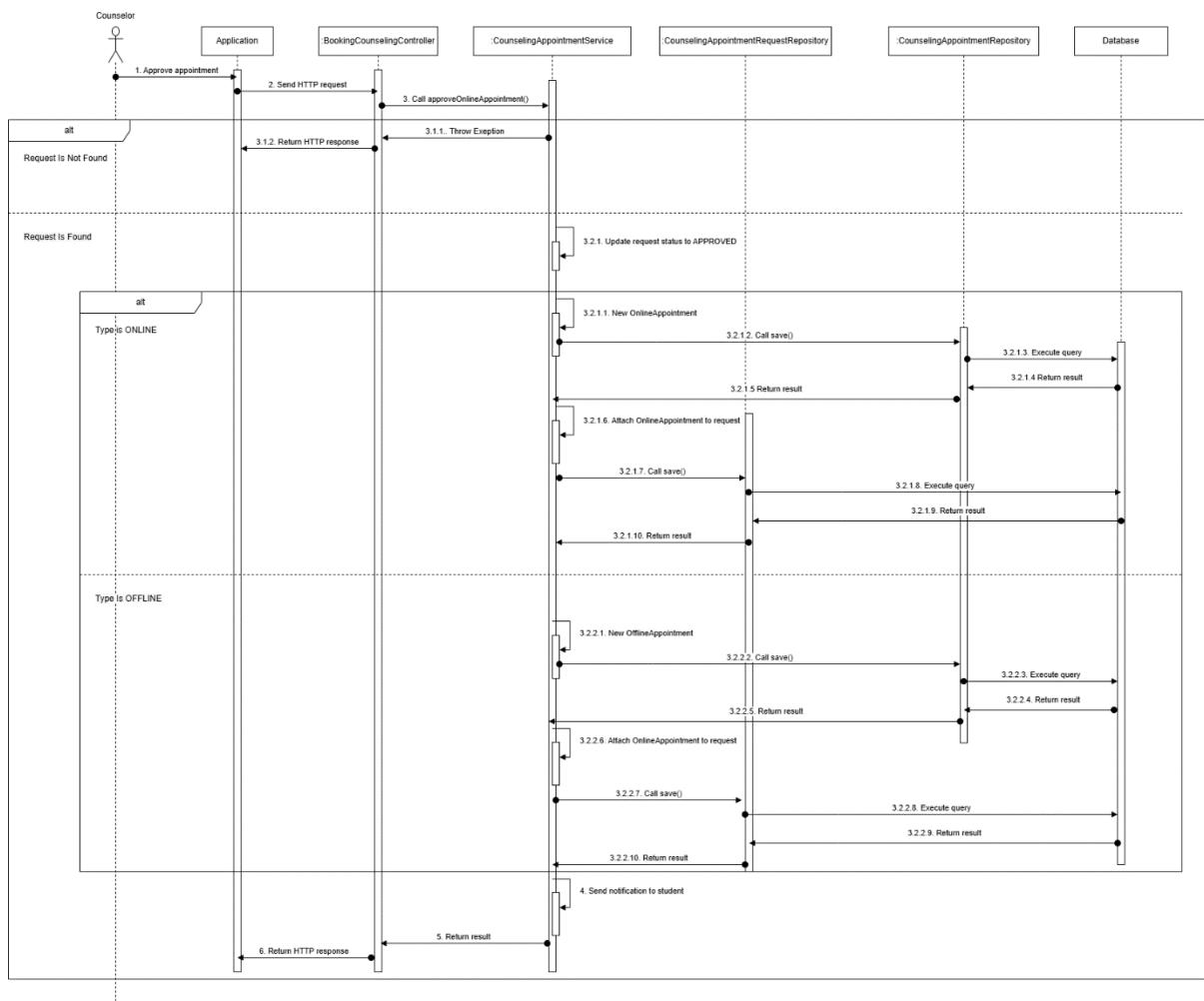


Figure 19 - Counselor Approves appointment request sequence diagram

3.1.2.1.4. Take attendance

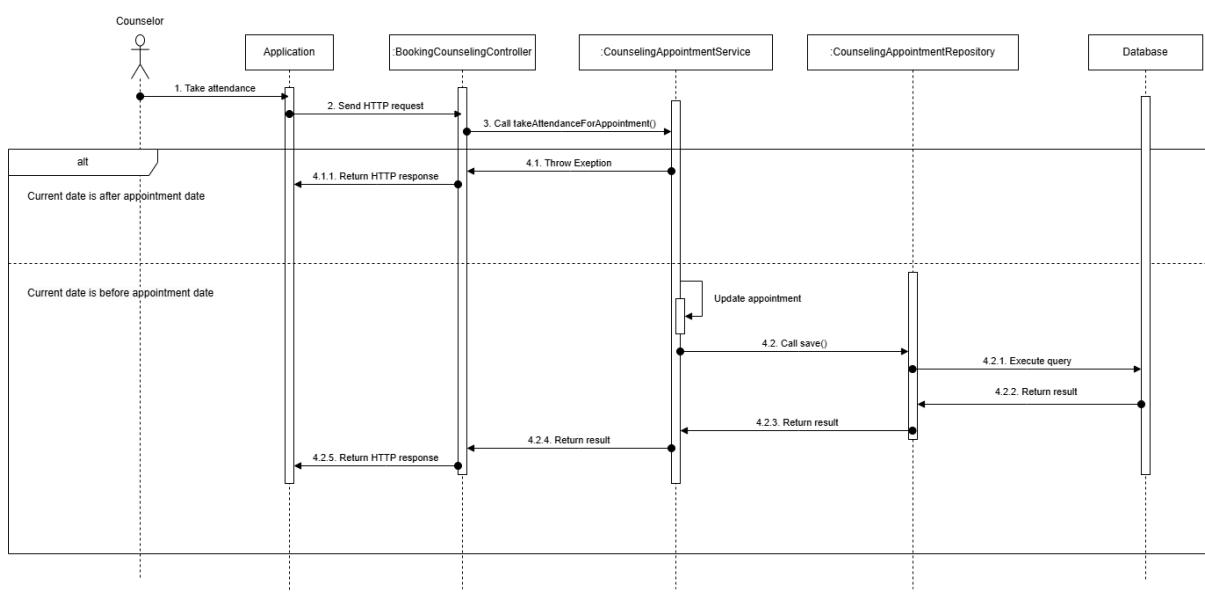


Figure 20 - Take attendance sequence diagram

3.1.2.1.5. Student provide feedback

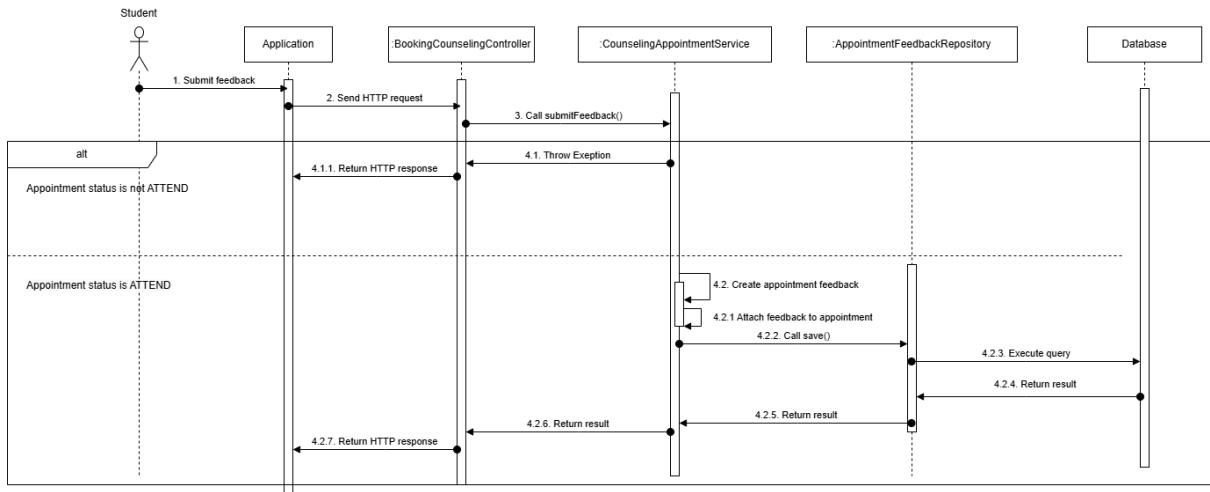


Figure 21 - Student provide feedback sequence diagram

3.1.2.1.6. Counselor cancel appointment

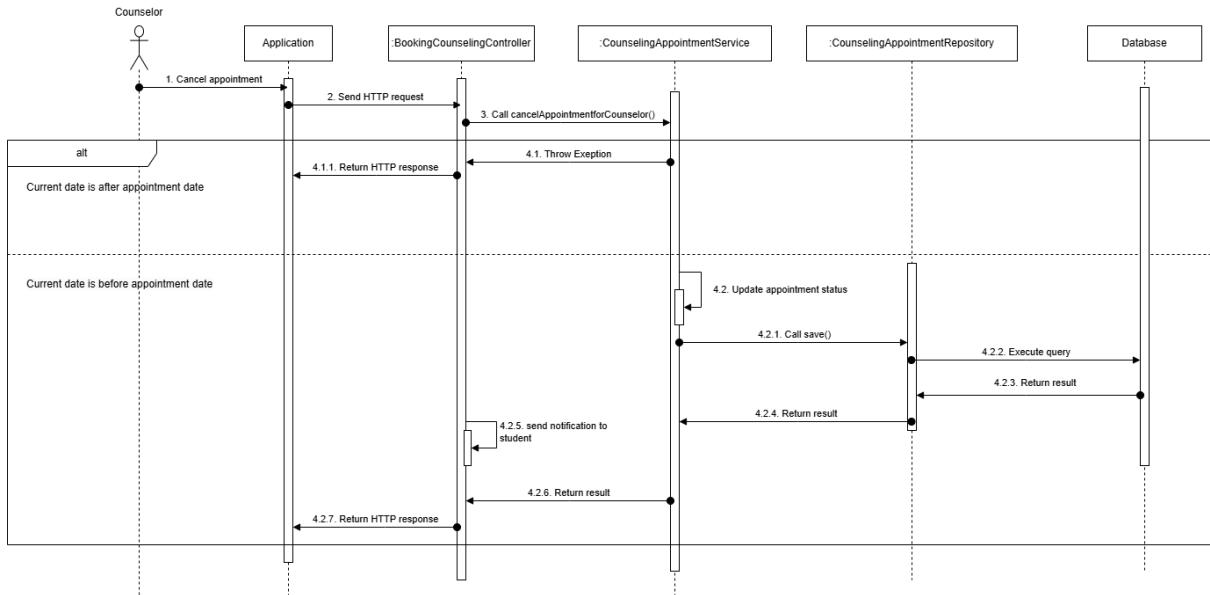


Figure 22 – Counselor cancel appointment sequence diagram

3.1.2.1.7. Student cancel appointment

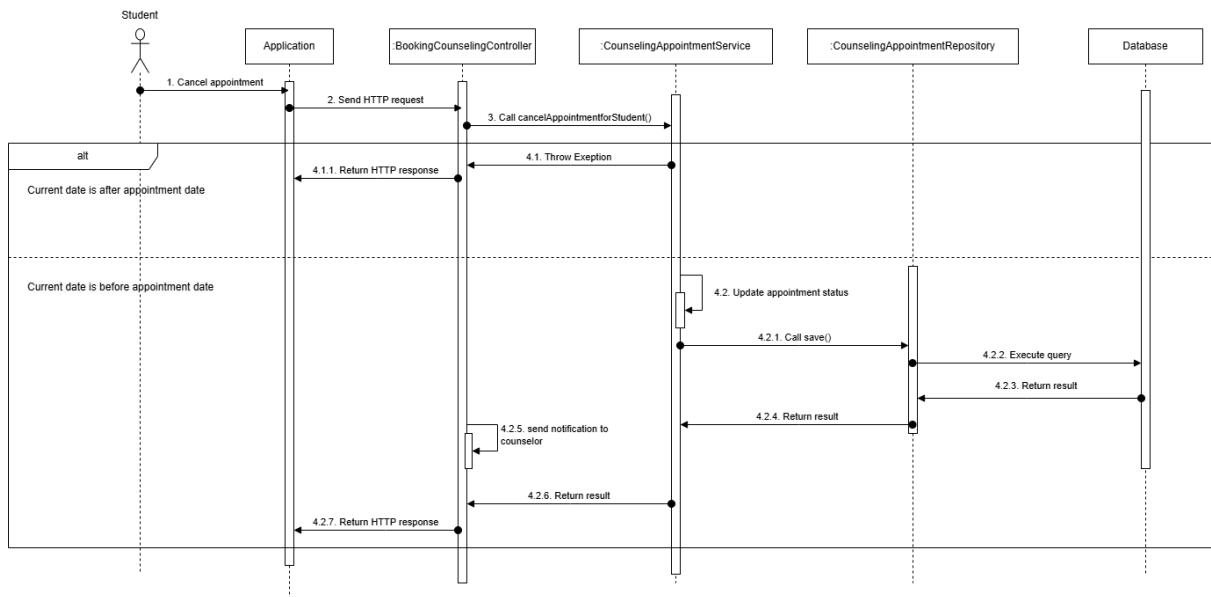


Figure 23 - Student cancel appointment sequence diagram

3.1.3. Activity Diagram

3.1.3.1. Create Booking request with quick booking

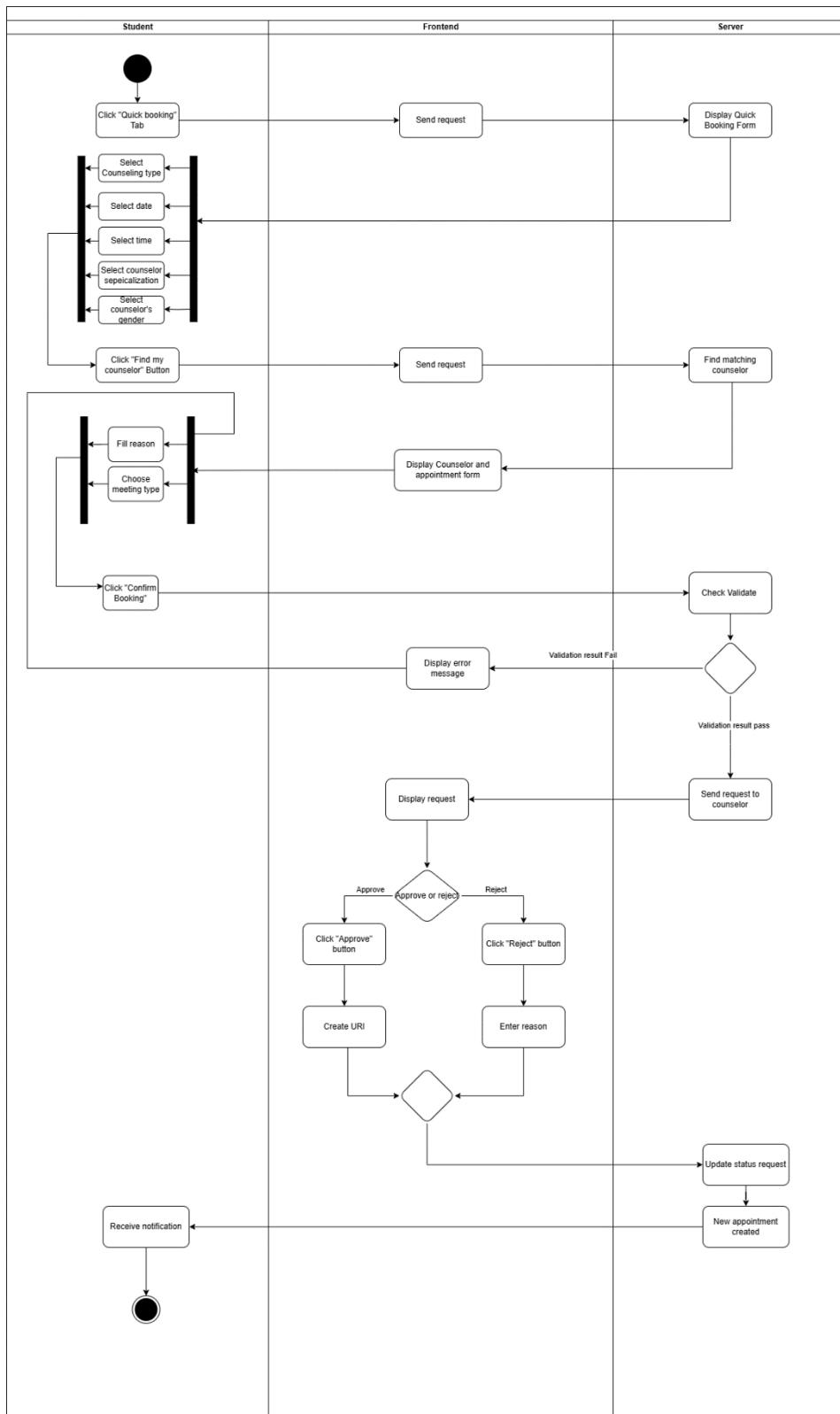


Figure 24 - Create Booking request with quick booking activity diagram

3.1.3.2. Create booking request with choosing a specific counselor

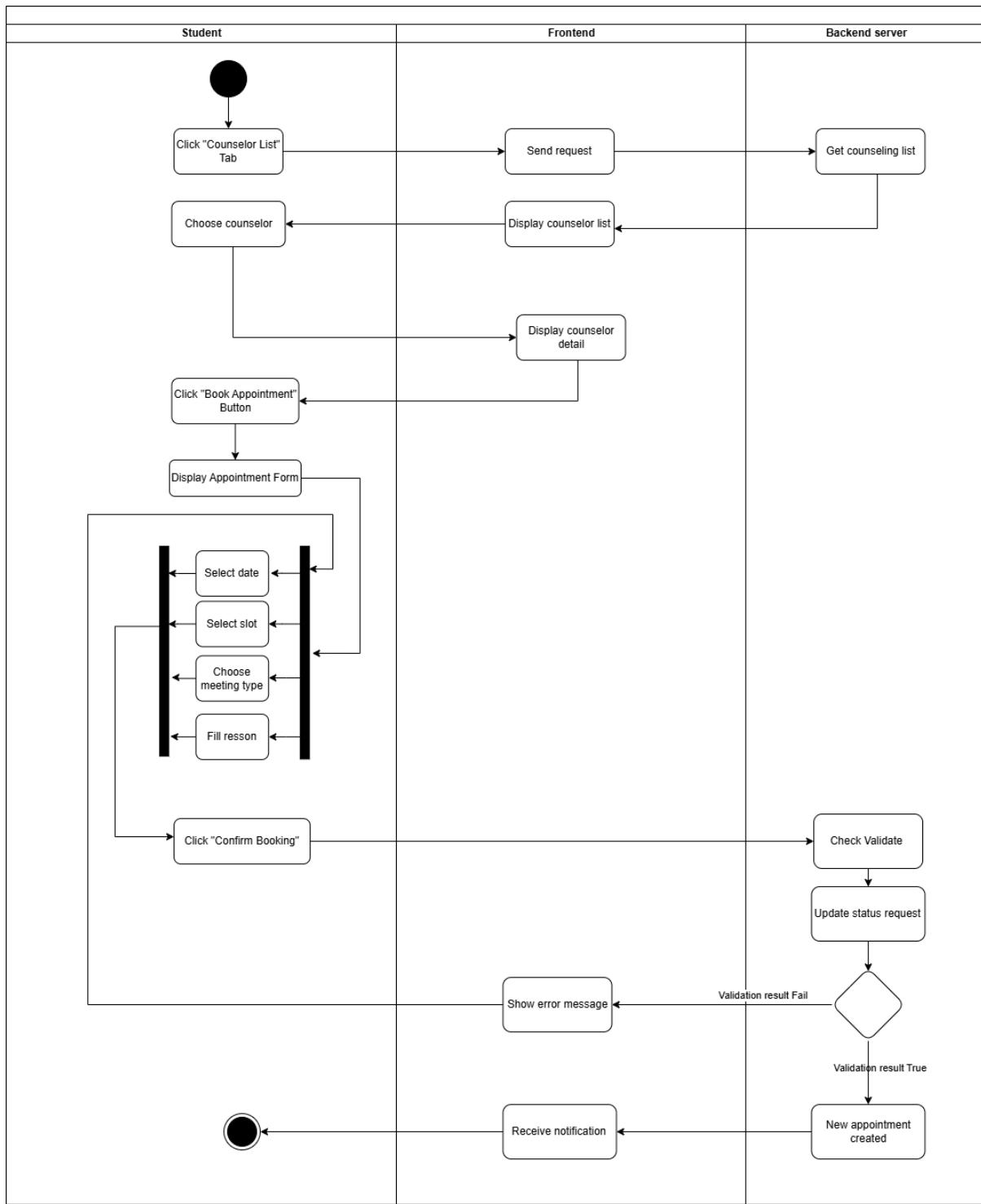


Figure 25 - Create booking request with choosing a specific counselor activity diagram

3.1.3.3. Take attendance

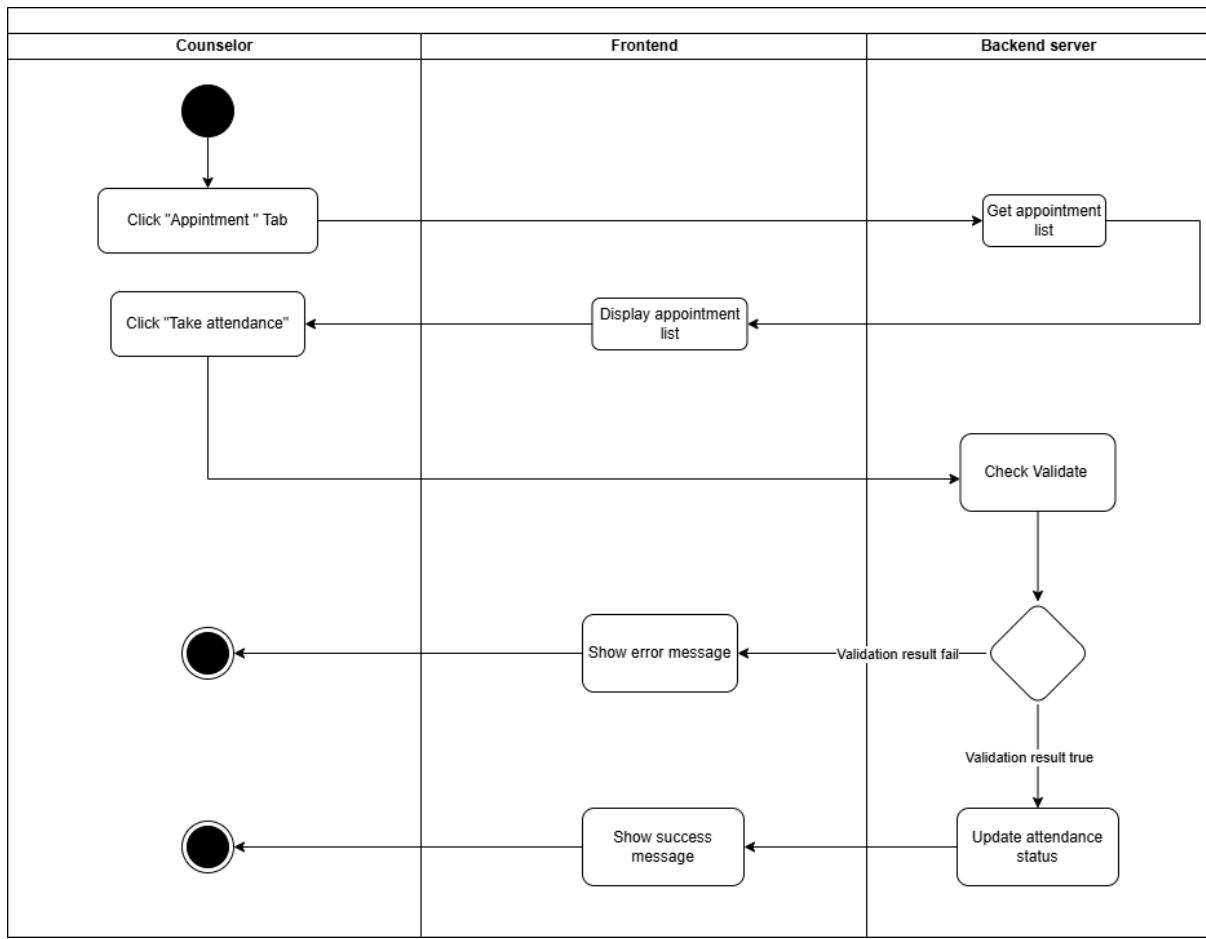


Figure 26 - Take attendance activity diagram

3.1.3.4. Provide Feedback

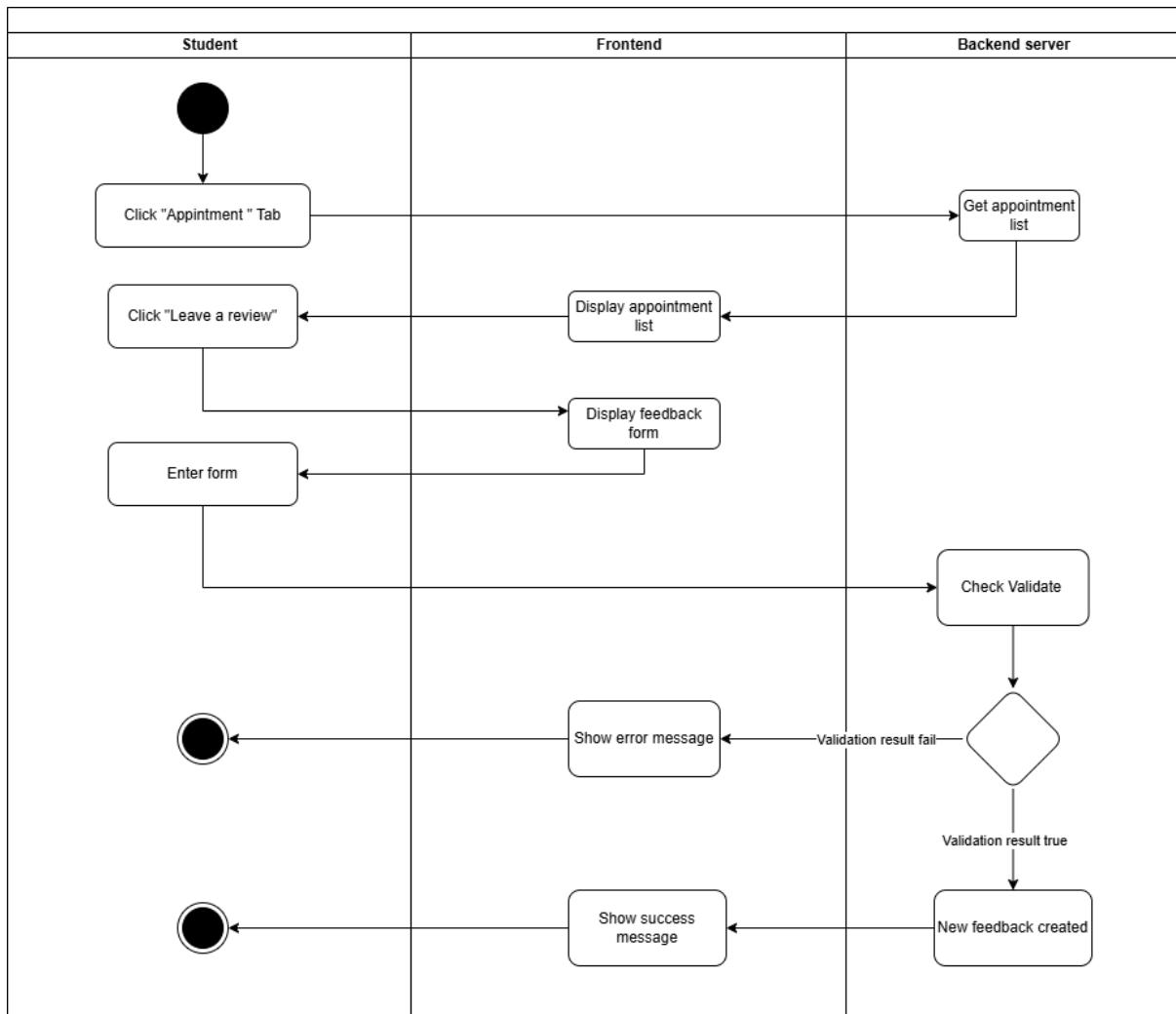


Figure 27 - Provide Feedback activity diagram

3.1.3.5. Cancel Appointment

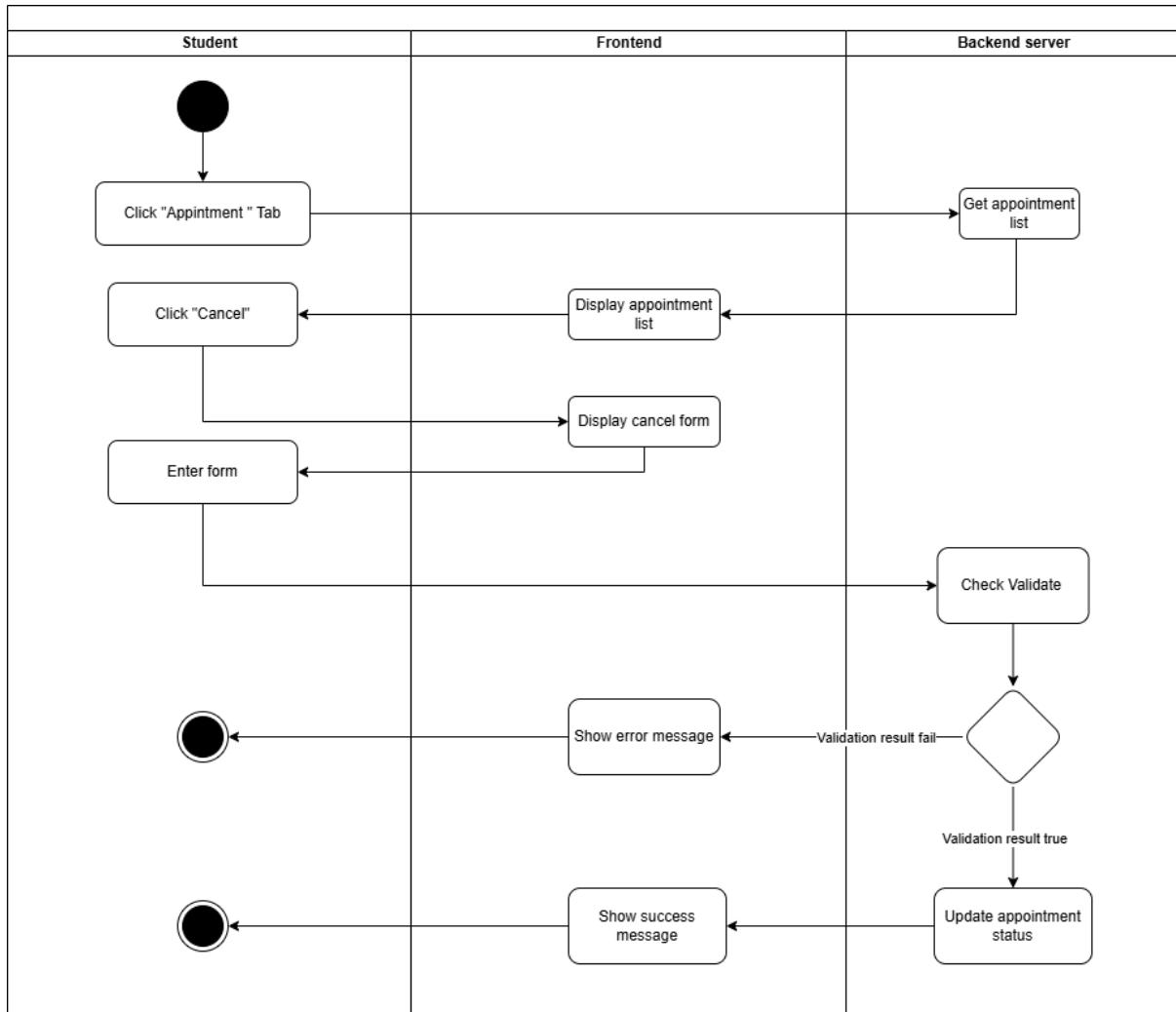


Figure 28 - Cancel Appointment activity diagram

3.1.3.6. Approve appointment request

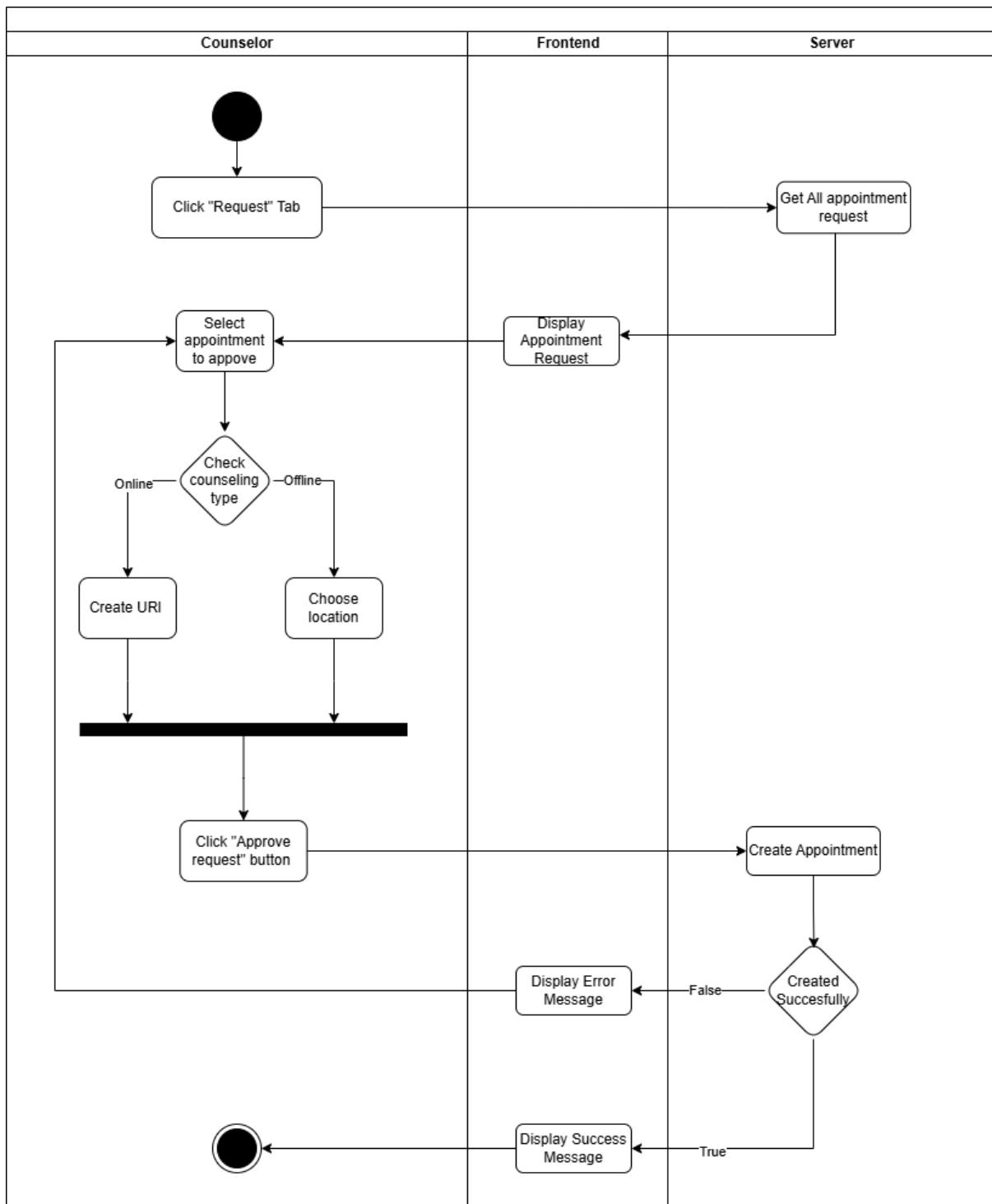


Figure 29 - Approve appointment request activity diagram

3.1.3.7. Create report

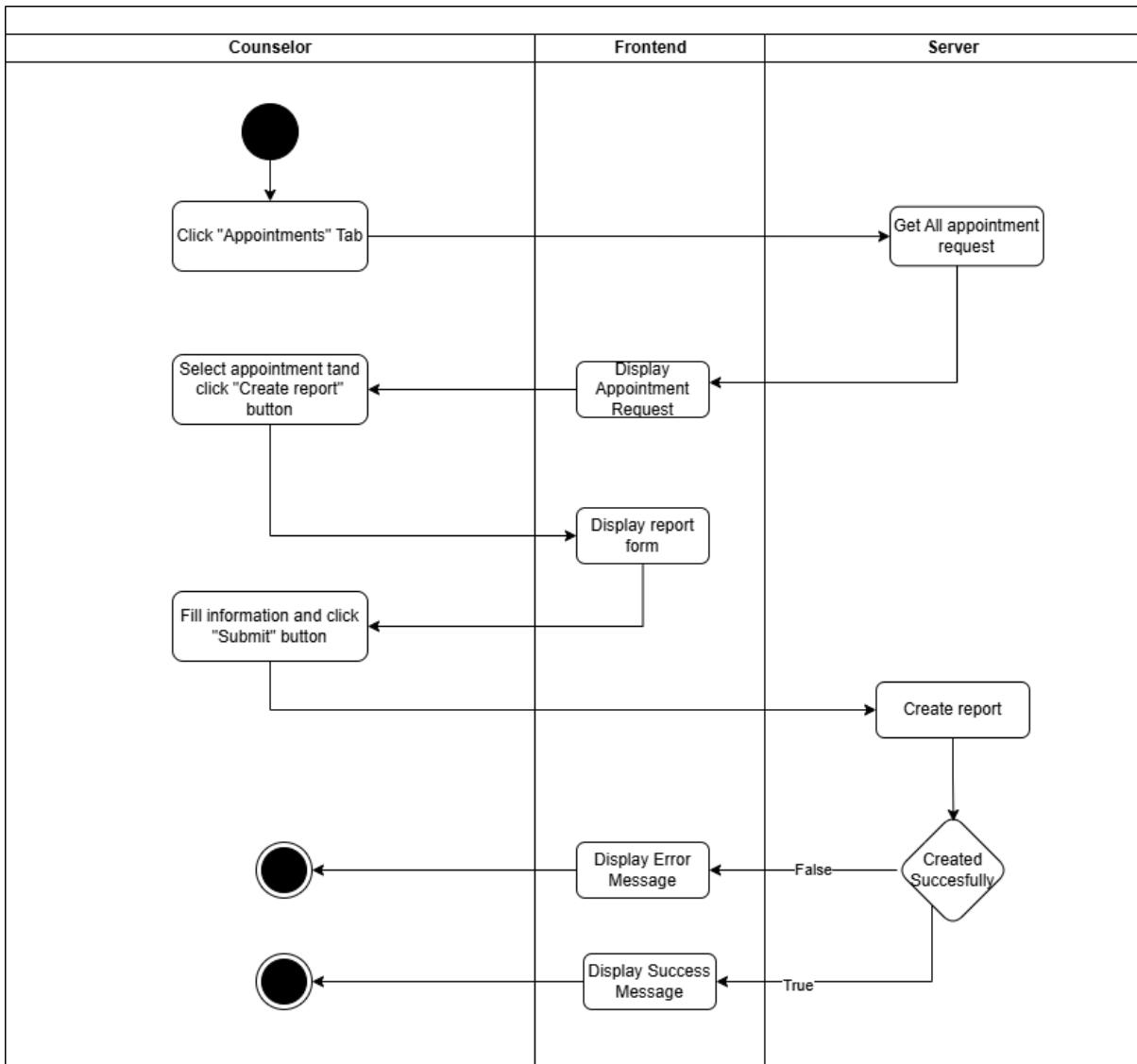


Figure 30 - Create report activity diagram

3.1.4. State Machine Diagram

3.1.4.1. Booking Appointment State Machine Diagram

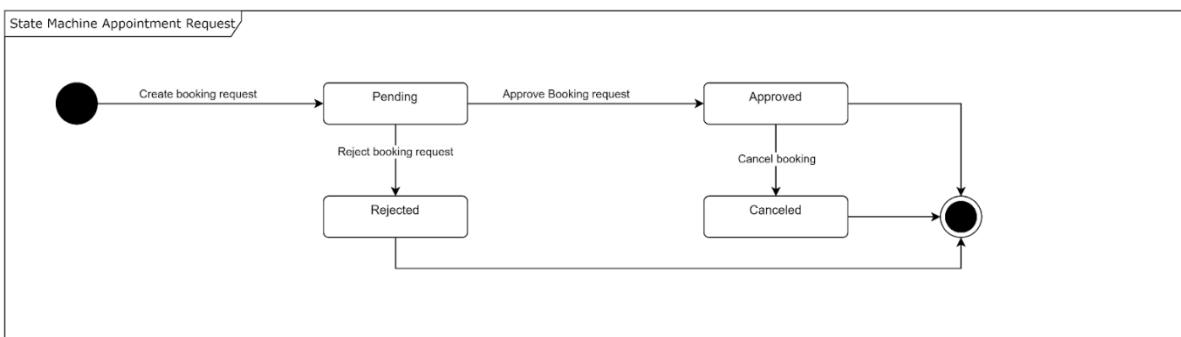
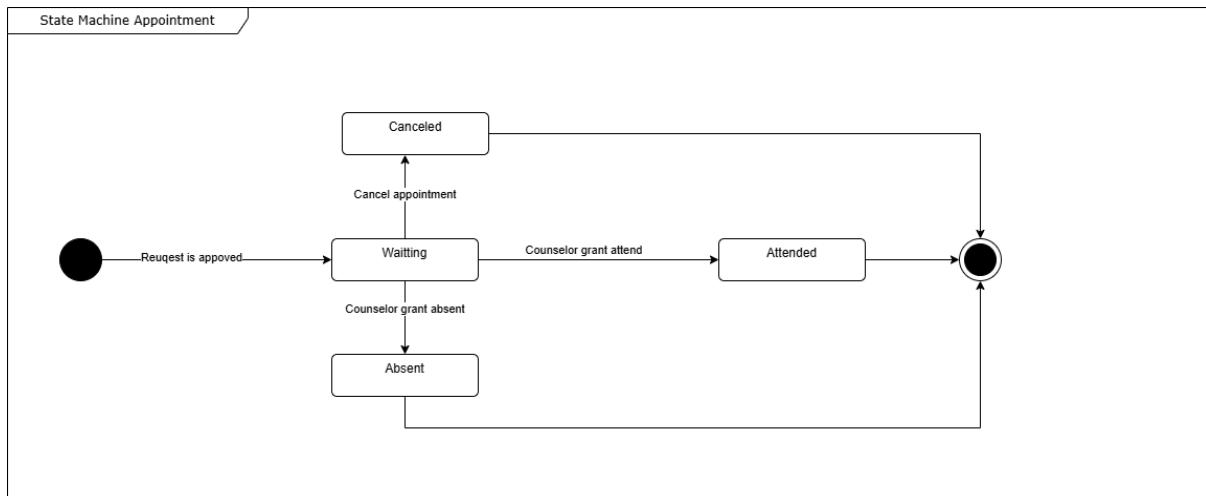


Figure 31 - Booking Appointment State Machine Diagram

3.1.4.2. Taking Appointment State Machine Diagram



3.2. Student Questions and Counselor Support

3.2.1. Class Diagram



Figure 32 - Student Questions and Counselor Support class diagram

3.2.1.1. Class Specification

3.2.1.1.1. Counselor class

Table 123 - Counselor class

No	Attribute	Data Type	Visibility	Description
1	rating	BigDecimal	Private	
2	status	CounselorStatus	Private	
3	specializedSkills	String	Private	
4	otherSkills	String	Private	
5	workHistory	String	Private	
6	achievements	String	Private	

7	qualifications	List<Qualification>	Private	
8	certifications	List<Certification>	Private	
9	counselingSlots	List<CounselingSlot>	Private	
10	slotOfCounselors	List<SlotOfCounselor>	Private	
11	availableDateRange	AvailableDateRange	Private	
12	questionCards	List<QuestionCard>	Private	
13	contributionQuestionCards	List<ContributionQuestionCard>	Private	
14	feedbackList	List<AppointmentFeedback>	Private	
15	id	Long	Private	
16	createdDate	LocalDateTime	Private	
17	softDelete	boolean	Private	

3.2.1.1.2 . StudentRepository class

Table 124 – StudentRepository method class

No	Method	Visibility	Description
1	findStudents()	Public	
2	findStudentsByProblemTagsAndOptionalSemester()	Public	
3	findStudentsByProblemTagsRecommend()	Public	
4	findByStudentCode()	Public	

3.2.1.1.3. CounselorRepository class

Table 125 – CounselorRepository method class

No	Method	Visibility	Description
1	findByKeywordAndRatingRange()	Public	
2	findAvailableCounselorsByGenderAndExpertiseOrderedForNonAcademic()	Public	
3	findAvailableCounselors()	Public	
4	findNonAcademicCounselorsWithFilter()	Public	
5	findNonAcademicCounselorsWithFilterForManaging()	Public	
6	findAcademicCounselorsWithFilter()	Public	
7	findAcademicCounselorsWithFilterForManaging()	Public	
8	findAvailableCounselorsByGenderAndExpertiseOrderedForAcademic()	Public	

3.2.1.1.4. Student class

Table 126 - Student class

No	Attribute	Data Type	Visibility	Description
1	studentCode	String	Private	
2	specialization	Specialization	Private	
3	department	Department	Private	
4	major	Major	Private	
5	flags	List<QuestionFlag>	Private	
6	bans	List<QuestionBan>	Private	

7	counselingProfile	StudentCounselingProfile	Private	
8	id	Long	Private	
9	createdDate	LocalDateTime	Private	
10	softDelete	boolean	Private	

3.2.1.1.5. QuestionCard class

Table 127 - QuestionCard class

No	Attribute	Data Type	Visibility	Description
1	answer	String	Private	
2	title	String	Private	
3	content	String	Private	
4	reviewReason	String	Private	
5	questionType	QuestionType	Private	
6	isClosed	boolean	Private	
7	closedDate	LocalDateTime	Private	
8	status	QuestionCardStatus	Private	
9	difficultyLevel:	LocalDateTime	Private	
10	QuestionCard	QuestionCarDifficultyLevel	Private	
11	student	Student	Private	
12	counselor	Counselor	Private	
13	chatSession	ChatSession	Private	
14	questionFlag	QuestionFlag	Private	
15	id	Long	Private	
16	createdDate	LocalDateTime	Private	
17	softDelete	boolean	Private	

3.2.1.1.6. QuestionBan class

Table 128 - QuestionBan class

No	Attribute	Data Type	Visibility	Description
1	student:	Student	Private	
2	banStartDate	LocalDateTime	Private	
3	banEndDate	LocalDateTime	Private	
4	reason	String	Private	
5	questionFlags	List<QuestionFlag>	Private	
6	id	Long	Private	
7	createdDate:	LocalDateTime	Private	
8	softDelete:	boolean	Private	

3.2.1.1.7. NotificationService class

Table 129 – NotificationService method class

No	Method	Visibility	Description
1	getAllNotifications()	Public	
2	readNotification()	Public	
3	markAllAsRead()	Public	

4	sendNotification()	Public	
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3.2.1.1.8. NotificationServiceImpl class

Table 130 - NotificationServiceImpl class

No	Attribute	Data Type	Visibility	Description
1	logger	Logger	Private	
2	notificationRepository	NotificationRepository	Private	
3	rabbitTemplate	RabbitTemplate	Private	

Table 131 - NotificationServiceImpl method class

No	Method	Visibility	Description
1	getAllNotifications()	Public	
2	readNotification()	Public	
3	sendNotification()	Public	
4	buildNotificationDTO()	Private	
5	persistNotification()	Private	
6	markAllAsRead()	Public	

3.2.1.1.9 . NotificationRepository class

Table 132 - NotificationRepository method class

No	Method	Visibility	Description
1	findByReceiver()	Public	
2	findByReceiverAndId()	Public	
3	markAllAsRead()	Public	

3.2.1.1.10. Notification class

Table 133 - Notification class

No	Attribute	Data Type	Visibility	Description
1	receiver	Account	Private	
2	title	String	Private	
3	message	String	Private	
4	readStatus	boolean	Private	
5	sender	String	Private	

3.2.1.1.11. ChatSession class

Table 134 - ChatSession class

No	Attribute	Data Type	Visibility	Description
1	startDate	LocalDateTime	Private	
2	endDate	LocalDateTime	Private	
3	questionCard	QuestionCard	Private	
4	student	Student	Private	
5	counselor	Counselor	Private	
6	messages	List<Message>	Private	

7	id	Long	Private	
8	createdDate	LocalDateTime	Private	
9	softDelete	boolean	Private	

3.2.1.1.12. Message class

Table 135 - Message class

No	Attribute	Data Type	Visibility	Description
1	chatSession	ChatSession	Private	
2	sender	Account	Private	
3	content	String	Private	
4	sentAt	LocalDateTime	Private	
6	isRead	boolean	Private	
7	id	Long	Private	
8	createdDate	LocalDateTime	Private	
9	softDelete	boolean	Private	

3.2.1.1.13. MessageRepository class

Table 136 - MessageRepository method class

No	Method	Visibility	Description
1	readAllMessages()	Public	

3.2.1.1.14. MessageRepository class

Table 137 - MessageRepository method class

No	Method	Visibility	Description
1	save()	Public	

3.2.1.1.15. QuestionFlag class

Table 138 - QuestionFlag class

No	Attribute	Data Type	Visibility	Description
1	student	Student	Private	
2	questionCard	QuestionCard	Private	
3	flagDate	LocalDateTime	Private	
4	questionBan	QuestionBan	Private	
6	isRead	boolean	Private	
7	id	Long	Private	
8	createdDate	LocalDateTime	Private	
9	softDelete	boolean	Private	

3.2.1.1.16. QuestionFlagRepository class

Table 139 - QuestionFlagRepository class

No	Method	Visibility	Description
1	findByStudentAndQuestionBanIsNull()	Public	

3.2.1.1.17. QuestionBanRepository class

Table 140 - QuestionBanRepository method class

No	Method	Visibility	Description
1	findByStudentId()	Public	

3.2.1.1.18. QuestionCardServiceImpl class

Table 141 - QuestionCardServiceImpl class

No	Attribute	Data Type	Visibility	Description
1	questionCardRepository	QuestionCardRepository	Private	
2	studentRepository	StudentRepository	Private	
3	counselorRepository	CounselorRepository	Private	
4	chatSessionRepository	ChatSessionRepository	Private	
5	messageRepository	MessageRepository	Private	
6	rabbitTemplate	RabbitTemplate	Private	
7	notificationService	NotificationService	Private	
8	questionFlagRepository	QuestionFlagRepository	Private	
9	questionBanRepository	QuestionBanRepository	Private	
10	academicCounselorRepository	AcademicCounselorRepository	Private	
11	nonAcademicCounselorRepository	NonAcademicCounselorRepository	Private	
12	openAIService	OpenAIService	Private	
13	expertiseRepository	ExpertiseRepository	Private	

Table 142 - QuestionCardServiceImpl method class

No	Method	Visibility	Description
1	createQuestionCard()	Public	
2	getQuestionCardsWithFilterForStudent()	Public	
3	getQuestionCardsWithFilterForCounselor()	Public	
4	getQuestionCardsWithFilterForCounselorForManage()	Public	
5	takeQuestionCard()	Public	
6	getQuestionCardsLibraryForCounselor()	Public	
7	getOneQuestionCardsForCounselor()	Public	
8	getOneQuestionCardsForStudent()	Public	
9	sendMessage()	Public	
10	readAllMessage()	Public	
11	closeQuestionCardForStudent()	Public	
12	answerQuestionCard()	Public	
13	editQuestionCard()	Public	
14	getQuestionCardsforSupportStaff()	Public	
15	reviewQuestionCard()	Public	
16	getOneQuestionCardsForReview()	Public	
17	closeQuestionCardForCounselor()	Public	
18	deleteQuestionCard()	Public	

19	updateQuestionCard()	Public	
20	flagQuestionCard()	Public	
21	getBanInformation()	Public	
22	getMessageByChatSessionForStudent()	Public	
23	getMessageByChatSessionForCounselor()	Public	
24	getMessageByChatSession()	Public	
25	createChatSessionForQuestionCard()	Public	
26	getAll()	Public	
27	getPublicQuestionCardsWithFilterForStudent()	Public	

3.2.1.1.19. QuestionCardController class

Table 143 - QuestionCardController class

No	Attribute	Data Type	Visibility	Description
1	logger	Logger	Private	
2	questionCardService	QuestionCardService	Private	

Table 144 - QuestionCardController method class

No	Method	Visibility	Description
1	createQuestionCard()	Public	
2	answerQuestionCard()	Public	
3	createChatSessionForQuestionCard()	Public	
4	editQuestionCard()	Public	
5	getPublicQuestionCardsWithFilter()	Public	
6	getQuestionCardsWithFilter()	Public	
7	getQuestionCardsForCounselor()	Public	
8	getQuestionCardsForCounselorForManage()	Public	
9	takeQuestionCard()	Public	
10	getQuestionCardsLibraryForNonACounselor()	Public	
11	getOneCounselor()	Public	
12	getAllQuestionCard()	Public	
13	getOneStudent()	Public	
14	getOneChatSessionForStudent()	Public	
15	getOneChatSessionForCounselor()	Public	
16	getOneChatSession()	Public	
17	deleteQCard()	Public	
18	updateQuestionCard()	Public	
19	getQuestionCardsLibraryForACounselor()	Public	
20	sendMessage()	Public	
21	readAllMessages()	Public	
22	closeQC()	Public	
23	closeQCForCounselor()	Public	

24	getQuestionCardsforSupportStaff()	Public	
25	reviewQC()	Public	
26	flagQC()	Public	
27	getOneReviewQC()	Public	
28	getBanInformation()	Public	

3.2.1.1.20. QuestionCardController class

Table 145 - QuestionCardController method class

No	Method	Visibility	Description
1	createQuestionCard()	Public	
2	getQuestionCardsWithFilterForStudent()	Public	
3	getQuestionCardsWithFilterForCounselor()	Public	
4	getQuestionCardsWithFilterForCounselorForManage()	Public	
5	takeQuestionCard()	Public	
6	getQuestionCardsLibraryForCounselor()	Public	
7	getOneQuestionCardsForCounselor()	Public	
8	getOneQuestionCardsForStudent()	Public	
9	sendMessage()	Public	
10	readAllMessage()	Public	
11	closeQuestionCardForStudent()	Public	
12	answerQuestionCard()	Public	
13	editQuestionCard()	Public	
14	getQuestionCardsforSupportStaff()	Public	
15	reviewQuestionCard()	Public	
16	getOneQuestionCardsForReview()	Public	
17	closeQuestionCardForCounselor()	Public	
18	deleteQuestionCard()	Public	
19	updateQuestionCard()	Public	
20	flagQuestionCard()	Public	
21	getBanInformation()	Public	
22	getMessageByChatSessionForStudent()	Public	
23	getMessageByChatSessionForcounselor()	Public	
24	getMessageByChatSession()	Public	
25	createChatSessionForQuestionCard()	Public	
26	getAll()	Public	
27	getPublicQuestionCardsWithFilterForStudent()	Public	

3.2.1.1.21. OpenAIService class

Table 146 - OpenAIService method class

No	Method	Visibility	Description
1	generatePromptToOpenAIForParseBehaviorTag()	Public	

2	generatePromptToOpenAIForAdjustDifficultyLevel()	Public	
3	generatePromptToOpenAIForDefineReasonMeaning()	Public	
4	generatePromptToOpenAIForBestExpertiseMatching()	Public	
5	generatePromptForGeneralAssessment()	Public	
6	callOpenAPIForParseBehaviorTag()	Public	
7	callOpenAPIForGeneralAssessment()	Public	
8	callOpenAPIForDefineReasonMeaning()	Public	
9	callOpenAPIForBestExpertiseMatching()	Public	
10	callOpenAPIForAdjustDifficultyLevel()	Public	

3.2.1.1.22. QuestionCardRepository class

Table 147 - QuestionCardRepository method class

No	Method	Visibility	Description
1	findQuestionCardsWithFilterForStudent()	Public	
2	findQuestionCardsWithFilterForCounselor()	Public	
3	findQuestionCardsWithFilterForCounselorForManage()	Public	
4	findQuestionCardsLibraryForCounselor()	Public	
5	findByIdWithCounselor()	Public	
6	findQuestionCardsforSupportStaff()	Public	
7	findAllByCreatedDateBetween()	Public	
8	findPublicQuestionCardsWithFilterForStudent()	Public	

3.2.1.1.23. OpenAIService class

Table 148 - OpenAIService class

No	Attribute	Data Type	Visibility	Description
1	restTemplate		Private	
2	redisService		Private	
3	REDIS_PREFIX_GET_TAG_FROM_COMMENT_PROMPT		Private	
4	REDIS_PREFIX_ASSESSMENT_PROMPT		Private	
5	REDIS_PREFIX_REASON_MEANING_PROMPT		Private	
6	REDIS_PREFIX_EXPERTISE_PROMPT		Private	
7	REDIS_PREFIX_DIFFICULTY_PROMPT		Private	
8	CACHE_EXPIRATION_HOURS		Private	
9	problemTagRepository		Private	
10	expertiseRepository		Private	
11	openAiApiKey		Private	

Table 149 - OpenAIService method class

No	Method	Visibility	Description
1	generatePromptToOpenAIForParseBehaviorTag()	Public	
2	generatePromptToOpenAIForAdjustDifficultyLevel()	Public	

3	generatePromptToOpenAIForDefineReasonMeaning()	Public	
4	generatePromptToOpenAIForBestExpertiseMatching()	Public	
5	generatePromptForGeneralAssessment()	Public	
6	callOpenAPIForParseBehaviorTag()	Public	
7	callOpenAPIForGeneralAssessment()	Public	
8	callOpenAPIForDefineReasonMeaning()	Public	
9	callOpenAPIForBestExpertiseMatching()	Public	
10	callOpenAPIForAdjustDifficultyLevel()	Public	

3.2.1.1.24. NonAcademicCounselor class

Table 150 - NonAcademicCounselor class

No	Attribute	Data Type	Visibility	Description
1	expertise	Expertise	Private	
2	id	Long	Private	
3	createdDate	LocalDateTime	Private	
4	softDelete	boolean	Private	

3.2.1.1.25. AcademicCounselor class

Table 151 - AcademicCounselor class

No	Attribute	Data Type	Visibility	Description
1	specialization	Specialization	Private	
2	department	Department	Private	
3	major	Major	Private	
4	id	Long	Private	
5	createdDate	LocalDateTime	Private	
6	softDelete	boolean	Private	

3.2.1.1.26. ExpertiseRepository class

Table 152 - ExpertiseRepository method class

No	Method	Visibility	Description
1	findByName()	Public	

3.2.1.1.27. AcademicCounselorRepository class

Table 153 - AcademicCounselorRepository method class

No	Method	Visibility	Description
1	findAcademicCounselorWithLeastQuestions()	Public	

3.2.1.1.28. NonAcademicCounselorRepository class

Table 154 - NonAcademicCounselorRepository method class

No	Method	Visibility	Description
1	findNonAcademicCounselorWithLeastQuestions()	Public	

3.2.1.1.29. Expertise class

Table 155 - Expertise class

No	Attribute	Data Type	Visibility	Description
1	name	String	Private	
2	id	Long	Private	
3	createdDate	LocalDateTime	Private	
4	softDelete	boolean	Private	

3.2.2. Sequence Diagram

3.2.2.1. Student create question card

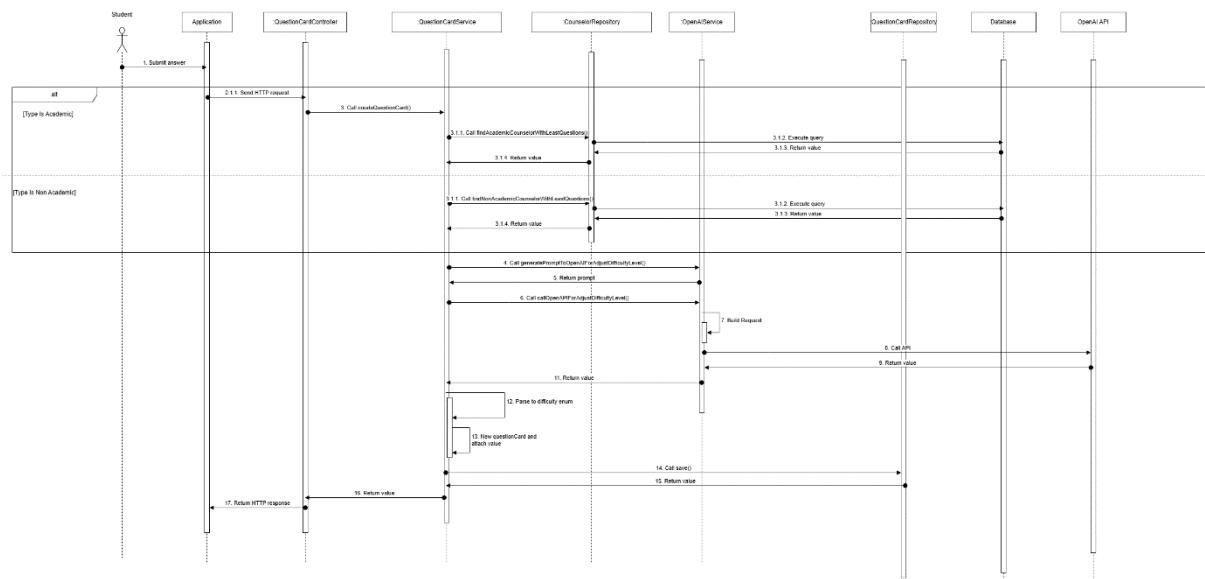


Figure 33 - Student create question card sequence diagram

3.2.2.2. Counselor answer question sequence diagram

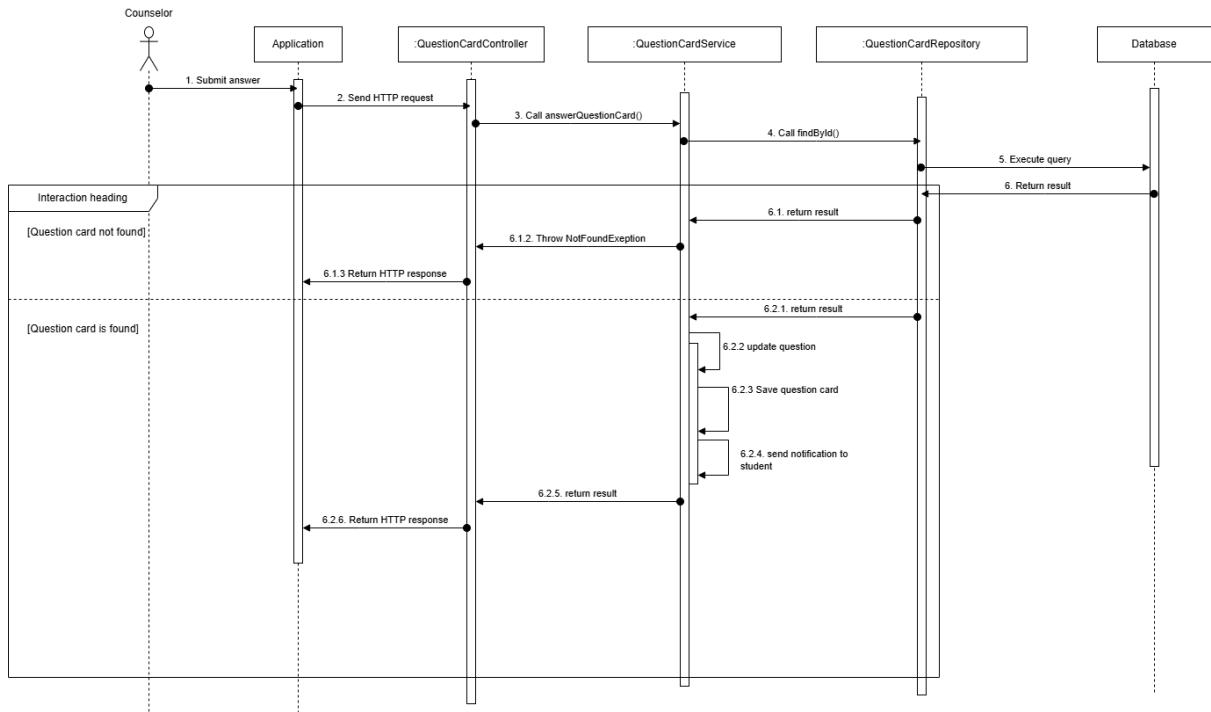


Figure 34 – Counselor answer question sequence diagram

3.2.2.3. Counselor closes question sequence diagram

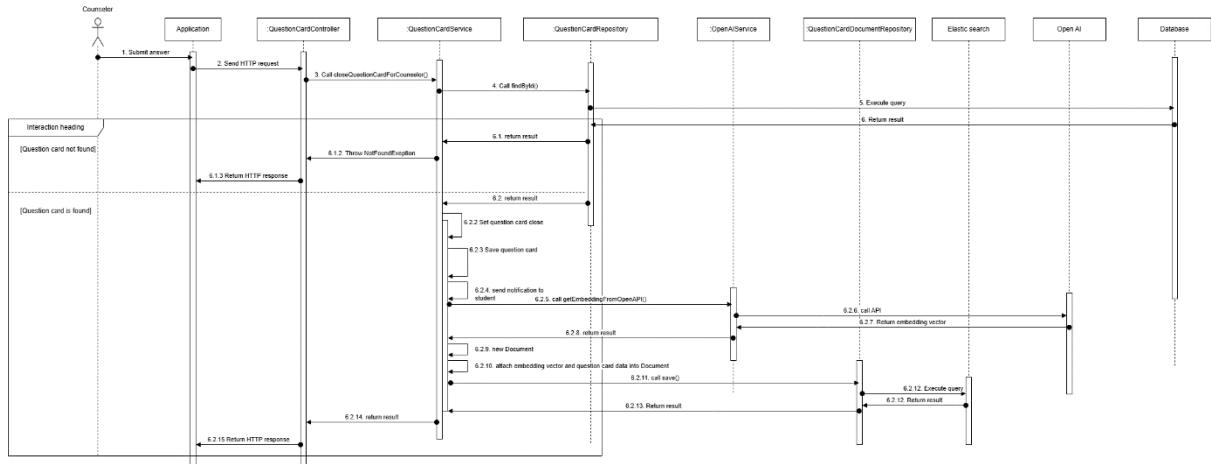


Figure 35 - Counselor closes question sequence diagram

3.2.2.4. Student accepts question sequence diagram

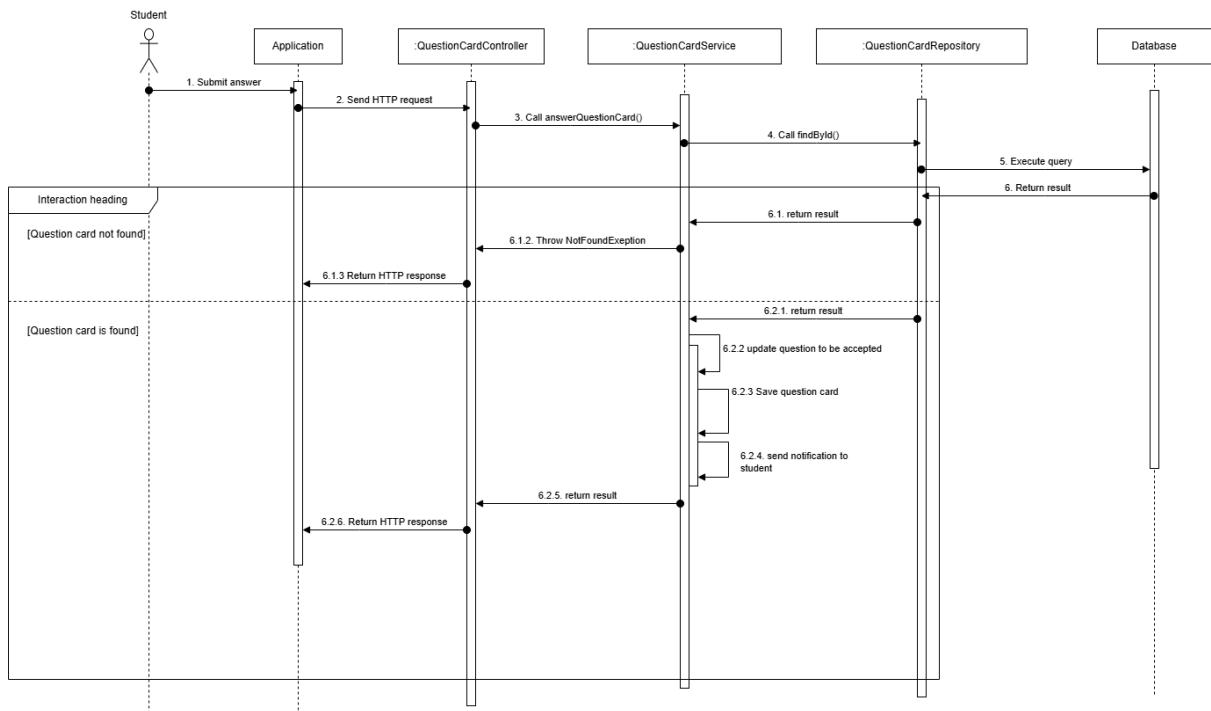


Figure 36 - Student accepts question sequence diagram

3.2.2.5 Student initiate chat sequence diagram

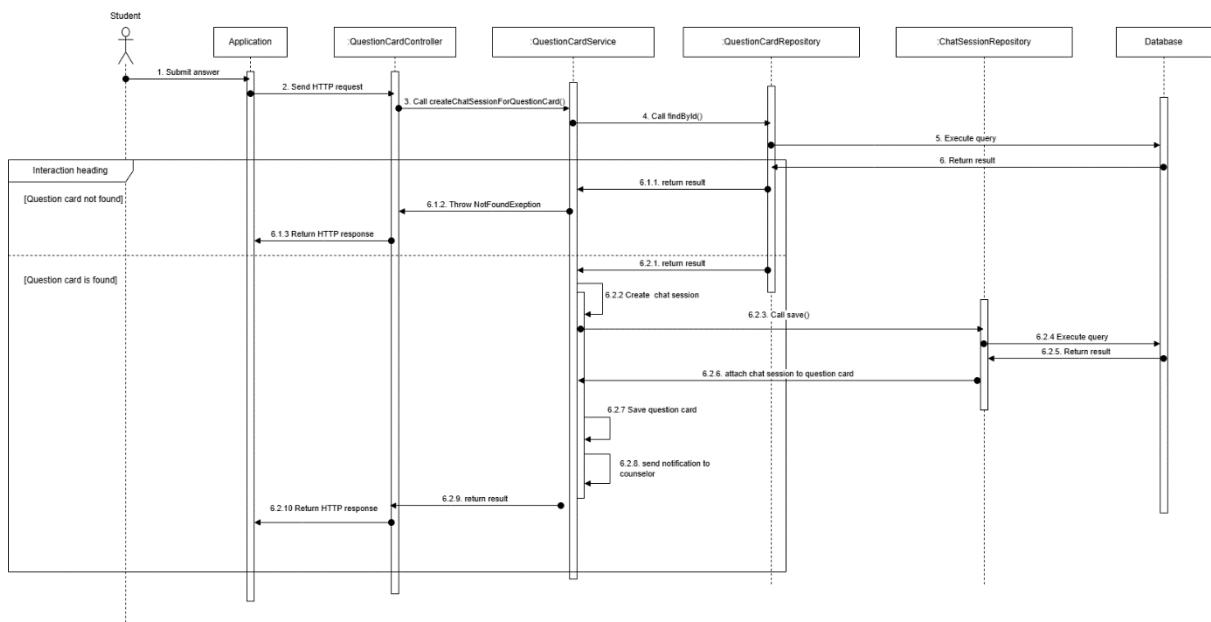


Figure 37 - Student initiate chat sequence diagram

3.2.3. Activity Diagram

3.2.3.1. Create question activity diagram

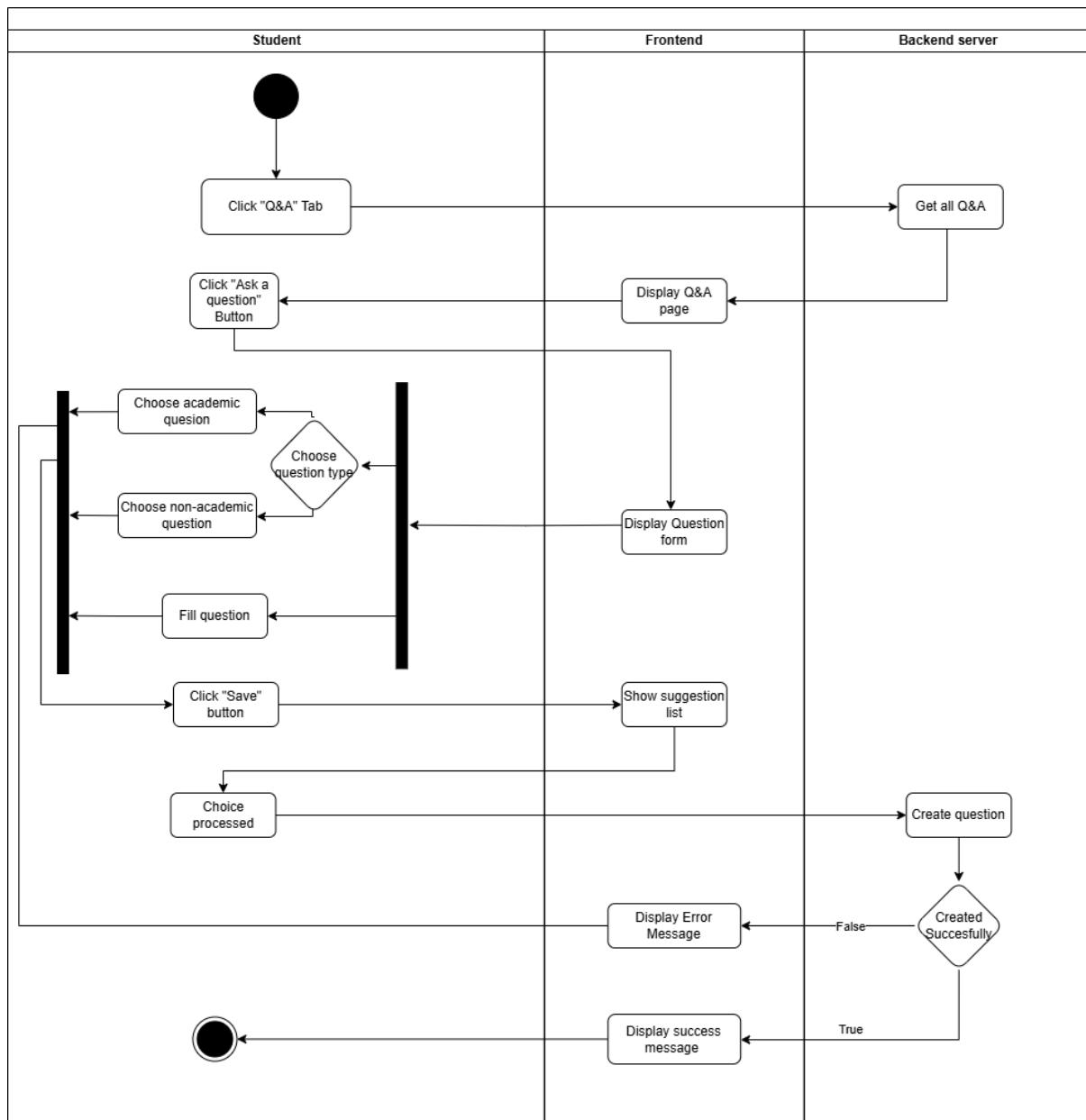


Figure 38 - Create question activity diagram

3.2.3.2. Answer question activity diagram

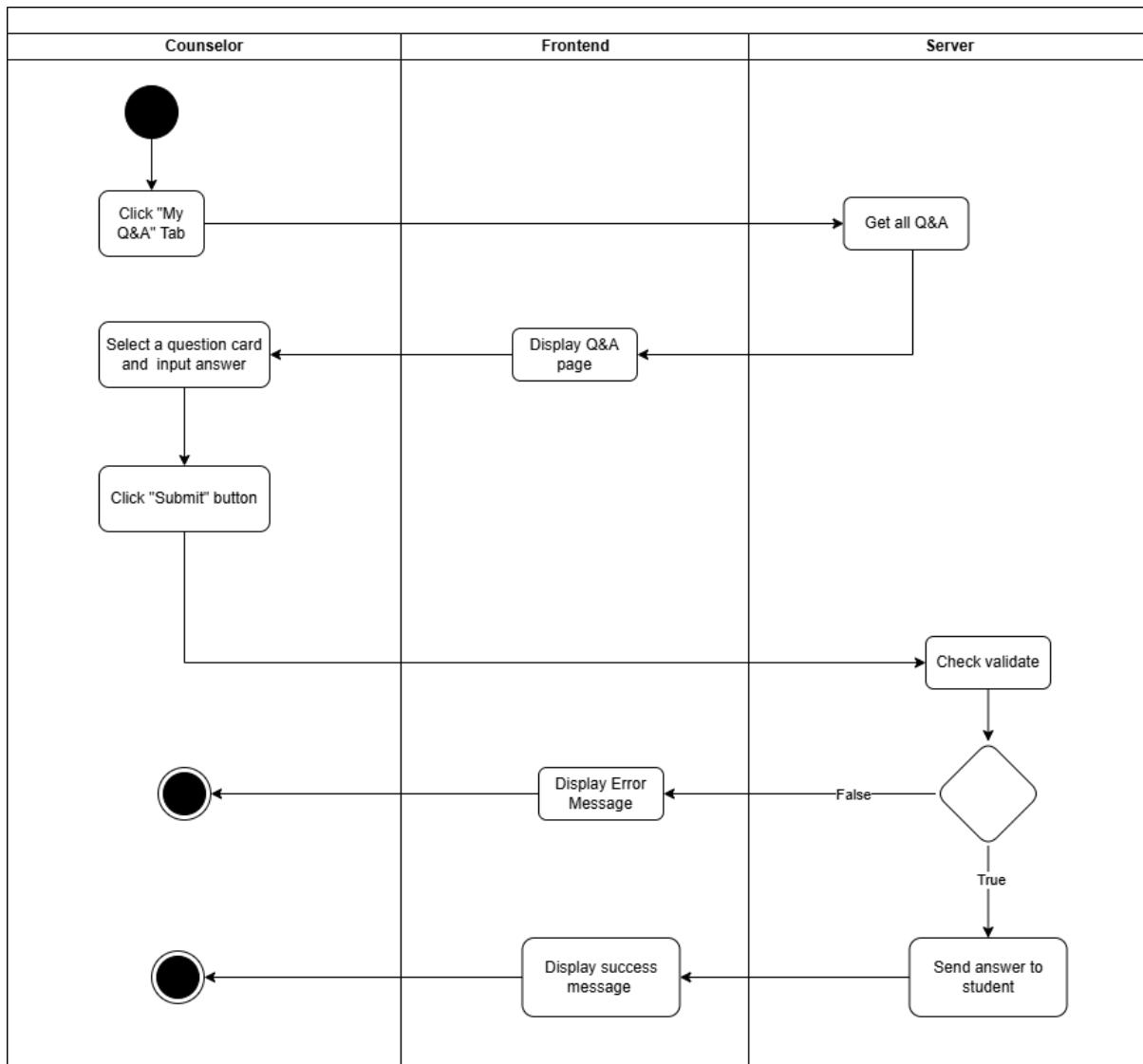


Figure 39 - Answer question activity diagram

3.2.3.3. Flag question activity diagram

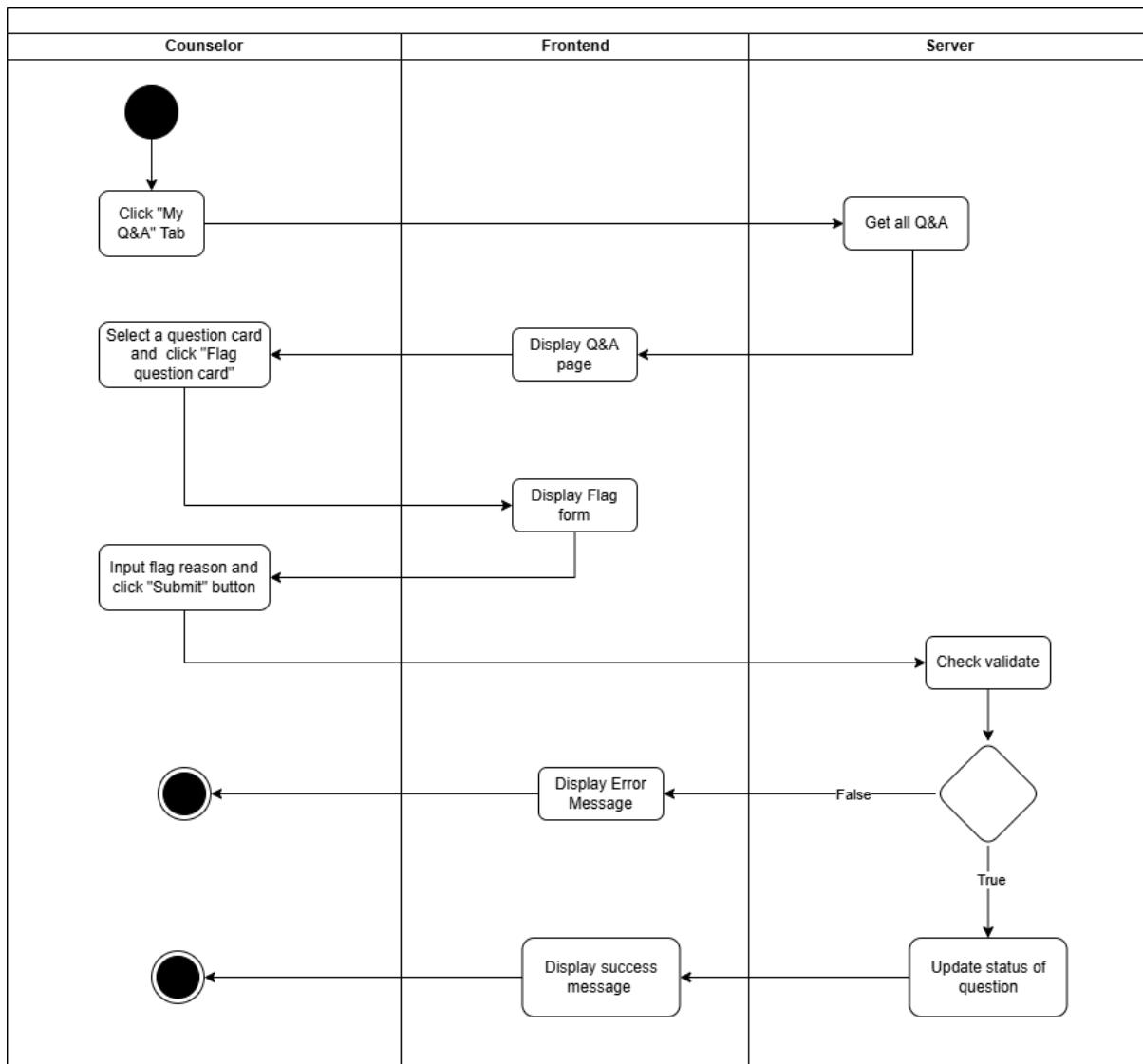


Figure 40 - Flag question activity diagram

3.2.3.4. Close question activity diagram

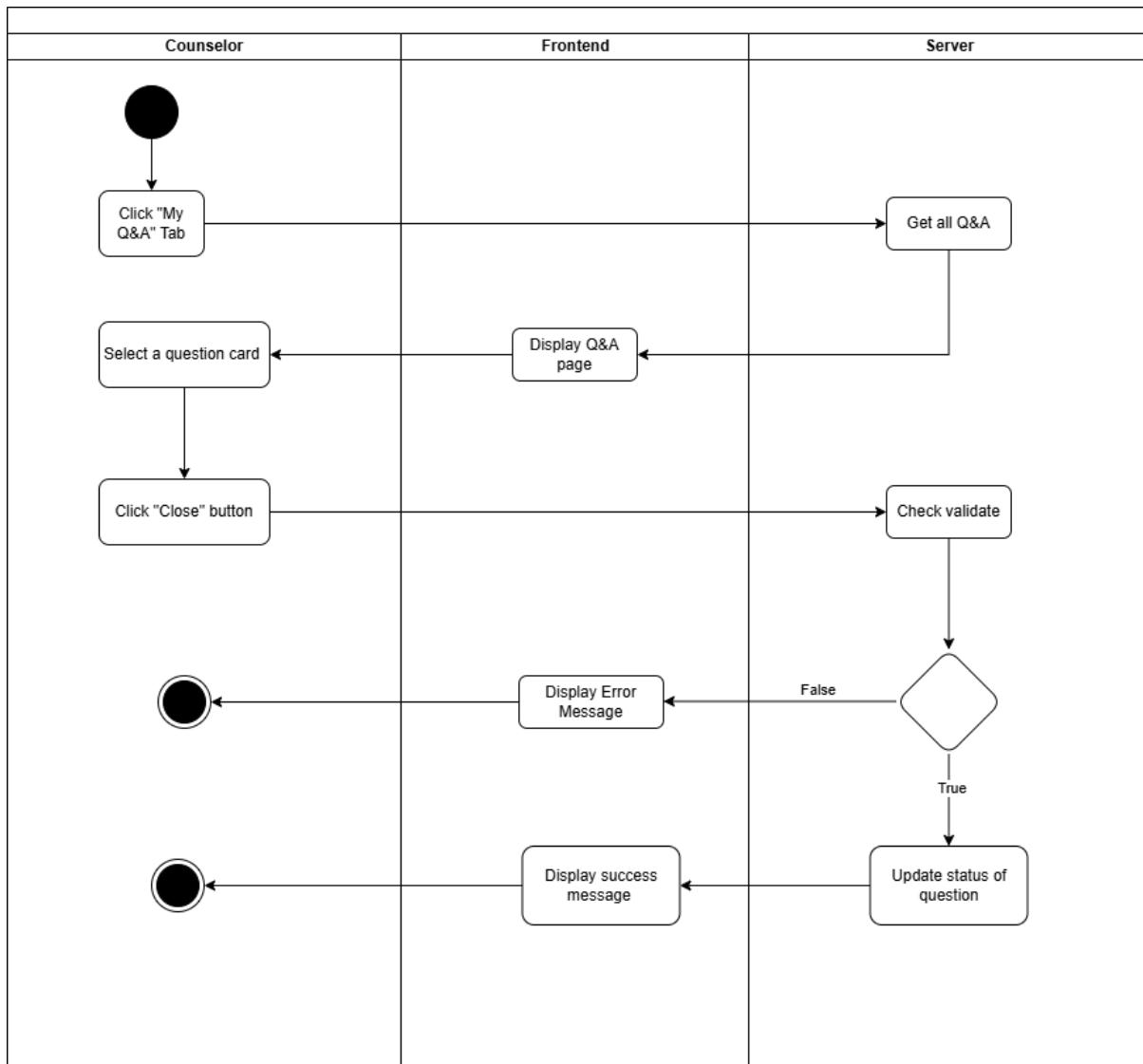


Figure 41 - Close question activity diagram

3.2.3.5. Chat in session activity diagram

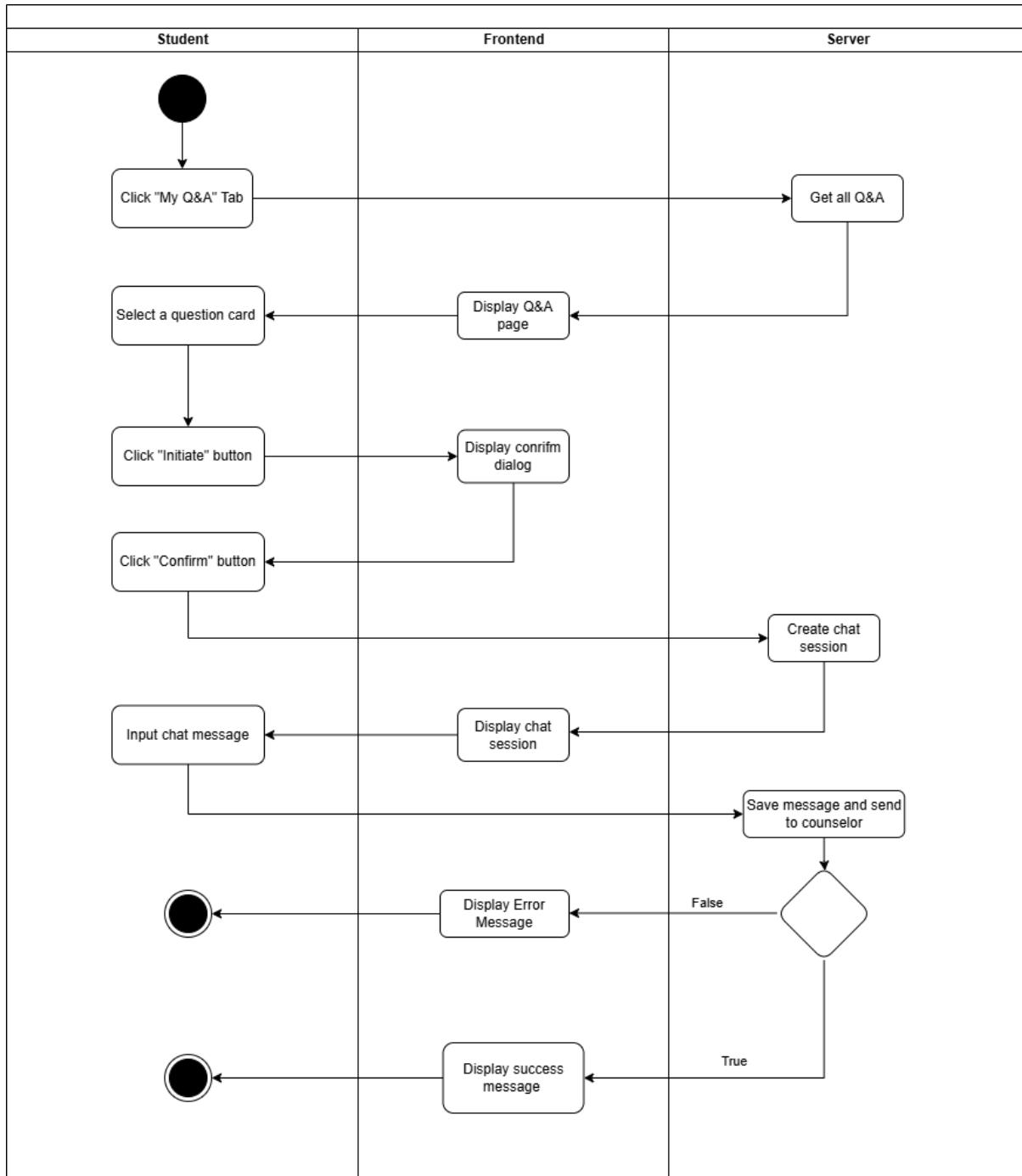


Figure 42 - Chat in session activity diagram

3.2.4. State Machine Diagram

3.2.4.1. Q&A State Machine Diagram

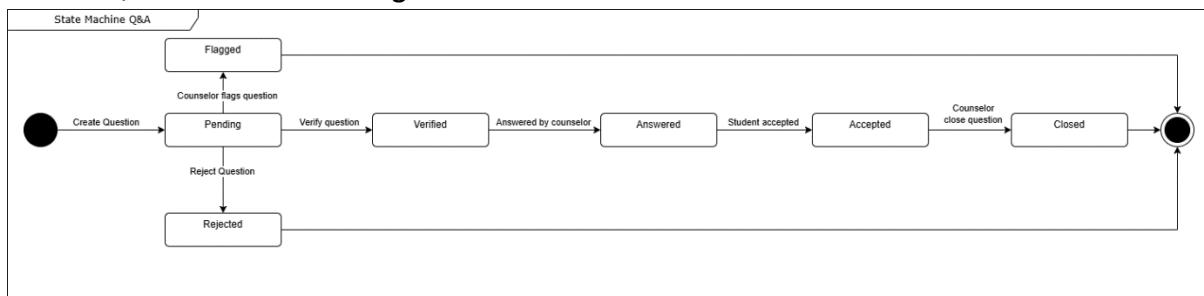


Figure 43 - Q&A State Machine Diagram

3.3. Staff-Driven Student Support and Counselor Matching for student's demand

3.3.1. Class Diagram



Figure 44 - Staff-Driven Student Support and Counselor Matching for student's demand class diagram

3.3.1.1. Class Specification

3.3.1.1.1. CounselorController class

Table 156 - CounselorController class

No	Attribute	Data Type	Visibility	Description
1	counselingAppointmentRequestService	CounselingAppointmentRequestService	Public	
2	counselorService	CounselorService	Public	
3	logger	Logger	Public	

Table 157 - CounselorController method class

No	Method	Visibility	Description
----	--------	------------	-------------

1	createAppointmentRequest()	Public	
2	getAppointmentsRequest()	Public	
3	getAppointmentsRequestOfStudentForManage()	Public	
4	findAllAppointmentRequest()	Public	
5	approveOnlineAppointment()	Public	
6	approveOfflineAppointment()	Public	
7	denyAppointmentRequest()	Public	
8	getAppointmentsByDateRange()	Public	
9	updateAppointmentDetails()	Public	
10	submitFeedback()	Public	
11	takeAttendance()	Public	
12	cancelAppointmentForStudent()	Public	
13	cancelAppointmentForCounselor()	Public	

3.3.1.1.2. CounselorService class

Table 158 – CounselorService method class

No	Method	Visibility	Description
1	getCounselorsWithFilter()	Public	
2	getOneCounselor()	Public	
3	getAllExpertises()	Public	
4	getReasonMeaning()	Public	
5	findBestAvailableCounselorForNonAcademic()	Public	
6	findBestAvailableCounselorForAcademic()	Public	
7	getAllCounselingSlots()	Public	
8	getNonAcademicCounselorsWithFilter()	Public	
9	getAcademicCounselorsWithFilter()	Public	
10	getAllSpecialization()	Public	
11	getNonAcademicCounselorById()	Public	
12	getAcademicCounselorById()	Public	

3.3.1.1.3. CounselorServiceImpl class

Table 159 - CounselorServiceImpl class

No	Attribute	Data Type	Visibility	Description
1	counselingAppointmentRequestService	CounselingAppointmentRequestService	Public	
2	logger	Logger	Public	

Table 160 - CounselorServiceImpl method class

No	Method	Visibility	Description
1	getCounselorsWithFilter()	Public	
2	getOneCounselor()	Public	

3	getAllExpertises()	Public	
4	getReasonMeaning()	Public	
5	findBestAvailableCounselorForNonAcademic()	Public	
6	findBestAvailableCounselorForAcademic()	Public	
7	getAllCounselingSlots()	Public	
8	getNonAcademicCounselorsWithFilter()	Public	
9	getAcademicCounselorsWithFilter()	Public	
10	getAllSpecialization()	Public	
11	getAllSpecialization()	Public	
12	getNonAcademicCounselorById()	Public	
13	getAcademicCounselorById()	Public	

3.3.1.1.4. CounselorRepository class

Table 161 - CounselorRepository method class

No	Method	Visibility	Description
1	findByKeywordAndRatingRange()	Public	
2	findAvailableCounselorsByGenderAndExpertiseOrderedForNonAcademic()	Public	
3	findAvailableCounselors()	Public	
4	findNonAcademicCounselorsWithFilter()	Public	
5	findNonAcademicCounselorsWithFilterForManaging()	Public	
6	findAcademicCounselorsWithFilter()	Public	
7	findAcademicCounselorsWithFilterForManaging()	Public	
8	findAvailableCounselorsByGenderAndExpertiseOrderedForAcademic()	Public	

3.3.1.1.5. Counselor class

Table 162 - Counselor class

No	Attribute	Data Type	Visibility	Description
1	rating	BigDecimal	Private	
2	status	CounselorStatus	Private	
3	specializedSkills	String	Private	
4	otherSkills	String	Private	
5	workHistory	String	Private	
6	achievements	String	Private	
7	qualifications	List<Qualification>	Private	
8	certifications	List<Certification>	Private	
9	counselingSlots	List<CounselingSlot>	Private	
10	slotOfCounselors	List<SlotOfCounselor>	Private	
11	availableDateRange	AvailableDateRange	Private	
12	questionCards	List<QuestionCard>	Private	
13	contributionQuestionCards	List<ContributionQuestionCard>	Private	

14	feedbackList	List<AppointmentFeedback>	Private	
15	id	Long	Private	
16	createdDate	LocalDateTime	Private	
17	softDelete	boolean	Private	

3.3.1.1.6. Student class

Table 163 - Student class

No	Attribute	Data Type	Visibility	Description
1	studentCode	String	Private	
2	specialization	Specialization	Private	
3	department	Department	Private	
4	major	Major	Private	
5	flags	List<QuestionFlag>	Private	
6	bans	List<QuestionBan>	Private	
7	counselingProfile	StudentCounselingProfile	Private	
8	id	Long	Private	
9	createdDate	LocalDateTime	Private	
10	softDelete	boolean	Private	

3.3.1.1.7. CounselingDemand class

Table 164 - CounselingDemand class

No	Attribute	Data Type	Visibility	Description
1	status	Status	Private	
2	student	Student	Private	
3	supportStaff	SupportStaff	Private	
4	contactNote	String	Private	
5	summarizeNote	String	Private	
6	counselor	Counselor	Private	
7	startDateTime	LocalDateTime	Private	
8	endDateTime	LocalDateTime	Private	
9	priorityLevel	PriorityLevel	Private	
10	demandType	DemandType	Private	
11	additionalInformation	String	Private	
12	issueDescription	String	Private	
13	causeDescription	String	Private	
14	appointmentsForDemand	List<AppointmentForDemand>	Private	
15	id	Long	Private	
16	createdDate	LocalDateTime	Private	
17	softDelete	boolean	Private	

3.3.1.1.8. StudentFollowing class

Table 165 - StudentFollowing class

No	Attribute	Data Type	Visibility	Description
1	student	Student	Private	
2	supportStaff	SupportStaff	Private	
3	followDate	LocalDateTime	Private	
4	followNote	String	Private	

3.3.1.1.9. StudentRepository class

Table 166 – StudentRepository method class

No	Method	Visibility	Description
1	findStudents()	Public	
2	findStudentsByProblemTagsAndOptionalSemester()	Public	
3	findStudentsByProblemTagsRecommend()	Public	
4	findByStudentCode()	Public	

3.3.1.1.10. SupportStaffRepository class

Table 167 - SupportStaffRepository method class

No	Method	Visibility	Description
1	findByFilters()	Public	

3.3.1.1.11. CounselingDemandController class

Table 168 - CounselingDemandController class

No	Attribute	Data Type	Visibility	Description
1	counselingDemandService	CounselingDemandService	Private	

Table 169 - CounselingDemandController method class

No	Method	Visibility	Description
1	createCounselingDemand()	Public	
2	getOne()	Public	
3	filterCounselingDemandsForSupportStaff()	Public	
4	filterCounselingDemandsForCounselor()	Public	
5	updateCounselingDemand()	Public	
6	deleteCounselingDemand()	Public	
7	solveCounselingDemand()	Public	
8	getAllDemand()	Public	

3.3.1.1.12. CounselingDemandRepository class

Table 170 - CounselingDemandRepository method class

No	Method	Visibility	Description
1	findCounselingDemandsWithFilterForSupportStaff()	Public	
2	findCounselingDemandsWithFilterForCounselor()	Public	
3	findAllByStartTimeBetween()	Public	

3.3.1.1.13. SupportStaff class

Table 171 - SupportStaff class

No	Attribute	Data Type	Visibility	Description
1	following:	List<StudentFollowing>	Private	
2	id	SupportStaLongff	Private	
3	createdDate	LocalDateTime	Private	
4	softDelete	boolean	Private	

3.3.1.1.14. CounselingDemandService class

Table 172 - CounselingDemandService method class

No	Method	Visibility	Description
1	createCounselingDemand()	Public	
2	getOne()	Public	
3	filterCounselingDemandsForSupportStaff()	Public	
4	updateCounselingDemand()	Public	
5	deleteCounselingDemandIfWaiting()	Public	
6	filterCounselingDemandsForCounselor()	Public	
7	solveCounselingDemand()	Public	
8	getAll()	Public	

3.3.1.1.15. CounselingDemandService class

Table 173 - CounselingDemandService method class

No	Method	Visibility	Description
1	getStudentById()	Public	
2	getStudentDocumentById()	Public	
3	getStudents()	Public	
4	getStudentByStudentCode()	Public	
5	createCounselingProfile()	Public	
6	updateCounselingProfile()	Public	
7	getStudiesByStudentId()	Public	
8	getAttendanceByStudentCodeAndSemesterName()	Public	
9	getAttendanceDetailsByStudentCodeAndAttendanceId()	Public	
10	getDemandProblemTagDetailByStudentAndSemester()	Public	
11	getStudentsWithRecommend()	Public	
12	excludeAllDemandProblemTagsByStudentId()	Public	
13	getGeneralAssessment()	Public	

3.3.1.1.16. CounselingDemandServiceImpl class

Table 174 - CounselingDemandServiceImpl class

No	Attribute	Data Type	Visibility	Description

1	studentRepository	CounselingAppointmentRequestService	Public	
2	counselingDemandRepository	CounselingDemandRepository	Public	
3	counselorRepository	CounselorRepository	Public	
4	studentService:	StudentService		

Table 175 - *CounselingDemandServiceImpl* method class

No	Method	Visibility	Description
1	createCounselingDemand()	Public	
2	getOne()	Public	
3	filterCounselingDemandsForSupportStaff()	Public	
4	updateCounselingDemand()	Public	
5	deleteCounselingDemandIfWaiting()	Public	
6	filterCounselingDemandsForCounselor()	Public	
7	solveCounselingDemand()	Public	
8	getAll()	Public	

3.3.1.1.17. *CounselingDemandService* class

Table 176 - *CounselingDemandService* method class

No	Method	Visibility	Description
1	getStudentById()	Public	
2	getStudentDocumentById()	Public	
3	getStudents()	Public	
4	getStudentByStudentCode()	Public	
5	createCounselingProfile()	Public	
6	updateCounselingProfile()	Public	
7	getStudiesByStudentId()	Public	
8	getAttendanceByStudentCodeAndSemesterName()	Public	
9	getAttendanceDetailsByStudentCodeAndAttendanceId()	Public	
10	getDemandProblemTagDetailByStudentAndSemester()	Public	
11	getStudentsWithRecommend()	Public	
12	excludeAllDemandProblemTagsByStudentId()	Public	
13	getGeneralAssessment()	Public	

3.3.1.1.18. *StudentServiceImpl* class

Table 177 - *StudentServiceImpl* class

No	Attribute	Data Type	Visibility	Description
1	log: Logger	CounselingAppointmentRequestService	Public	
2	studentRepository	CounselingDemandRepository	Public	

3	appointmentRepository	CounselingAppointmentRepository	Public	
4	counselingProfileRepository	CounselingProfileRepository	Public	
5	restTemplate	RestTemplate	Public	
6	semesterRepository	SemesterRepository	Public	
7	demandProblemTagRepositor	DemandProblemTagRepository	Public	
8	openAIService	OpenAIService	Public	
9	problemTagRepository	ProblemTagRepository	Public	

Table 178 - StudentServiceImpl method class

No	Method	Visibility	Description
1	getStudentById()	Public	
2	getStudentDocumentById()	Public	
3	getStudents()	Public	
4	getStudentByStudentCode()	Public	
5	createCounselingProfile()	Public	
6	updateCounselingProfile()	Public	
7	getStudiesByStudentId()	Public	
8	getAttendanceByStudentCodeAndSemesterName()	Public	
9	getAttendanceDetailsByStudentCodeAndAttendanceId()	Public	
10	getDemandProblemTagDetailByStudentAndSemester()	Public	
11	+ getStudentsWithRecommend()	Public	
12	excludeAllDemandProblemTagsByStudentId()	Public	
13	getGeneralAssessment()	Public	

3.3.2. Sequence Diagram

3.3.2.1. Support staff follows student sequence diagram

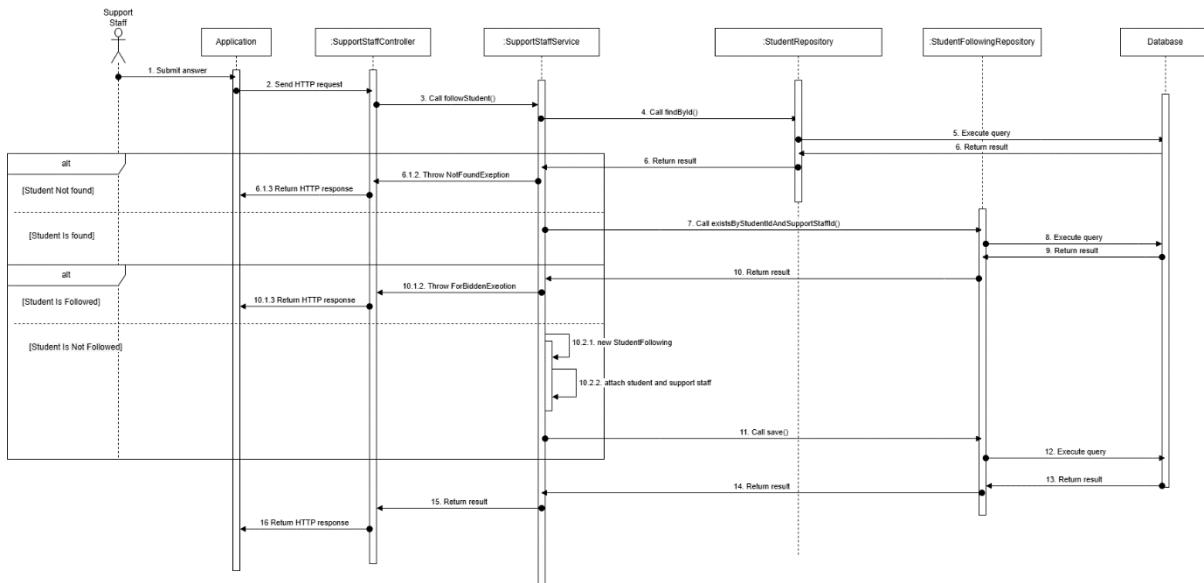


Figure 45 - Support staff follows student sequence diagram

3.3.2.2. Support staff create demand card sequence diagram

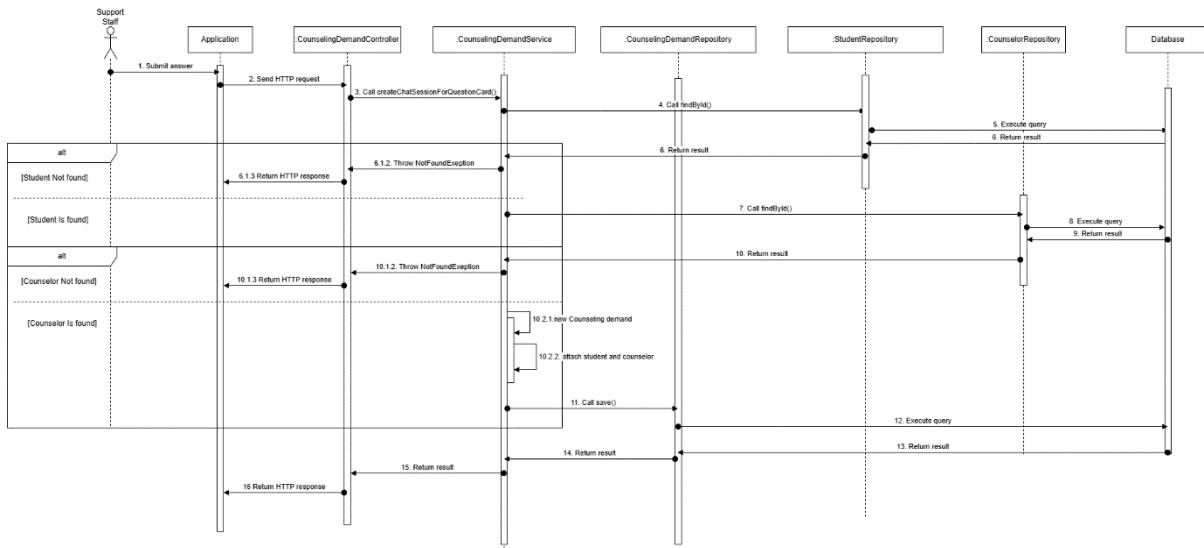


Figure 46 – Support staff create demand card sequence diagram

3.3.2.3. Counselor creates appointment and attach to demand card sequence diagram

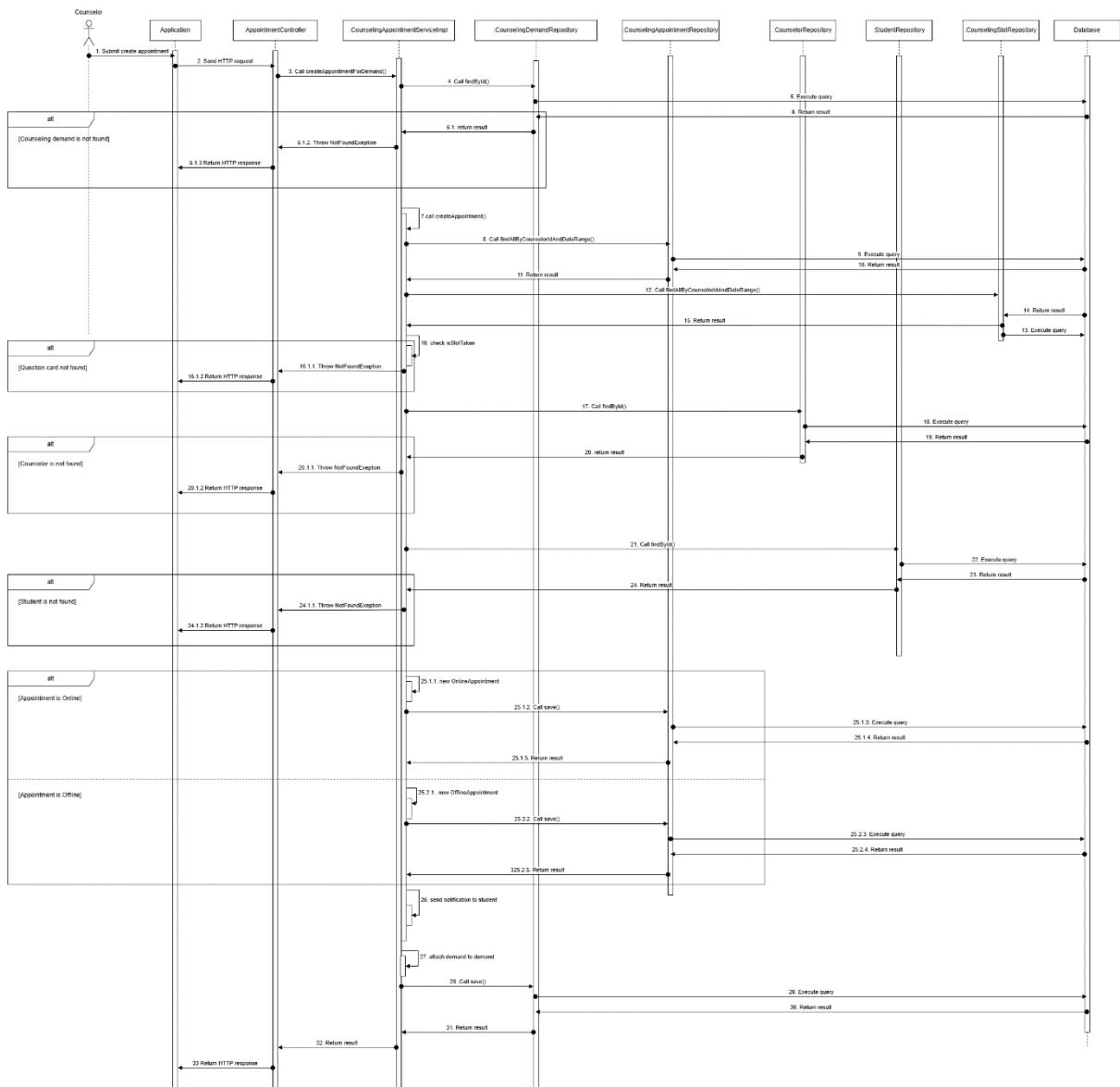


Figure 47 - Counselor creates appointment and attach to demand card sequence diagram

3.3.2.4. Counselor solves demand card sequence diagram

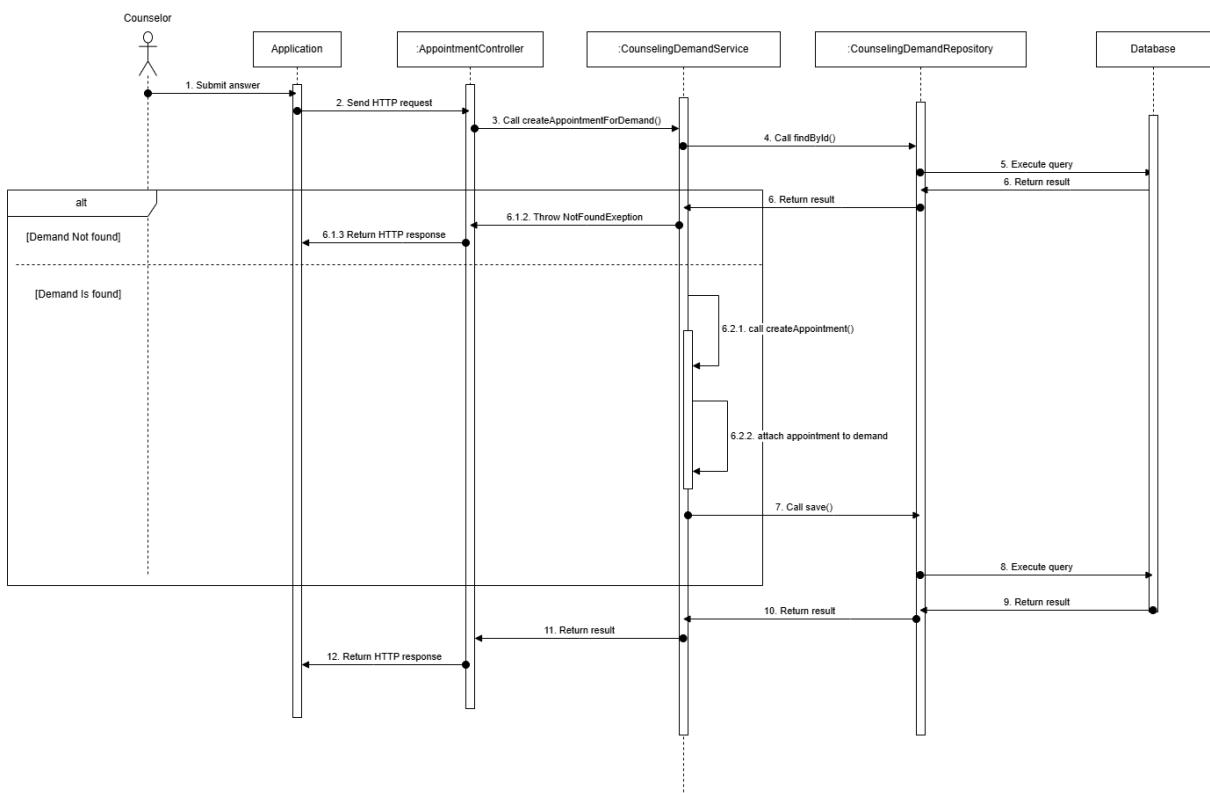


Figure 47 – Counselor solves demand card student sequence diagram

3.3.3. Activity Diagram

3.3.3.1. Staff Create demand card for mapping counselor with student activity diagram

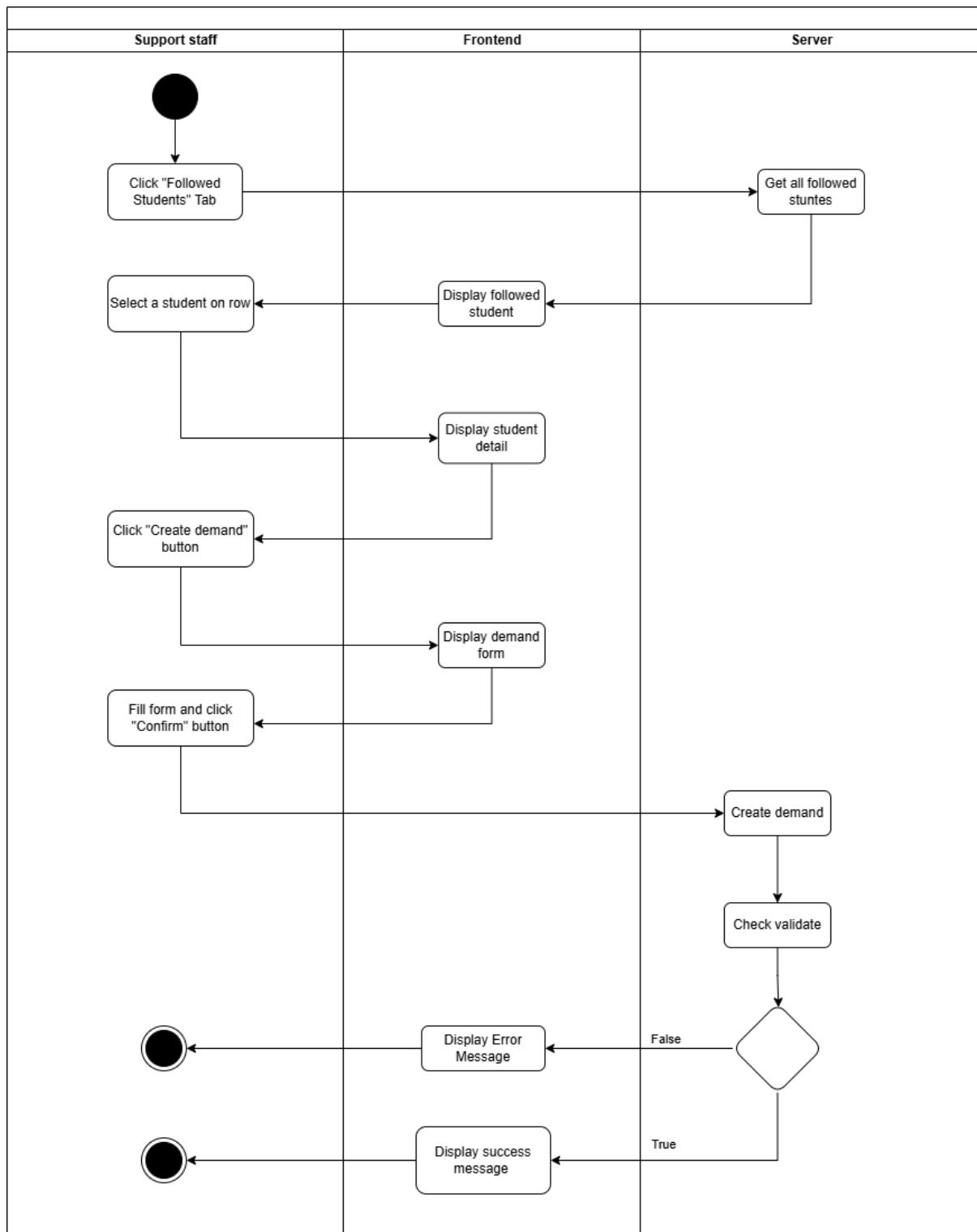


Figure 46 - Staff Create demand card for mapping counselor with student activity diagram

3.3.3.1. Counselor Create appointment for demand if student need activity diagram

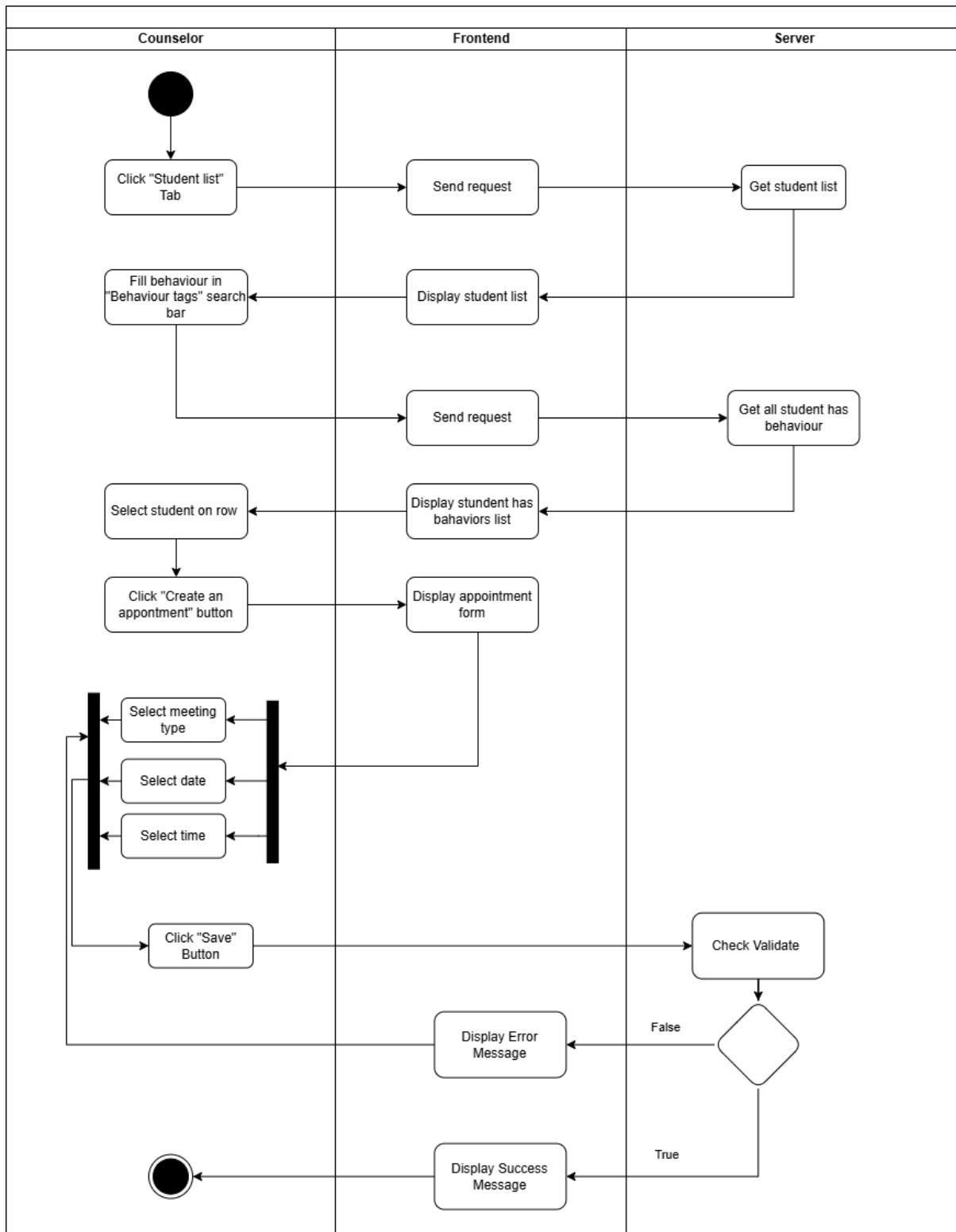


Figure 47 - Counselor Create appointment for demand if student need activity diagram

3.3.3.2. Staff Follow student activity diagram

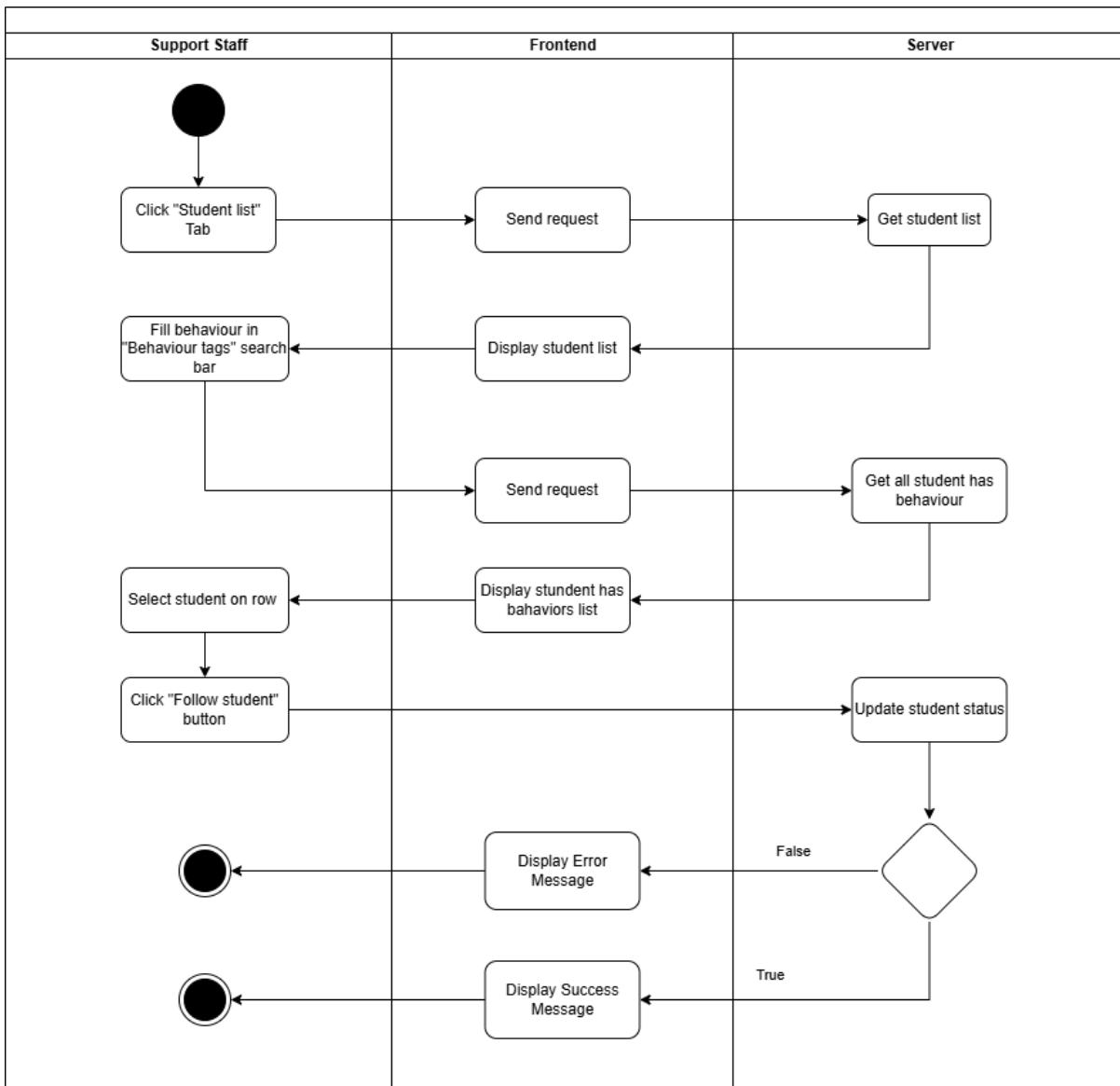


Figure 48 - Staff Follow student activity diagram

3.3.3.3. Staff Unfollow student activity diagram

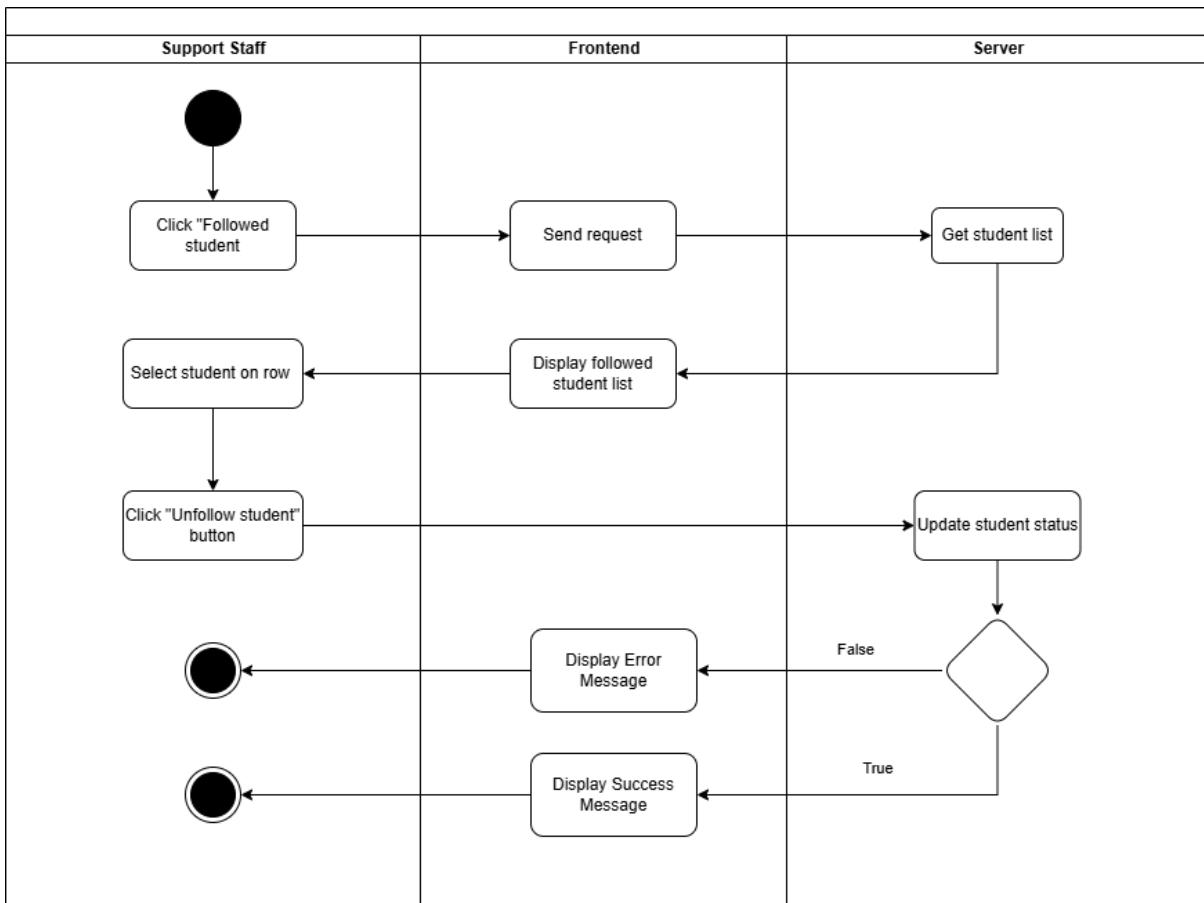


Figure 49 - Staff Unfollow student activity diagram

3.3.3.4. Solve demand activity diagram

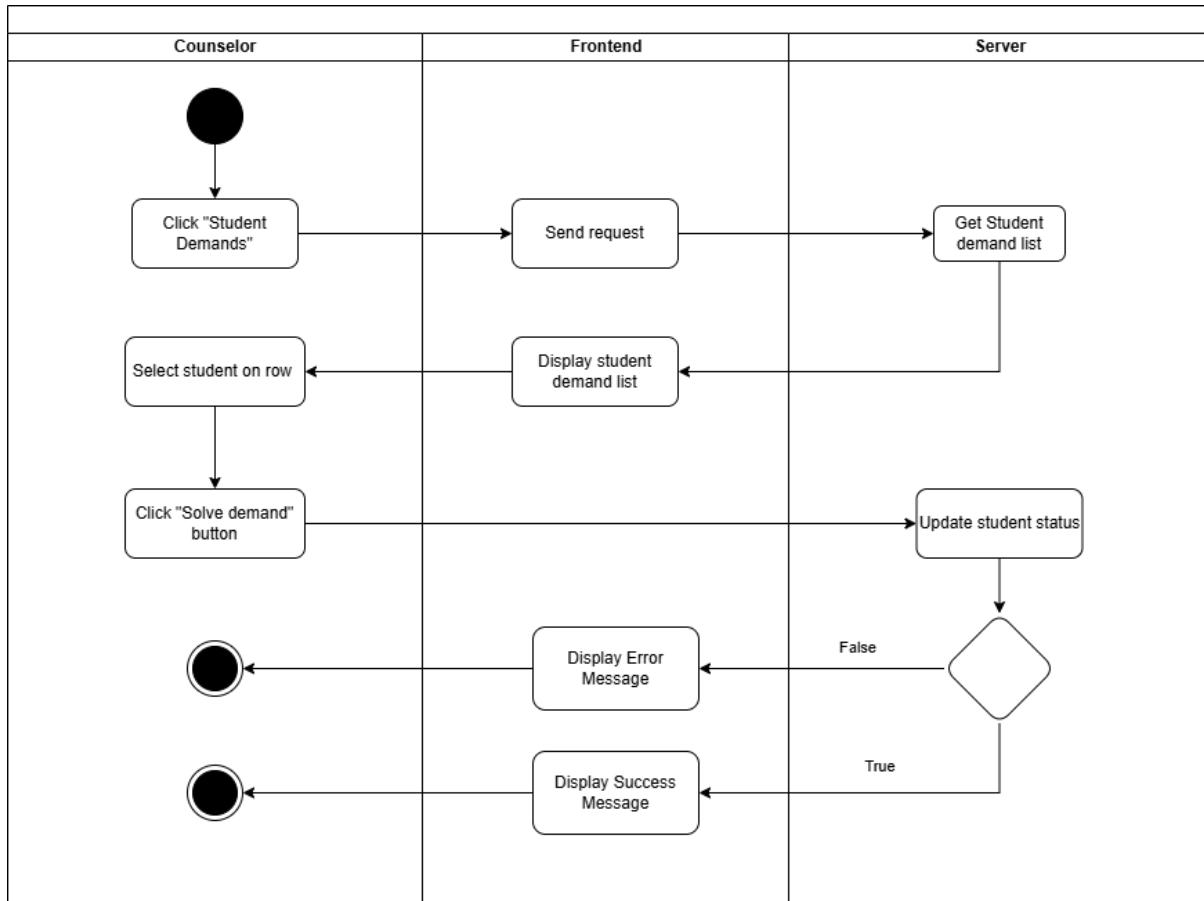


Figure 50 - Solve demand activity diagram

3.3.4. State Machine Diagram

3.3.4.1. Demand Mapping State Machine Diagram

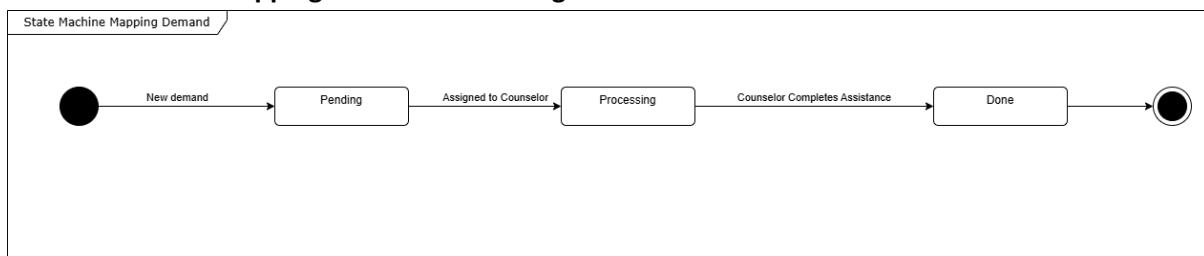


Figure 51 -Demand Mapping State Machine Diagram

V. Software Testing Documentation

1. Overall Description

1.1. Test Model

In the SCSS Project, we apply Agile testing for the following purposes: Quickly adapt to projects that changed rapidly and continuously. Test cases are ready for execution when finishing the implementation. Detecting errors in the system early allows for quick correction.

1.2. Test Levels

Integration testing: Ensure every module works appropriately together in the system.

System testing: Ensure that the SCSS system meets the design specification and other requirements.

1.3. Testing Types

Functional test: Ensure that all functions in the system meet its requirements.

User Interface test: Ensure that all elements of the UI are correctly presented.

2. Test Strategy

2.1. Testing Types

Functional test: Ensure that all functions in the system meet its requirements.

API test: Ensure that all APIs in the system process and return required data correctly.

User Interface test: Ensure that all elements of the UI are correctly presented.

2.2. Test Levels

Table 179 - Test Levels

Type of Tests	Test Level		
	Integration	System	Acceptance
Function test	X	X	X
User interface test	X	X	X

2.3. Supporting Tools

Table 180 - Supporting Tools

Purpose	Tool	Vendor/In-house	Version
User interface testing on web application	Google Chrome	Vendor (Google)	124.0.6367.60
User interface testing on mobile application	Android Emulator	Vendor (Android Studio)	9.0
User interface testing on mobile application	Physical mobile device	Vendor (Android Device)	9.0
API test, Integration test	Postman	Vendor (Postman)	11.18

3. Test Plan

3.1. Human Resources

Table 181 - Human Resources

Worker/Doer	Role	Specific Responsibilities/Comments
Trịnh Vĩnh Phát	Leader	Planning, assigning test functions to members and verifying test results.
Vũ Ngọc Hải Đăng	Member	Execute test and report
Đoàn Tiến Phát	Member	Execute test and report
Phạm Trần Sơn Nguyên	Member	Execute test and report

Nguyễn An Khánh	Member	Execute test and report
-----------------	--------	-------------------------

3.2. Test Environment

Table 182 - Test Environment

Purpose	Tool	Provider	Version
User interface testing on web application	Google Chrome	Google Chrome	119.0.6045.200
User interface testing on mobile application	Android Emulator Physical mobile device	Android studio Android Device	9.0
API test, Integration test	Postman	Postman	11.18

3.3. Test Milestones

Table 183 - Test Milestones

Milestone Task	Start Date	End Date
Create test plan	15/10/2024	21/10/2024
Create test cases for Web application	21/10/2024	20/11/2024
Create test cases for APIs	20/11/2024	29/11/2024
Create test cases for Mobile application	29/11/2024	05/12/2024
Create report for testing	05/12/2024	10/12/2024

4. Test Cases & Test Reports

Test Cases & test reports:[GFA24SE27-Test-Report](#)

VI. Release Package & User Guides

1. Deliverable Package

Table 184 - Deliverable Package

No.	Deliverable Item	Description
1	Source Codes	Web: Frontend.zip Backend: SCSS_Backend_Server.zip Simulation_Student_Data_Server.zip Mobile: Mobile.zip
2	Database Script(s)	SCSS.sql Simulation_Student_Data_Server_Database_Script.sql
3	Final Report Document	A document file that summarizes the project information.
4	Test Cases Document	GFA24SE27-Test-Report
5	Slide	FA24SE111_HuynhCongVietNgu_LeVoMinhThu_Slide

2. Installation Guides

2.1 System Requirements

2.1.1 Hardware requirements

2.1.1.1 Website application

Table 185 - Website application

PC	Minimum	Recommended
Internet connection	Cable, Wi-fi	Cable, Wi-fi
Processor	Intel Core i5	Intel Core i7
Memory	8GB RAM	16GB RAM
Storage	HDD 256GB	SSD 256GB
Web Browser	Google Chrome Internet Explorer	Google Chrome v.124.0.6367.60 Internet Explorer IE.11

2.1.1.2 Mobile application

Table 186 - Mobile application

Mobile	Minimum	Recommended
Internet connection	Cable, Wi-fi	Cable, Wi-fi
Processor	Qualcomm SM4250	Qualcomm Snapdragon 680
Memory	8GB	32GB
Storage	105.46MB	120.00MB
Operating System	Android 12	Android 14

2.1.2 Software requirements

Table 187 - Software requirements

Component	Name and Version	Description

Operating System	Windows 10	Operating system for building production
DBMS	MySQL	Used to manage database
Java spring boot	Java spring boot 3.3.2	Use to run back-end server
ReactJS	ReactJS 18.3.1	Use to run front-end server
ReactNative	ReactNative 0.74.3	Use to run mobile application
IDE	Visual Studio, IntelliJ, Android Studio	Use to write, edit and run code

2.2. Installation Instruction

2.2.1. Environment Setup

2.2.1.1. Mobile Application Development

Step1: Download Visual Studio Code:

- Go to the [Visual Studio Code download page](#).
- Download the latest stable version of Visual Studio Code (version 1.95 or newer).

Step2: Install Visual Studio Code:

- Follow the on-screen instructions to install Visual Studio Code on your machine.

Step 3: Setup for React Native Development:

- Open Visual Studio Code after installation.
- Install the **React Native CLI** if you haven't already by opening a terminal and running:
`Npx create-expo-app scss-mobile`
- Install **Node.js** (required for React Native) from [Node.js website](#).

Step 4: Install Required Extensions in Visual Studio Code:

- Open Visual Studio Code.
- Go to the **Extensions** view by clicking on the Extensions icon in the Activity Bar.
- Search for and install the **React Native Tools** extension to enhance support for React Native development.

2.2.1.2. Web application

Step 1: Install Visual Studio Code:

- Download the [Visual Studio Code setup file](#).
- After the download is complete, run the VSCodeUserSetup.exe file.
- Click Next to proceed with the installation. Then, agree to the terms of use.
- Choose the installation location (it's recommended to keep the default) and click Next.
- In the subsequent steps, continue clicking Next until the installation is complete.

Step 2: Install npm through Visual Studio Code or you can install npm via NodeJS: [Link](#).

2.2.1.3. Back-end Server

2.2.1.3.1. Install IntelliJ

Step 1: Go to the JetBrains Website

1. Open your web browser and navigate to the JetBrains IntelliJ IDEA homepage at <https://www.jetbrains.com/idea/>.

Step 2: Choose the IntelliJ IDEA Edition

1. On the IntelliJ IDEA homepage, click the Download button.
2. You'll see two editions:
 - o Ultimate: A paid edition with full features for professional development.
 - o Community: A free edition suitable for learning and open-source projects.
3. Select the edition that fits your needs, then click Download.

Step 3: Download IntelliJ IDEA for Your Operating System

1. The download page will detect your operating system (Windows, macOS, or Linux) automatically.
2. Click the Download button for your operating system.

Step 4: Run the Installation File

1. Once the download completes, open the installation file (.exe on Windows, .dmg on macOS, or .tar.gz on Linux).
2. On Windows:
 - o Double-click the .exe file and follow the installation instructions.
3. On macOS:
 - o Open the .dmg file, then drag and drop the IntelliJ IDEA icon into the Applications folder.
4. On Linux:
 - o Extract the .tar.gz file and move the folder to a suitable location. You can add an alias or shortcut to open IntelliJ from the terminal.

Step 5: Launch IntelliJ IDEA and Initial Setup

1. Open IntelliJ IDEA for the first time.
2. Choose Do not import settings if this is your first installation.
3. IntelliJ will prompt you to configure initial settings such as theme (Light or Dark), plugins, and other options. Choose your preferred settings.
4. Once done, click Start using IntelliJ IDEA to begin.

2.2.1.3.2. Install Environment

Step 1: Install Java 21 or Higher

1. Download Java: Visit the [Oracle JDK](#) or [OpenJDK](#) website and download Java 21 or higher.
2. Install:
 - o Windows/macOS: Follow the installer's instructions.
 - o Linux: Use a package manager (e.g., `sudo apt install openjdk-21-jdk` on Ubuntu).
3. Set `JAVA_HOME` Environment Variable (if needed): Point `JAVA_HOME` to your Java installation path.

- Verify: Run `java -version` to ensure Java is correctly installed.

Step 2: Install Maven 3.9.8 or Higher

- Download Maven: Go to the [Maven download page](#) and download version 3.9.8 or higher.
- Install:
 - Windows/macOS: Extract and move the folder to a suitable location (e.g., `C:\Program Files\Apache\Maven`).
 - Linux: Extract and move to a system directory (e.g., `/usr/local/apache-maven`).
- Add to PATH: Ensure the Maven `bin` directory is in your PATH.
- Verify: Run `mvn -version` to check the Maven installation.

Step 3: Install Git

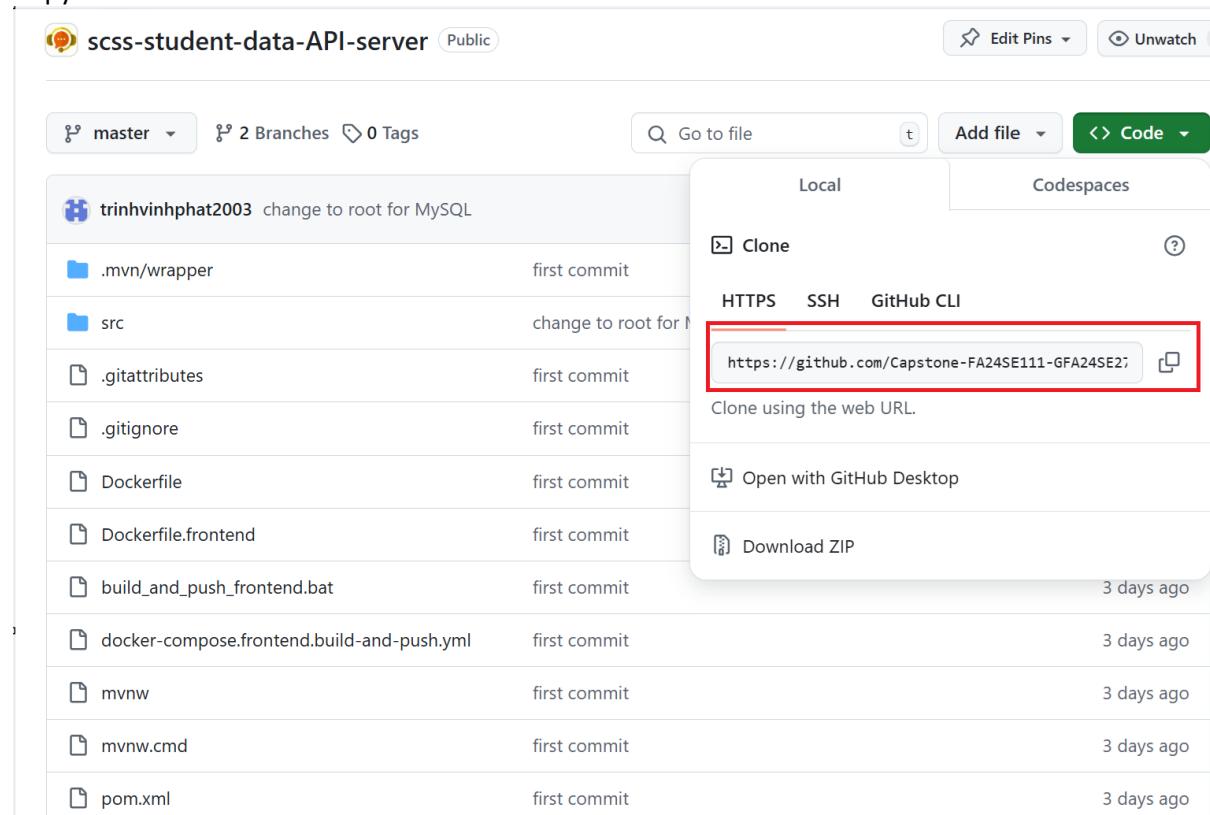
- Download and Install Git: Go to [Git's official website](#) and download the appropriate version for your OS.
- Clone the Project: Run the following command in your terminal or command prompt:
`git clone <project-repo-url>`

2.2.1.3.3 Simulation Student Data Server

Step 1: Clone source code from github

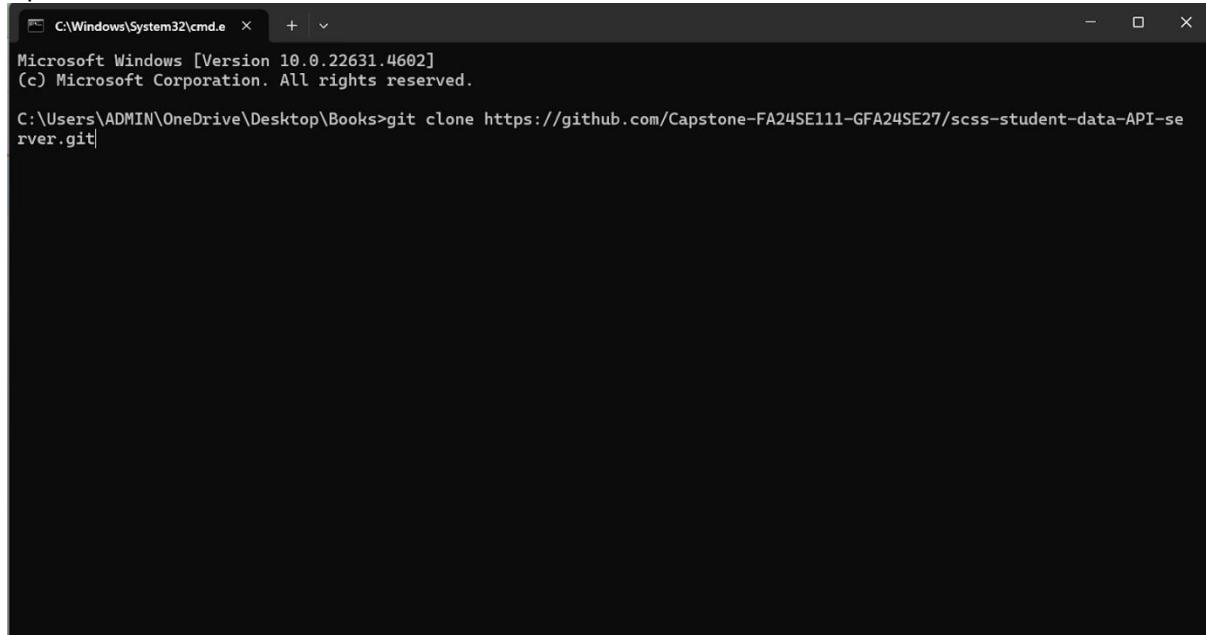
- Access source code online through link: <https://github.com/Capstone-FA24SE111-GFA24SE27/scss-student-data-API-server>

Copy source code URL



The screenshot shows a GitHub repository page for 'scss-student-data-API-server'. The repository has 2 branches and 0 tags. The master branch is selected. A modal window is open over the repository list, specifically the 'Clone' section. The 'HTTPS' tab is selected, showing the URL <https://github.com/Capstone-FA24SE111-GFA24SE27/scss-student-data-API-server>. This URL is highlighted with a red box. Other options in the modal include 'SSH' and 'GitHub CLI', and links to 'Local' and 'Codespaces'.

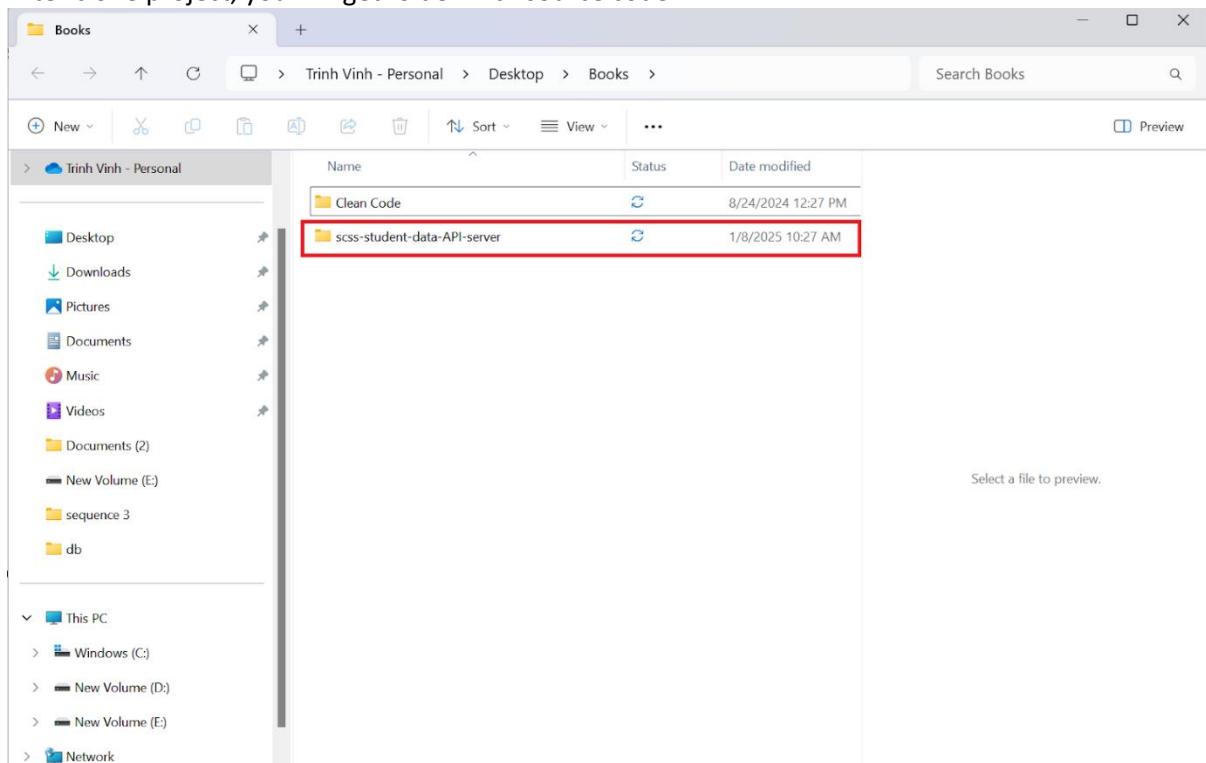
Open terminal and run



```
C:\Windows\System32\cmd.exe + Microsoft Windows [Version 10.0.22631.4602]
(c) Microsoft Corporation. All rights reserved.

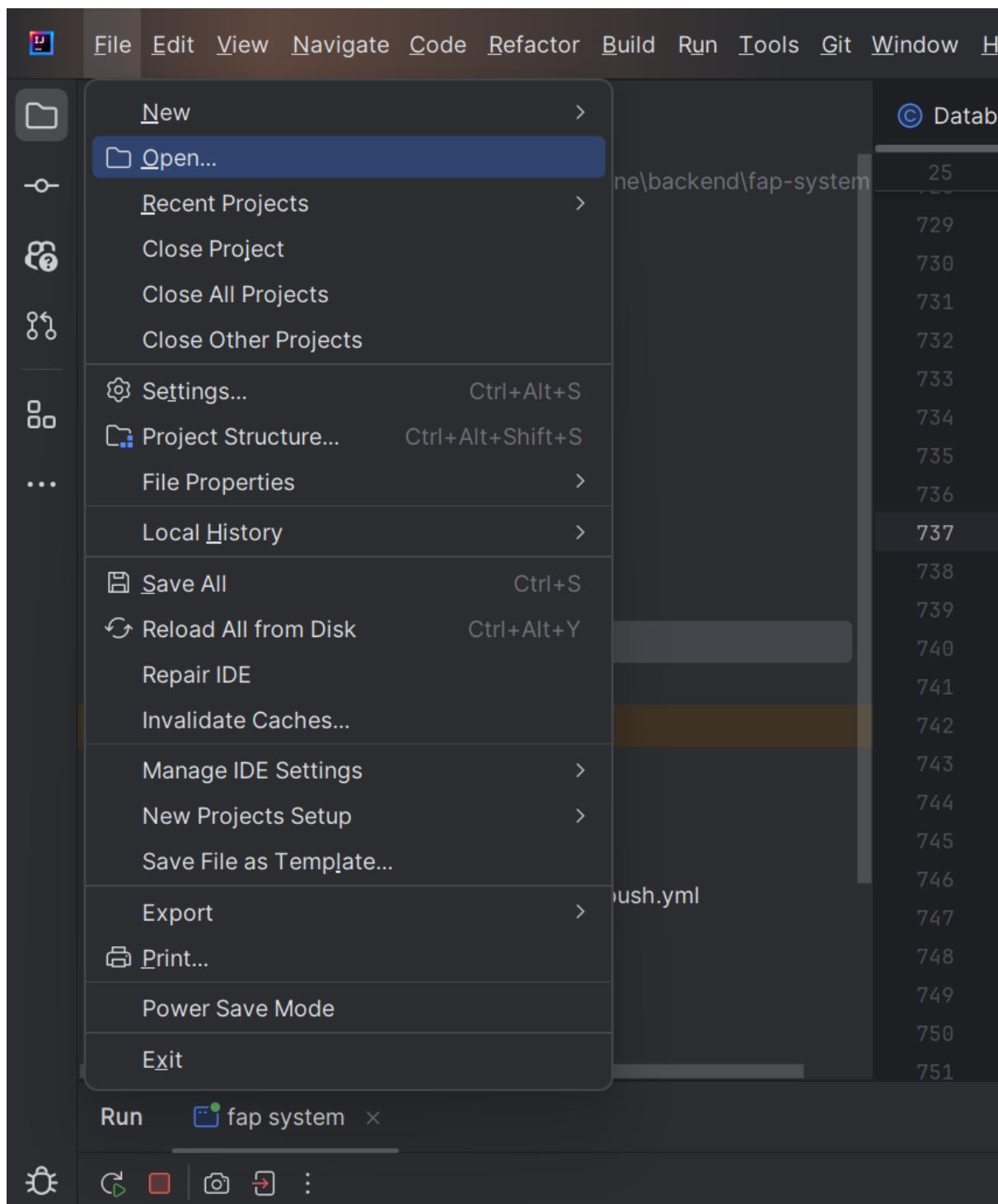
C:\Users\ADMIN\OneDrive\Desktop\Books>git clone https://github.com/Capstone-FA24SE111-GFA24SE27/scss-student-data-API-server.git
```

After clone project, you will get folder with source code

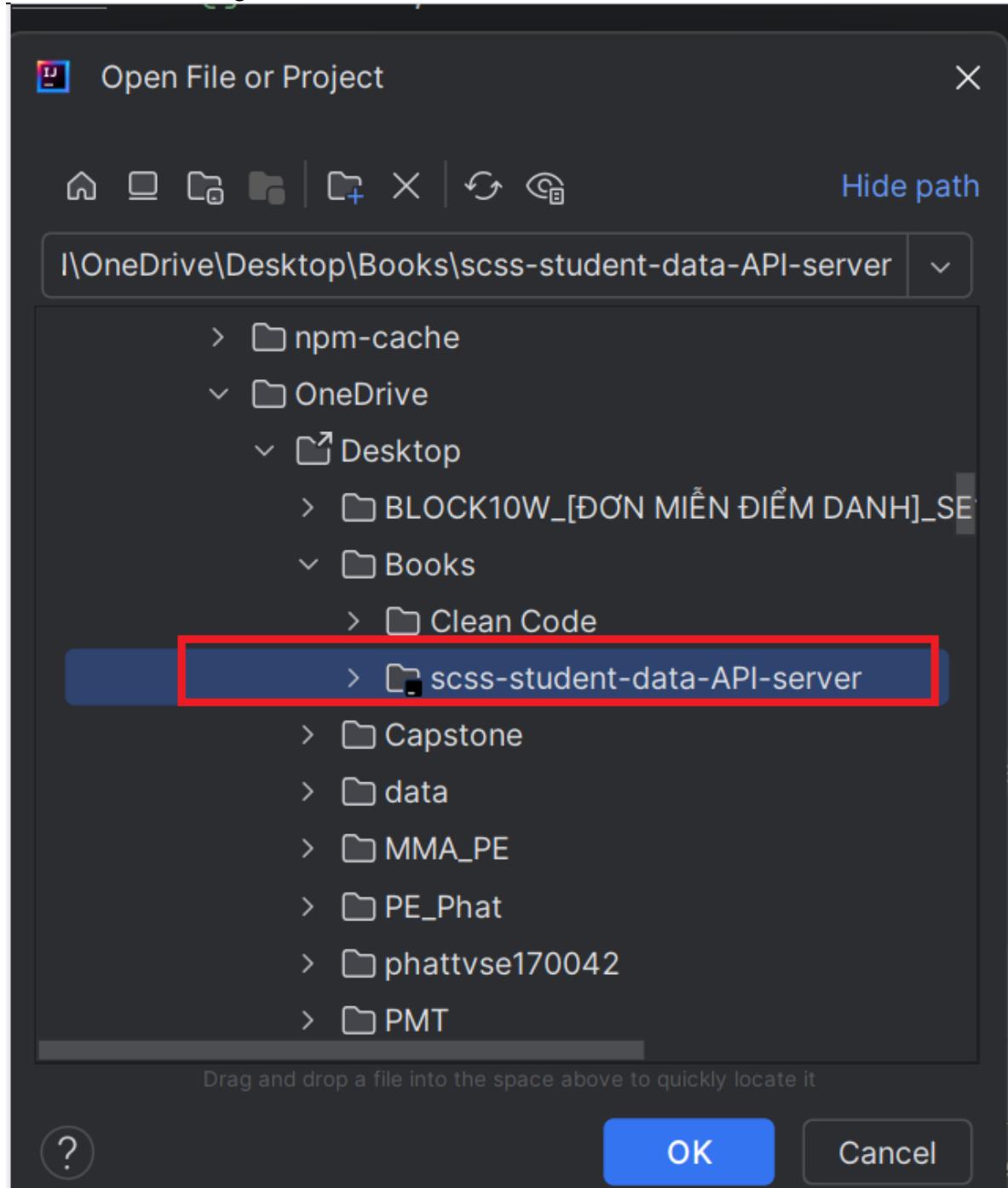


Step 2: Open source code with coding editor

Open intellij, click file -> open



Select folder containing source code and click OK



Folder will be opened in intellij

The screenshot shows the IntelliJ IDEA interface. On the left is the project navigation pane, which lists several files and folders: .idea, .mvn, src (selected), target, .gitattributes, .gitignore, build_and_push_frontend.bat, docker-compose.frontend.build-and-push.yml, Dockerfile, Dockerfile.frontend, HELP.md, mvnw, mvnw.cmd, pom.xml, External Libraries, and Scratches and Consoles. The code editor on the right contains Java code for a Student class:

```
729
730     private Student createSt
731         String email = ((in
732         Gender gender = ((in
733         email += "@gmail.com
734
735         if(index == 2) {
736             emai int index
737         }
738         if(index == 3) {
739             email = "phatdts
740         }
741         if(index == 4) {
742             email = "dangvnh
743         }
744         if(index == 5) {
745             email = "khanhna
746
747
748         return Student.build
749             .studentCode
750             .batch(batch
751             .email(email
```

2.2.1.3.4. SCSS Server

Step 1: Clone source code from github

1. Access source code online through link: <https://github.com/Capstone-FA24SE111-GFA24SE27/scss-backend>

Copy source code URL

A screenshot of a GitHub repository page for 'trinhvinhphat2003'. The repository name is 'change elastic config'. The 'Clone' menu is open, showing options for 'HTTPS' and 'GitHub CLI'. The 'HTTPS' URL, <https://github.com/Capstone-FA24SE111-GFA24SE27/scss-backend.git>, is highlighted with a red box.

Open terminal and run

A screenshot of a Windows Command Prompt window titled 'Command Prompt'. The window shows the command `C:\Users\ADMIN>git clone https://github.com/Capstone-FA24SE111-GFA24SE27/scss-backend.git` being typed. The command is highlighted with a red box.

After clown project, you will get folder with source code

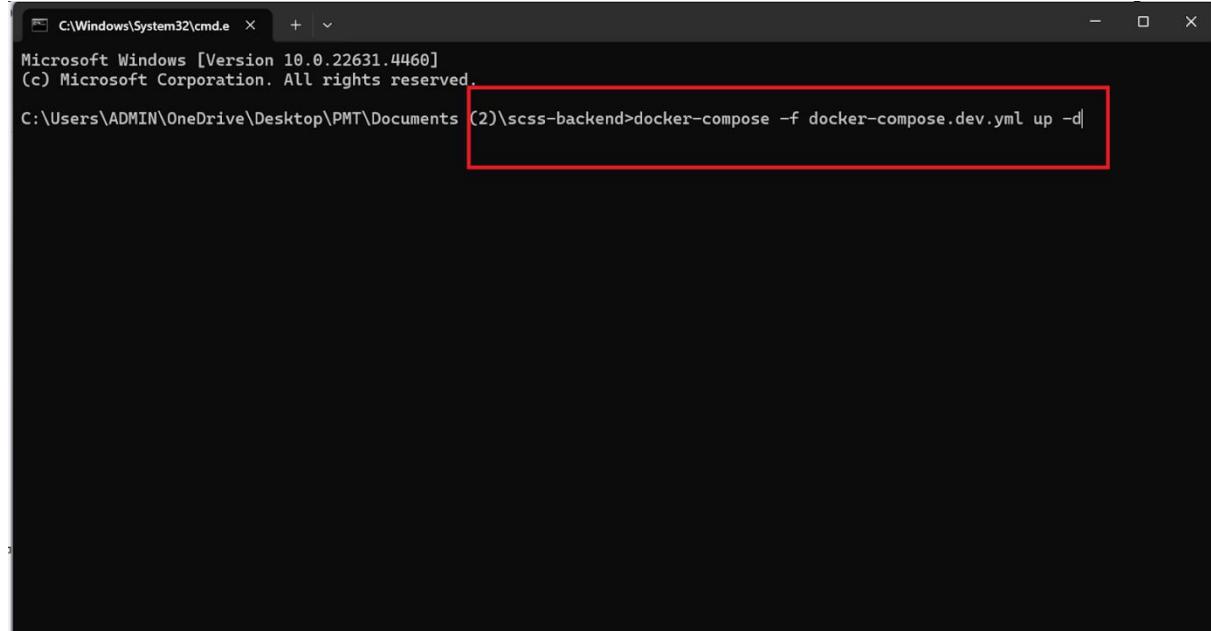
Name	Status	Date modified
scss-backend	⟳	11/30/2024 10:48 AM
GFA23SE12- Capstone Project Fall 2023.pptx	⟳	12/8/2023 8:31 PM
GFA23SE12-Support_document.docx	⟳	12/8/2023 11:38 PM
GFA23SE12-Test-Report.xlsx	⟳	12/9/2023 11:12 PM
MBKC_CapstoneProject_Registration.docx	⟳	11/4/2023 3:09 PM
Report7_Final Project Report.docx	⟳	12/20/2023 8:08 PM
Report7_Final Project Report.pdf	⟳	12/20/2023 8:08 PM

Step 2: Set up service using by system

Open Docker

Containers Give feedback								
Container CPU usage ⓘ			Container memory usage ⓘ			Show charts		
Search		Only show running containers	2.01% / 1000% (10 cores allocated)	1.74GB / 15.12GB				
□	Name	Image	Status	Port(s)	Last started	CPU (%)	Actions	
□	myapp 5528ad2c0ebf	gms:latest	Exited (143)	8080:8080	4 months ago	0%	▶	⋮
□	redis-server a01402a86293	redis	Exited	6379:6379	9 months ago	0%	▶	⋮
□	postgres-server b6bf18016230	postgres	Exited	5432:5432	6 months ago	0%	▶	⋮
□	mongo-server 71130ad8565c	mongo	Exited	27017:27027	11 months ago	0%	▶	⋮
□	cicd-container 075f297dc442	cicd	Exited (143)	8080:8080	1 year ago	0%	▶	⋮
□	keycloak 506c67a13b99	quay.io/keycloak/keycloak:18.0.0	Exited (143)	8080:8080	1 year ago	0%	▶	⋮
□	mysqlserver d048dd90dd38	mysql/mysql-server:latest	Exited	3307:3306	1 year ago	0%	▶	⋮
□	intelligent_leakey 2e62d0097bdc	chatappclient:0.0.1	Exited (137)	3000:3000	6 months ago	0%	▶	⋮
□	charming_swanson 65e7ea0c4e8c	chatappserver:0.0.1	Exited (143)	8080:8080	6 months ago	0%	▶	⋮

Run CMD command at root of project



```
C:\Windows\System32\cmd.e Microsoft Windows [Version 10.0.22631.4460]
(c) Microsoft Corporation. All rights reserved.

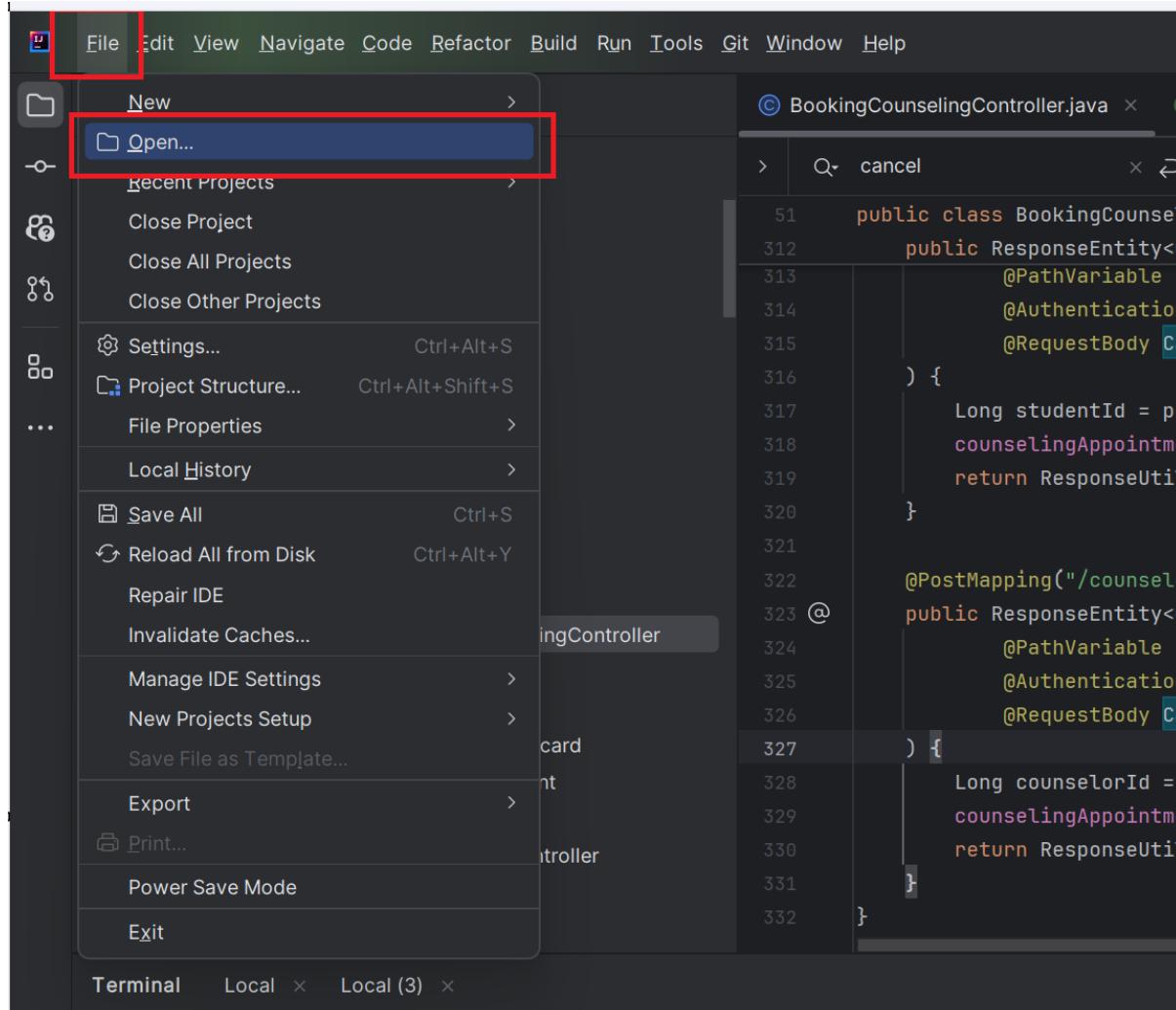
C:\Users\ADMIN\OneDrive\Desktop\PMT\Documents (2)\scss-backend>docker-compose -f docker-compose.dev.yml up -d|
```

After waiting for service to up, some necessary container will up

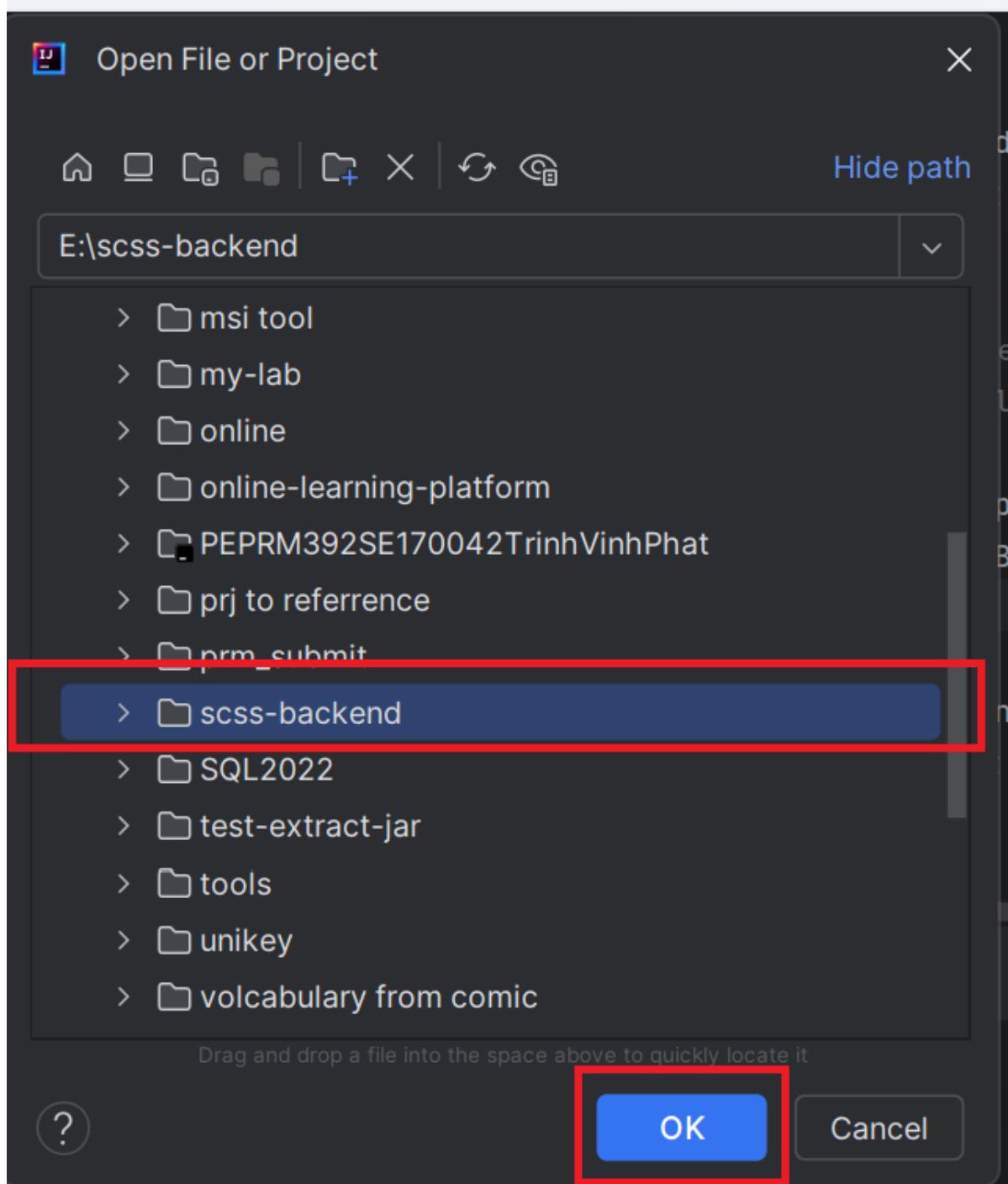
□	elastic	16ff42a09ae7 ⓘ	docker.elastic.co/elasticsearch/elasticsearch:8.6.1	Running	9200:9200 ⓘ	12 hours ago	0.32%	■	⋮	■	■
□	redis	92bb630877d8 ⓘ	redis:latest	Running	6379:6379 ⓘ	12 hours ago	0.12%	■	⋮	■	■
□	rabbitmq	ef81c835c424 ⓘ	rabbitmq:3-management	Running	15672:15672 ⓘ	12 hours ago	1.47%	■	⋮	■	■
□	mysql	eab4a982f26f ⓘ	mysql:8.0	Running	3307:3306 ⓘ	12 hours ago	0.37%	■	⋮	■	■

Step 3: Open source code with coding editor

Open intellij, click file -> open



Select folder containing source code and click OK



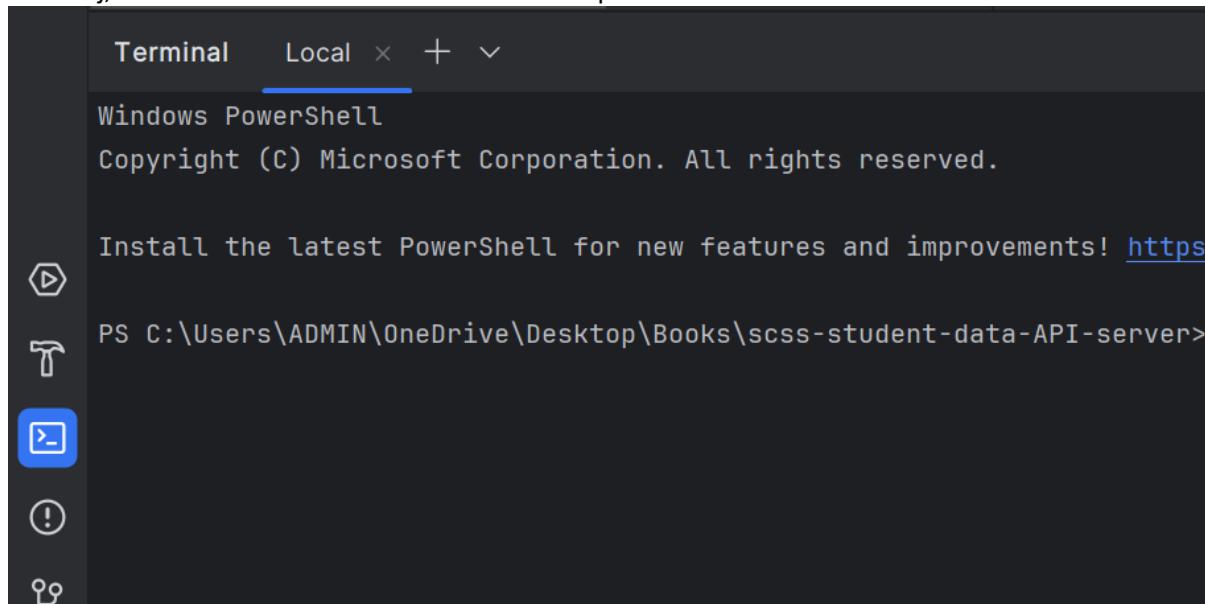
Folder will be opened in intellij

- >  .github
- >  .idea
- >  .mvn
- >  mobile-socket
- >  src
- >  target
 -  .gitignore
 -  build_and_push_frontend.bat
 -  build_and_push_production.bat
 -  docker-compose.dev.yml
 -  docker-compose.fe.yml
 -  docker-compose.frontend.build-and-push.yml
 -  docker-compose.prod.yml
 -  docker-compose.production.build-and-push.yml
 -  docker-compose.scss.yml
 -  Dockerfile
 -  Dockerfile.frontend
 -  Dockerfile.prod
-  HELP.md
-  init.sql
-  mvnw
-  mvnw.cmd
-  pom.xml
-  README.md
- >  External Libraries
-  Scratches and Consoles

2.2.1.3.5. Run Server

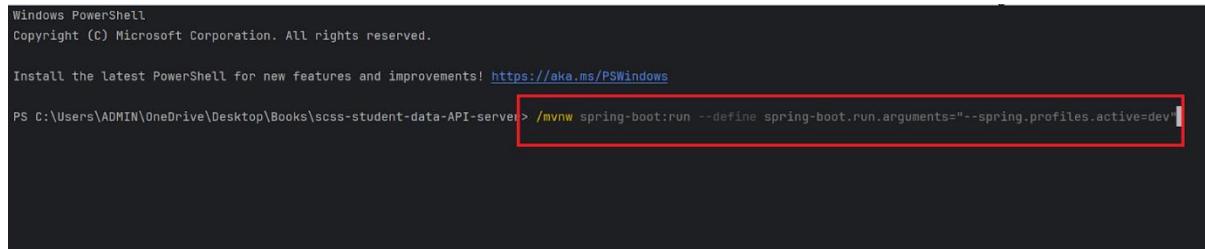
Step 1: Run Student Data Simulation Server

In intellij, click icon terminal at the left corner to open terminal



The screenshot shows the IntelliJ IDE's terminal window. The title bar says "Terminal Local x + v". Below it, the PowerShell prompt "Windows PowerShell" and copyright information are displayed. A message about installing the latest PowerShell is shown. The command line shows the path "PS C:\Users\ADMIN\OneDrive\Desktop\Books\scss-student-data-API-server>" followed by the command "/mvnw spring-boot:run --define spring-boot.run.arguments="--spring.profiles.active=dev" highlighted with a red box.

Run command



The screenshot shows the IntelliJ IDE's terminal window. The title bar says "Windows PowerShell". Below it, the PowerShell prompt and copyright information are displayed. A message about installing the latest PowerShell is shown. The command line shows the path "PS C:\Users\ADMIN\OneDrive\Desktop\Books\scss-student-data-API-server>" followed by the command "/mvnw spring-boot:run --define spring-boot.run.arguments="--spring.profiles.active=dev" highlighted with a red box.

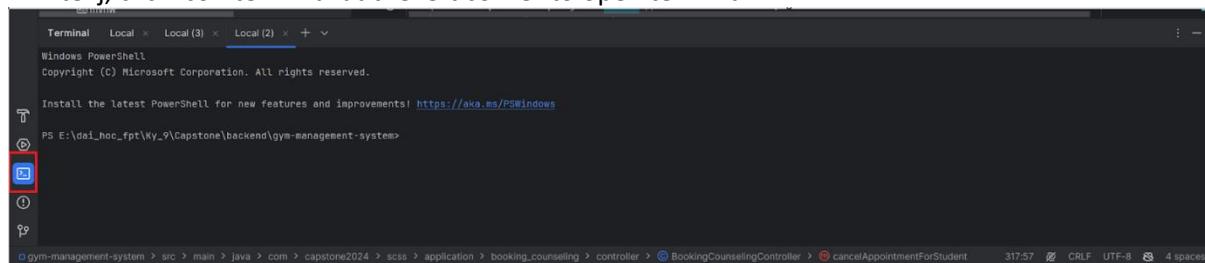
Waiting for application to finish building and up



The screenshot shows the IntelliJ IDE's terminal window. The title bar says "INFO Attaching agents: []". Below it, the Spring Boot logo and version "(v2.3.2)" are displayed. The log output shows the application starting up, with lines like "Starting Spring Boot :: (v2.3.2)" and "Configuration properties loaded from [file].properties".

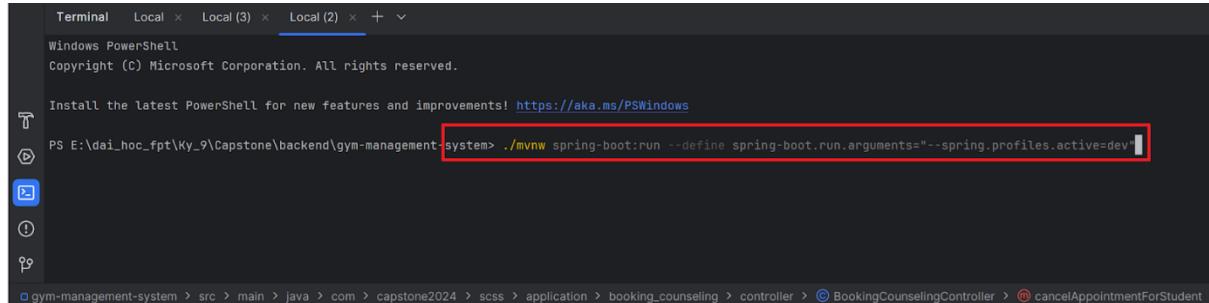
Step 2: Run SCSS Server

In intellij, click icon terminal at the left corner to open terminal



The screenshot shows the IntelliJ IDE's terminal window. The title bar says "Terminal Local x Local (3) x Local (2) x + v". Below it, the PowerShell prompt and copyright information are displayed. A message about installing the latest PowerShell is shown. The command line shows the path "PS E:\dai_hoc_fpt\ky_7\capstone\backend\gym-management-system>" followed by the command "mvn spring-boot:run" highlighted with a red box.

Run command

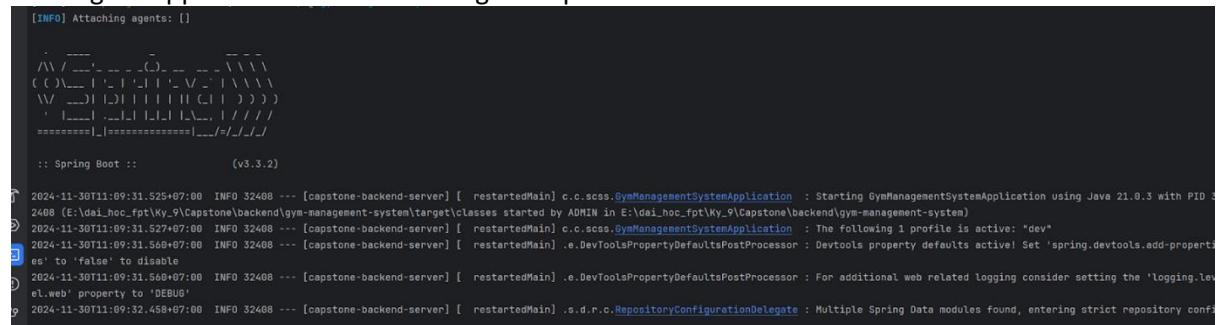


```
Terminal Local (3) Local (2) + ▾
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Install the latest PowerShell for new features and improvements! https://aka.ms/PSWindows

PS E:\dai_hoc_fpt\Ky_9\Capstone\backend\gym-management-system> ./mvnw spring-boot:run --define spring-boot.run.arguments="--spring.profiles.active=dev"
```

Waiting for application to finish building and up



```
[INFO] Attaching agents: []

[INFO] [INFO] --- [INFO] [INFO] Spring Boot ::          (v3.3.2)

2024-11-30T11:09:31.525+07:00 INFO 32408 --- [capstone-backend-server] [ restartedMain] c.c.scss.GymManagementSystemApplication : Starting GymManagementSystemApplication using Java 21.0.3 with PID 32408 (E:\dai_hoc_fpt\Ky_9\Capstone\backend\gym-management-system\target\classes started by ADMIN in E:\dai_hoc_fpt\Ky_9\Capstone\backend\gym-management-system)
2024-11-30T11:09:31.527+07:00 INFO 32408 --- [capstone-backend-server] [ restartedMain] c.c.scss.GymManagementSystemApplication : The following profile is active: 'dev'
2024-11-30T11:09:31.569+07:00 INFO 32408 --- [capstone-backend-server] [ restartedMain] .e.DevToolsPropertyDefaultsPostProcessor : Devtools property defaults active! Set 'spring.devtools.add-properties' to 'false' to disable
2024-11-30T11:09:31.569+07:00 INFO 32408 --- [capstone-backend-server] [ restartedMain] .e.DevToolsPropertyDefaultsPostProcessor : For additional web related logging consider setting the 'logging.level.web' property to 'DEBUG'
2024-11-30T11:09:32.458+07:00 INFO 32408 --- [capstone-backend-server] [ restartedMain] .s.d.r.c.RepositoryConfigurationDelegate : Multiple Spring Data modules found, entering strict repository config mode
```

2.2.2. Run Frontend web application

Step 1: Clone the repository or extract “SCSS_WebApplication.zip” and open folder with Visual Studio Code.

Step 2: Create .env file at root of the project with content: VITE_SERVER_BASE_URL=<http://scss-server.southafricanorth.cloudapp.azure.com>

Step 3: Open the terminal and enter npm install:

Open terminal and enter npm install:

- npm i
- npm run dev

2.2.3. Run Frontend mobile application

Step 1: Access source code online through link: <https://github.com/Capstone-FA24SE111-GFA24SE27/scss-mobile>

Step 2: Copy the source code URL:

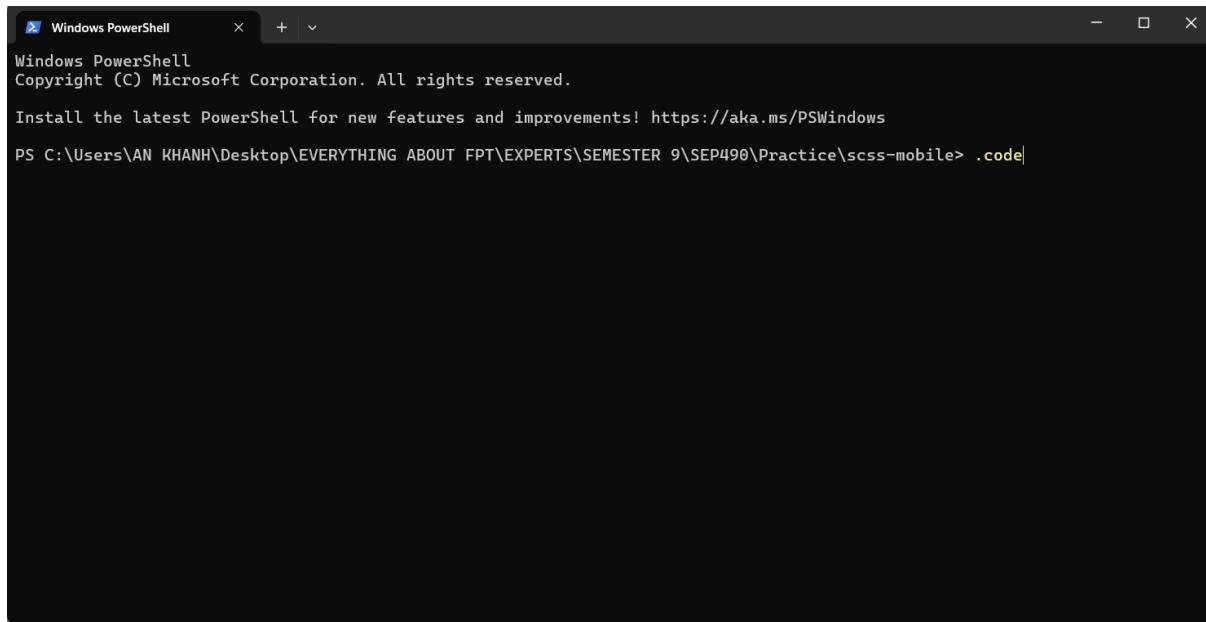
The screenshot shows a GitHub repository page for 'scss-mobile'. The repository has 6 branches and 0 tags. A context menu is open over the repository name, with the 'Clone' option selected. The 'HTTPS' tab is active, showing the URL <https://github.com/Capstone-FA24SE111-GFA24SE27/scss-mobile.git>. Other options in the menu include 'SSH', 'GitHub CLI', 'Open with GitHub Desktop', and 'Download ZIP'.

Step 3 : Clone this repository by opening terminal, input this command and press Enter: .

```
Microsoft Windows [Version 10.0.22631.4460]
(c) Microsoft Corporation. All rights reserved.

C:\Users\AN KHANH>git clone https://github.com/Capstone-FA24SE111-GFA24SE27/scss-mobile.git
```

Step 4: Open the code folder with Visual Studio Code.



A screenshot of a Windows PowerShell window titled "Windows PowerShell". The window shows the following text:
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.
Install the latest PowerShell for new features and improvements! <https://aka.ms/PSWindows>
PS C:\Users\AN KHANH\Desktop\EVERYTHING ABOUT FPT\EXPERTS\SEMESTER 9\SEP490\Practice\scss-mobile> .\code|

Step 5: After VS Code open with scss- folder, open VS Code terminal, input 2 commands in sequence: “npm install” and press Enter to install “node_modules” folder, then “npm run android” and press Enter to start mobile application

- PS C:\Users\AN KHANH\Desktop\EVERYTHING ABOUT FPT\EXPERTS\SEMESTER 9\SEP490\Practice\scss-mobile> npm install|
- PS C:\Users\AN KHANH\Desktop\EVERYTHING ABOUT FPT\EXPERTS\SEMESTER 9\SEP490\Practice\scss-mobile> npm run android|

3. User Manual

3.1. Overview

3.2. Web Application

3.2.1. Authentication

3.2.1.1. Login

3.2.1.1.1. Description

Use this guideline to login into SCSS with an email account. This web application supports login with email account that has been added as a admin, manager, counselor, support staff, student.

3.2.1.1.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password”



Figure 52 - User Manual - Feature 1 - Step 1

Step 2: Click “Sign in” Button



Figure 53 - User Manual - Feature 1 - Step 2

After logging in successfully, user is directed to the Dashboard Page with account authenticated.

3.2.1.2. Reset Password

Use this guide so users can reset their email account password when they forget their password.

3.2.1.2.1. Description

Use this guide so users can reset their email account password when they forget their password.

3.2.1.2.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then press “Forgot password”.

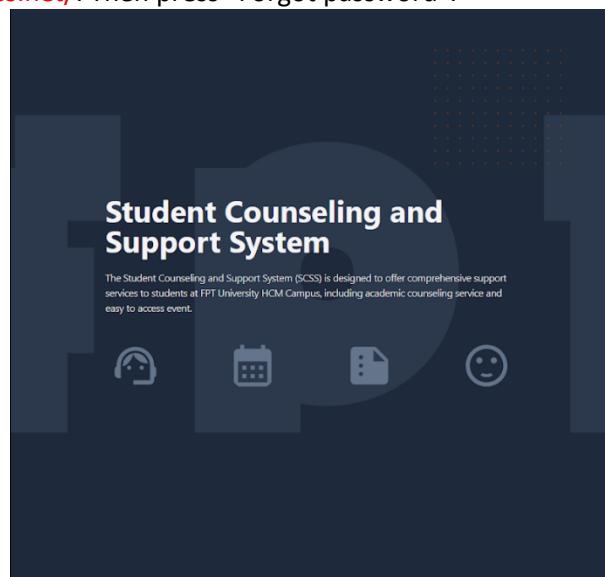


Figure 54 - User Manual - Feature 2 - Step 1

Step 2: Then fill in “Email”

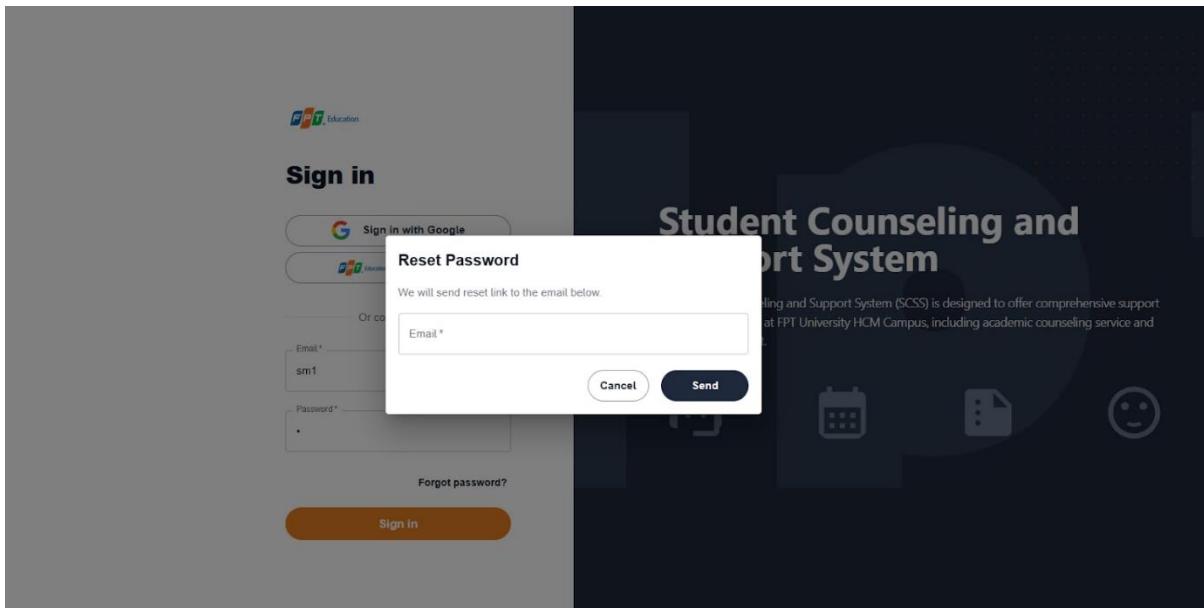


Figure 55 - User Manual - Feature 2 - Step 2

Step 3: Click “Send Email” button

After sending the email successfully, the user is redirected to the Verify OTP Page with the email that sent the OTP authentication code.

3.2.1.3. Edit Password

3.2.1.3.1. Description

Use this guide so users can update their email account password when they want to edit their password.

This web application supports updating passwords for actors: Admin, manager, counselor, support staff, student.

3.2.1.3.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. After logging in successfully, click the box avatar on the header and click “Settings” menu item.

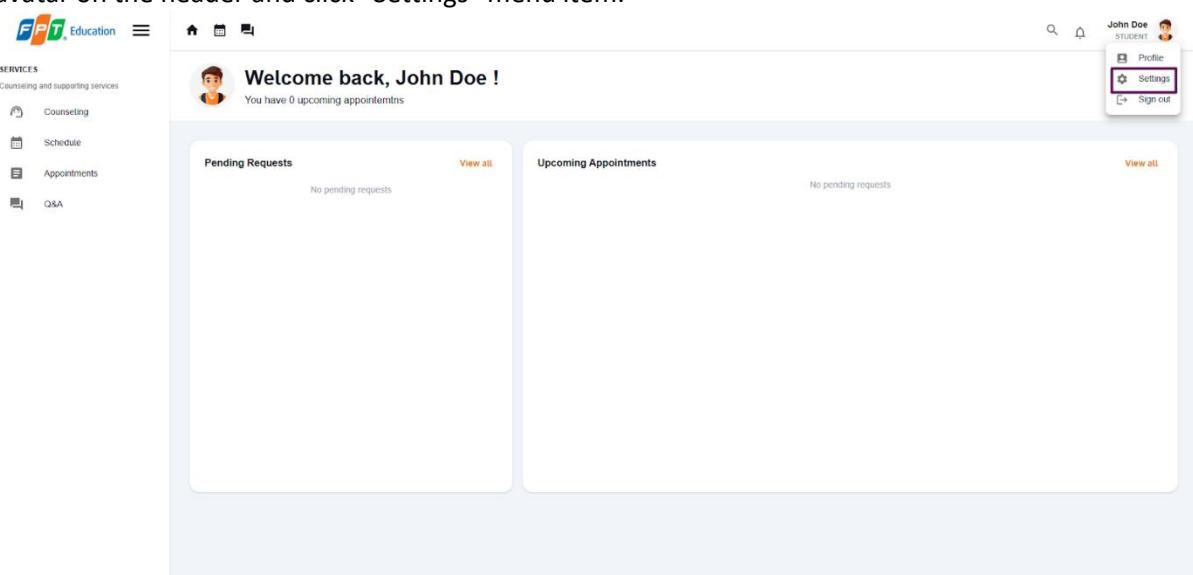


Figure 56 - User Manual - Feature 3 - Step 1

After click “Settings” menu item, the user is redirected to the Settings Page.

Step 2: Click menu icon button and click “Edit” button.

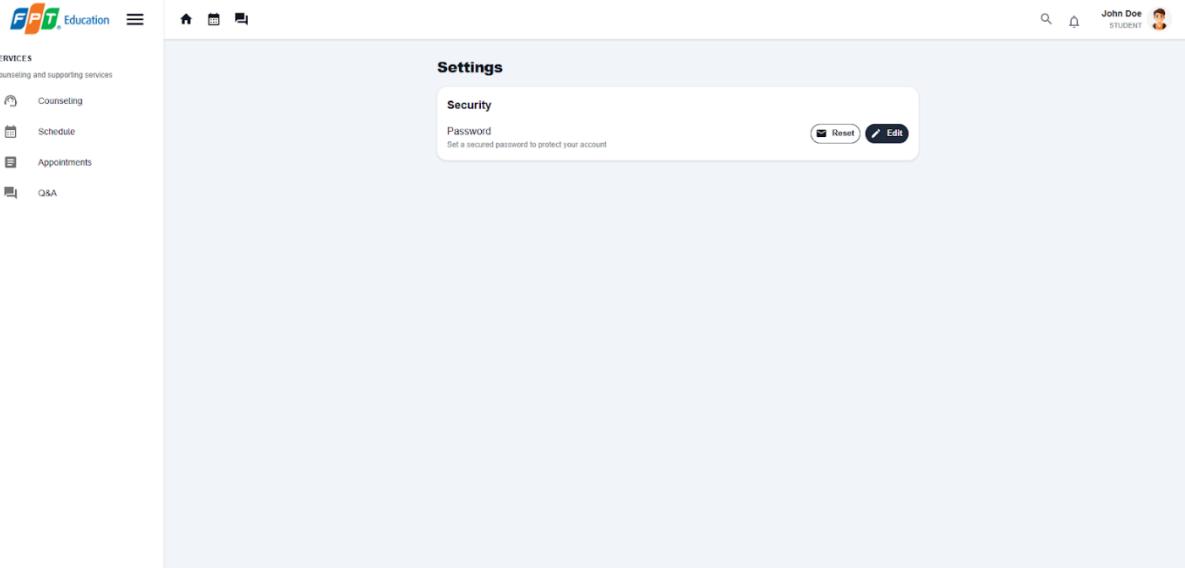


Figure 57 - User Manual - Feature 3 - Step 2

Step 3: Fill in “Current password”, “New password” and “Confirm new password”, then click “Save” button

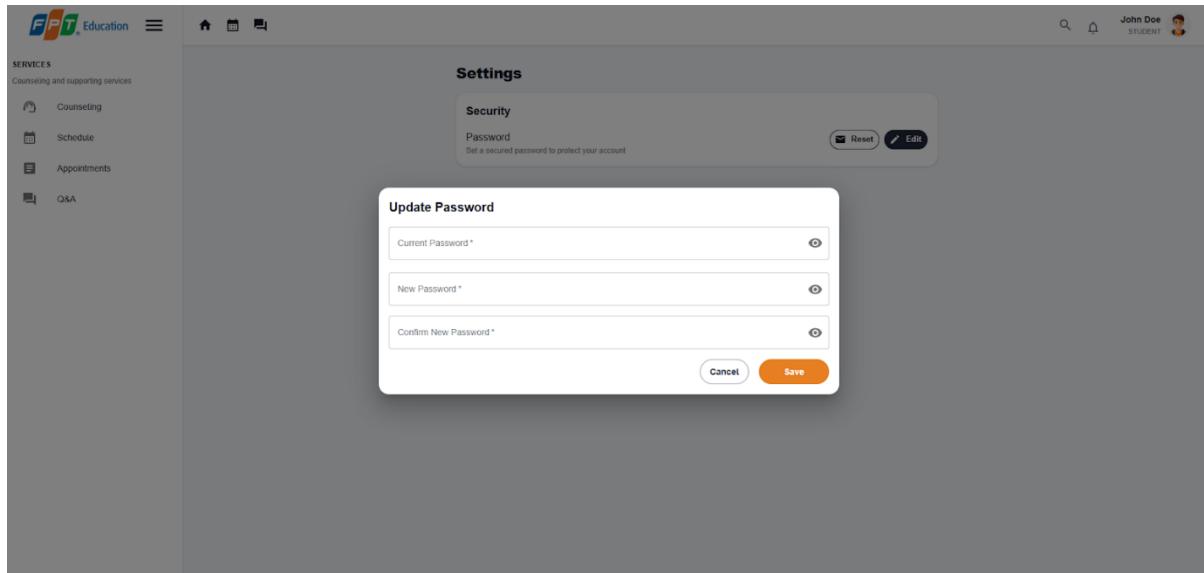


Figure 58 - User Manual - Feature 3 - Step 3

3.2.2. Booking counseling appointment

3.2.2.1. Quick booking a counselor

3.2.2.1.1. Description

Use this guideline to login into SCSS student account to quick booking counseling appointments.

3.2.2.1.2. Guide steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the student account.

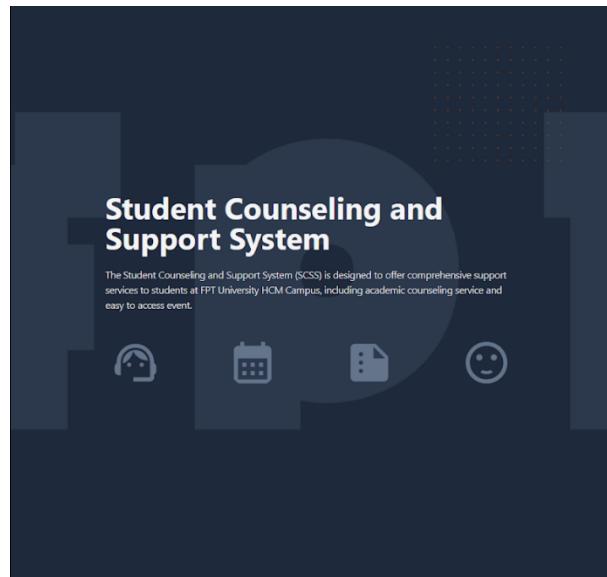


Figure 59 - User Manual - Feature 4 - Step 1

Step 2: Click “Sign in” button.



Figure 60 - User Manual - Feature 4 - Step 2

Step 3: From the homepage, choose “Counseling” from the left sidebar.

Figure 61 - User Manual - Feature 4 - Step 3

Step 4: At Quick Booking tab, enter all the required information to booking counseling appointment including: Reason, gender (optional), date (optional), slot (optional), gender (optional)

Figure 62 - User Manual - Feature 4 - Step 4

Step 5: If you give a valid reason, select the 'Find my counselor' button and the system will find the counselor that matches your preferences.

The screenshot shows the 'Counseling Service' section of the SCSS website. On the left, there's a sidebar with 'SERVICES' (Counseling selected), 'ACTIVITIES' (Schedule, Appointments), and user info (John Doe, STUDENT). The main area has tabs 'Quick Booking' and 'Counselor List'. A 'Matching counselor' section is visible. Below it, there's a form for booking: 'Enter reason' (with placeholder 'Reason*'), 'Select date' (calendar showing January 2025 with the 8th selected), 'Select time' (button groups for 08:00-09:00, 09:15-10:15, etc.), 'Select counselor's gender' (male/female icons), and a 'Clear' button. A red box highlights the 'Find my counselor' button.

Figure 63 - User Manual - Feature 4 - Step 5

Step 6: If there are matched counselors, continue to select your counselor and select date and time (if you haven't), meeting type. Then select the 'Confirm booking' button, after you confirm, booking success.

This screenshot continues from Figure 63. It shows the 'Booking details' section where a reason is entered ('I need to check my healthcare due to studying overnight for the exam'). It also shows the 'Selected date' (Wednesday, January 08, 2025) and 'Selected slot' (15:30 - 16:30). To the right, a list of 'The best counselors that fits your criteria:' is shown, with two entries: 'Lê Thị Hạnh 1 School Health Advisor' and 'Trần Văn Hải 1 School Health Advisor'. Both entries have contact information (phone and email). Below this, the 'Select date:' and 'Select time:' sections are identical to Figure 63. At the bottom, there's a 'Select meeting type' section with 'Online' and 'Offline' options, and a red box highlights the 'Confirm booking' button.

Figure 64 - User Manual - Feature 4 - Step 6

3.2.2.2. Booking a specific counselor

3.2.2.2.1. Description

Use this guideline to login into the SCSS student account to book a specific counselor.

3.2.2.2.1.2. Guide steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the student account.

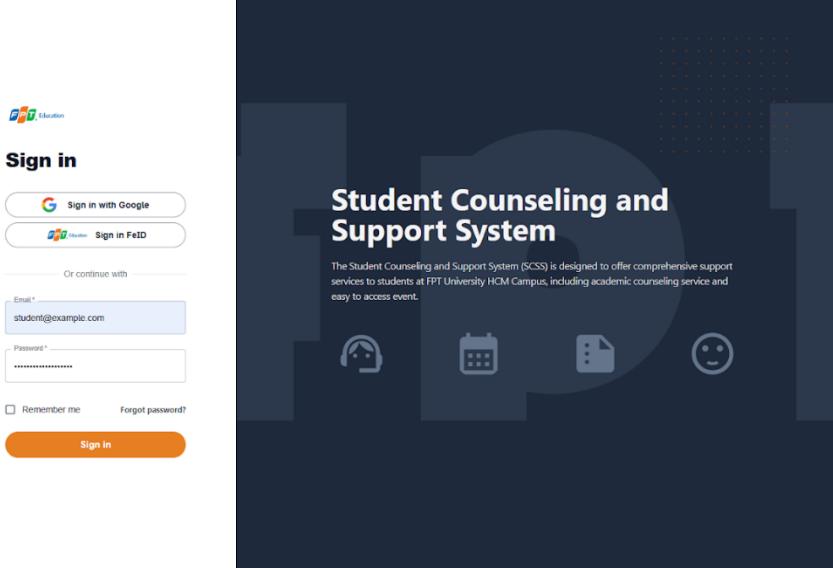


Figure 65 - User Manual - Feature 5 - Step 1

Step 2: Click “Sign in” button.



Figure 66 - User Manual - Feature 5 - Step 2

Step 3: From the homepage, choose “Counseling” from the left sidebar.

Welcome back, John Doe !

You have 2 upcoming appointments

Upcoming Appointments

Tomorrow

- 2025-01-06 13:00 - 14:00 Online WAITING

Location: <https://meet.google.com/wub-wuc-ik>

Nguyễn Văn Hoàng 1

1234567890 hoangnv
- 2025-01-13 10:30 - 11:30 Online WAITING

Location: <https://meet.google.com/pnf-uyke-erf>

Lê Thị Hạnh 1

1234567890 hanhthna

Asking Questions

Làm thế nào để áp dụng AI vào việc cá nhân hóa trải nghiệm người dùng trên website?

Created at 2025-01-05 18:17:01

Not Answered Academic Pending

Tôi muốn sử dụng AI để cải thiện trải nghiệm người dùng trên website bằng cách cá nhân hóa nội dung và đề xuất sản phẩm/dịch vụ phù hợp. Vậy cần bắt đầu từ đâu? Có công nghệ hoặc công cụ nào dễ áp dụng cho dự án của tôi không?

Answered by Trần Minh Tuấn 1

Figure 67 - User Manual - Feature 5 - Step 3

Step 4: Select "Counselor List" tab

Counseling Service

Providing personalized guidance and support for students.

Quick Booking Counselor List

Academic Counselor Non-academic Counselor

Lê Thị Phương Anh 1 Multimedia Communication 1234567890 phuonganh1 Digital Storytelling Content Strategy Development Brand Marketing Social Media Optimization	Lê Thị Thành Hà 1 Information Security 1234567890 hathanh1 Network Security Cyber Threat Hunting DDoS Mitigation Firewall Management
Lê Thu Trang 1 International Business 1234567890 trangit Global Market Entry Strategies Cross-Cultural Negotiations Strategic Planning International Business Development	Nguyễn Thị Mai Linh 1 Finance 1234567890 mai1 Portfolio Optimization Equity Research Investment Strategy Development Financial Market Analysis
Nguyễn Thị Mai Linh 1 Digital Marketing 1234567890 linhhmm Social Media Marketing Content Creation Influencer Marketing Campaign Management	

Filter Counselors

Search counselor by name

Select available date range

Select specialization

Select by gender

Figure 68 - User Manual - Feature 5 - Step 4

Step 5: Select filter options to narrow down counselors based on preferences of students, including: counseling type, availability, department, major, specialization, expertise, gender or search by

keyword.

Figure 69 - User Manual - Feature 5 - Step 5

Step 6: Select a counselor and click the button “Book counselor”

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Slot 1	-	-	08:00 09:00	-	-	-	-
Slot 2	09:15 10:15	-	09:15 10:15	-	09:15 10:15	-	-
Slot 3	10:30 11:30	10:30 11:30	10:30 11:30	10:30 11:30	10:30 11:30	-	-
Slot 4	13:00 14:00	13:00 14:00	13:00 14:00	13:00 14:00	13:00 14:00	-	-
Slot 5	14:15 15:15	14:15 15:15	14:15 15:15	14:15 15:15	14:15 15:15	-	-

Figure 70 - User Manual - Feature 5 - Step 6

Step 7: Select all the required information to book an appointment including: “Select date”, “Select slot”, “Select meeting type”, Fill “Reason”:

Figure 71 - User Manual - Feature 5 - Step 7

Step 8: Select confirm booking, after confirm, booking success

Figure 72 - User Manual - Feature 5 - Step 8

3.2.2.3. Approve an appointment request

3.2.2.3.1. Description

Use this guideline to log into the SCSS counselor account to approve a student appointment request.

3.2.2.3.2. Guide steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.



Figure 73 - User Manual - Feature 6 - Step 1

Step 2: Click “Sign in” button.



Figure 74 - User Manual - Feature 6 - Step 2

Step 3: From the homepage, choose “Requests” from the left sidebar.

Figure 75 - User Manual - Feature 6 - Step 3

Step 3: In “Requests” page, select the “Approve” button.

Figure 76 - User Manual - Feature 6 - Step 3

Step 4: There is a dialog displayed, if the appointment request meeting type is “Online”, fill in the meeting URL, if it is “Offline”, fill in the address. After fill required field, press “Confirm” Button to approve the request.

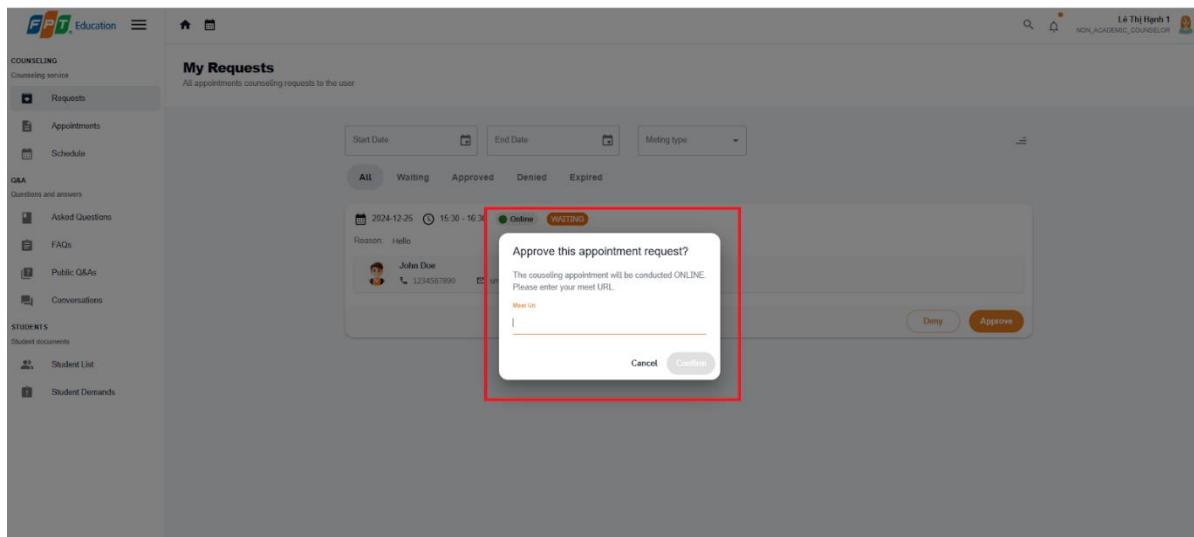


Figure 77 - User Manual - Feature 6 - Step 4

3.2.2.4. Deny an appointment request

3.2.2.4.1. Description

Use this guideline to log into the SCSS counselor account to deny a student appointment request.

3.2.2.4.2. Guide steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.



Figure 78 - User Manual - Feature 7 - Step 1

Step 2: Click “Sign in” button.

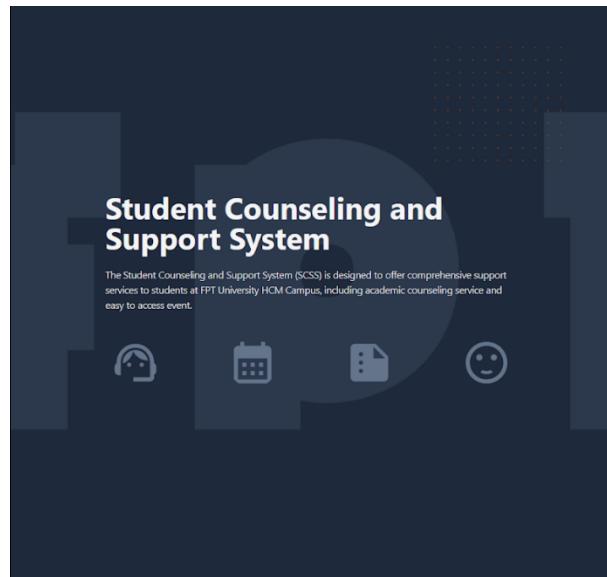


Figure 79- User Manual - Feature 7 - Step 2

Step 3: From the homepage, choose “Requests” from the left sidebar.

Figure 80- User Manual - Feature 8 - Step 2

Step 3: In “Requests” page, select the “Deny” button.

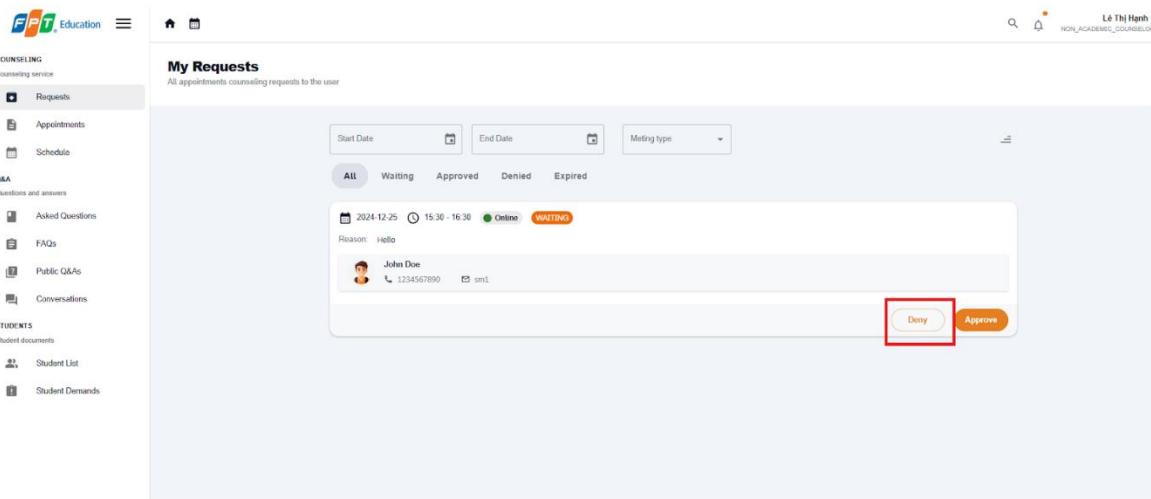


Figure 81- User Manual - Feature 8 - Step 3

Step 4: There is a confirmation dialog displayed, press “Confirm” Button to deny the request.

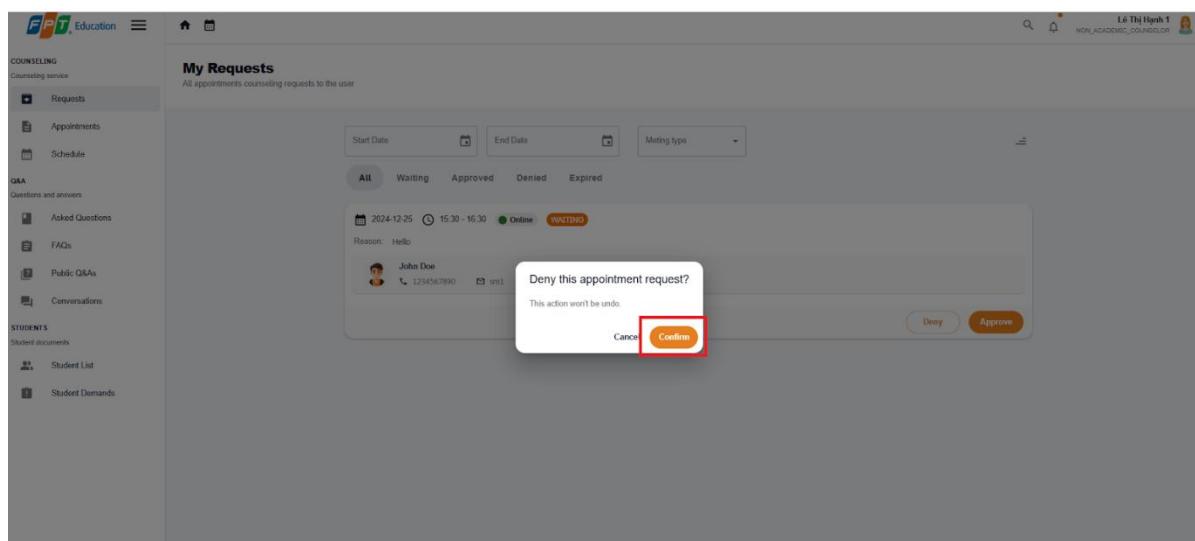


Figure 82 - User Manual - Feature 8 - Step 4

3.2.2.5. Take Attendance for Appointment

3.2.2.5.1. Description

Use this guideline to log into the SCSS counselor account to take attendance for appointment

3.2.2.5.1. Guide Steps:

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.

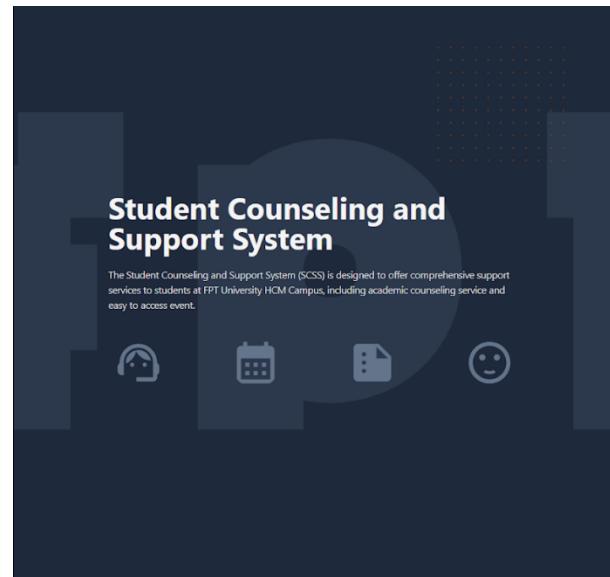


Figure 83 - User Manual - Feature 9 - Step 1

Step 2: Click “Sign in” button.

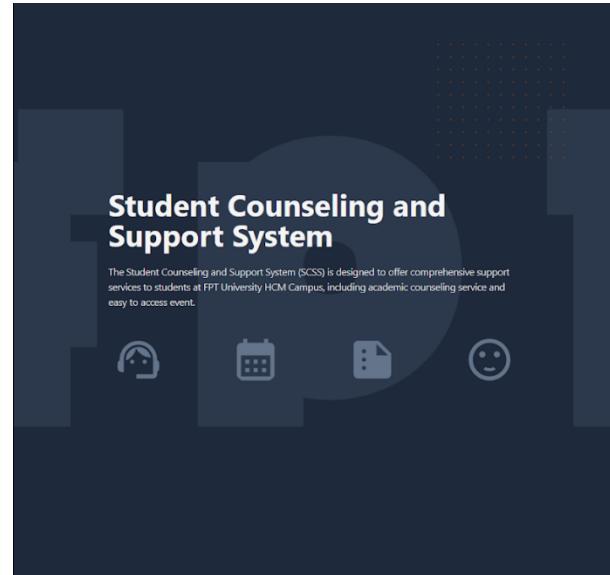


Figure 84 - User Manual - Feature 9 - Step 2

Step 3: From the homepage, choose “Appointments” from the left sidebar.

Welcome back, Trần Minh Tuấn 1 !

You have 2 upcoming appointments and 1 questions to answer

Pending Requests

- 2025-01-06 10:30 - 11:30 Online WAITING

Booked by: John Doe

Reason: Lãm sao để giảm chi phí khi triển khai ứng dụng trên đám mây?

Deny **Approve**

Upcoming Appointments

Tomorrow

- 2025-01-06 13:00 - 14:00 Online Walking

Location: <https://meet.google.com/kci-eoy-cxq>

John Doe 1234567890 sf1

Attendance: WAITING

Take attendance

2025/01/07

- 2025-01-07 14:15 - 15:15 Online Walking

Location: <https://meet.google.com/kci-eoy-cxq>

John Doe 1234567890 sf1

Attendance: WAITING

Figure 85 - User Manual - Feature 9 - Step 3

Step 4: In “Appointments” page, find an appointment using filter section by meeting date, and status. After finding an appointment, press “Take attendance” button

My Appointments

Counseling appointments that forwarded to the user

Start Date **End Date** **Student code** SE110000

All Canceled Waiting Attend Absent Expired

2024-12-25 15:30 - 16:30 Online

Location: 1234567890 sf1

John Doe 1234567890 sf1

Take attendance

Figure 86 - User Manual - Feature 9 - Step 4

Step 5: There will be Take Attendance dialog, a take attendance confirmation will open. Press “ATTEND” or “ABSENT” to change the status of the chosen appointment.

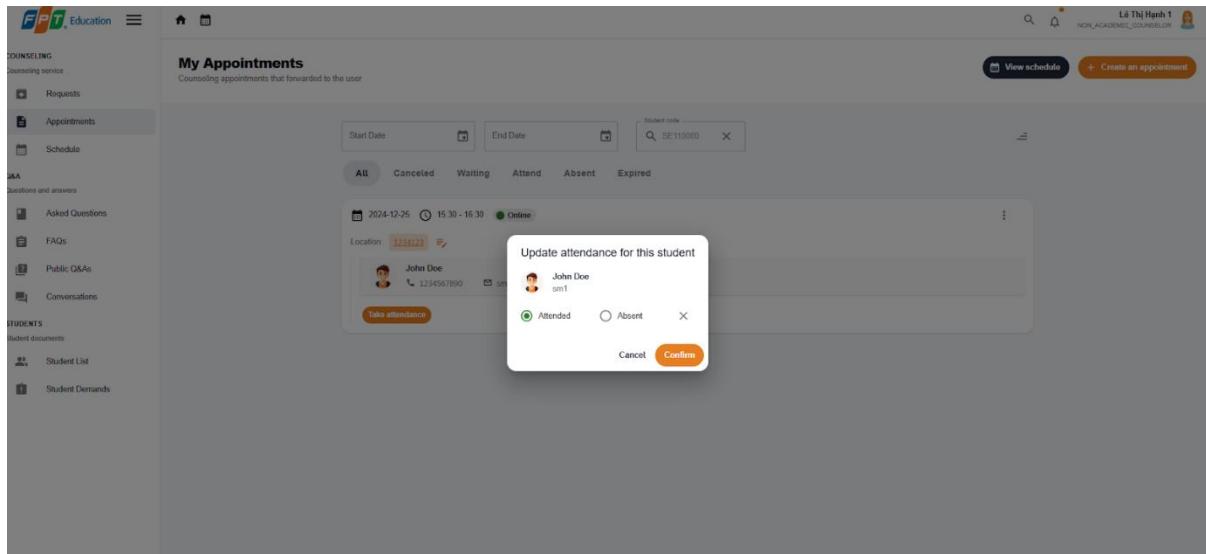


Figure 87 - User Manual - Feature 9 - Step 5

Step 6: After taking attendance, the status of appointment will change to “ATTEND” or “ABSENT”

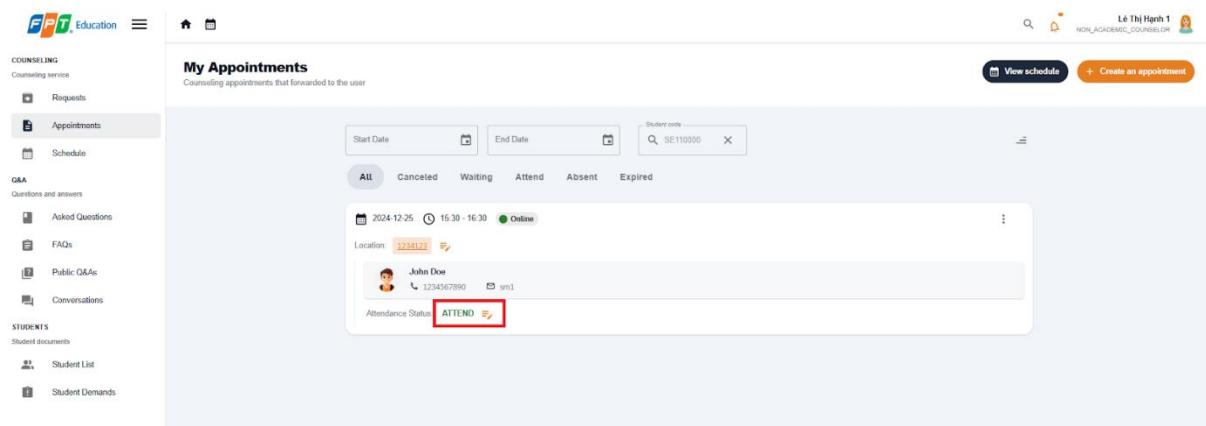


Figure 88 - User Manual - Feature 9 - Step 5

3.2.2.6. Give Feedback for Appointment

3.2.2.6.1. Description

Use this guideline to log into the SCSS student account to write feedback for appointment

3.2.2.6.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the student account.

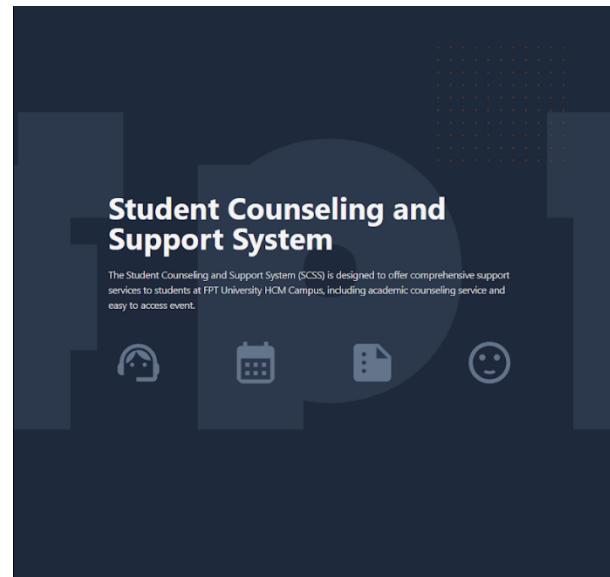


Figure 89 - User Manual - Feature 10 - Step 1

Step 2: Click “Sign in” button.

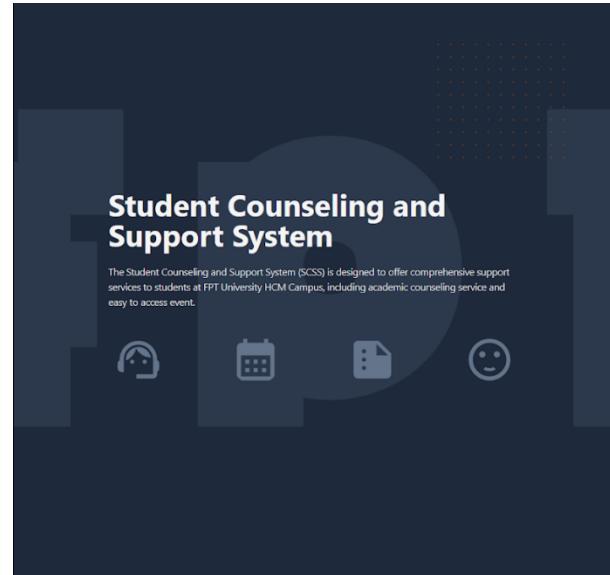


Figure 90 - User Manual - Feature 10 - Step 2

Step 3: From the homepage, choose “Appointments” from the left sidebar.

The screenshot shows the SCSS application interface. On the left, a sidebar lists various sections: HOME, COUNSELING (with 'Appointments' highlighted in red), QUESTIONS & ANSWERS, STUDENTS, and SERVICES. The main content area displays a welcome message: "Welcome back, Trần Minh Tuấn 1 ! You have 2 upcoming appointments and 1 questions to answer". Below this, there are two sections: "Pending Requests" and "Upcoming Appointments".

- Pending Requests:** One entry for "2025-01-06 10:30 - 11:30" booked by "John Doe" with status "WAITING". Reason: "Làm sao để giảm chi phí khi triển khai ứng dụng trên đám mây?". Buttons: "Deny" and "Approve".
- Upcoming Appointments:**
 - Tomorrow:** One entry for "2025-01-06 13:00 - 14:00" booked by "John Doe" with status "Waiting". Location: "https://meet.google.com/kci-eoy-cxq". Buttons: "Take attendance".
 - 2025/01/07:** One entry for "2025-01-07 14:15 - 15:15" booked by "John Doe" with status "Waiting". Location: "https://meet.google.com/kci-eoy-cxq". Buttons: "Take attendance".

Figure 91 - User Manual - Feature 10 - Step 3

Step 4: In Appointment page, find an appointment using filter section by meeting date, and status. After finding a appointment (which status is “ATTEND”), press “Leave a review” button.

The screenshot shows the FPTU Education application interface. The sidebar lists SERVICES (Counseling and supporting services, Counseling, Question & Answer) and ACTIVITIES (Student schedule and history tracking, Schedule, Appointments). The main content area shows a profile for "John Doe" (Appointments throughout FPTU school life) and a list of appointments. The selected appointment is for "2024-12-25 15:30 - 16:30" with status "ATTEND". The "Leave a review" button is highlighted with a red box.

Figure 92 - User Manual - Feature 10 - Step 4

Step 5: Fill in feedback content including message and rating. Then submit it by pressing “Save” Button, or cancel by pressing “Cancel” Button

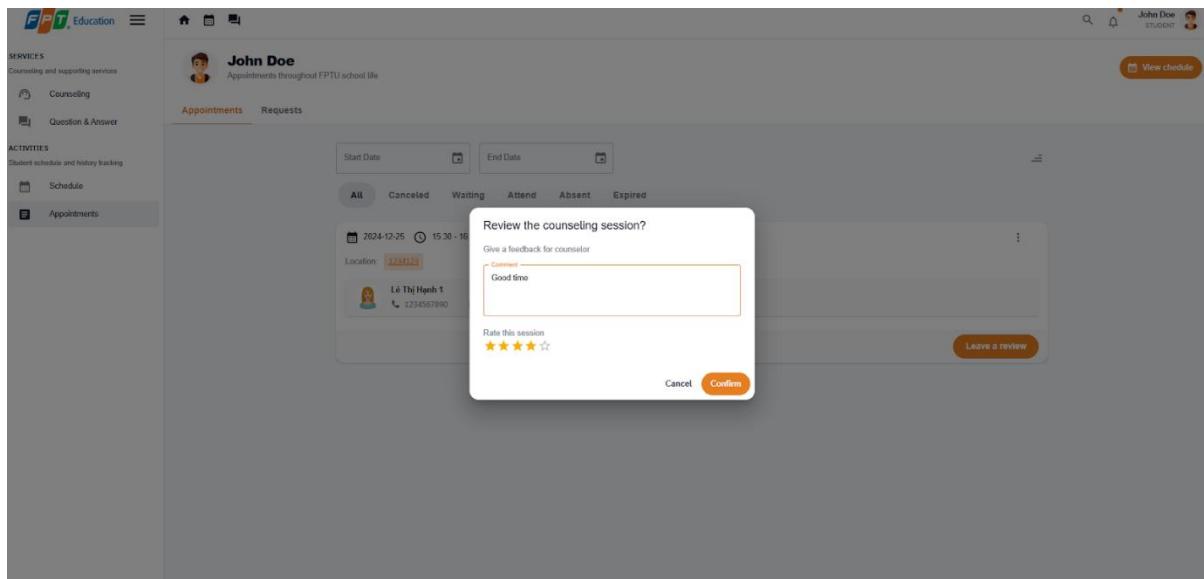


Figure 93 - User Manual - Feature 10 - Step 5

Step 6: View feedback after submitting in the appointments page.

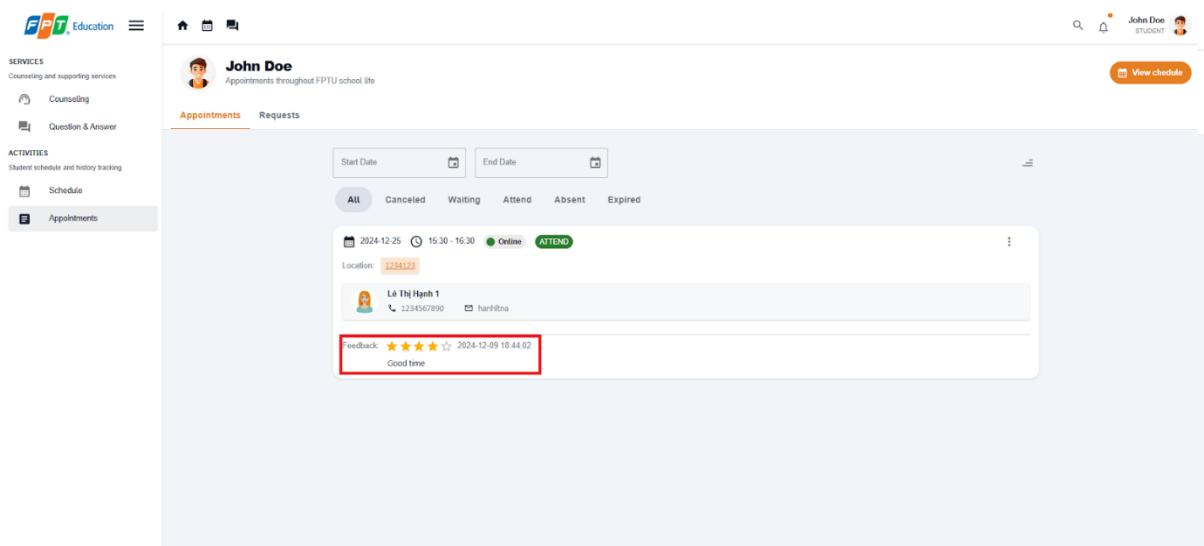


Figure 94 - User Manual - Feature 10 - Step 6

3.2.2.7. Create report for an appointment

3.2.2.7.1. Description

Use this guideline to log into the SCSS student account to write report for appointment

3.2.2.7.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.

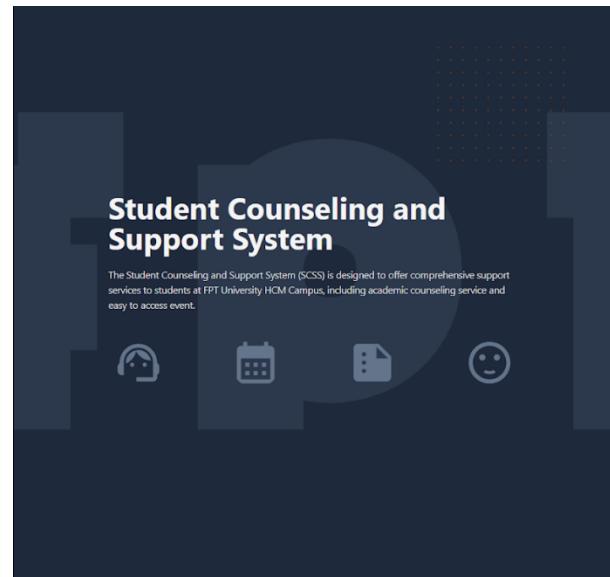


Figure 95 - User Manual - Feature 11 - Step 1

Step 2: Click “Sign in” button.

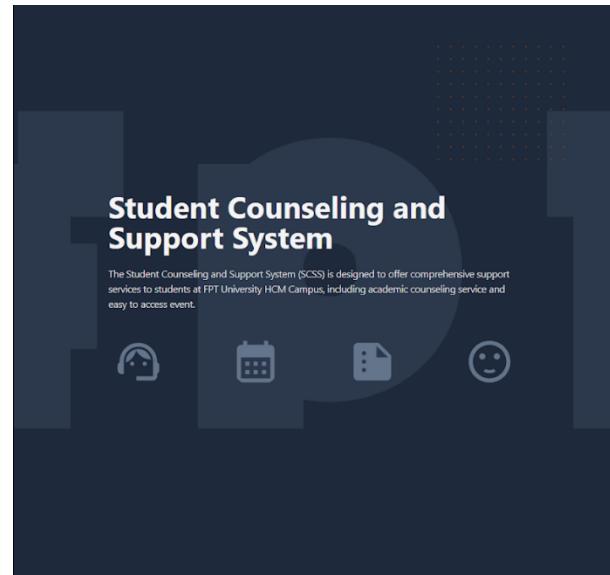


Figure 96 - User Manual - Feature 11 - Step 2

Step 3: From the homepage, choose “Appointments” from the left sidebar.

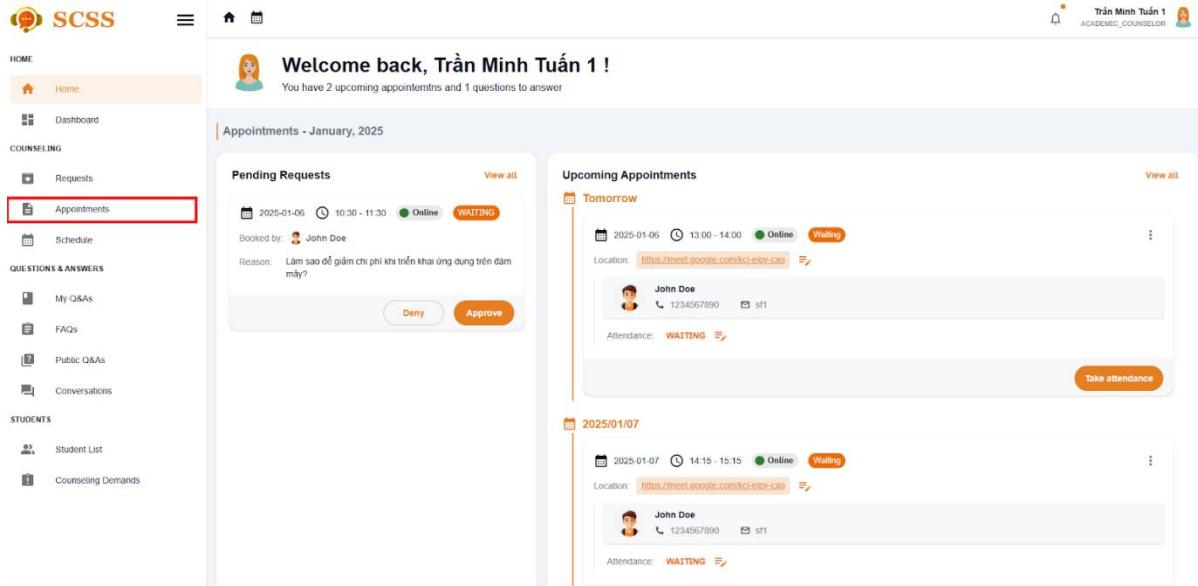


Figure 97 - User Manual - Feature 11 - Step 3

Step 4: In the Appointment page, find an appointment using the filter section by meeting date, and status. After finding an appointment (which status is “ATTEND”), press the more vert icon button, then choose the “Create Report” option.

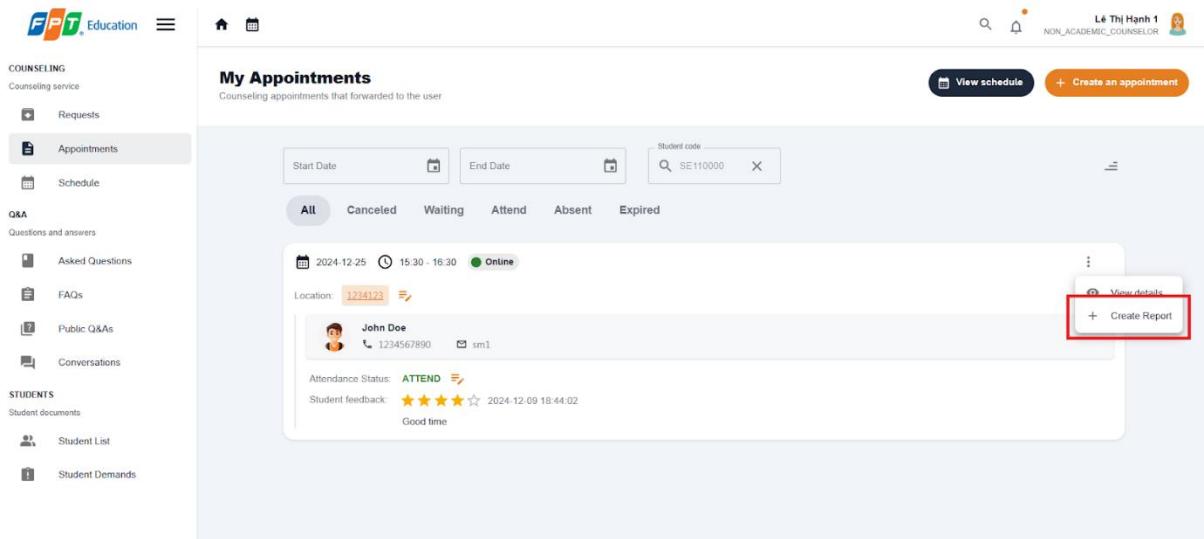


Figure 98 - User Manual - Feature 11 - Step 4

Step 5: Fill in the report form which requires 4 steps, including Goal, Content, Conclusion, Intervention. You can select Preview button before submitting to check full report.

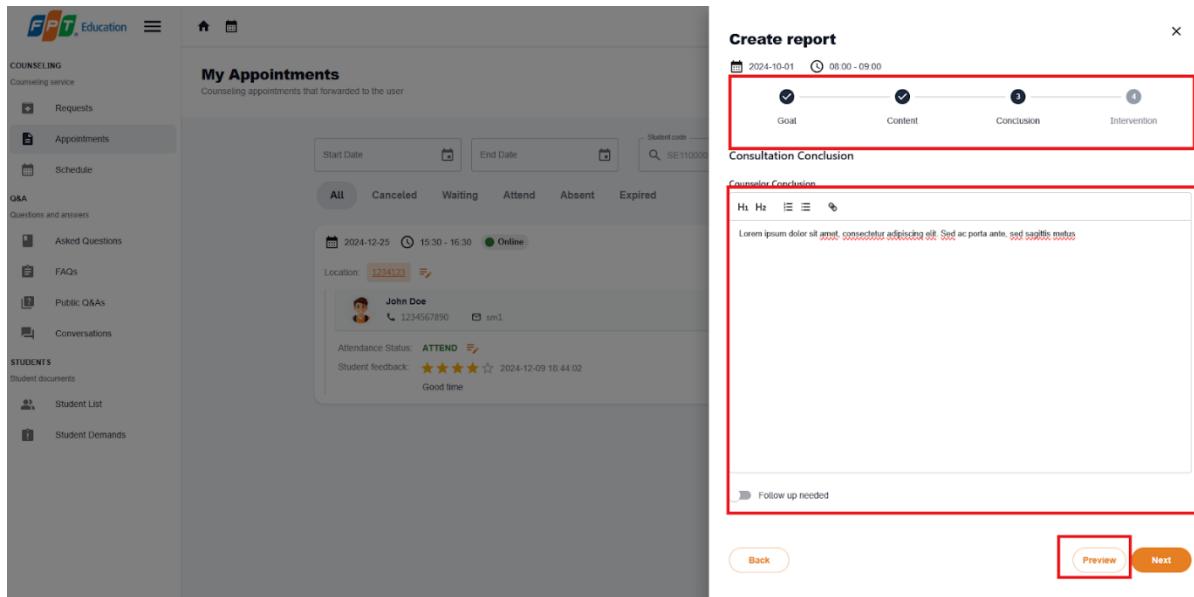


Figure 99 - User Manual - Feature 11 - Step 5

Step 6: Select submit button. After confirmation, report will be created, then select more vert icon button again select View report option.

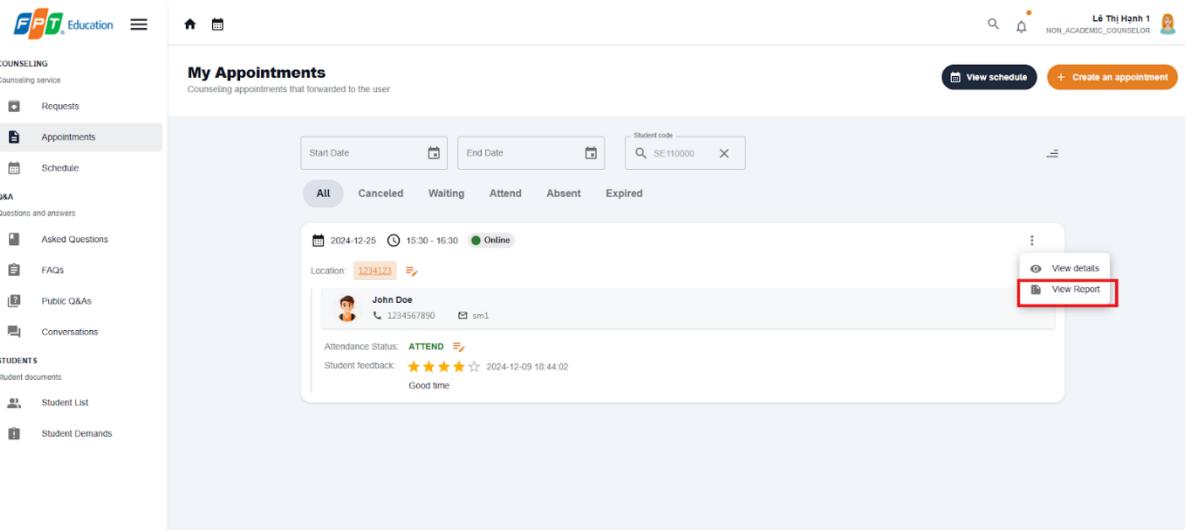


Figure 100 - User Manual - Feature 11 - Step 6

Step 7: Check on newly created report.

The screenshot shows the FPT Education platform interface. On the left, there's a sidebar with navigation links for 'COUNSELING' (Requests, Appointments, Schedule), 'Q&A' (Asked Questions, FAQs, Public Q&As, Conversations), and 'STUDENTS' (Student List, Student Demands). The main area is titled 'My Appointments' and shows a list of appointments with filters for Start Date, End Date, Status (All, Canceled, Waiting, Attend, Absent, Expired), and Search code. One appointment is highlighted for John Doe on December 25, 2024, from 15:30 - 16:30, marked as 'Online'. To the right, a 'Counseling Report' window is open, showing details for Counselor (John Doe, smt) and Counselee (Lê Thị Hạnh 1, hanhina). It includes sections for 'Consultation Goal', 'Consultation Content' (Summary of Discussion, Main Issues, Student Emotions, Student Reactions), 'Consultation Conclusion' (Counselor Conclusion, Follow-up Needed), and 'Intervention' (Type, Description).

Figure 101 - User Manual - Feature 11 - Step 7

3.2.2.8. Cancel an appointment

3.2.2.8.1. Description

Use this guideline to log into the SCSS student account to cancel an appointment

3.2.2.8.2. Guide Steps:

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor or student account.

The image shows two screenshots of the SCSS system. On the left is the 'Sign in' page with fields for Email and Password, and options to 'Sign in with Google' or 'Sign in with FPT'. On the right is the 'Student Counseling and Support System' homepage, which features a dark background with icons for a user profile, calendar, document, and smiley face, along with a brief description of the service.

Figure 102 - User Manual - Feature 12 - Step 1

Step 2: Click “Sign in” button.



Figure 103 - User Manual - Feature 12 - Step 2

Step 3: From the homepage, choose “Appointments” from the left sidebar.

Figure 104 - User Manual - Feature 12 - Step 3

Step 4: In the Appointment page, find an appointment using the filter section by meeting date, and status. After finding an appointment (which status is “ATTEND”), press the more vert icon button,

then choose the “Cancel” option.

The screenshot shows the SCSS platform's user interface. On the left, there is a sidebar with various navigation options: HOME, COUNSELING (Requests, Appointments, Schedule), QUESTIONS & ANSWERS (My Q&As, FAQs, Public Q&As, Conversations), and STUDENTS (Student List, Counseling Demands). The main content area is titled "My Appointments" and displays two entries. The first entry is for "John Doe" on 2025-01-06 from 13:00 - 14:00, status WAITING, with an Online button. The second entry is for "Charles Martinez" on 2024-10-08 from 09:15 - 10:15, status ATTEND, with an Online button. Each entry includes a "View details" link and a "Cancel" button, which is highlighted with a red box. At the top right, there is a user profile for "Trần Minh Tuấn 1" and a "Create an appointment" button.

Figure 105 - User Manual - Feature 12 - Step 4

Step 5: Fill in the cancel reason, then press the “Confirm” button.

This screenshot shows the same SCSS platform interface as Figure 105. However, a modal dialog box has appeared over the main content. The dialog is titled "Confirm cancelling appointment?" and contains the instruction "Give the reason for canceling". Below this is a text input field labeled "Cancel reason" with the placeholder text "I". At the bottom of the dialog are two buttons: "Cancel" and "Confirm". The rest of the page, including the appointment list and sidebar, is dimmed.

Figure 106 - User Manual - Feature 12 - Step 5

Step 6: The appointment status will be “Canceled”, and both student and counselor can see the cancel the reason.

Figure 107 - User Manual - Feature 12 - Step 6

3.2.2.9. View counseling schedule

3.2.2.9.1. Description

Use this guideline to log into the SCSS student account to view counseling schedule

3.2.2.9.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor or student account.

Figure 108 - User Manual - Feature 13 - Step 1

Step 2: Click “Sign in” button.



Figure 109 - User Manual - Feature 13 - Step 2

Step 3: From the homepage, choose “Appointments” from the left sidebar.

The image shows the 'Appointments' page of the SCSS. On the left sidebar, under the 'COUNSELING' section, the 'Schedule' option is highlighted with a red box. The main content area displays 'Welcome back, Trần Minh Tuấn 1 !' with a note about 2 upcoming appointments and 1 question to answer. The 'Pending Requests' section shows a booking for January 6th at 10:30-11:30 for 'John Doe' with a reason 'Lâm sao để giảm chi phí khi triển khai ứng dụng trên đám mây?'. There are 'Deny' and 'Approve' buttons. The 'Upcoming Appointments' section shows two entries for tomorrow: one at 13:00-14:00 and another at 14:15-15:15, both for 'John Doe' with a 'Waiting' status. A 'Take attendance' button is present for the second appointment. The date '2025/01/07' is also visible.

Figure 110 - User Manual - Feature 13 – Step 3

Step 4: In the schedule page, students or counselors can view their counseling schedule by monthly, weekly or daily.

Your Calendar

January 2025

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25

Events (orange boxes):

- 1pm - 2pm Counselling session (Day 6)
- 2:15pm - 3:15pm Counselling session (Day 6)
- 10:30am - 11:30am Counselling session (Day 13)

Figure 111 - User Manual - Feature 13 – Step 4.1

Your Calendar

Jan 5 – 11, 2025

SUN 1/5	MON 1/6	TUE 1/7	WED 1/8	THU 1/9	FRI 1/10	SAT 1/11
all-day 7am 8am 9am 10am 11am 12pm 1pm 2pm 3pm 4pm 5pm 6pm 7pm 8pm 9pm 10pm						

Events (orange boxes):

- 1:00 - 2:00 Counselling session (Day 6)
- 2:15 - 3:15 Counselling session (Day 6)

Figure 112 - User Manual - Feature 13 – Step 4.2

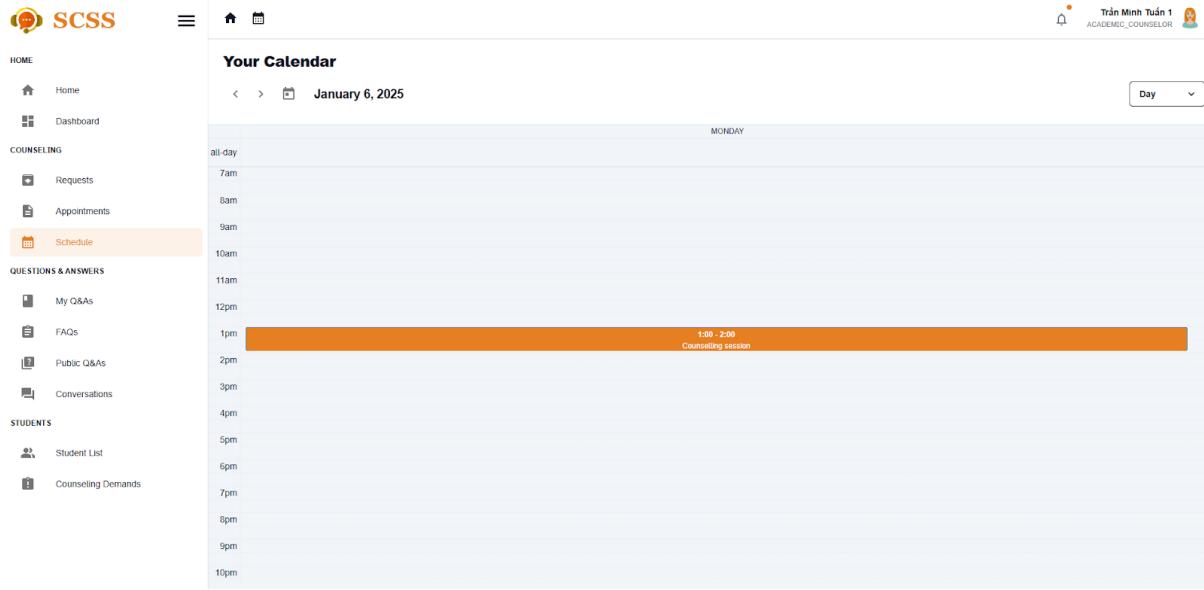


Figure 113 - User Manual - Feature 13 – Step 4.3

Step 5: Fill in the cancel reason, then press the “Confirm” button.

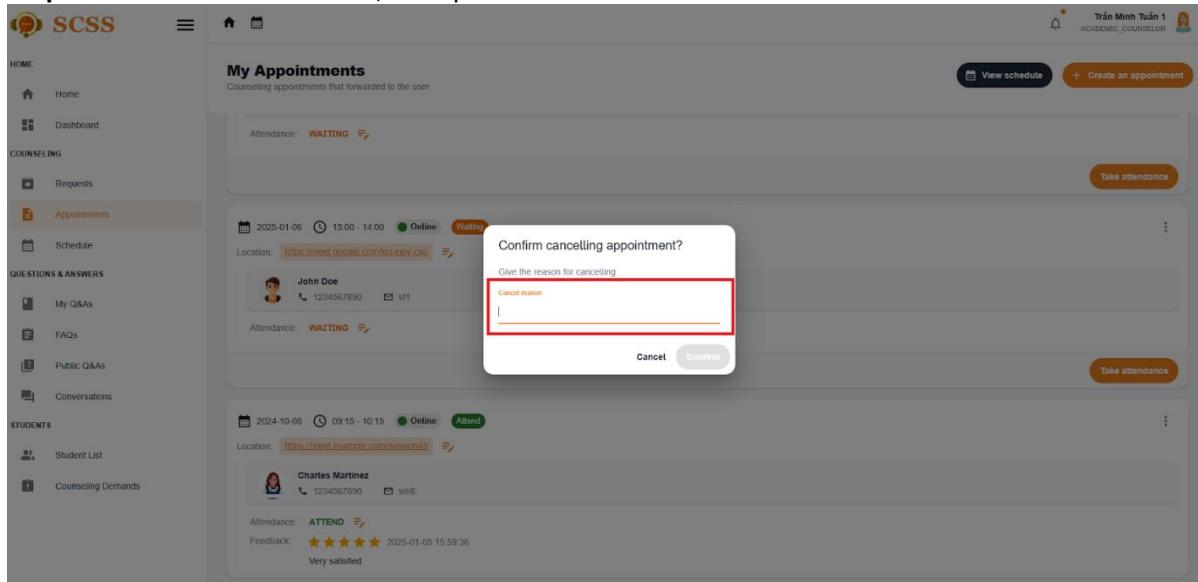


Figure 114 - User Manual - Feature 13 – Step 5

Step 6: The appointment status will be “Canceled”, and both student and counselor can see the cancel the reason.

Figure 115 - User Manual - Feature 13 – Step 6

3.2.3. Question and answer

3.2.3.1. Ask a question

3.2.3.1.1 Description

Use this guideline to create a question for counselor

3.2.3.1.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the student account.



Figure 116 - User Manual - Feature 14 – Step 1

Step 2: Click the “Sign in” button.

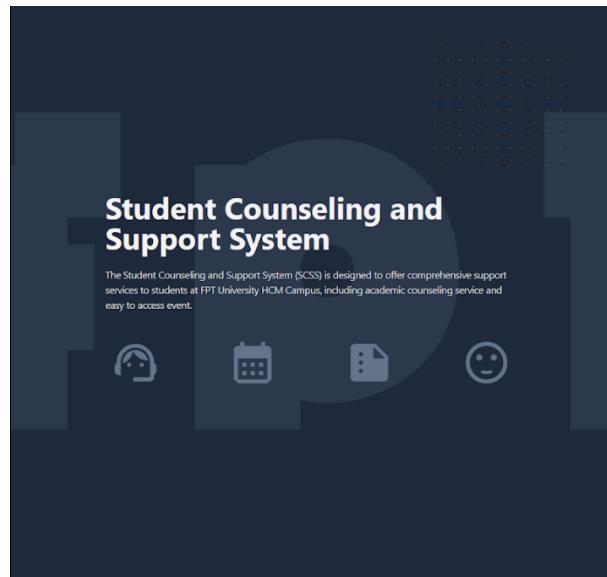


Figure 117 - User Manual - Feature 14 – Step 2

Step 3: From the homepage, choose “Question & Answer” from the left sidebar.

The image shows the 'Question & Answer' page of the SCSS. The left sidebar has a red box around the 'Question & Answer' option. The main content area starts with a 'Welcome back, John Doe!' message and a note about 2 upcoming appointments. Below this is a section titled 'Upcoming Appointments' showing two entries: one for 'Tomorrow' and one for '2025/01/13'. Each entry includes a date, time, status (e.g., 'Online', 'WAITING'), location (a Google Meet link), and the user's name. At the bottom is a section titled 'Asking Questions' with a question about AI application and a pending answer from 'Trần Minh Tuấn 1'.

Figure 118 - User Manual - Feature 14 – Step 3

Step 4: In Q&A page, choose “Ask a button” at top right

Figure 119 - User Manual - Feature 14 – Step 4

Step 5: Fill in question, content, question type and major, department, and expertise, then select “Submit” button

Figure 120 - User Manual - Feature 14 – Step 5

Step 6: There a dialog showed up to suggest similar Q&As before submitting. Then choose “Continue to proceed” and the question will be forwarded to suitable counselors.

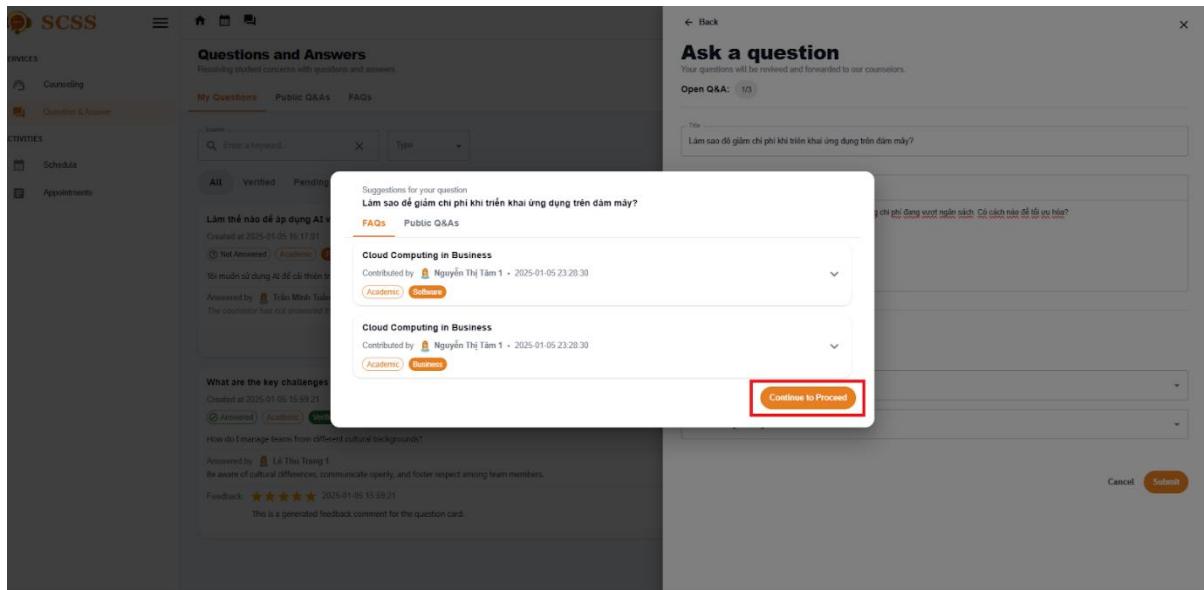


Figure 121 - User Manual - Feature 14 – Step 6

3.2.3.2. Edit a question

3.2.3.1.1 Description

Use this guideline to create a question for counselor

3.2.3.1.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the student account.



Figure 122 - User Manual - Feature 15 – Step 1

Step 2: Click the “Sign in” button.



Figure 123 - User Manual - Feature 15 – Step 2

Step 3: From the homepage, choose “Question & Answer” from the left sidebar.

Welcome back, John Doe !

You have 2 upcoming appointments

Upcoming Appointments

Tomorrow

- 2025-01-06 13:00 - 14:00 Online WAITING

Location: <https://meet.google.com/vuf-wvoc-pk>

Nguyễn Văn Hoàng 1

1234567890

2025/01/13

- 2025-01-13 10:30 - 11:30 Online WAITING

Location: <https://meet.google.com/pof-unke-erf>

Lê Thị Hạnh 1

1234567890

Asking Questions

Làm thế nào để áp dụng AI vào việc cá nhân hóa trải nghiệm người dùng trên website?

Created at 2025-01-05 16:17:01

Net Answered Academic Pending

Tôi muốn sử dụng AI để cải thiện trải nghiệm người dùng trên website bằng cách cá nhân hóa nội dung và đã xuất sản phẩm/dịch vụ phù hợp. Vậy cần bắt đầu từ đâu? Có công nghệ hoặc công cụ nào để áp dụng cho dự án của tôi không?

Answered by Trần Minh Tuấn 1

Figure 124 - User Manual - Feature 15 – Step 3

Step 4: Select “edit question” button if the question is not answered yet.

Figure 125 - User Manual - Feature 15 – Step 4

Step 5: Update title and content of question then select Save button.

Figure 126 - User Manual - Feature 15 – Step 5

3.2.3.3. Answer a question

3.2.3.3.1 Description

Use this guideline to create a question for counselor

3.2.3.3.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.

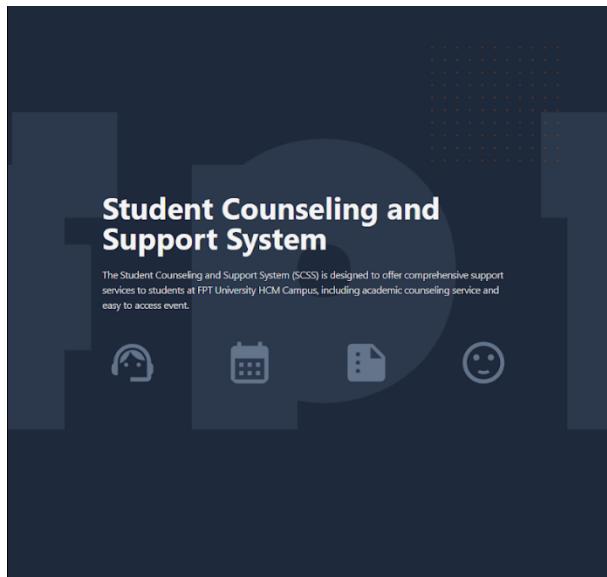


Figure 127 - User Manual - Feature 16 – Step 1

Step 2: Click the “Sign in” button.

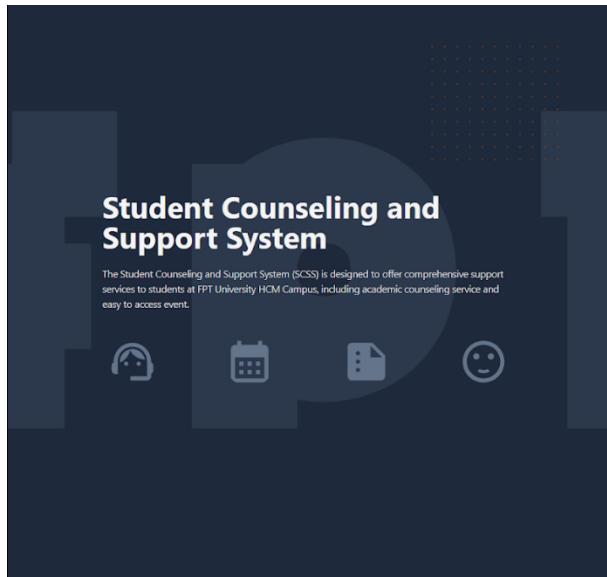


Figure 128 - User Manual - Feature 16 – Step 2

Step 3: From the homepage, choose “My Q&A” from the left sidebar.

The screenshot shows the SCSS platform's user interface. At the top, it says "Welcome back, Trần Minh Tuấn 1!". Below this, there are sections for "Appointments - January, 2025". On the left sidebar, under "QUESTIONS & ANSWERS", the "My Q&As" option is highlighted with a red box. In the main content area, there are two sections: "Pending Requests" and "Upcoming Appointments". The "Pending Requests" section shows one item from "John Doe" with a reason: "Làm sao để giảm chi phí khi triển khai ứng dụng trên đám mây?". There are "Deny" and "Approve" buttons. The "Upcoming Appointments" section shows two entries for "Tomorrow" and "2025/01/07", both for "John Doe" at "Online" status.

Figure 129 - User Manual - Feature 16 – Step 3

Step 4: Select “Answer” button and a Answer dialog will show up

The screenshot shows the "My Questions" section of the SCSS platform. It lists several questions assigned to the counselor. One question from "John Doe" is selected, and an answer dialog is open. The dialog contains the question text: "Làm thế nào để áp dụng AI vào việc cá nhân hóa trải nghiệm người dùng trên website?", followed by a note: "Tôi muốn sử dụng AI để cải thiện trải nghiệm người dùng trên website bằng cách cá nhân hóa nội dung và đề xuất sản phẩm/dịch vụ phù hợp. Vậy cần bắt đầu từ đâu? Có công nghệ hoặc công cụ nào để áp dụng cho dự án của tôi không?". At the bottom of the dialog, there are buttons for "Close", "Flag", "Reject", and "Answer", with the "Answer" button highlighted with a red box.

Figure 130 - User Manual - Feature 16 – Step 4

Step 5: Fill in the answer for the question then select the Submit button.

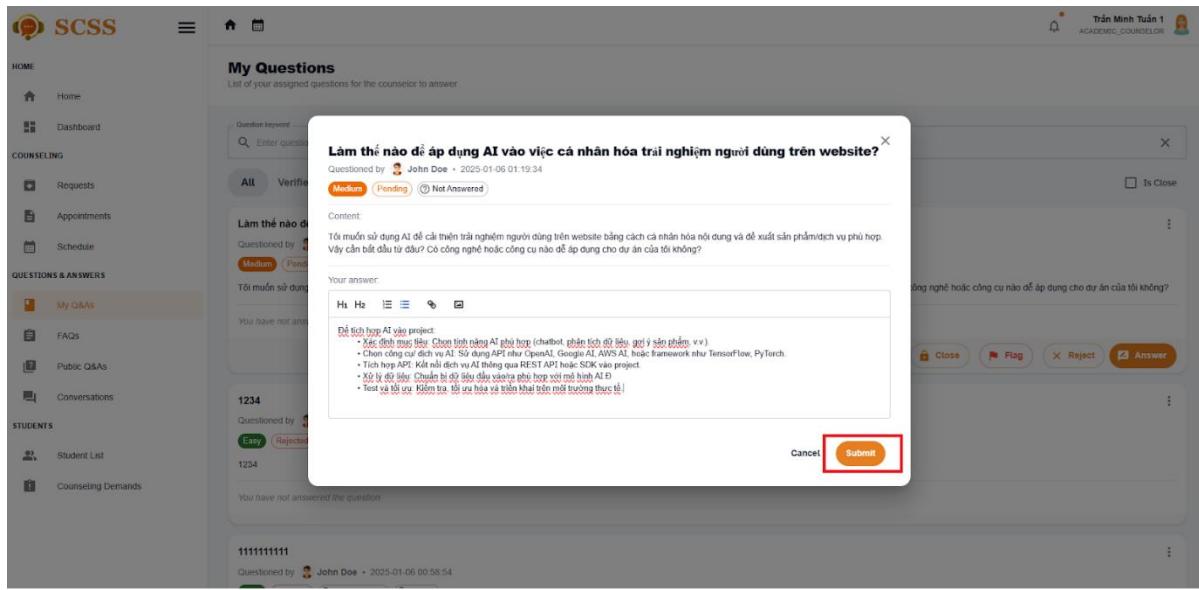


Figure 131 - User Manual - Feature 16 – Step 5

3.2.3.4. Edit your answer

3.2.3.4.1 Description

Use this guideline to create a question for counselor

3.2.3.4.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.



Figure 132 - User Manual - Feature 17 – Step 1

Step 2: Click the “Sign in ” button.

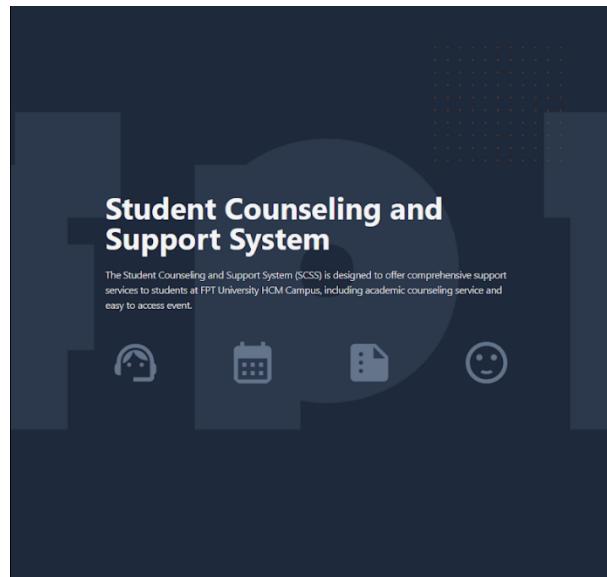


Figure 133 - User Manual - Feature 17 – Step 2

Step 3: From the homepage, choose “My Q&As” from the left sidebar.

The image shows the SCSS homepage with the sidebar open. The 'My Q&As' option in the 'QUESTIONS & ANSWERS' section is highlighted with a red box. The main content area displays 'Appointments - January, 2025'. It shows a 'Pending Requests' section with one item: '2025-01-06 10:30 - 11:30 Online WAITING' booked by 'John Doe' with reason 'Làm sao để giảm chi phí khi triển khai ứng dụng trên đám mây?'. It also shows an 'Upcoming Appointments' section for 'Tomorrow' with two items: '2025-01-06 13:00 - 14:00 Online Waiting' and '2025-01-07 14:15 - 15:15 Online Waiting', both located at 'https://meet.google.com/kcz-elyv-cxq' and attended by 'John Doe' (1234567890, st1). A 'Take attendance' button is visible next to the second appointment.

Figure 134 - User Manual - Feature 17 – Step 3

Step 4: Select “Edit your answer.” button and a Answer dialog will show up

Figure 135 - User Manual - Feature 17 – Step 4

Step 5: Fill in the answer for the question then select the save button.

Figure 136 - User Manual - Feature 17 – Step 5

3.2.3.5. Chat about a question

3.2.3.5.1 Description

Use this guideline to create a question for counselor

3.2.3.5.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the student account.

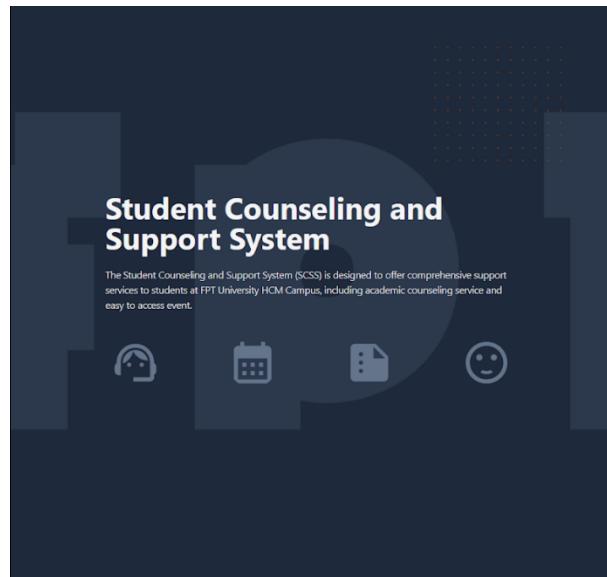


Figure 137 - User Manual - Feature 18 – Step 1

Step 2: Click the “Sign in” button.



Figure 138 - User Manual - Feature 18 – Step 2

Step 3: From the homepage, choose “Question & Answer” from the left sidebar.

Welcome back, John Doe !

You have 2 upcoming appointments

Upcoming Appointments

Tomorrow

2025-01-06 13:00 - 14:00 Online WAITING

Location: <https://meet.google.com/wub-cwoc-ik>

Nguyễn Văn Hoàng 1
1234567890 hoangnv

2025/01/13

2025-01-13 10:30 - 11:30 Online WAITING

Location: <https://meet.google.com/pnf-uyke-erf>

Lê Thị Hạnh 1
1234567890 hanhthna

Asking Questions

Làm thế nào để áp dụng AI vào việc cá nhân hóa trải nghiệm người dùng trên website?

Created at 2025-01-05 16:17:01

Net Answered Academic Pending

Tôi muốn sử dụng AI để cải thiện trải nghiệm người dùng trên website bằng cách cá nhân hóa nội dung và đề xuất sản phẩm/dịch vụ phù hợp. Vậy cần bắt đầu từ đâu? Có công nghệ hoặc công cụ nào dễ áp dụng cho dự án của tôi không?

Answered by Trần Minh Tuấn 1

Figure 139 - User Manual - Feature 18 – Step 3

Step 4: In Q&A page, select the question which has already been answered, and select Start to chat button

Questions and Answers

Offering a collection of Q&A and resolve student concerns.

My Questions **Public Q&As** **FAQs**

Search Enter a keyword... Type

All Verified Pending Flagged Rejected Is Close

Answered Academic VERIFIED

Created at 2024-12-09 20:39:46

Ask about setting up environment in Java

I want to ask about setting up environment in Java

Answered by Trần Thị Thu Hà

To set up environment for Java, do these following steps:

- In Search, search for and then select: System (Control Panel)
- Click the Advanced system settings link.
- Click Environment Variables...
- In the Edit System Variable (or New System Variable) window, specify the value of the PATH environment variable. ...
- Reopen Command prompt window, and run your java code.

Start to Chat

Figure 140 - User Manual - Feature 18 – Step 4

Step 5: A chat session will show up and you can chat with the counselor for the question is closed.

The screenshot shows the FPT Education platform's user interface. On the left, there's a sidebar with 'SERVICES' (Counseling and supporting services), 'ACTIVITIES' (Student schedule and history tracking), and 'My Questions' (selected). The main area is titled 'Questions and Answers' with a sub-section 'Offering a collection of Q&A and resolve student concerns.' It shows a list of questions, with one highlighted: 'Ask about setting up environment in Java'. This question has an 'Answered' status, is 'Academic', and is 'VERIFIED'. It was created at 2024-12-09 20:39:46. Below the question is a detailed answer from 'Trần Thị Thu Hà 1' with steps to set up Java environment. To the right, a chat window is open between 'Trần Thị Thu Hà 1' and 'John Doe STUDENT'. The chat shows a message from John Doe: 'I am still confused about your answer' and a response from the counselor: 'Hello'. A text input field 'Type your message' is at the bottom.

Figure 141 - User Manual - Feature 18 – Step 5

3.2.3.6. Close a question

3.2.3.6.1 Description

Use this guideline to create a question for counselor

3.2.3.6.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the student account.

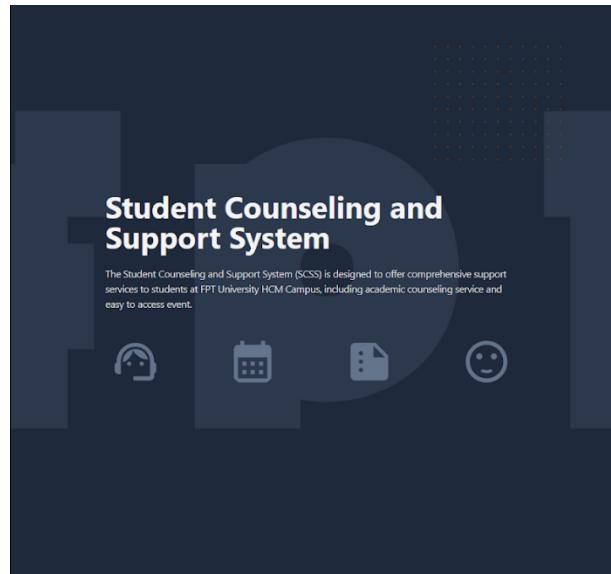


Figure 142 - User Manual - Feature 19 – Step 1

Step 2: Click the “Sign in ” button.

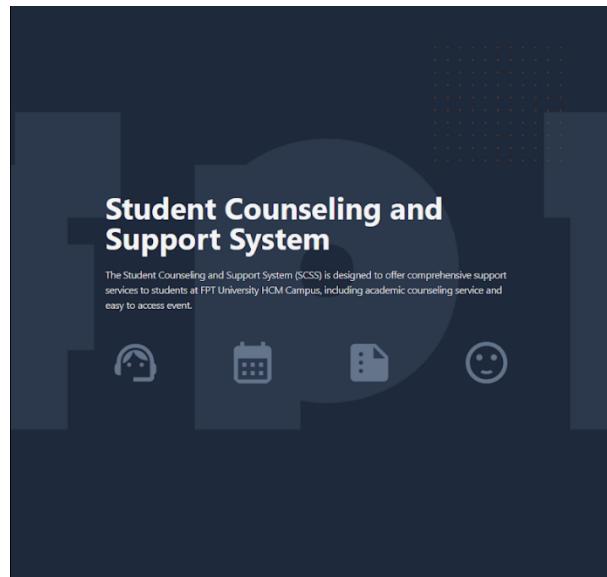


Figure 143 - User Manual - Feature 19 – Step 2

Step 3: From the homepage, choose “My Q&As” from the left sidebar.

The image shows the SCSS homepage with the sidebar open. The 'My Q&As' option under 'QUESTIONS & ANSWERS' is highlighted with a red box. The main content area displays 'Appointments - January, 2025'. It shows a 'Pending Requests' section with one item: '2025-01-06 10:30 - 11:30 Online WAITING' booked by 'John Doe' with reason 'Làm sao để giảm chi phí khi triển khai ứng dụng trên đám mây?'. It also shows an 'Upcoming Appointments' section for 'Tomorrow' with two items: '2025-01-06 13:00 - 14:00 Online Waiting' and '2025-01-07 14:15 - 15:15 Online Waiting', both located at 'https://meet.google.com/kcz-ekoy-cx0' and attended by 'John Doe' (1234567890, st1). A 'Take attendance' button is visible for the second appointment.

Figure 144 - User Manual - Feature 19 – Step 3

Step 4: Select “Close” button and a confirmation dialog will show up

The screenshot shows the SCSS application's interface. In the center, there is a list titled "My Questions" with a single item. The question is: "Làm thế nào để áp dụng AI vào việc cá nhân hóa trải nghiệm người dùng trên website?". Below the question, there is a "Your answer" section containing a list of bullet points about AI integration. At the bottom of this section is a "Close" button, which is highlighted with a red box. The top right corner of the screen shows the user's name, "Trần Minh Tuấn 1", and their role, "ACADEMIC_COUNSELOR".

Figure 145 - User Manual - Feature 19 – Step 4

Step 5: After confirming, the question will be closed and the asked student will no longer be able to chat.

This screenshot shows the same SCSS application interface as Figure 145, but the question has been closed. The "Your answer" section now includes a "Closed" status indicator next to the "Close" button, which is highlighted with a red box. The rest of the interface remains the same, including the user's name and role at the top right.

Figure 146 - User Manual - Feature 19 – Step 5

3.2.3.7. Contribute to FAQ

3.2.3.3.7 Description

Use this guideline to create a question for counselor

3.2.3.3.7. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.

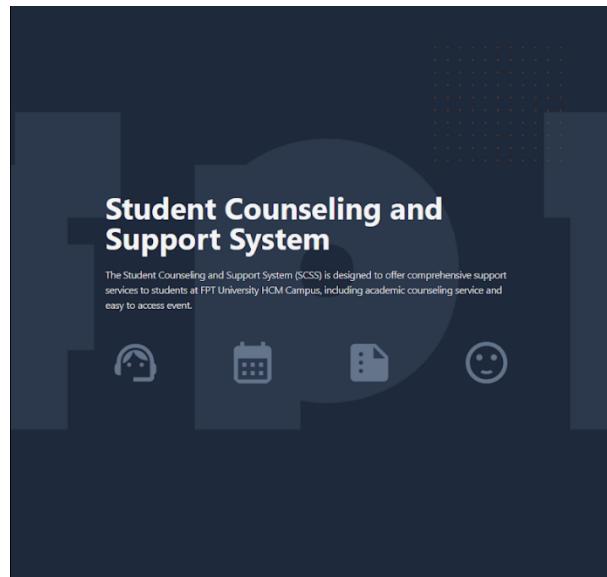


Figure 147 - User Manual - Feature 20 – Step 1

Step 2: Click the “Sign in” button.

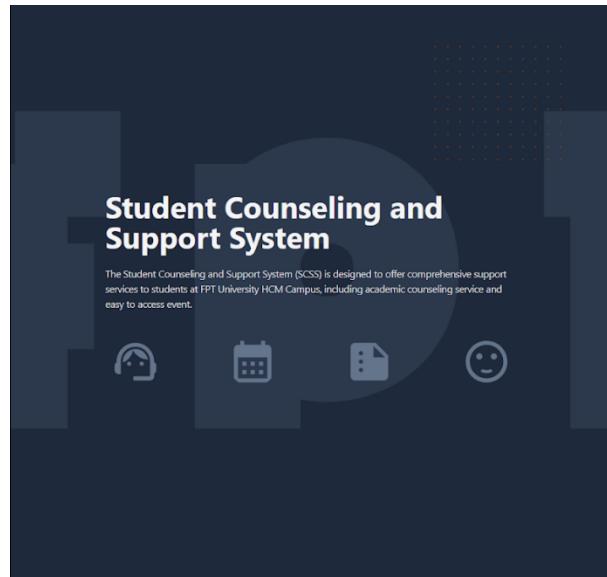


Figure 148 - User Manual - Feature 20 – Step 2

Step 3: From the homepage, choose “FAQ” from the left sidebar.

The screenshot shows the SCSS (Student Counseling System) interface. On the left, there's a sidebar with various navigation options like Home, Dashboard, Requests, Appointments, Schedule, etc. Under 'QUESTIONS & ANSWERS', the 'FAQs' option is highlighted with a red box. The main content area displays a welcome message 'Welcome back, Trần Minh Tuấn 1!' and a section titled 'Appointments - January, 2025'. It shows a 'Pending Requests' card for an appointment on 2025-01-06 from 10:30 - 11:30, booked by John Doe, with a reason in Vietnamese. There are 'Deny' and 'Approve' buttons. To the right is an 'Upcoming Appointments' section with a note 'No pending requests'.

Figure 149 - User Manual - Feature 20 – Step 3

Step 4: Select “Contribute to FAQ” button in FAQ page

The screenshot shows the FPT Education platform's FAQ section. The sidebar includes 'Counseling service', 'Requests', 'Appointments', 'Schedule', 'Questions and answers', 'Asked Questions', 'FAQs' (which is highlighted with a red box), 'Public Q&As', and 'Conversations'. The main content area is titled 'Frequently Asked Questions' and lists several questions contributed by counselors. At the top right of this area is a prominent orange button labeled '+ Contribute to FAQs', which is also highlighted with a red box.

Figure 150 - User Manual - Feature 20 – Step 4

Step 5: Enter category, title, question content, answer. Then select “Submit” button

The screenshot shows a user interface for a counseling service. On the left, there's a sidebar with navigation links for COUNSELING (Requests, Appointments, Schedule), Q&A (Asked Questions, FAQs, Public Q&As, Conversations), and STUDENTS (Student List, Student Demands). The main content area is titled "Frequently Asked Questions" and displays a list of questions and answers contributed by counselors. Each item in the list includes a title, contributor information (Nguyễn Thị Tâm 1), date (2024-12-10 19:29:02), category (NON-ACADEMIC, Academic), and a snippet of the answer. At the bottom right of the page, there is a red-bordered button labeled "Show my Q&A only".

Figure 151 - User Manual - Feature 20 – Step 5

Step 6: In the FAQ page, you can select the “Show my Q&A only” button to view your created Q&A.

This screenshot shows the same FAQ page as Figure 151, but with a different filter applied. A red box highlights the "Show my Q&A only" button located next to the search bar. The search bar has the placeholder "Enter a keyword...". Below the search bar, there are filters for "All", "Academic", and "Non-Academic". The results list shows one item: "ACADEMIC Academic" contributed by Trần Thị Thu Hà 1 on 2024-12-10 19:35:04 with the snippet "Lorem ipsum dolor sit amet, consectetur adipiscing elit.". The entire results list is also highlighted with a red box.

Figure 152 - User Manual - Feature 20 – Step 6

3.2.3.8. Edit contributed FAQ

3.2.3.8 Description

Use this guideline to create a question for counselor

3.2.3.8. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.

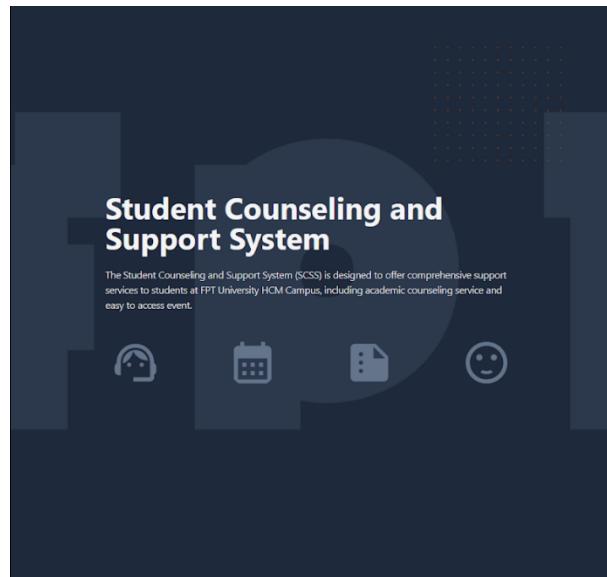


Figure 153 - User Manual - Feature 21 – Step 1

Step 2: Click the “Sign in” button.



Figure 154 - User Manual - Feature 21 – Step 2

Step 3: From the homepage, choose “FAQ” from the left sidebar.

Figure 155 - User Manual - Feature 21 – Step 3

Step 4: Select “Edit” button in FAQ page

Figure 156 - User Manual - Feature 21 – Step 4

Step 5: Enter new category, title, question content, answer. Then select “Submit” button

The screenshot shows a user interface for a counseling service. On the left, there's a sidebar with navigation links for COUNSELING (Requests, Appointments, Schedule), Q&A (Asked Questions, FAQs, Public Q&As, Conversations), and STUDENTS (Student List, Student Demands). The main content area is titled "Frequently Asked Questions" and displays a list of questions contributed by counselors. Each question card includes a title, contributor information (Nguyễn Thị Tâm 1), date (2024-12-10 19:29:02), category (NON-ACADEMIC, Academic), and a snippet of the question. At the bottom right of the page, there is a red-bordered button labeled "Show my Q&A only".

Figure 157 - User Manual - Feature 21 – Step 5

Step 6: In the FAQ page, you can select the “Show my Q&A only“ button to view your Q&A.

This screenshot shows the same FAQ page as Figure 157, but with a different filter applied. A red box highlights the "Category" dropdown menu, which has a checked checkbox labeled "Show my Q&A only". This filter is applied to the list of questions, which now only shows one result from "Trần Thị Thu Hà 1".

Figure 158 - User Manual - Feature 21 – Step 6

3.2.3.9. Reject a question

3.2.3.9.1 Description

Use this guideline to reject a question for counselor

3.2.3.9.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.

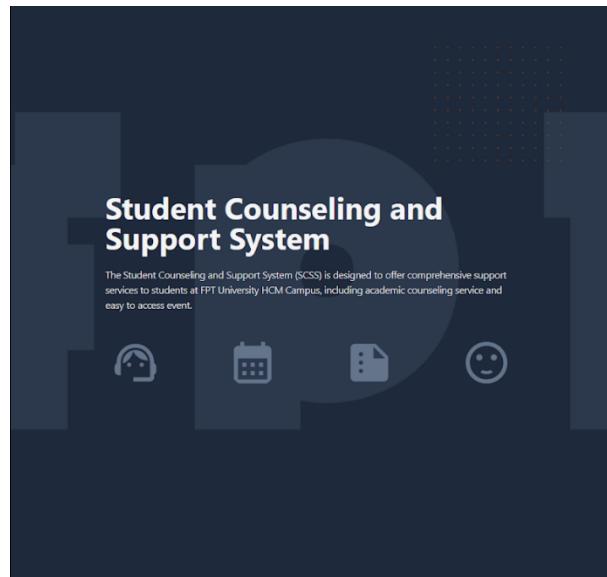


Figure 159 - User Manual - Feature 22 – Step 1

Step 2: Click the “Sign in” button.

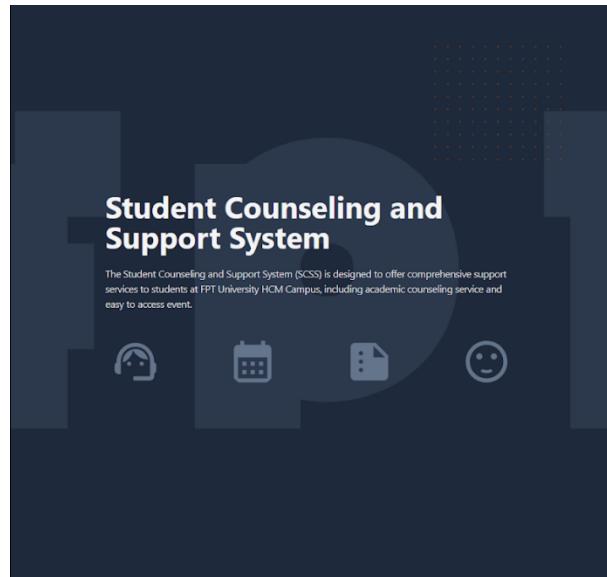


Figure 160 - User Manual - Feature 22 – Step 2

Step 3: From the homepage, choose “My Q&A” from the left sidebar.

Welcome back, Trần Minh Tuấn 1 !

You have 2 upcoming appointments and 1 questions to answer

Pending Requests

- 2025-01-06 10:30 - 11:30 Online WAITING
 - Booked by: John Doe
 - Reason: Làm sao để giảm chi phí khi triển khai ứng dụng trên đám mây?
 - Deny Approve

Upcoming Appointments

- Tomorrow**
- 2025-01-06 13:00 - 14:00 Online Waiting
 - Location: <https://meet.google.com/kci-eoy-cxq>
 - John Doe 1234567890 sf1
 - Attendance: WAITING
 - Take attendance
- 2025/01/07**
- 2025-01-07 14:15 - 15:15 Online Waiting
 - Location: <https://meet.google.com/kci-eoy-cxq>
 - John Doe 1234567890 sf1
 - Attendance: WAITING

Figure 161 - User Manual - Feature 22 – Step 3

Step 4: Select “Reject” button and a Reject dialog will show up

My Questions

List of your assigned questions for the counselor to answer

Question keyword: Enter question keyword

All Verified Flagged Rejected Is Close

Làm thế nào để áp dụng AI vào việc cá nhân hóa trải nghiệm người dùng trên website?

Asked by John Doe • 2025-01-05 16:17:01

Medium Pending Not Answered

Tôi muốn sử dụng AI để cải thiện trải nghiệm người dùng trên website bằng cách cá nhân hóa nội dung và đề xuất sản phẩm/dịch vụ phù hợp. Vậy cần bắt đầu từ đâu? Có công nghệ hoặc công cụ nào để áp dụng cho dự án của tôi không?

You have not answered the question

Close Flag X Reject Answer

Figure 162 - User Manual - Feature 22 – Step 4

Step 5: Fill in the reject reason for the question then select the Submit button.

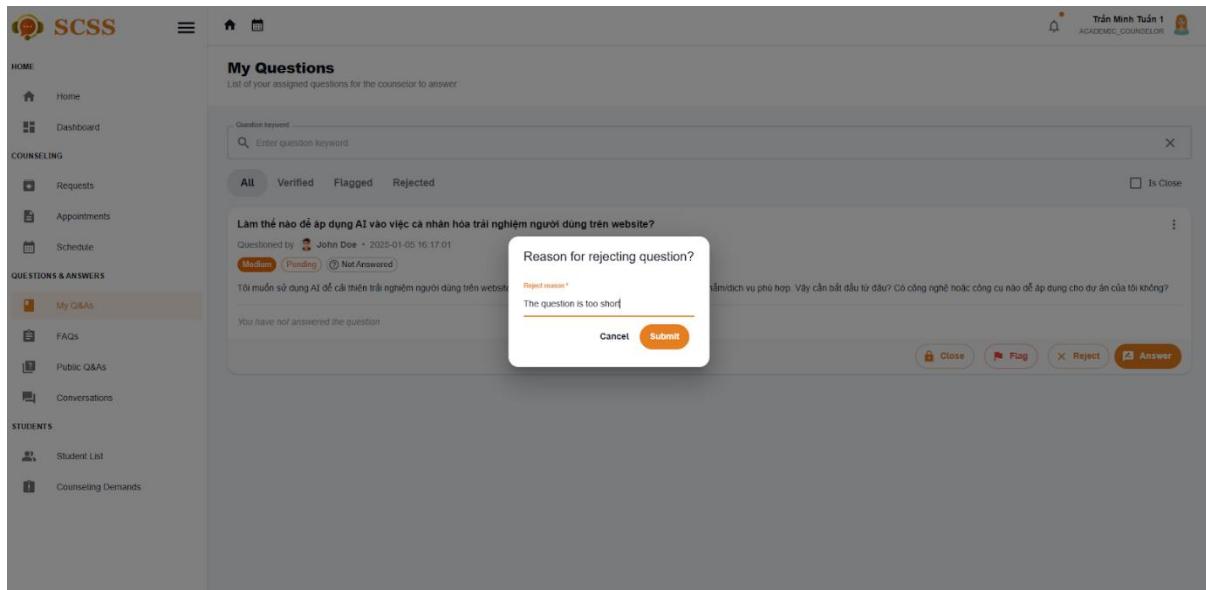


Figure 163 - User Manual - Feature 22 – Step 5

Step 6: The reject reason will be showed with rejected status

Figure 164 - User Manual - Feature 22 – Step 7

3.2.3.10. Flag a question

3.2.3.10.1 Description

Use this guideline to flag a question for counselor

3.2.3.10.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.

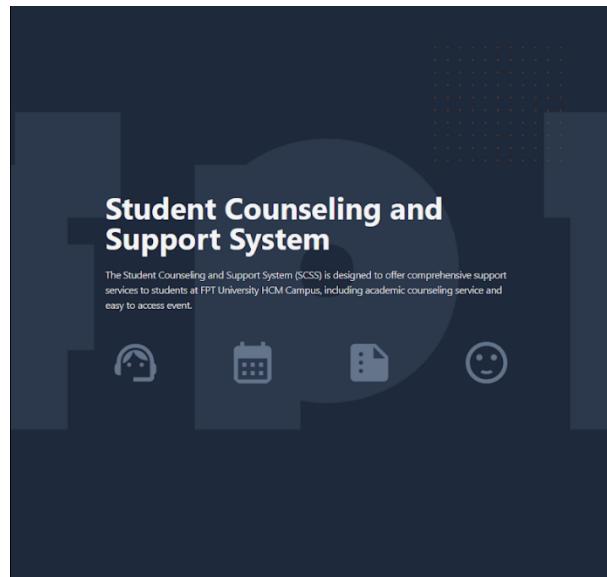


Figure 165 - User Manual - Feature 23 – Step 1

Step 2: Click the “Sign in” button.

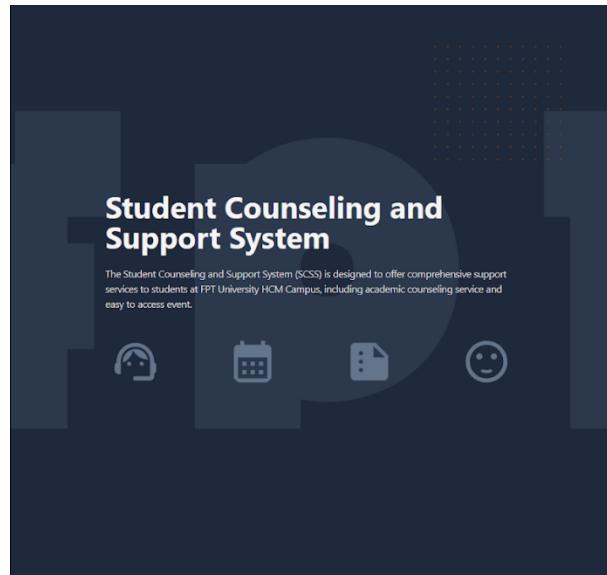


Figure 166 - User Manual - Feature 23 – Step 2

Step 3: From the homepage, choose “My Q&A” from the left sidebar.

Welcome back, Trần Minh Tuấn 1 !

You have 2 upcoming appointments and 1 questions to answer

Pending Requests

Upcoming Appointments

Upcoming Appointments

Tomorrow

2025/01/07

Figure 167 - User Manual - Feature 23 – Step 3

Step 4: Select “Reject” button and a Reject dialog will show up

My Questions

Question keyword

All Verified Flagged Rejected

111

Questioned by John Doe • 2025-01-06 00:31:25

Easy Pending Not Answered

11

You have not answered the question

Close Flag Reject Answer

Figure 168 - User Manual - Feature 23 – Step 4

Step 5: Fill in the reject reason for the question then select the Submit button.

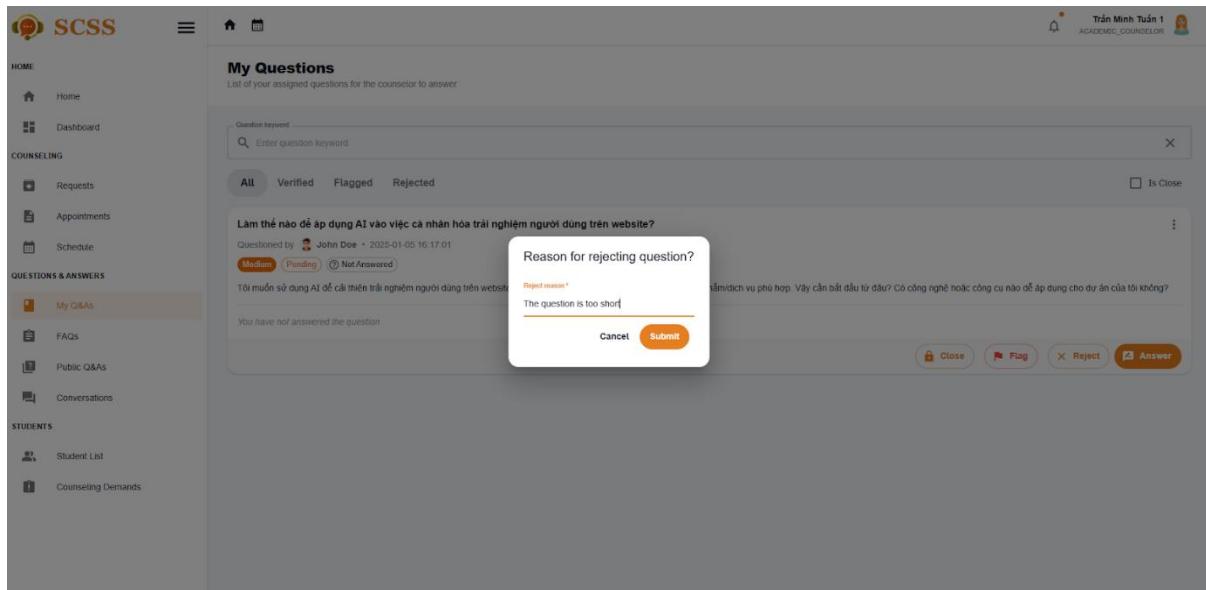


Figure 169 - User Manual - Feature 23 – Step 5

Step 6: The flag reason will be showed with flag status

Figure 170 - User Manual - Feature 23 – Step 6

3.2.4. Counseling demand

3.3.4.1. Create counseling demand

3.3.3.1 Description

Use this guideline to create a counseling for a student

3.3.3.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the support staff account.

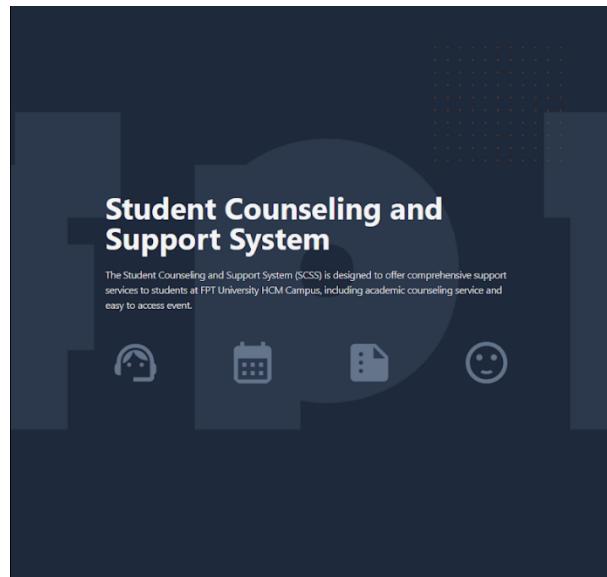


Figure 171 - User Manual - Feature 24 – Step 1

Step 2: Click the “Sign in” button.

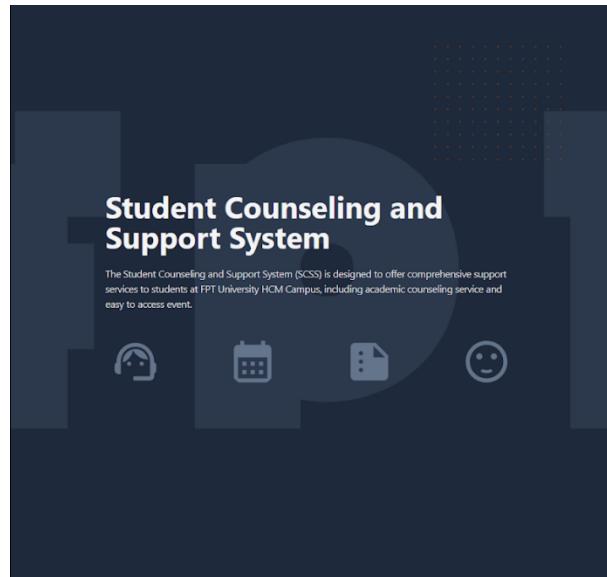


Figure 172 - User Manual - Feature 24 – Step 2

Step 3: From the homepage, choose “Recommended Students” new problematic students or “Student List” for all students from the left sidebar.

Figure 173 - User Manual - Feature 24 – Step 3

Step 4: Select a student, in student detail, select “Follow Student” button to add the student to the Followed List for further actions.

Figure 174 - User Manual - Feature 24 – Step 4

Step 5: Choose “Student List” from the left sidebar.

Figure 175 - User Manual - Feature 24 – Step 5

Step 6: Select more vert icon button from a student, then select Create Demand option

Figure 176 - User Manual - Feature 24 – Step 6

Step 7: Select a suitable counselor and fill in counseling demand form

The screenshot shows the FPT Education platform's user interface. On the left, there's a sidebar with 'DEMAND' and 'STUDENT' sections. The main area displays a 'Followed Student List' with two entries: 'Followed since 21/21, 2024-12-09' for 'John Doe' and 'Followed since 21/41, 2024-12-09' for 'David Brown'. Both students have notes indicating they are 'Assigned for support'. A modal window titled 'Create demand for student' is overlaid on the page. It contains a 'Submit your demand request' section with a note that the request will be sent to the selected counselor. Below this is a 'Pick counselor' button, which is highlighted with a red box. The 'Demand type' is set to 'Non academic'. The main form fields are outlined with a red box: 'Priority Level' (set to 'Medium'), 'Contact Note' (containing 'Filled contacted note'), 'Issue Description' (containing 'Filled issue description'), 'Cause Description' (containing 'Filled cause Description'), and 'Additional Information' (containing 'Filled additional information'). At the bottom right of the modal are 'Cancel' and 'Confirm' buttons, with 'Confirm' also highlighted with a red box.

Figure 177 - User Manual - Feature 24 – Step 7

Step 8: Select confirm button and new demand will be created

This screenshot is similar to Figure 177, showing the 'Followed Student List' and the 'Create demand for student' modal. The modal fields are identical to those in Figure 177, with the 'Priority Level' set to 'Medium' and the 'Contact Note' field containing 'Filled contacted note'. The 'Issue Description', 'Cause Description', and 'Additional Information' fields also contain their respective filled descriptions. The 'Confirm' button at the bottom right of the modal is highlighted with a red box.

Figure 178 - User Manual - Feature 24 – Step 8

Step 9: Choose "Demand" from the left sidebar and view your newly created demand

Figure 179 - User Manual - Feature 24 – Step 9

3.3.4.2. Create an appointment from demand

3.3.3.1 Description

Use this guideline to create a counseling for a student

3.3.3.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.

Figure 180 - User Manual - Feature 25 – Step 1

Step 2: Click the “Sign in ” button.



Figure 181 - User Manual - Feature 25 – Step 2

Step 3: From the homepage, choose “Student Demands” from the left sidebar.

Figure 182 - User Manual - Feature 25 – Step 3

Step 4: In Student Demand page, select more vert icon button form a student, then choose “Create an appointment” option

Figure 183 - User Manual - Feature 25 – Step 4

Step 5: After filling in counseling fields, then select confirm booking and new appointment with the student will be created.

Figure 184 - User Manual - Feature 25 – Step 6

3.3.4.3. Solve a counseling demand

3.3.3.1 Description

Use this guideline to create a counseling for a student

3.3.3.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the counselor account.

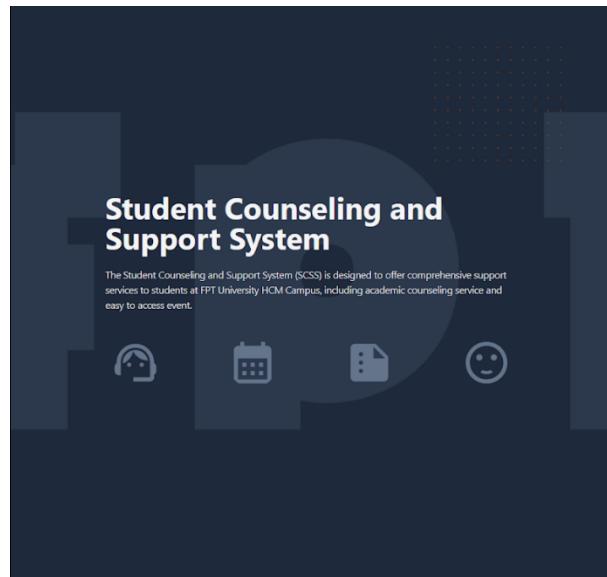


Figure 185 - User Manual - Feature 26 – Step 1

Step 2: Click the “Sign in” button.



Figure 186 - User Manual - Feature 26 – Step 2

Step 3: From the homepage, choose “Student Demands” from the left sidebar.

Figure 187 - User Manual - Feature 26 – Step 3

Step 4: In Student Demand page, select more vert icon button form a student, then choose “Solve” option

Figure 188 - User Manual - Feature 26 – Step 4

Step 5: After filling in the summary field, then select confirm button to solve the demand.

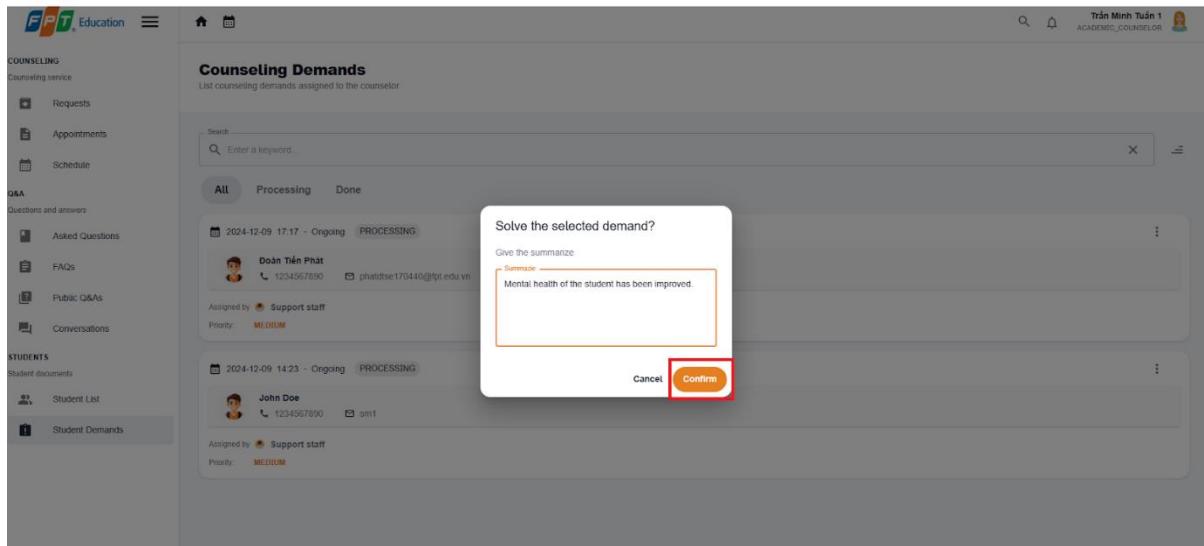


Figure 189 - User Manual - Feature 26 – Step 5

Step 6: Solved demand will be marked with DONE status

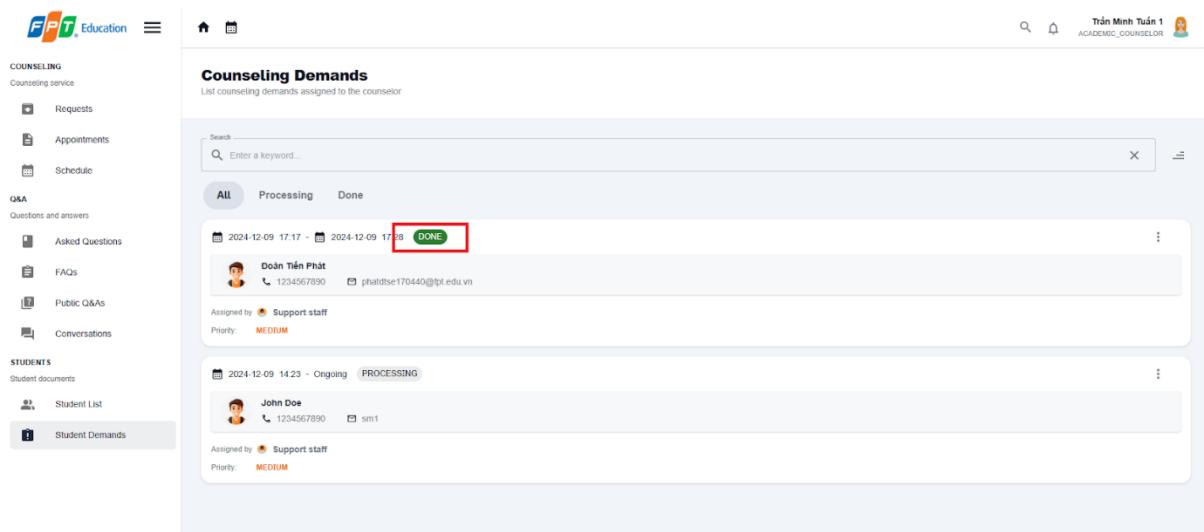


Figure 190 - User Manual - Feature 26 – Step 6

3.2.5. Counselor Management

3.3.5.1. Update counselor availability

3.3.5.1.1 Description

Use this guideline to update counselor availability

3.3.5.1.2 . Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the manager account.

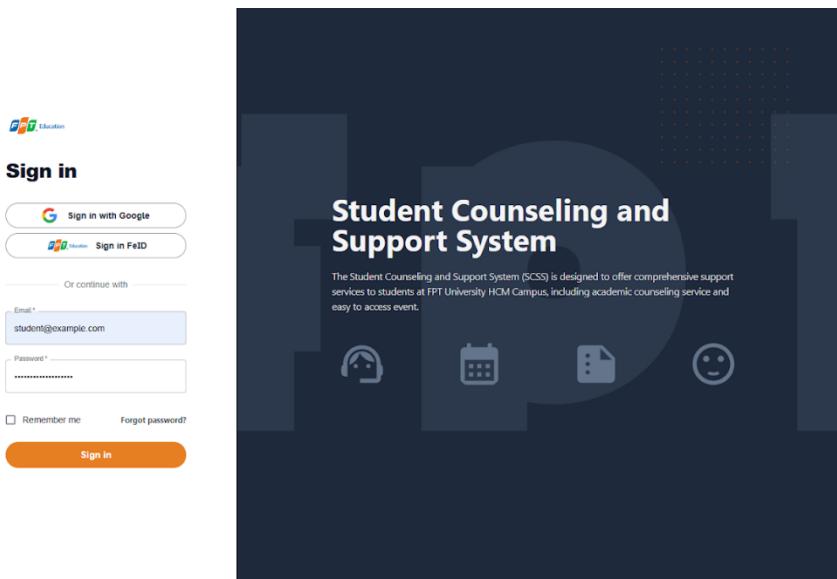


Figure 191 - User Manual - Feature 27 – Step 1

Step 2: Click the “Sign in” button.

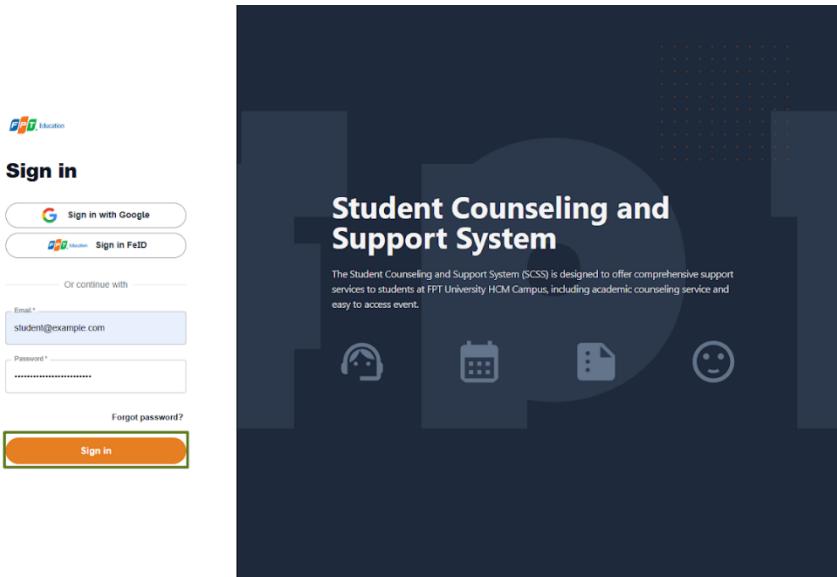


Figure 192 - User Manual - Feature 27 – Step 2

Step 3: From the homepage, choose “Counselors Table” from the left sidebar.

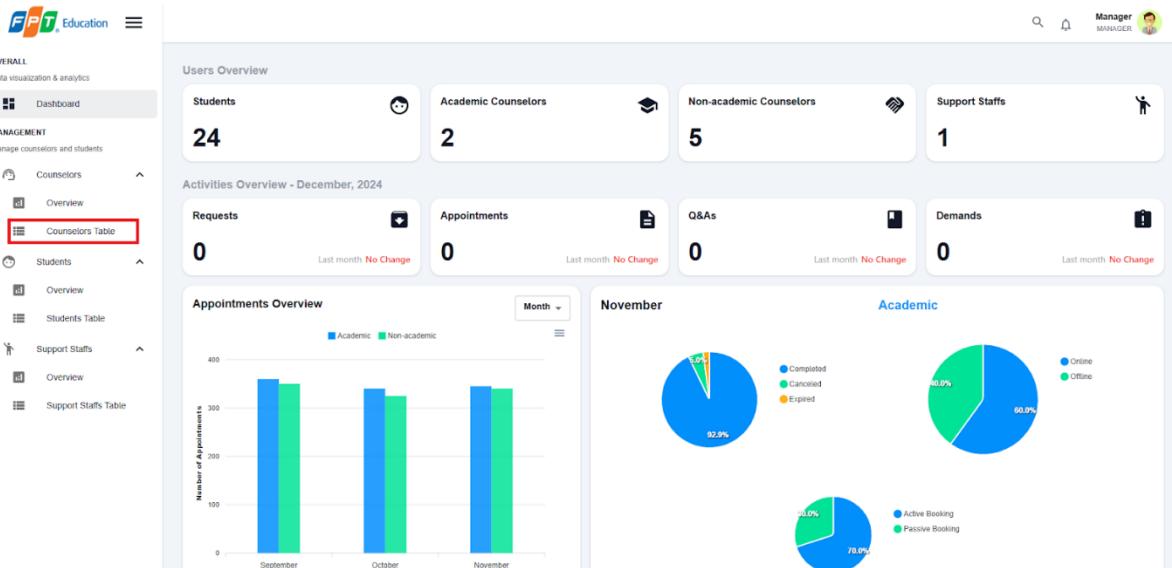


Figure 193 - User Manual - Feature 27 – Step 3

Step 4: In Counselor Table page, select a counselor at Full name field

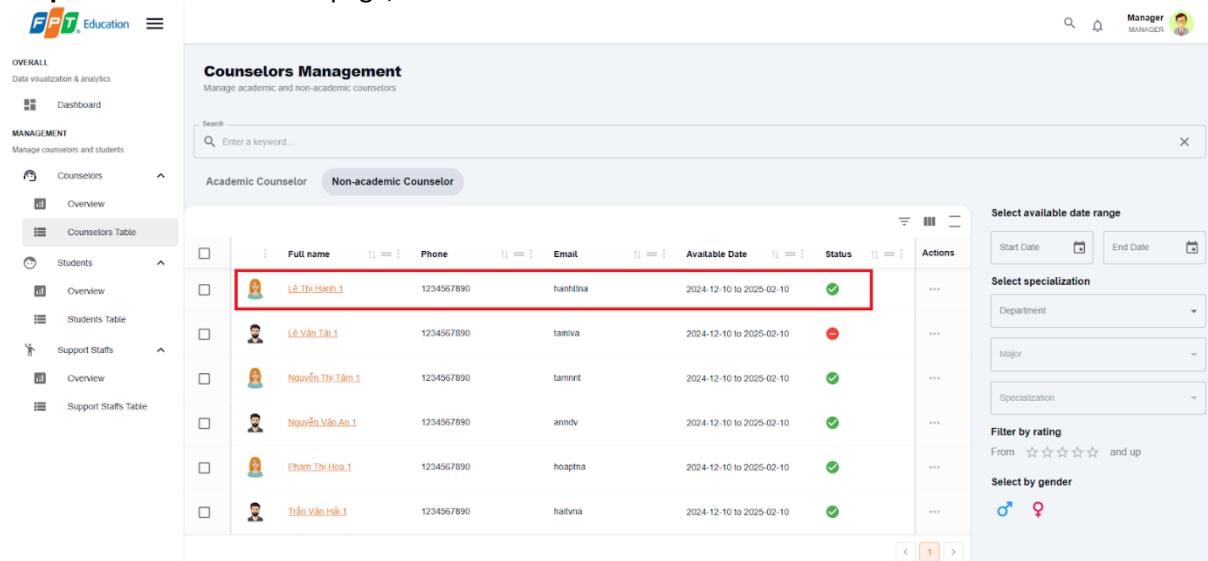


Figure 194 - User Manual - Feature 27 – Step 4

Step 5: In Counselor detail management page, select between “Availability” and “Unavailability”

Figure 195 - User Manual - Feature 27 – Step 5

3.3.5.2. Update counselor weekly schedule

3.3.5.2.1 Description

Use this guideline to update counselor availability

3.3.5.2.2 . Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the manager account.



Figure 196 - User Manual - Feature 28 – Step 1

Step 2: Click the “Sign in ” button.

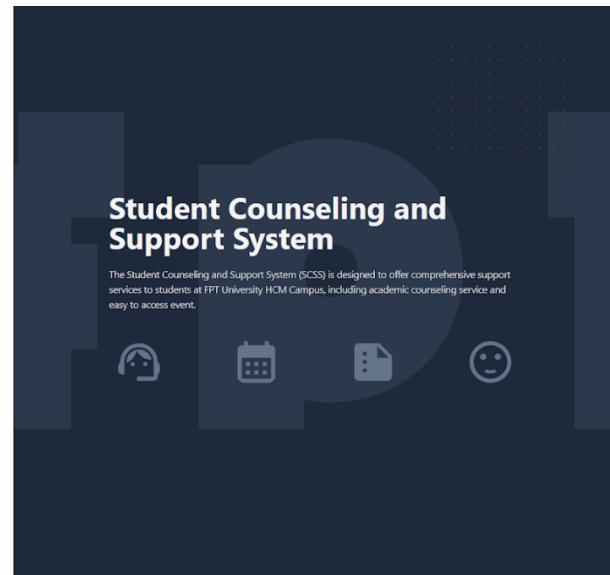


Figure 197 - User Manual - Feature 28 – Step 2

Step 3: From the homepage, choose “Counselors Table” from the left sidebar.

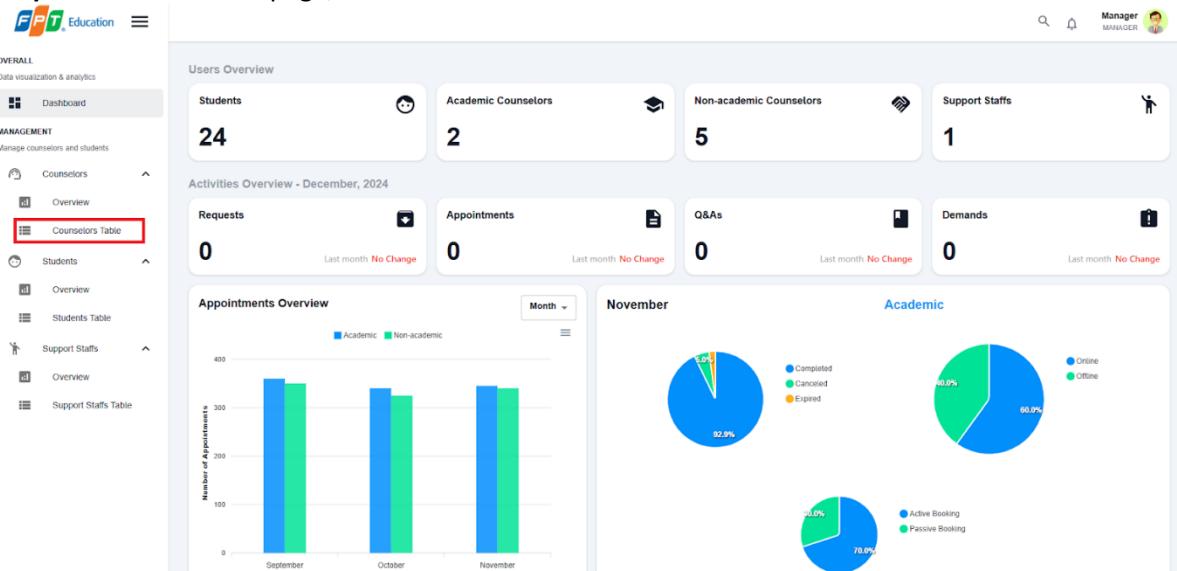


Figure 198 - User Manual - Feature 28 – Step 3

Step 4: In Counselor Table page, select a counselor at Full name field

The screenshot shows the 'Counselors Management' section of the SCSS application. On the left, there's a sidebar with 'OVERALL' and 'MANAGEMENT' sections. Under 'MANAGEMENT', 'Counselors' is selected, which further branches into 'Overview' and 'Counselors Table'. The main area displays a table of counselors with columns for 'Full name', 'Phone', 'Email', 'Available Date', 'Status', and 'Actions'. A search bar at the top allows filtering by keyword. To the right of the table are several filter options: 'Select available date range' (with 'Start Date' and 'End Date' fields), 'Select specialization' (with dropdowns for 'Department', 'Major', and 'Specialization'), 'Filter by rating' (with a star rating selector), and 'Select by gender' (with male and female icons). The counselor 'Lê Thị Hạnh 1' is highlighted with a red border in the table.

Figure 199 - User Manual - Feature 28 – Step 4

Step 5: In Counselor detail management page, select from “Select Days” and select slots from “Select slots”

The screenshot shows the 'Management / Counselors / Lê Thị Hạnh 1' page. The left sidebar is identical to Figure 199. The main content area includes a profile picture of the counselor, her name 'Lê Thị Hạnh 1', title 'School Health Advisor', and a 5-star rating. Below this is an 'Assign Slots' section with a 'Select Day' dropdown set to 'MONDAY' and a 'Weekly schedule' button. There are also 'Available date range' and 'Available time range' fields. Below these are two sections: 'Counseling Overview - December, 2024' and 'Question & Answer Overview - December, 2024', each with various statistics and buttons.

Figure 200 - User Manual - Feature 28 – Step 5

Step 6: In Counselor detail management page, select “Weekly Schedule” to view full schedule of the counselor for a week.

3.3.5.3. Update counselor date range

3.3.5.1.1 Description

Use this guideline to update counselor availability

3.3.5.1.2 . Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the manager account.

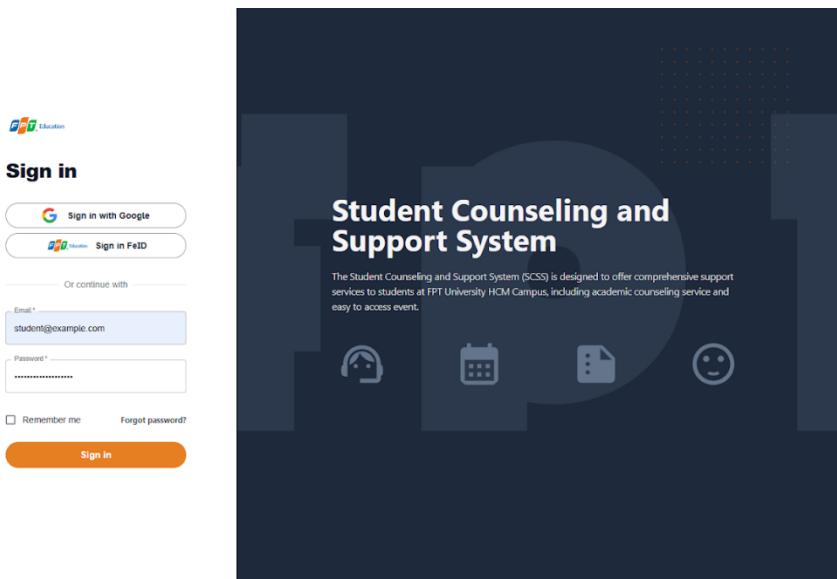


Figure 201 - User Manual - Feature 29 – Step 1

Step 2: Click the “Sign in” button.

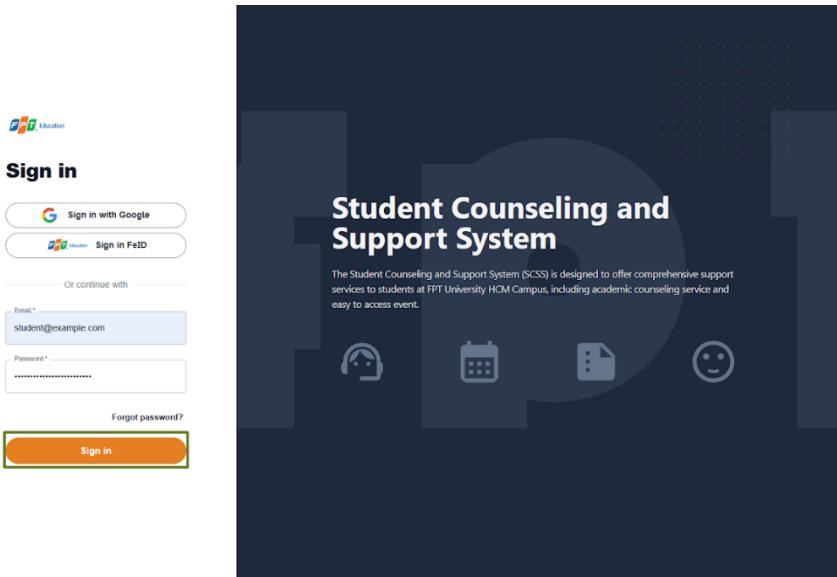


Figure 202 - User Manual - Feature 29 – Step 2

Step 3: From the homepage, choose “Counselors Table” from the left sidebar.

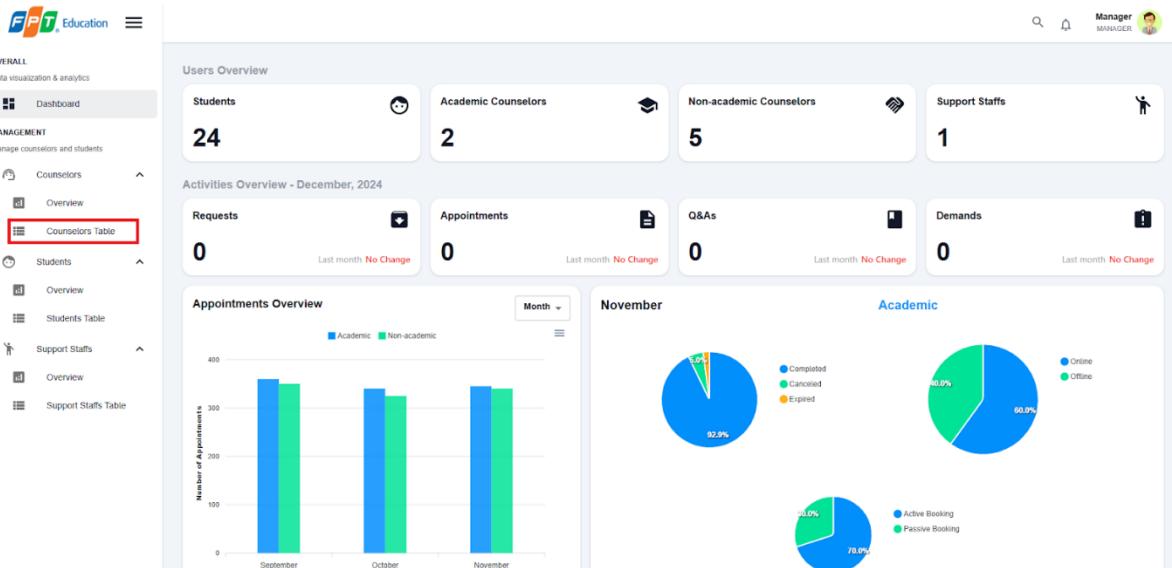


Figure 203 - User Manual - Feature 29 – Step 3

Step 4: In Counselor Table page, select a counselor at Full name field

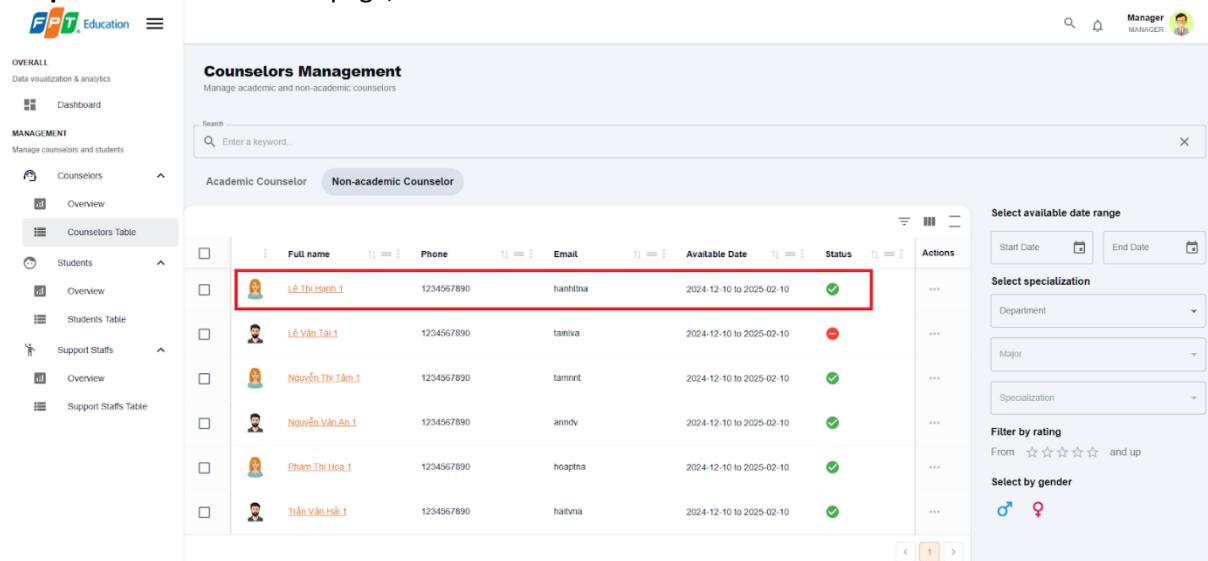


Figure 204 - User Manual - Feature 29 – Step 4

Step 5: In Counselor detail management page, pick “Start date” and “End date”

Figure 205 - User Manual - Feature 29 – Step 5

3.2.6. Account Management

3.2.6.1. Create non-academic/academic counselor account

3.2.6.1.1. Description

Use this guide so administrators can create non-academic or academic counselor account.

3.2.6.1.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

Figure 206 - User Manual - Feature 30 – Step 1

Step 2: Click the “Sign in ” button.

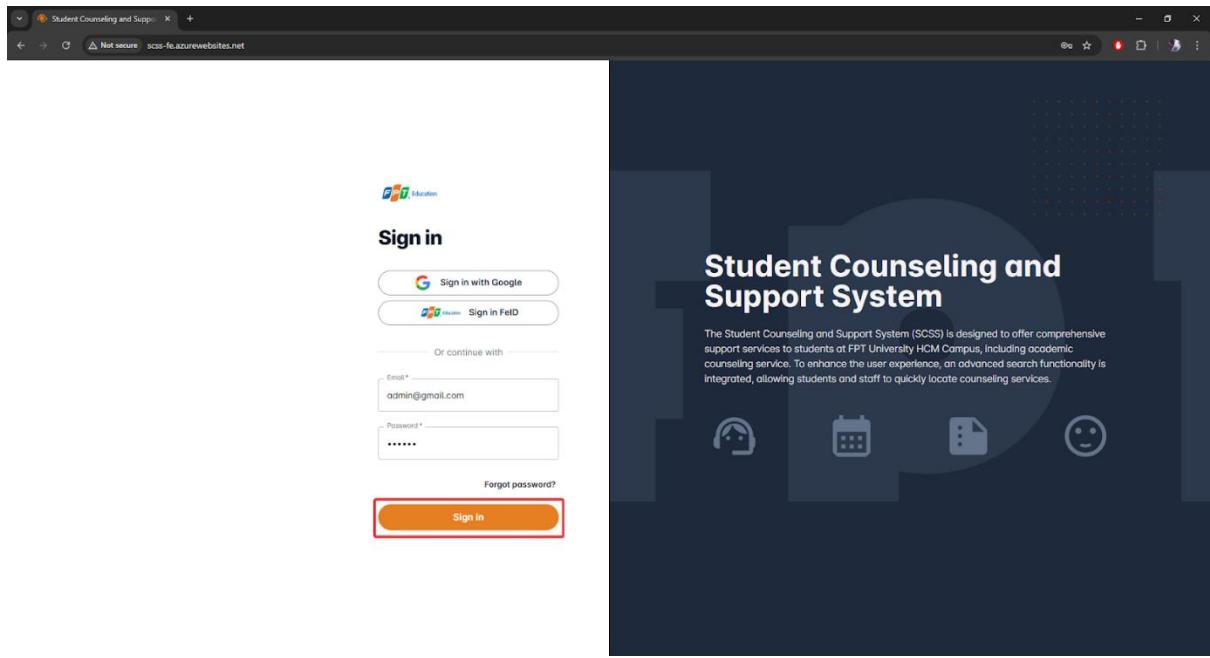


Figure 207 - User Manual - Feature 30 – Step 2

Step 3: From the homepage, choose “Create Account” from the left sidebar.

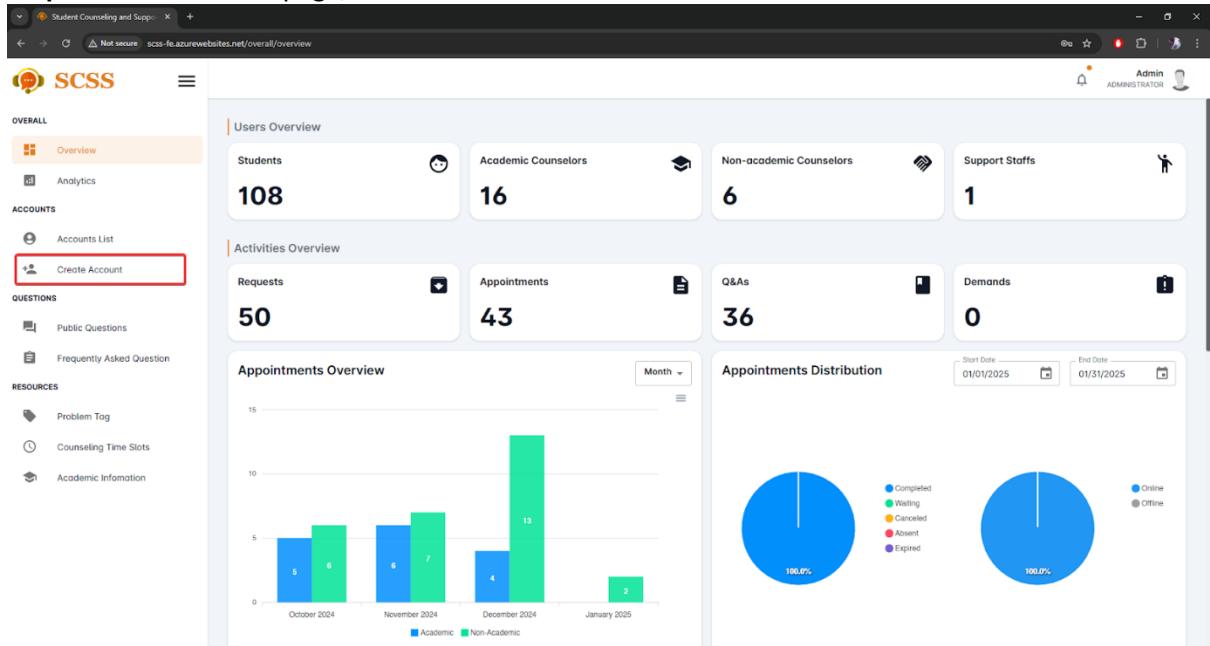


Figure 208 - User Manual - Feature 30 – Step 3

Step 4: Select “Academic Counselor” or “Non-academic Counselor” tab accordingly.

The screenshot shows the 'Create Academic Counselor' form. At the top, there are tabs for 'Academic Counselor' (selected), 'Non-Academic Counselor', 'Manager', and 'Support Staff'. Below the tabs is a horizontal progress bar with six steps: 1. Login Information, 2. Account Information, 3. Department Information, 4. Relevant Skills, 5. Qualifications, and 6. Certifications. Step 1 is highlighted with a red border. The main section is titled 'Enter login information:' and contains two input fields: 'Email' (containing 'testAddCounselor@gmail.com') and 'Password' (containing '*****'). A 'Forgot' link is next to the password field. A 'Next' button is at the bottom right.

Figure 209 - User Manual - Feature 30 – Step 4

Step 5: Fill out “Email”, “Password” fields and press the “Next” button at the bottom of the form when all the fields shown have been filled.

This screenshot shows the same 'Create Academic Counselor' form as Figure 209, but the 'Email' and 'Password' fields are now populated with data ('testAddCounselor@gmail.com' and '*****' respectively). The 'Next' button at the bottom right is highlighted with a red border, indicating it is the next step to be clicked.

Figure 210 - User Manual - Feature 30 – Step 5

Step 6: Fill out “Full name”, “Phone number”, “Email”, “Gender”, “Date of birth”, “Email”, “Password”, and “Avatar” field and press the “Next” button at the bottom of the form when all the fields shown have been filled.

Create Academic Counselor
Enter the required information for new account creation

Academic Counselor Non-Academic Counselor Manager Support Staff

Step 6: Enter basic account information

Full name: Trần Minh Tuấn 0
Phone number: 1234567890
Date of birth: 1990-07-02
Gender: Male

Upload account's avatar: images.png

Next

Figure 211 - User Manual - Feature 30 – Step 6

Step 7.1: Fill out “Department”, and “Major” field if creating an academic counselor account and press the “Next” button at the bottom of the form when all the fields shown have been filled.

Create Academic Counselor
Enter the required information for new account creation

Academic Counselor Non-Academic Counselor Manager Support Staff

Step 7: Select counselor's department information

Department: Information Technology
Major: Artificial Intelligence

Next

Figure 212 - User Manual - Feature 30 – Step 7.1

Step 7.2: Fill out the “Expertise” field if creating a non-academic counselor account and press the “Next” button at the bottom of the form when all the fields shown have been filled.

Figure 213 - User Manual - Feature 30 – Step 7.2

Step 8: Fill out the “Specialized skill”, “Other skills”, “Achievements”, and “Work History” fields and press the “Next” button at the bottom of the form when all the fields shown have been filled.

Figure 214 - User Manual - Feature 30 – Step 8

Step 9: Add “qualification” by pressing the “Add qualification” button and fill out “Degree”, “Institution”, “Field of study”, “Year of graduation”, and “Qualification’s image” then press the “Add” button.

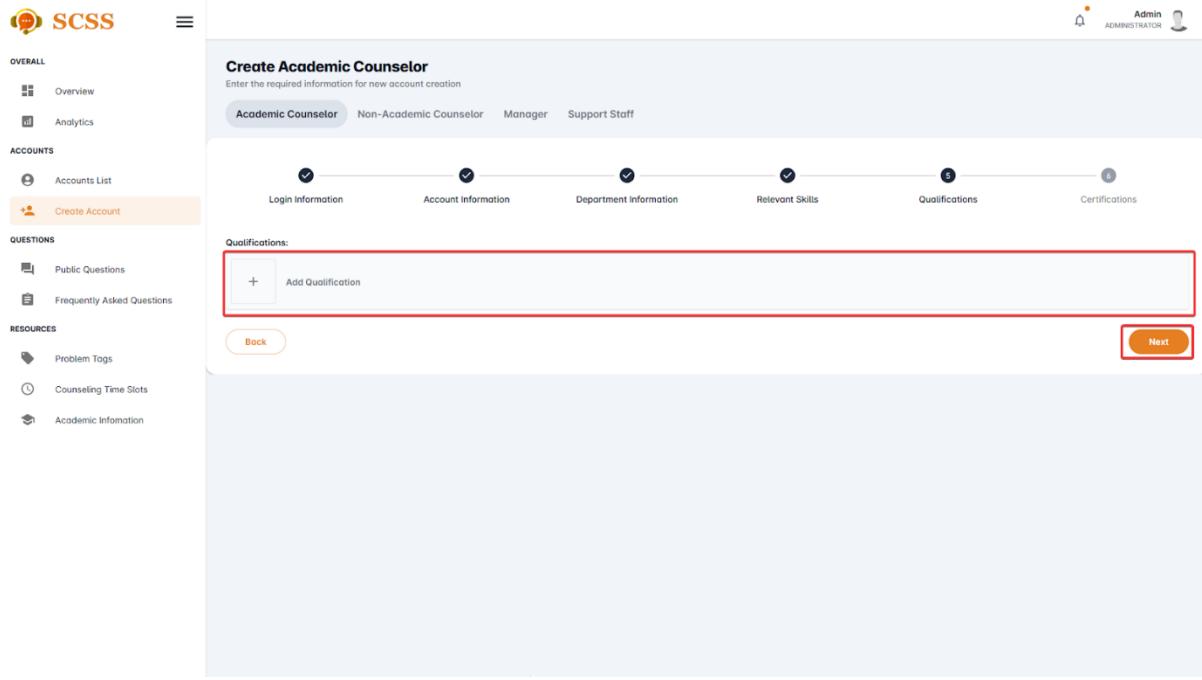
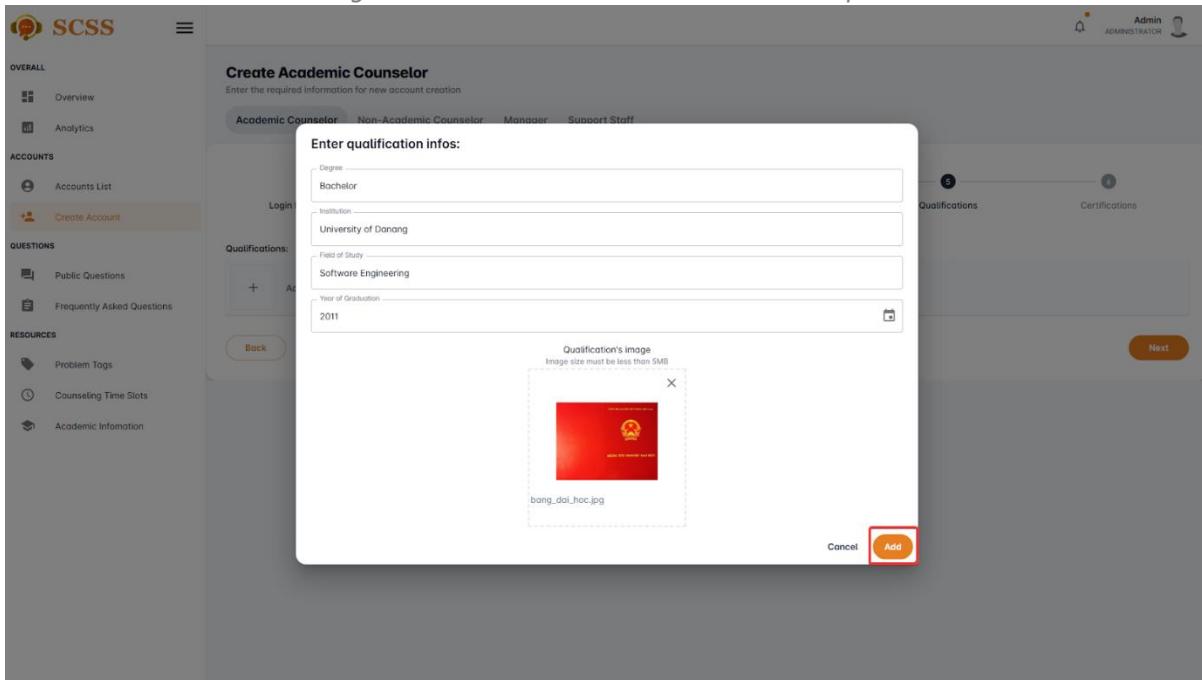


Figure 215 - User Manual - Feature 30 – Step 9



Step 10: Add “certification” by pressing the “Add certification” button and fill out “Certification’s name”, “Certification’s organization” and “Certification’s Image”, then press the “Add” button.

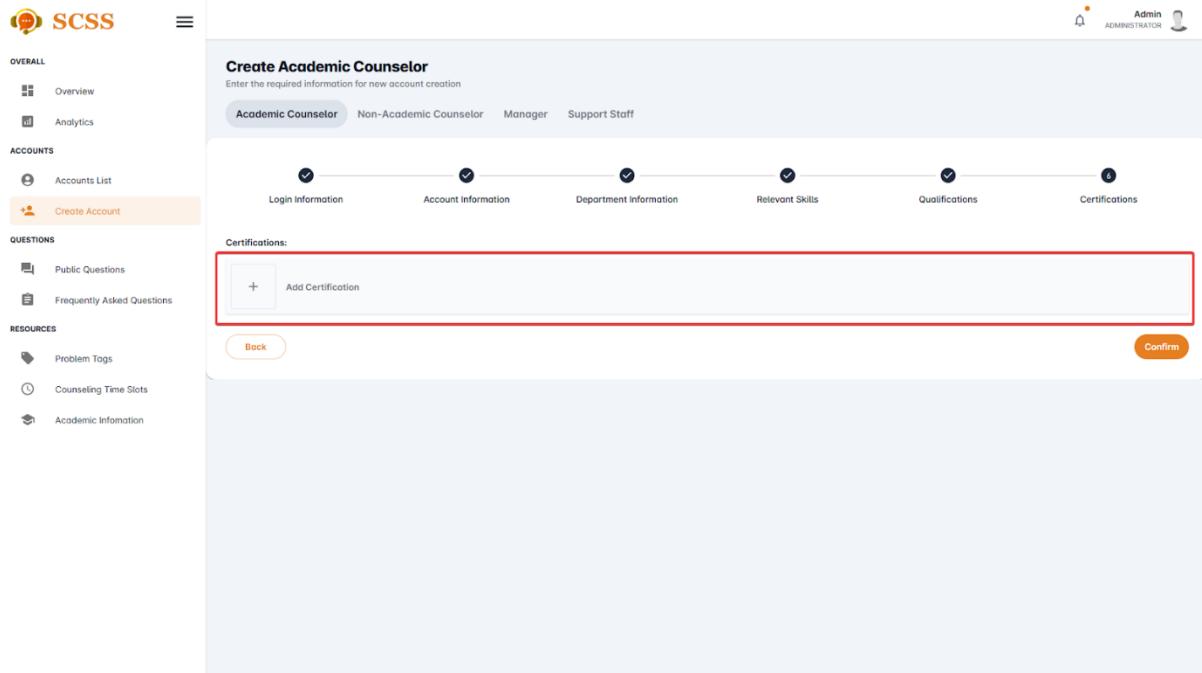


Figure 216 - User Manual - Feature 30 – Step 10.1

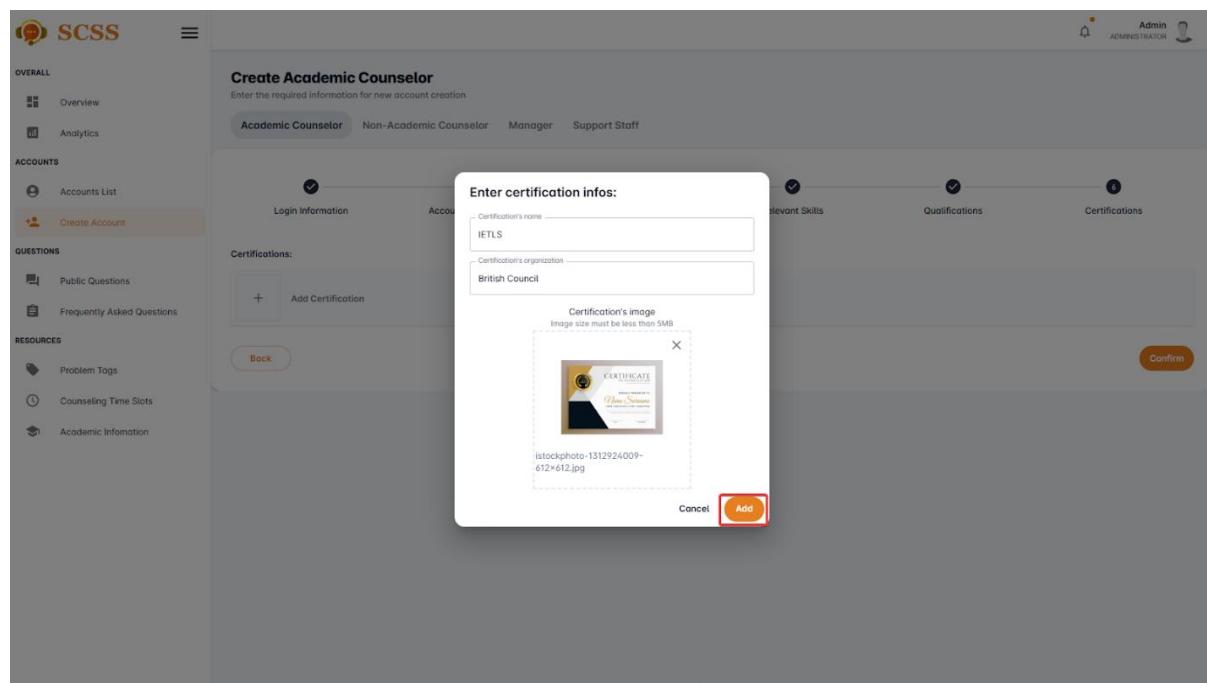


Figure 217 - User Manual - Feature 30 – Step 10.2

Step 11: Press the “Confirm” button after all the required fields have been filled out.

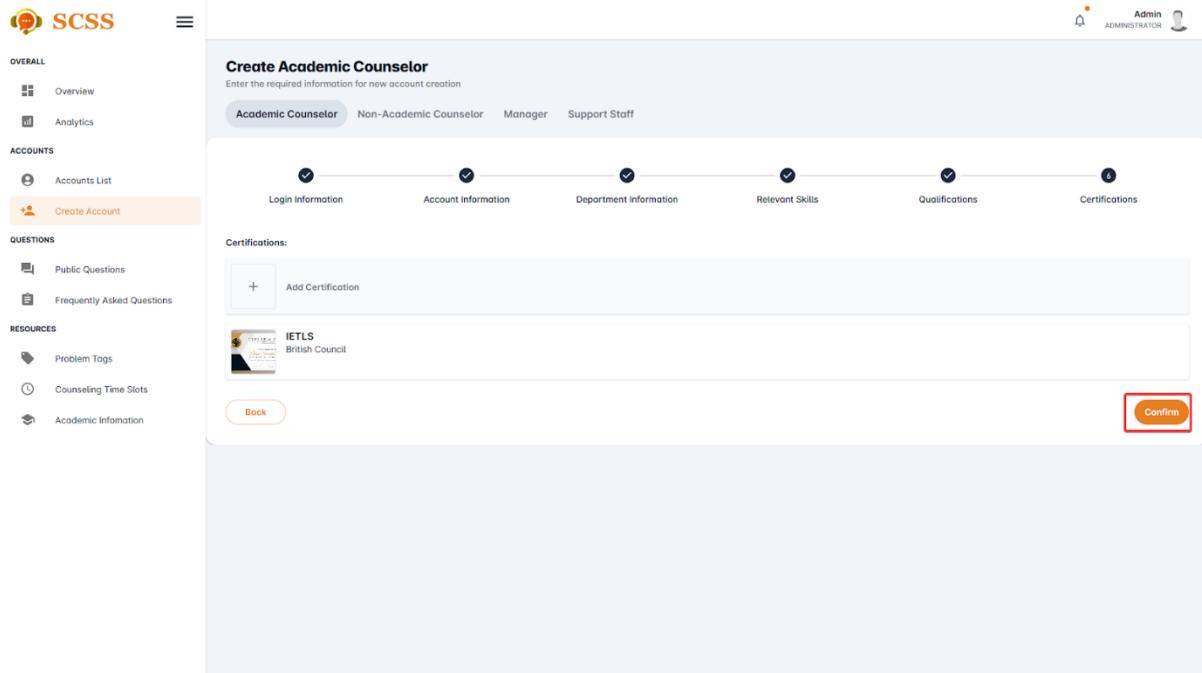


Figure 218 - User Manual - Feature 30 – Step 11

Step 12: Press the “OK” button after a success dialog is shown to complete creating a counselor.

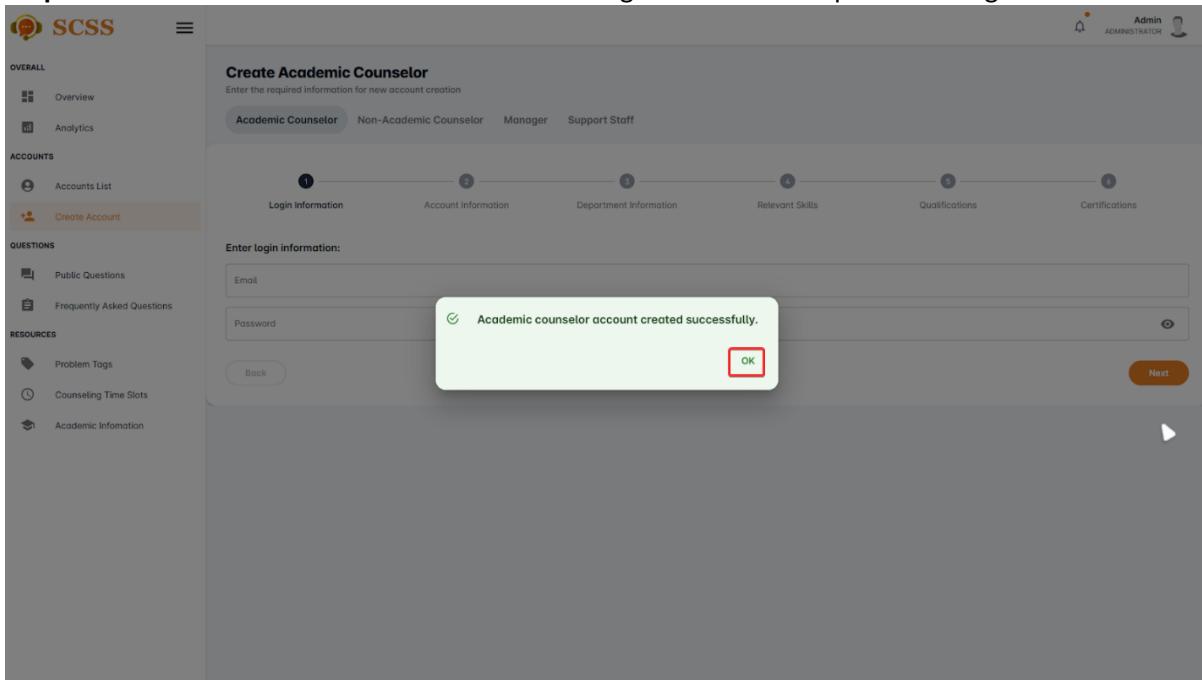


Figure 219 - User Manual - Feature 30 – Step 12

3.2.6.2. Create manager/support staff account

3.2.6.2.1. Description

Use this guide so administrators can create manager or support staff accounts.

3.2.6.2.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

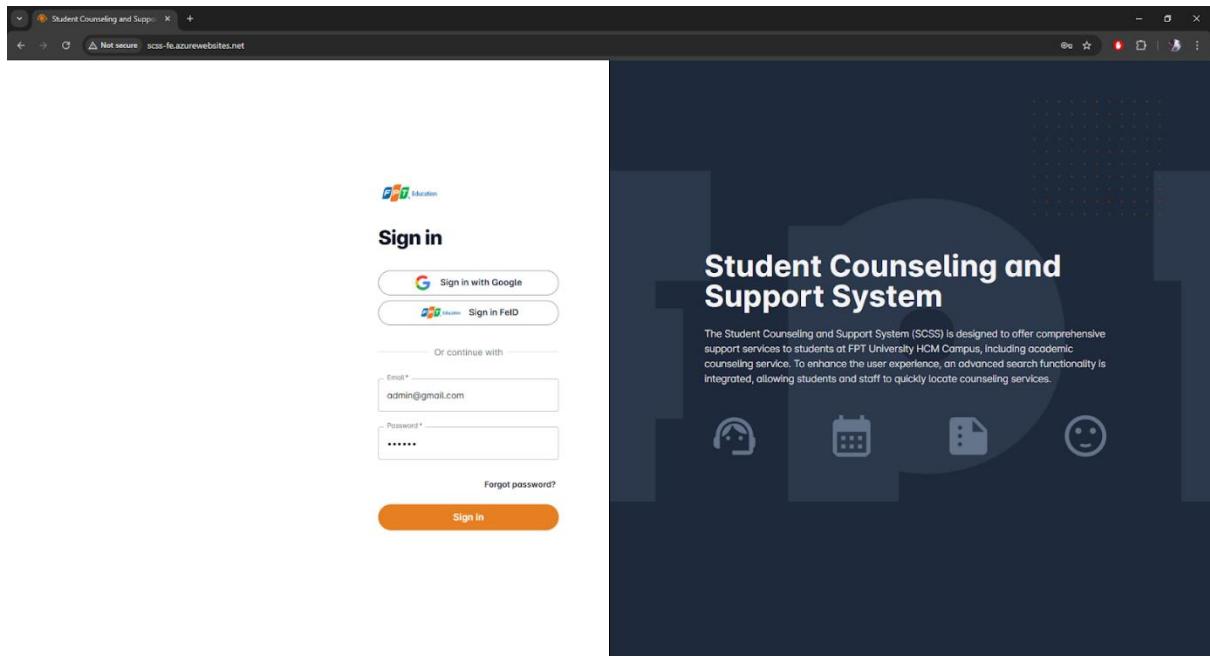


Figure 220 - User Manual - Feature 31 – Step 1

Step 2: Click the “Sign in ” button.

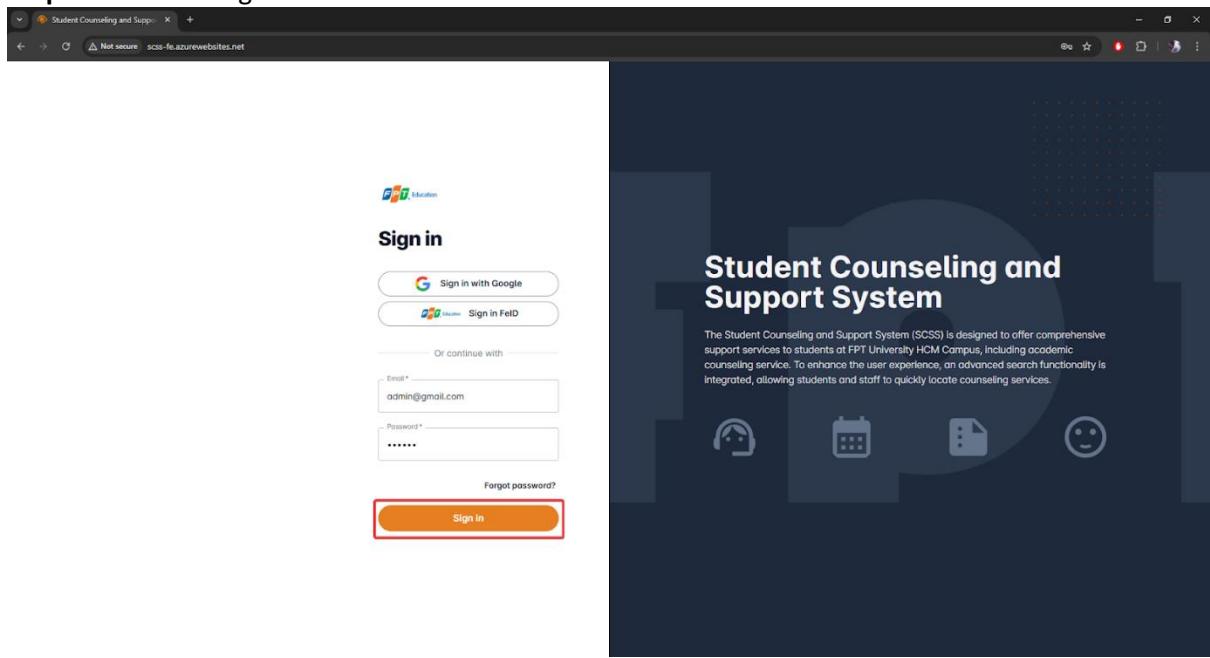


Figure 221 - User Manual - Feature 31 – Step 2

Step 3: From the homepage, choose “Create Account” from the left sidebar.

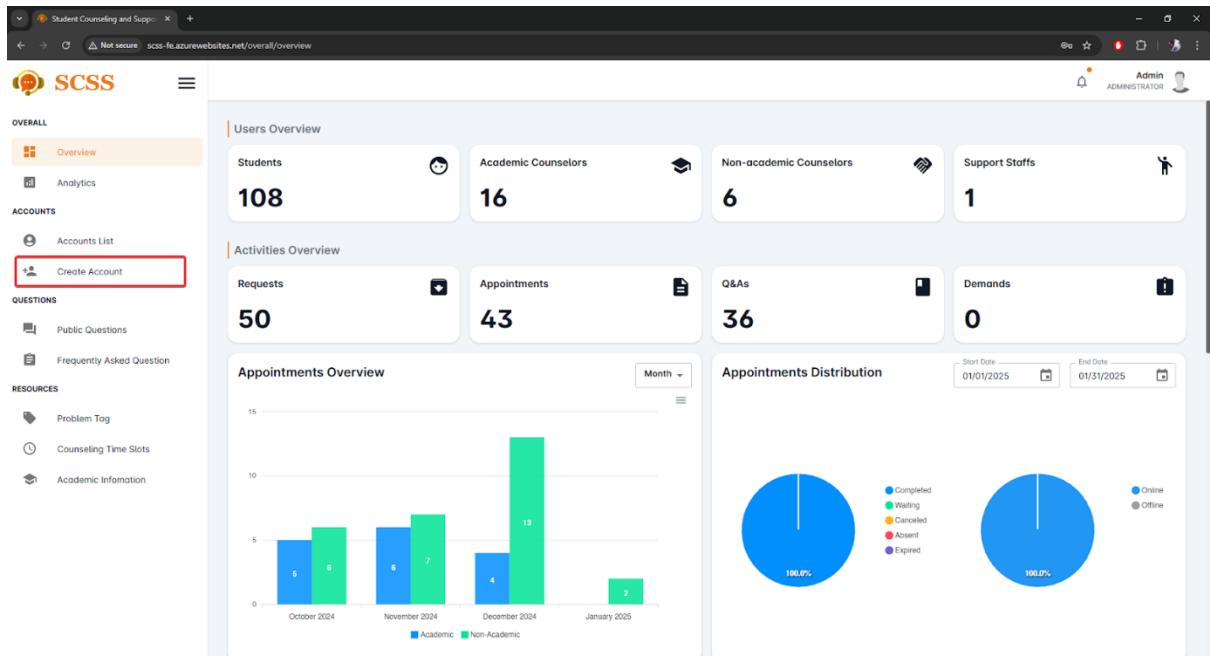


Figure 222 - User Manual - Feature 31 – Step 3

Step 4: Select “Manager” or “Support staff” tab accordingly.

The screenshot shows the 'Create Manager' account creation form. The top navigation bar includes 'OVERALL', 'ACCOUNTS' (highlighted with a red box), 'QUESTIONS', and 'RESOURCES'. The main section is titled 'Create Manager' with the sub-instruction 'Enter the required information for new account creation'. It features tabs for 'Academic Counselor', 'Non-Academic Counselor', 'Manager' (which is selected and highlighted with a red box), and 'Support Staff'. Below the tabs, there are two steps: '1 Login Information' (with fields for Email and Password) and '2 Account Information' (with a 'Next' button). The bottom of the form has a 'Back' button.

Figure 223 - User Manual - Feature 31 – Step 4

Step 5: Fill out “Email”, “Password” fields and press the “Next” button at the bottom of the form when all the fields shown have been filled.

Figure 224 - User Manual - Feature 31 – Step 5

Step 6: Fill out “Full name”, “Phone number”, “Email”, “Gender”, “Date of birth”, “Email”, “Password”, and “Avatar” field and press the “Next” button at the bottom of the form when all the fields shown have been filled.

Figure 225 - User Manual - Feature 31 – Step 6

Step 7: Press the “OK” button after a success dialog is shown to complete creating an account.

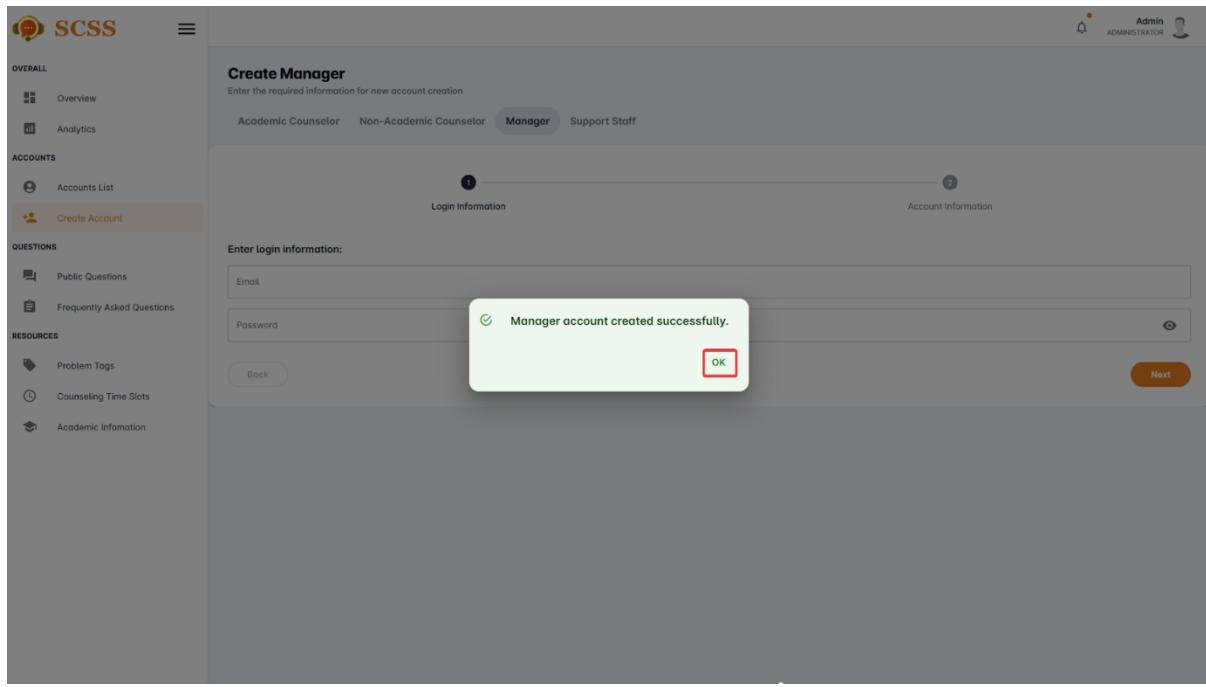


Figure 226 - User Manual - Feature 31 – Step 7

3.2.6.3. Update account

3.2.6.3.1. Description

Use this guide so administrators can update accounts.

3.2.6.3.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

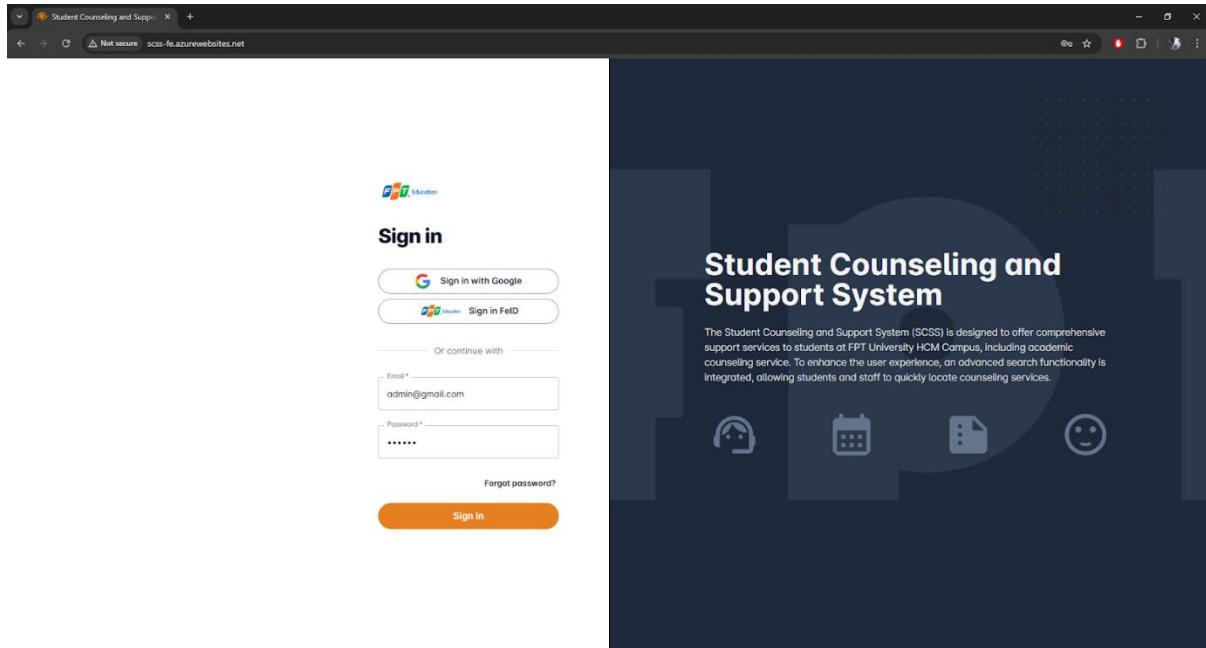


Figure 227 - User Manual - Feature 32 – Step 1

Step 2: Click the “Sign in” button.

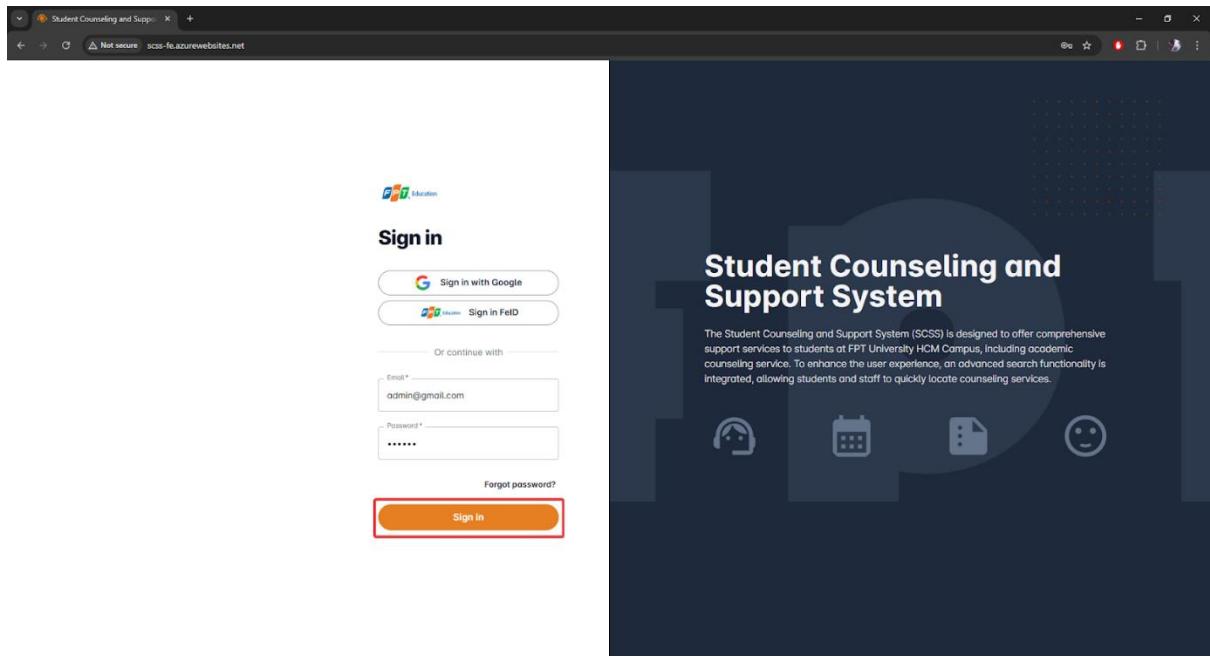


Figure 228 - User Manual - Feature 32 – Step 2

Step 3: From the homepage, choose “Accounts List” from the left sidebar.

Figure 229 - User Manual - Feature 32 – Step 3

Step 4: Press the underlined name of the selected account.

#	Full name	Birthdate	Email	Phone number	Gender	Status	Actions
1	Nguyễn Thị Mai 1	01-01-1980	maiim@gmail.com	1234567890	FEMALE	ACTIVE	...
2	Trần Văn Hưng 1	01-01-1980	hungtv@gmail.com	1234567890	MALE	ACTIVE	...
3	Lê Thị Phương Anh 1	01-01-1980	phuonganh@gmail.com	1234567890	FEMALE	ACTIVE	...
4	Nguyễn Văn Hoàng 1	01-01-1980	hoangnv@gmail.com	1234567890	MALE	ACTIVE	...
5	Nguyễn Thị Minh Châu 1	01-01-1980	chauutm@gmail.com	1234567890	FEMALE	ACTIVE	...
6	Trần Minh Tùng 1	01-01-1980	tungtm@gmail.com	1234567890	MALE	ACTIVE	...
7	Trần Thị Thu Hà 1	02-03-1999	donevil2003@gmail.com	0123456789	MALE	INACTIVE	...
8	Trần Minh Tuấn 0	02-07-1990	testAddCounselor@gmail.com	1234567890	MALE	ACTIVE	...
9	Trần Minh Tuấn 2	04-07-1990	tuanmt@mail.com	1234567890	MALE	ACTIVE	...

Figure 230 - User Manual - Feature 32 – Step 4

Step 5: Fill out the fields that need to be updated and press the “Update” button.

Account info		Specialization	Work Experience	Qualifications	Certifications
Full name *	Trần Minh				
Phone number	1234567890				
Date of birth	1990-07-02				
Gender	Female				

Figure 231 - User Manual - Feature 32 – Step 5

Step 6: Press the “OK” button after a success dialog is shown to complete creating an account.

The screenshot shows the 'Accounts Table' section of the SCSS application. A modal window is open, displaying a green checkmark icon and the text 'Academic counselor account updated successfully.' with a red-bordered 'OK' button. The main table lists nine accounts with columns for #, Full name, Birthdate, Email, Phone number, Gender, Status, and Actions. Each row contains a small user icon and the account details. The 'Actions' column includes three dots for each row.

Figure 232 - User Manual - Feature 32 – Step 6

3.2.6.4. Block/Unblock accounts

3.2.6.4.1. Description

Use this guide so administrators can block/unblock accounts.

3.2.6.4.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

The image consists of two side-by-side screenshots. The left screenshot shows the 'Sign in' page of the SCSS application. It features a 'Sign in with Google' button, a 'Sign in with FPT' button, and a 'Or continue with' section. Below this are fields for 'Email*' containing 'admin@gmail.com' and 'Password*' containing '*****'. There are 'Forgot password?' and 'Sign in' buttons at the bottom. The right screenshot shows the 'Student Counseling and Support System' dashboard. It has a dark blue background with a large circular graphic containing icons for a user profile, calendar, document, and smiley face. Text on the dashboard reads: 'The Student Counseling and Support System (SCSS) is designed to offer comprehensive support services to students at FPT University HCM Campus, including academic counseling service. To enhance the user experience, an advanced search functionality is integrated, allowing students and staff to quickly locate counseling services.'

Figure 233 - User Manual - Feature 33 – Step 1

Step 2: Click the “Sign in” button.

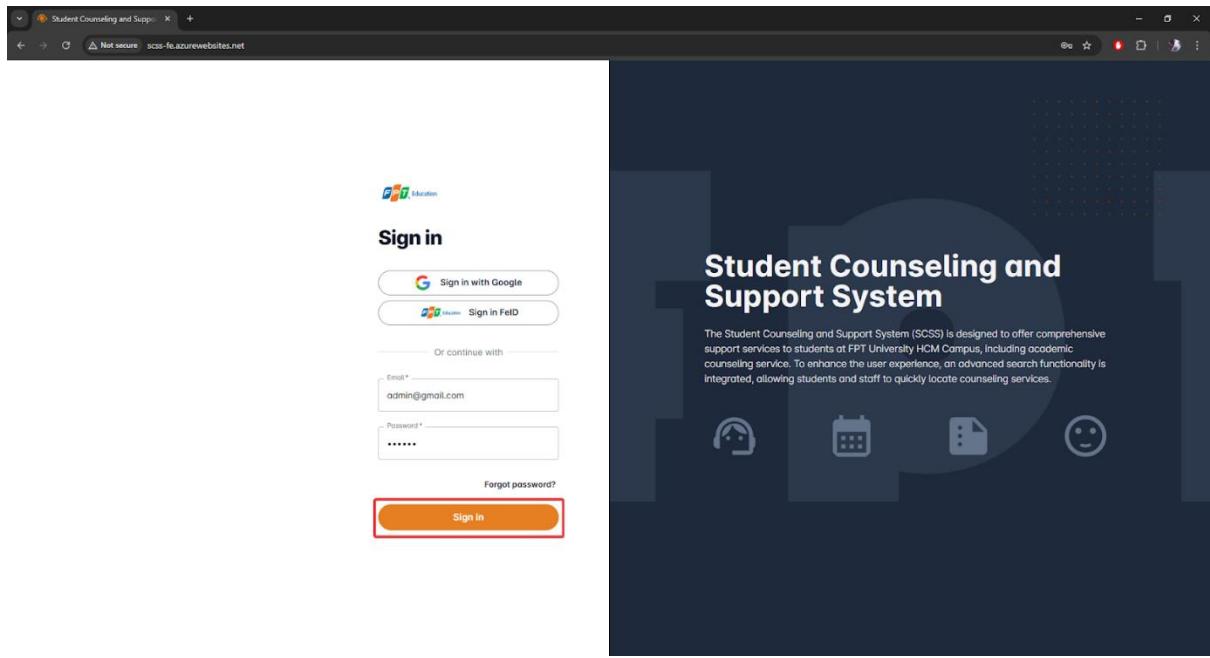


Figure 234 - User Manual - Feature 33 – Step 2

Step 3: From the homepage, choose “Accounts List” from the left sidebar.

Category	Count
Students	108
Academic Counselors	19
Non-academic Counselors	6
Support Staffs	1

Category	Count
Requests	50
Appointments	43
Q&As	36
Demands	0

Month	Academic	Non-Academic
October 2024	5	6
November 2024	6	7
December 2024	4	13
January 2025		2

Status	Percentage
Online	100.0%
Offline	0.0%

Month	Total
October 2024	11
November 2024	13
December 2024	17
January 2025	10

Status	Percentage
Completed	100.0%

Figure 235 - User Manual - Feature 33 – Step 3

Step 4: Press the “...” button in the row of the selected account.

Accounts Table
Manage accounts

Academic Counselor Non-academic Counselor Manager Support Staffs Student + Create Account

#	Full name	Birthdate	Email	Phone number	Gender	Status	Actions
1	Nguyễn Thị Mai_1	01-01-1980	maiin@gmail.com	1234567890	FEMALE	ACTIVE	...
2	Trần Văn Hùng_1	01-01-1980	hungtv@gmail.com	1234567890	MALE	ACTIVE	...
3	Lê Thị Phương Anh_1	01-01-1980	phuonganh@gmail.com	1234567890	FEMALE	ACTIVE	...
4	Nguyễn Văn Hoàng_1	01-01-1980	hoangnv@gmail.com	1234567890	MALE	ACTIVE	...
5	Nguyễn Thị Minh Châu_1	01-01-1980	chauntm@gmail.com	1234567890	FEMALE	ACTIVE	...
6	Trần Minh Tùng_1	01-01-1980	tungtm@gmail.com	1234567890	MALE	ACTIVE	...
7	Trần Thị Thu Hà_1	02-03-1999	danevil2003@gmail.com	0123456789	MALE	INACTIVE	...
8	Trần Minh	02-07-1990	testAddCounselor@gmail.com	1234567890	FEMALE	ACTIVE	
9	Trần Minh Tuấn_2	04-07-1990	tuanmt@mail.com	1234567890	MALE	ACTIVE	...

Figure 236 - User Manual - Feature 33 – Step 4

Step 5: Press the “Block” or “Unblock” button.

Accounts Table
Manage accounts

Academic Counselor Non-academic Counselor Manager Support Staffs Student + Create Account

#	Full name	Birthdate	Email	Phone number	Gender	Status	Actions
1	Nguyễn Thị Mai_1	01-01-1980	maiin@gmail.com	1234567890	FEMALE	ACTIVE	...
2	Trần Văn Hùng_1	01-01-1980	hungtv@gmail.com	1234567890	MALE	ACTIVE	...
3	Lê Thị Phương Anh_1	01-01-1980	phuonganh@gmail.com	1234567890	FEMALE	ACTIVE	...
4	Nguyễn Văn Hoàng_1	01-01-1980	hoangnv@gmail.com	1234567890	MALE	ACTIVE	...
5	Nguyễn Thị Minh Châu_1	01-01-1980	chauntm@gmail.com	1234567890	FEMALE	ACTIVE	...
6	Trần Minh Tùng_1	01-01-1980	tungtm@gmail.com	1234567890	MALE	ACTIVE	...
7	Trần Thị Thu Hà_1	02-03-1999	danevil2003@gmail.com	0123456789	MALE	INACTIVE	...
8	Trần Minh	02-07-1990	testAddCounselor@gmail.com	1234567890	FEMALE	ACTIVE	...
9	Trần Minh Tuấn_2	04-07-1990	tuanmt@mail.com	1234567890	MALE	ACTIVE	

Figure 237 - User Manual - Feature 33 – Step 5

Step 6: Press the “Confirm” button.

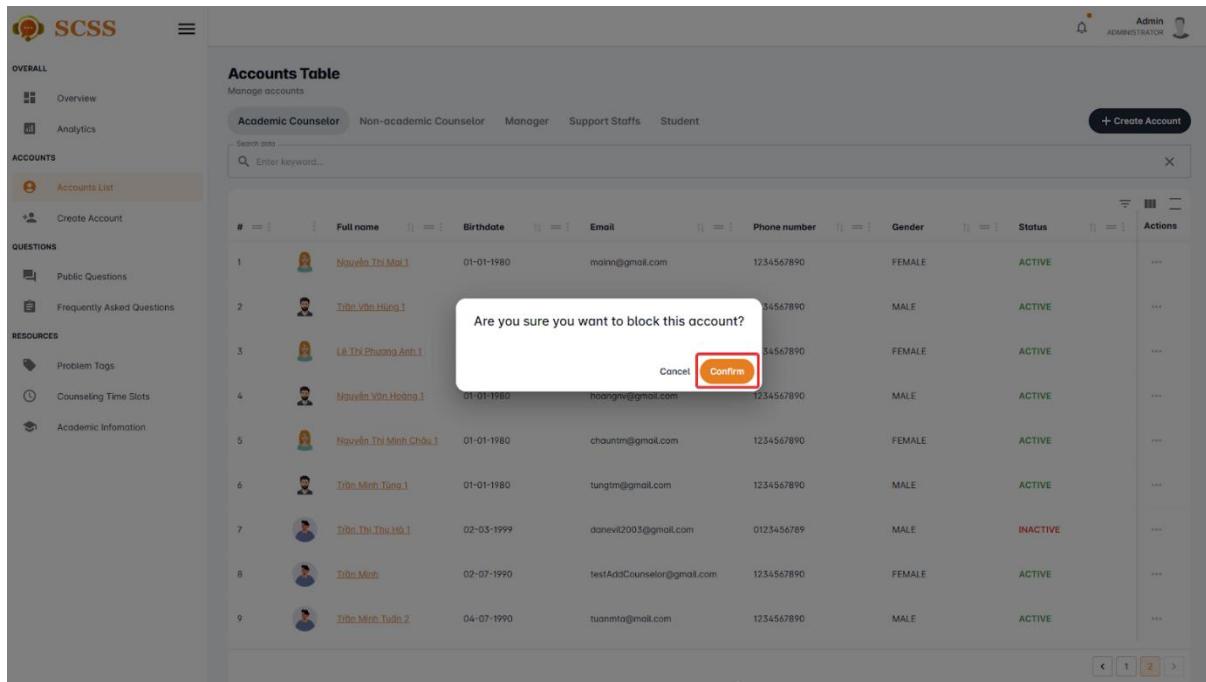


Figure 238 - User Manual - Feature 33 – Step 6

Step 7: Press the “OK” button.

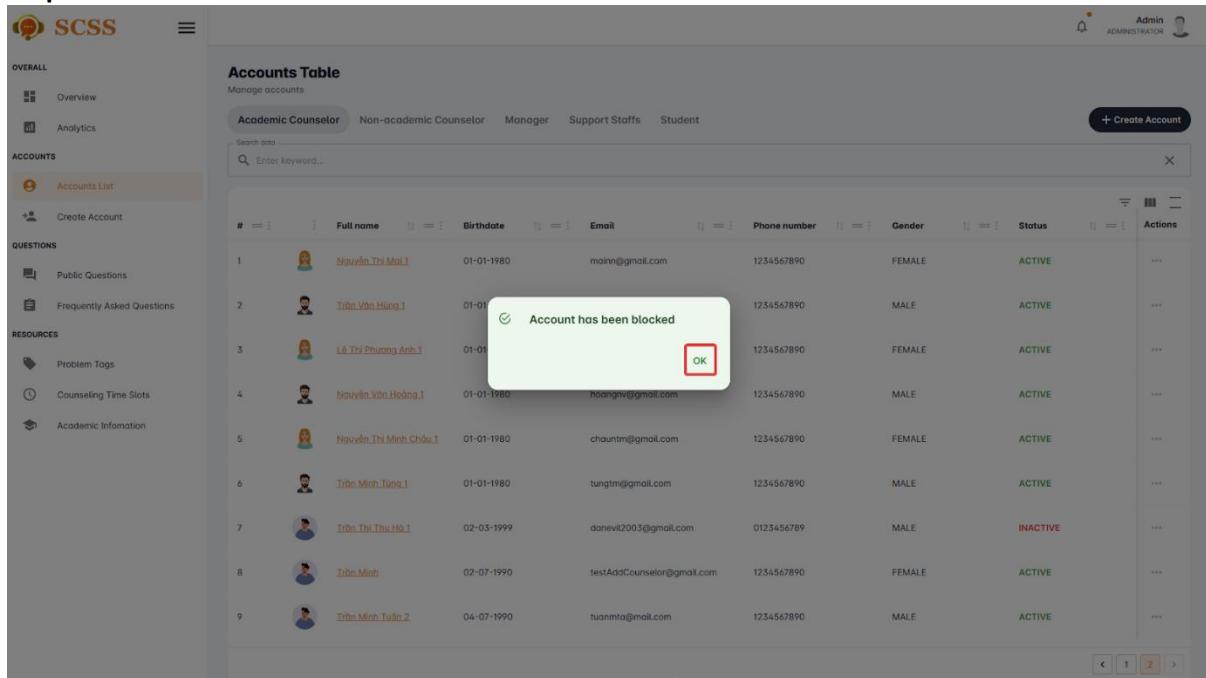


Figure 239 - User Manual - Feature 33 – Step 7

3.2.7. Resource Management

3.2.7.1. Create problem tag

3.2.7.1.1. Description

Use this guideline to create a problem tag using an administrator account.

3.2.7.1.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

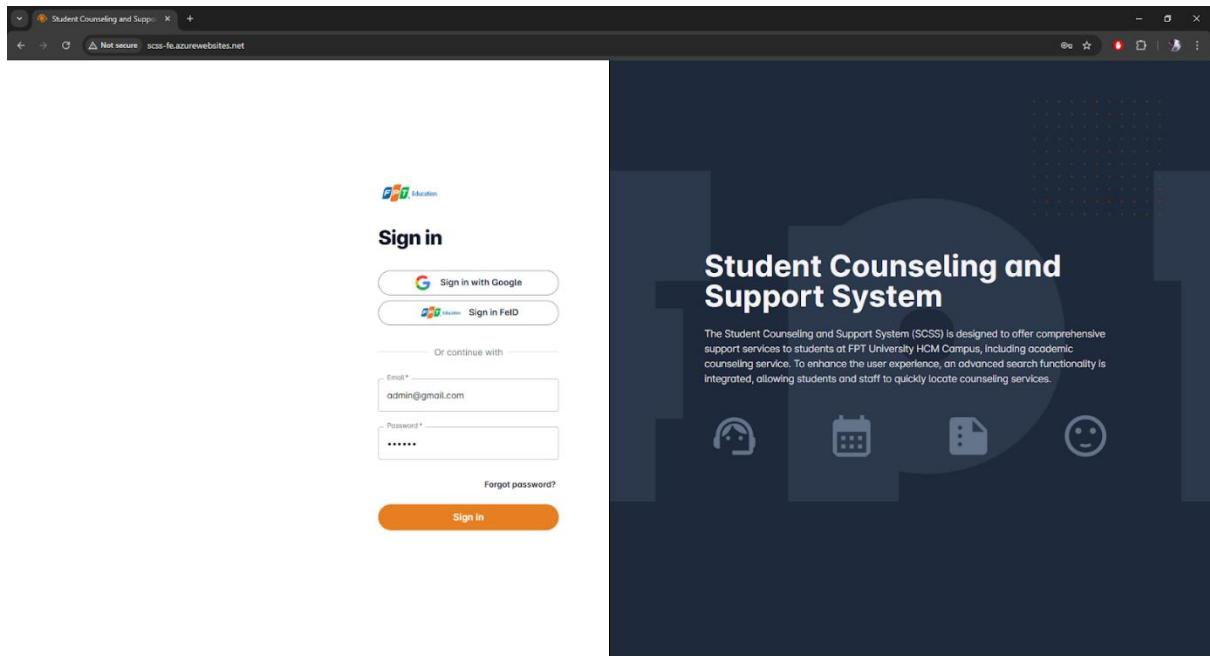


Figure 240 - User Manual - Feature 34 – Step 1

Step 2: Click the “Sign in ” button.

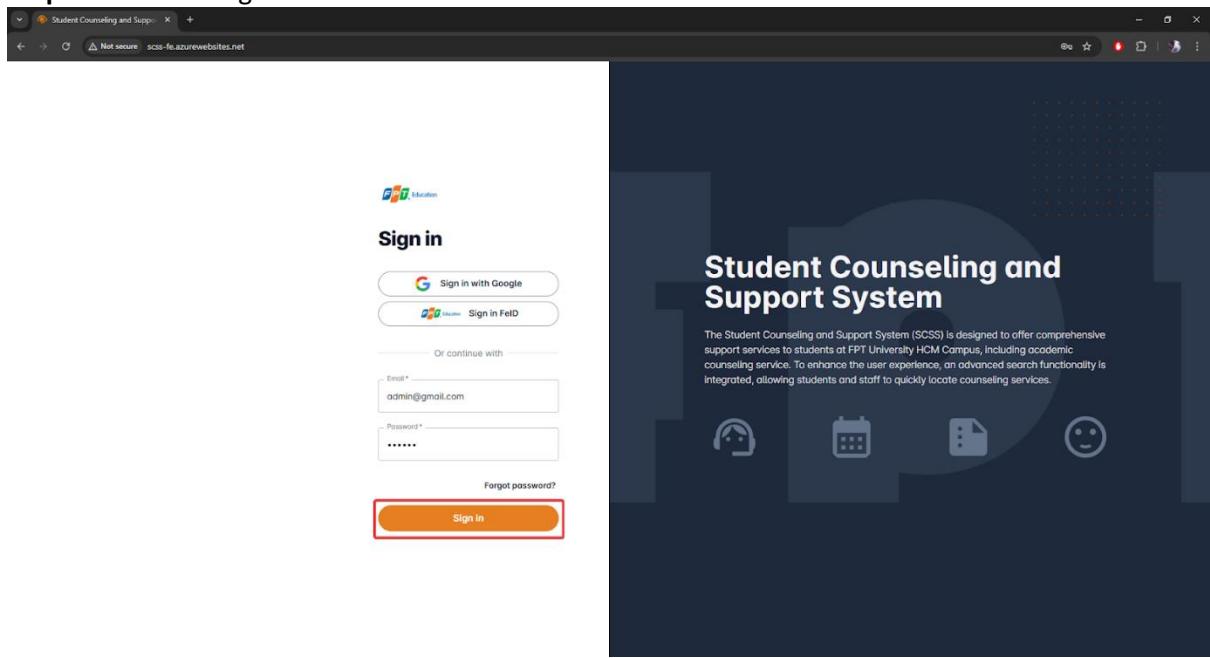


Figure 241 - User Manual - Feature 34 – Step 2

Step 3: From the homepage, choose “Problem Tag” from the left sidebar.

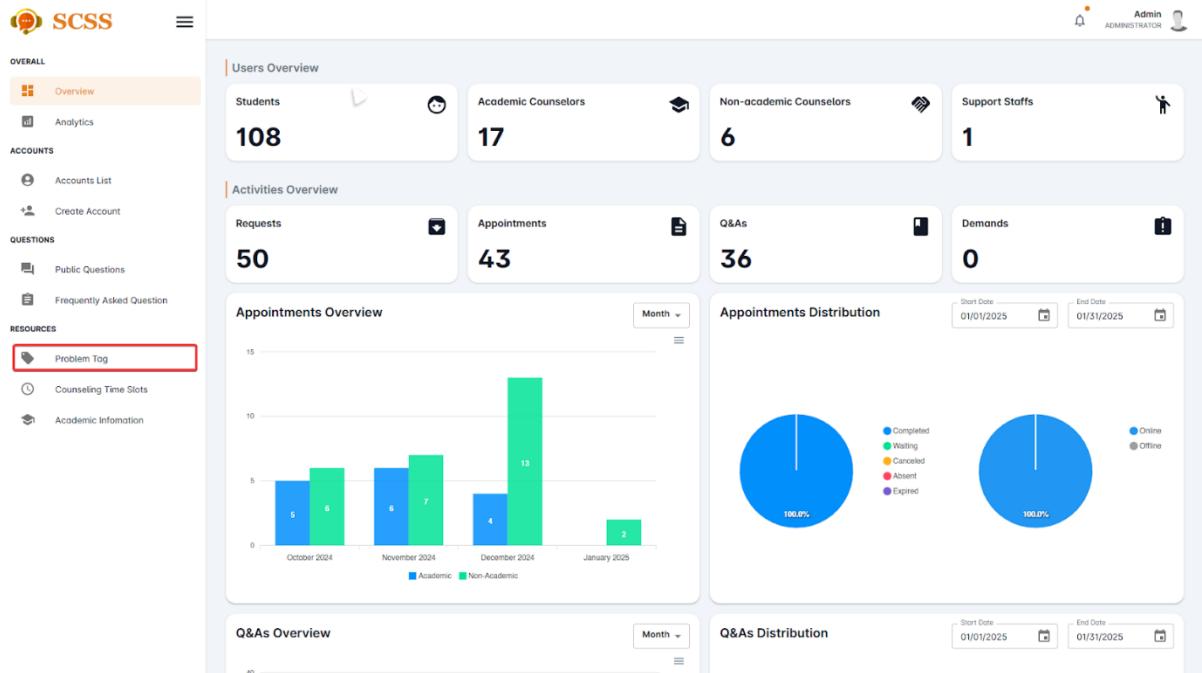


Figure 242 - User Manual - Feature 34 – Step 3

Step 4: Select “Tag” tab.

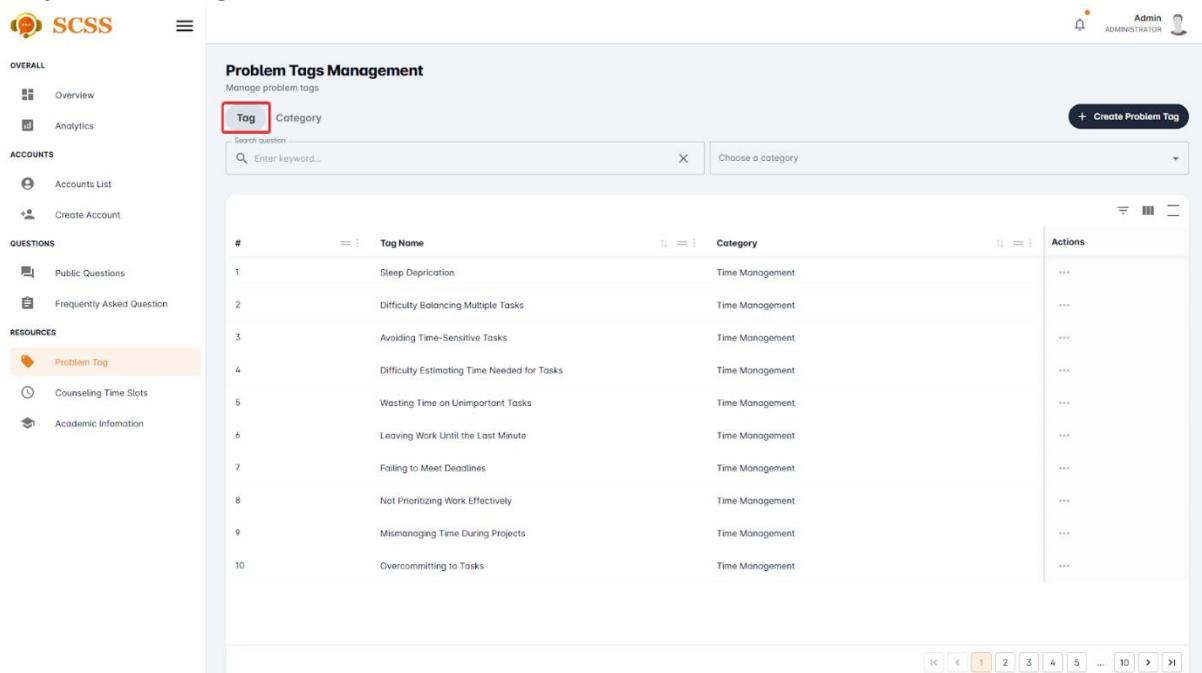


Figure 243 - User Manual - Feature 34 – Step 4

Step 5: Press the “Create Problem Tag” button.

Problem Tags Management

#	Tag Name	Category	Actions
1	Sleep Deprivation	Time Management	...
2	Difficulty Balancing Multiple Tasks	Time Management	...
3	Avoiding Time-Sensitive Tasks	Time Management	...
4	Difficulty Estimating Time Needed for Tasks	Time Management	...
5	Wasting Time on Unimportant Tasks	Time Management	...
6	Leaving Work Until the Last Minute	Time Management	...
7	Failing to Meet Deadlines	Time Management	...
8	Not Prioritizing Work Effectively	Time Management	...
9	Mismanaging Time During Projects	Time Management	...
10	Overcommitting to Tasks	Time Management	...

Figure 244 - User Manual - Feature 34 – Step 5

Step 6: Fill out the “Problem tag name”, “Point”, and select a “Category”, then press the “Confirm” button.

Create Problem Tag

Enter problem tag information

Problem tag Name	Sleep Deprivation
Category	Time Management

Cancel Confirm

Figure 245 - User Manual - Feature 34 – Step 6

Step 7: Press the “OK” button after a success dialog is shown to complete creating a problem tag.

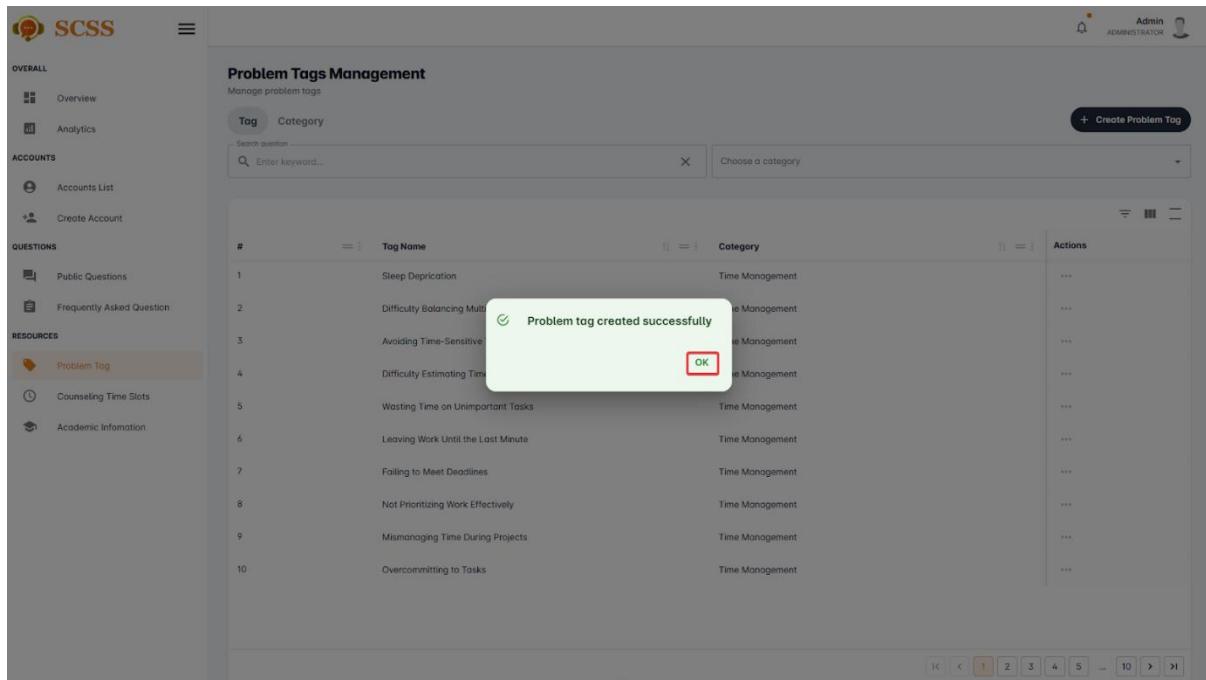


Figure 246 - User Manual - Feature 34 – Step 7

3.2.7.2. Create problem tag's category

3.2.7.2.1. Description

Use this guideline to create a problem tag's category using an administrator account.

3.2.7.2.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

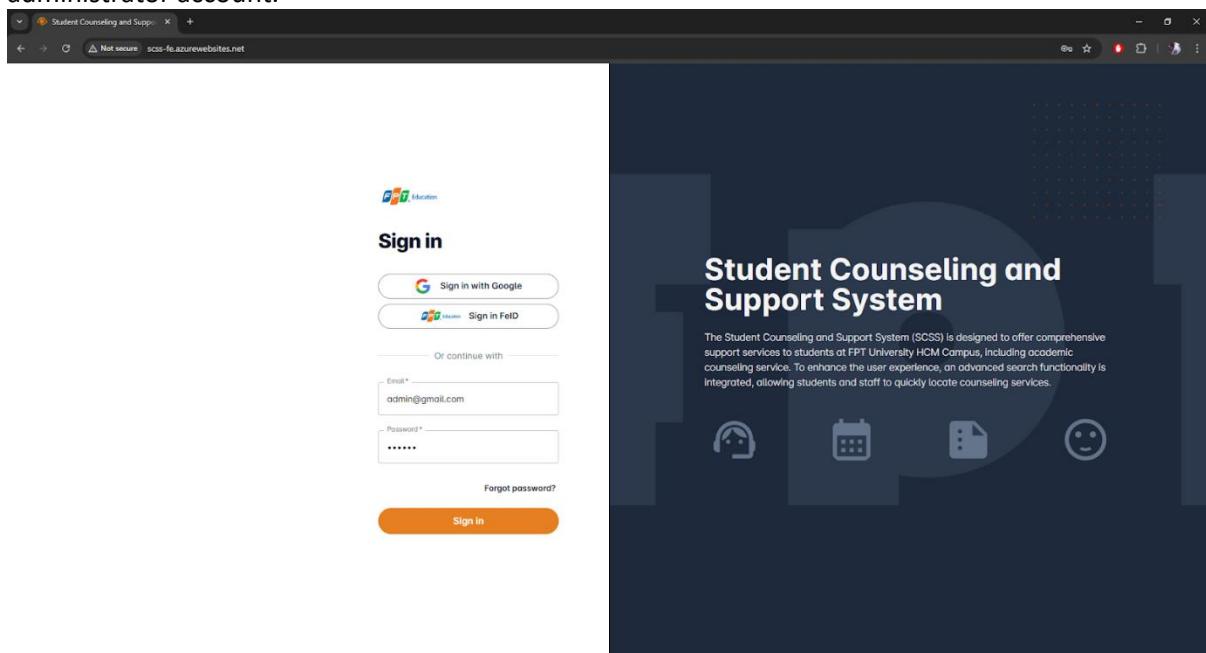


Figure 247 - User Manual - Feature 35 – Step 1

Step 2: Click the “Sign in” button.

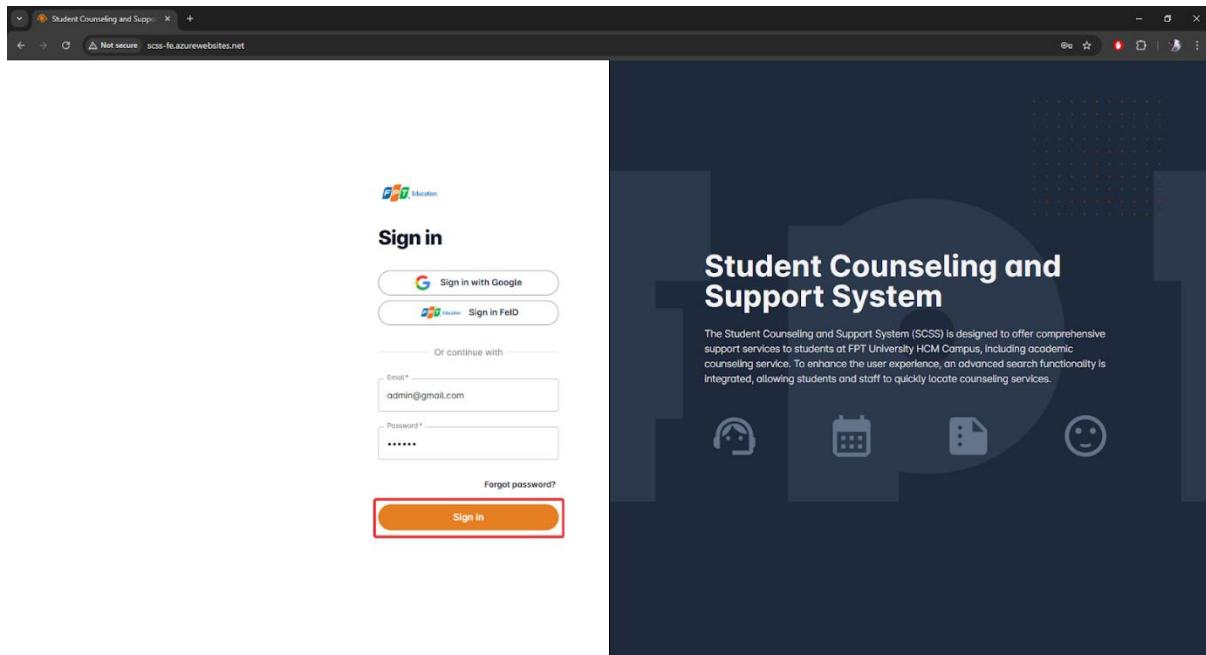


Figure 248 - User Manual - Feature 35 – Step 2

Step 3: From the homepage, choose “Problem Tag” from the left sidebar.

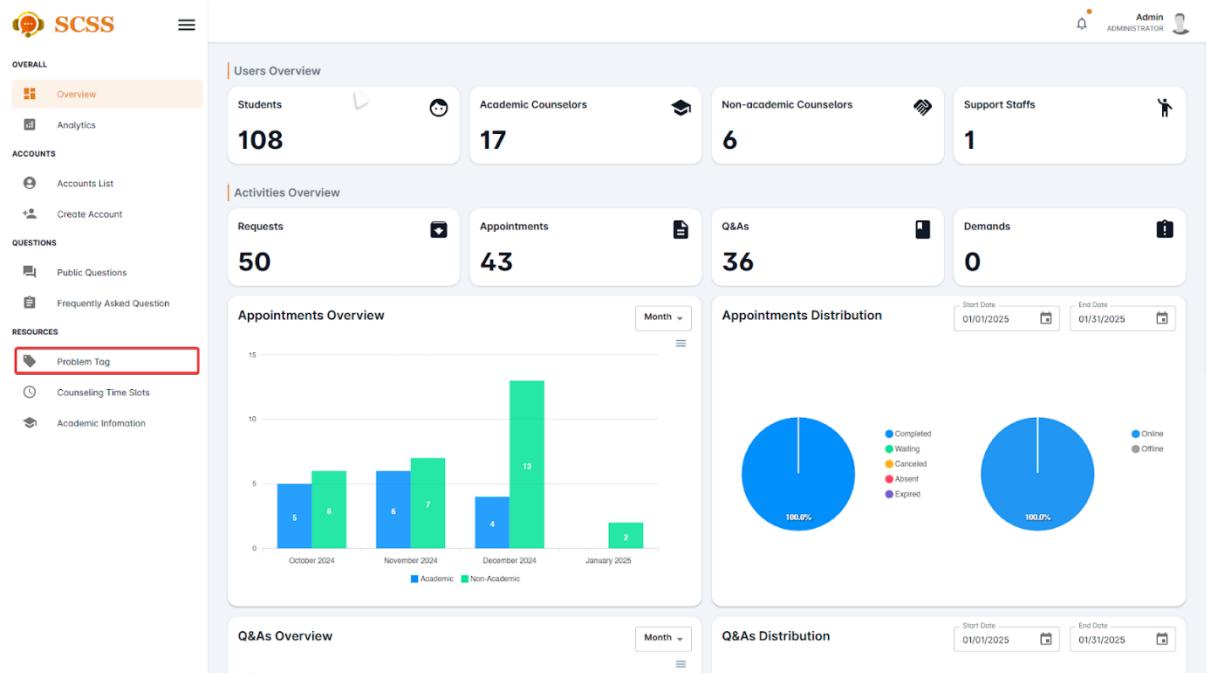


Figure 249 - User Manual - Feature 35 – Step 3

Step 4: Select “Category” tab.

The screenshot shows the SCSS software interface. On the left is a sidebar with categories: OVERALL (Overview, Analytics), ACCOUNTS (Accounts List, Create Account), QUESTIONS (Public Questions, Frequently Asked Question), and RESOURCES (Problem Tag, Counseling Time Slots, Academic Information). The 'Problem Tag' option under 'RESOURCES' is highlighted. The main content area is titled 'Problem Tags Management' and contains a table of problem tags. The 'Category' tab is selected. A red box highlights the '+ Create Category' button in the top right corner of the table area. The table has columns for '#', 'Tag Name', and 'Actions'. The data in the table is as follows:

#	Tag Name	Actions
1	Attention Behavior	...
2	Non-Compliance Behavior	...
3	Laziness Behavior	...
4	Disruptive Behavior	...
5	Irresponsible Behavior	...
6	Team Collaboration	...
7	Respect Behavior	...
8	Mental Health Behavior	...
9	Communication Skill	...
10	Time Management	...

Figure 250 - User Manual - Feature 35 – Step 4

Step 5: Press the “Create Category” button.

The screenshot shows the SCSS software interface, identical to Figure 250 but with a key difference: the '+ Create Category' button in the top right corner of the table area is now highlighted with a red box. All other elements, including the sidebar and the table data, remain the same.

Figure 251 - User Manual - Feature 35 – Step 5

Step 6: Fill out the “Category name” field, then press the “Confirm” button.

The screenshot shows the SCSS application's interface. On the left is a sidebar with navigation links for Overall, Accounts, Questions, and Resources. Under Resources, 'Problem Tag' is selected. The main content area is titled 'Problem Tags Management' and shows a list of tags numbered 1 to 10. A modal window titled 'Create Problem Tag Category' is overlaid, asking for a category name. The input field has 'Physical Health' typed into it, and the 'Confirm' button at the bottom right is highlighted with a red border.

Figure 252 - User Manual - Feature 35 – Step 6

Step 7: Press the “OK” button after a success dialog is shown to complete creating a problem tag’s category

This screenshot shows the same 'Problem Tags Management' page as Figure 252. However, a success dialog box is now displayed in the center of the screen, containing the message 'Category created successfully' with an 'OK' button. The background table of tags is visible but dimmed.

Figure 253 - User Manual - Feature 35 – Step 7

3.2.7.3. Create counseling time slot

3.2.7.3.1. Description

Use this guideline to create a counseling time slot using an administrator account.

3.2.7.3.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

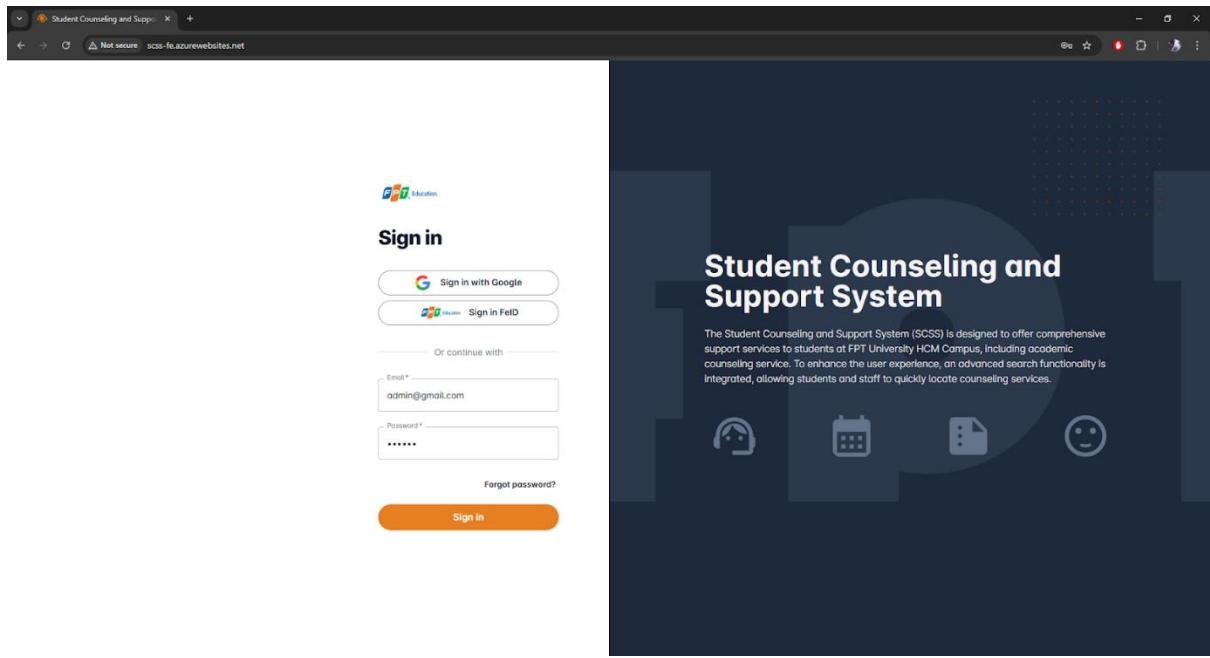


Figure 254 - User Manual - Feature 36 – Step 1

Step 2: Click the “Sign in ” button.

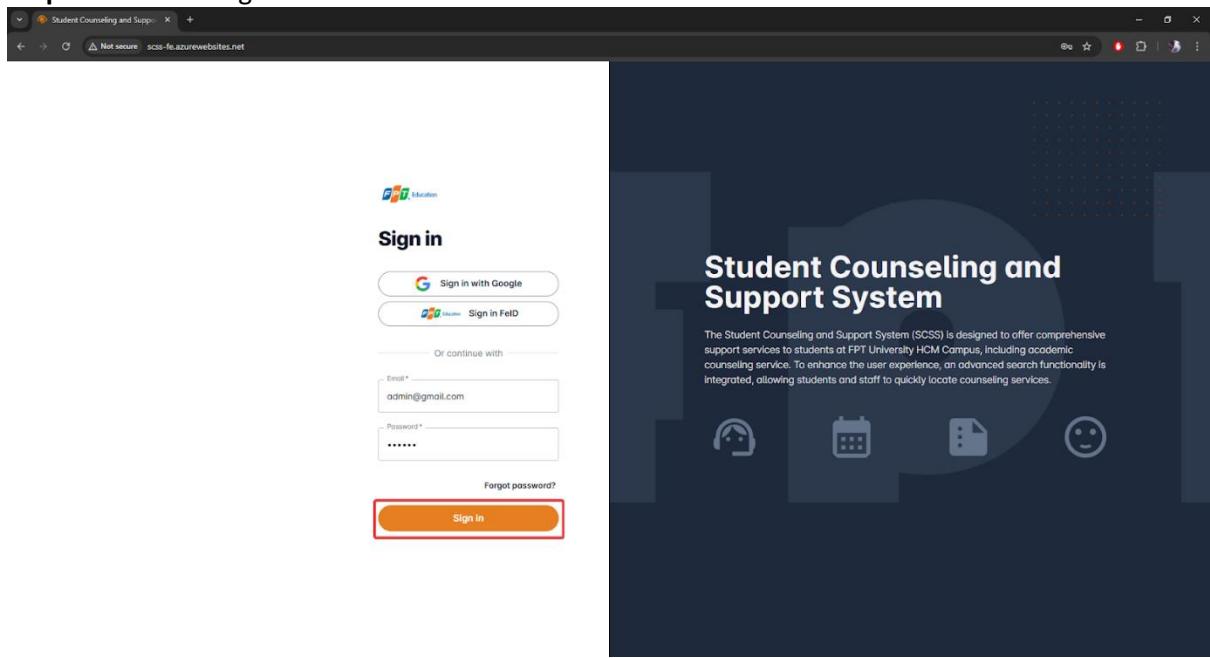


Figure 255 - User Manual - Feature 36 – Step 2

Step 3: From the homepage, choose “Counseling Time Slots” from the left sidebar.

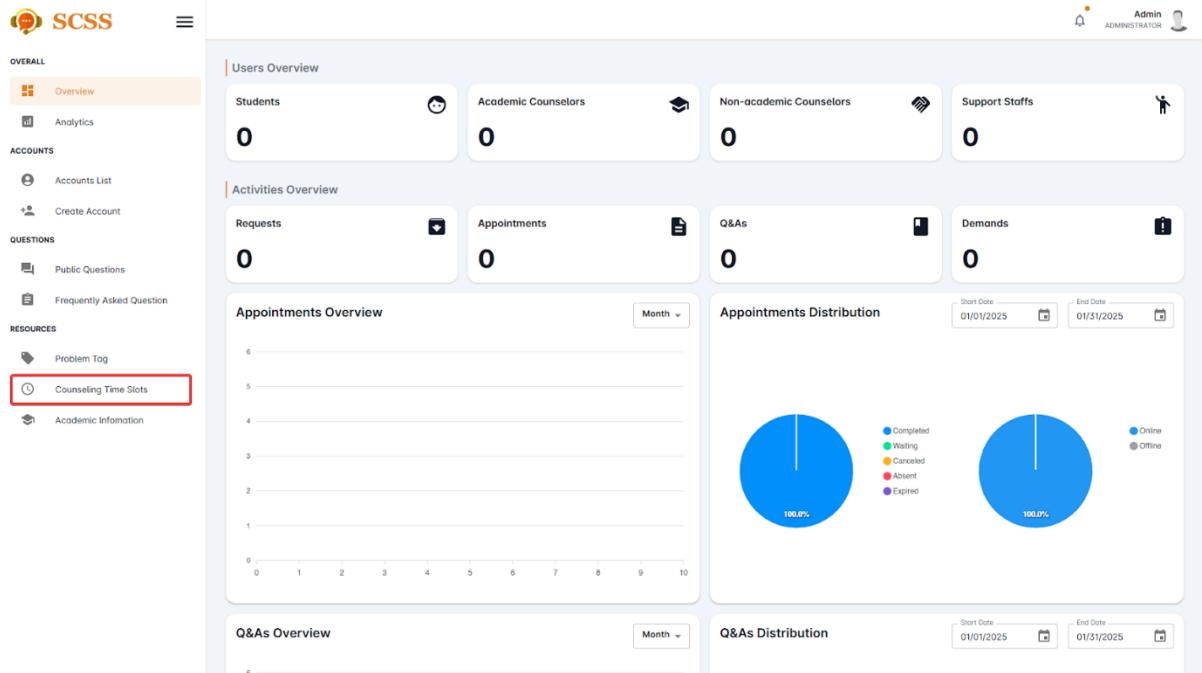


Figure 256 - User Manual - Feature 36 – Step 3

Step 4: Press the “Add Time Slot” button.

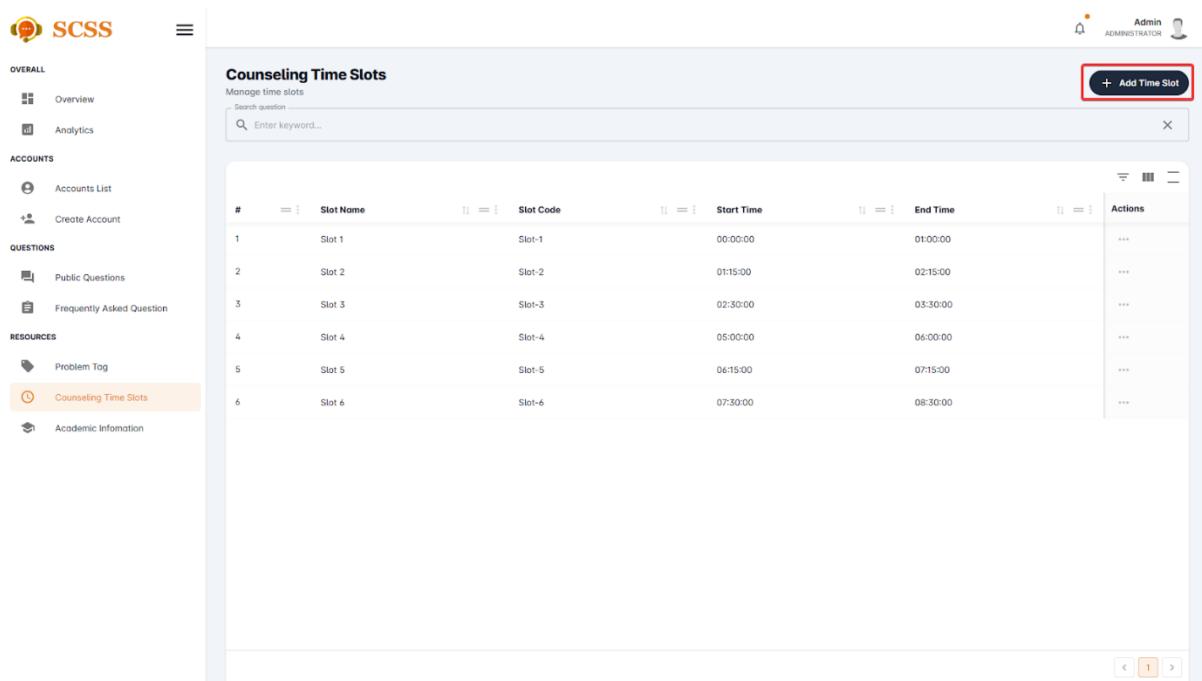


Figure 257 - User Manual - Feature 36 – Step 4

Step 5: Fill out the “Slot name”, “Slot code”, “Start time”, and “End time” fields, then press the “Confirm” button.

The screenshot shows the SCSS application's main dashboard with a sidebar containing links like Overview, Analytics, Accounts List, Create Account, Public Questions, Frequently Asked Question, Problem Tag, and Counseling Time Slots (which is currently selected). The main content area displays a table of existing counseling time slots. A modal window titled 'Create new time slot' is overlaid, asking for Slot Name (Slot 6), Slot Code (Slot-7), Start time (14:00), and End time (15:00). The 'Confirm' button at the bottom right of the modal is highlighted with a red box.

Figure 258 - User Manual - Feature 36 – Step 5

Step 6: Press the “OK” button after a success dialog is shown to complete creating a counseling time slot.

The screenshot shows the SCSS application's main dashboard with a sidebar containing links like Overview, Analytics, Accounts List, Create Account, Public Questions, Frequently Asked Question, Problem Tag, and Counseling Time Slots (which is currently selected). The main content area displays a table of existing counseling time slots. A success dialog box is centered on the screen, stating 'Time slot created successfully' with an 'OK' button. The 'OK' button is highlighted with a red box.

Figure 259 - User Manual - Feature 36 – Step 7

3.2.7.4. Remove problem tag's category

3.2.7.4.1. Description

Use this guideline to remove a problem tag's category using an administrator account.

3.2.7.4.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

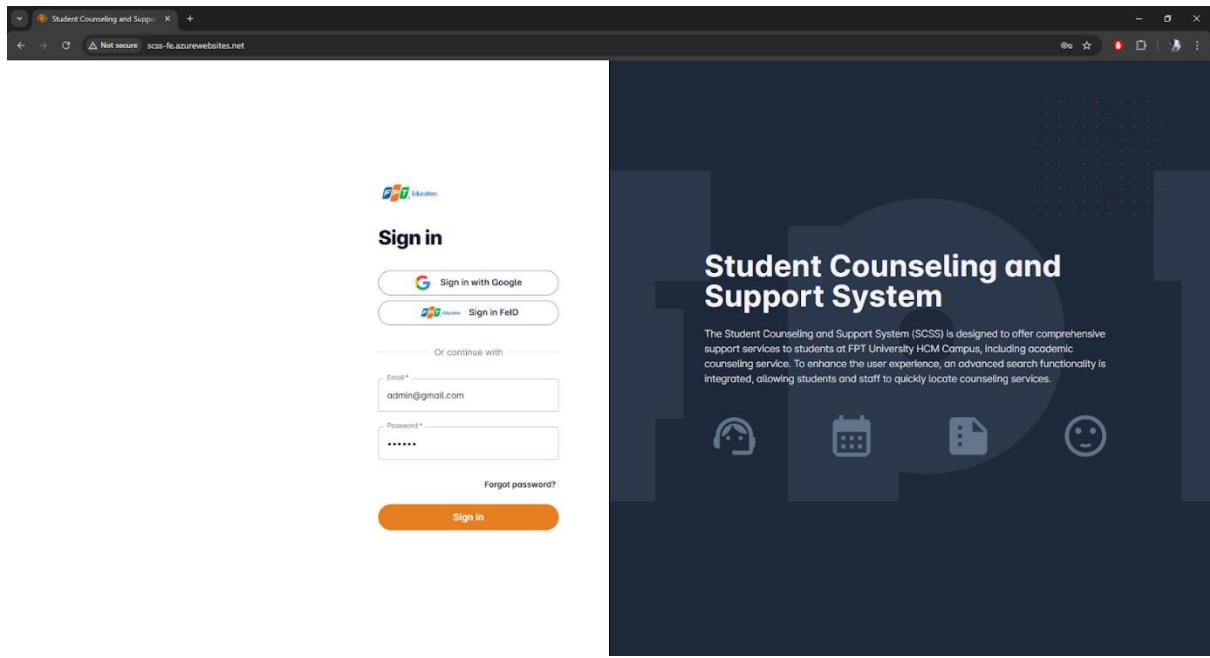


Figure 260 - User Manual - Feature 37 – Step 1

Step 2: Click the “Sign in ” button.

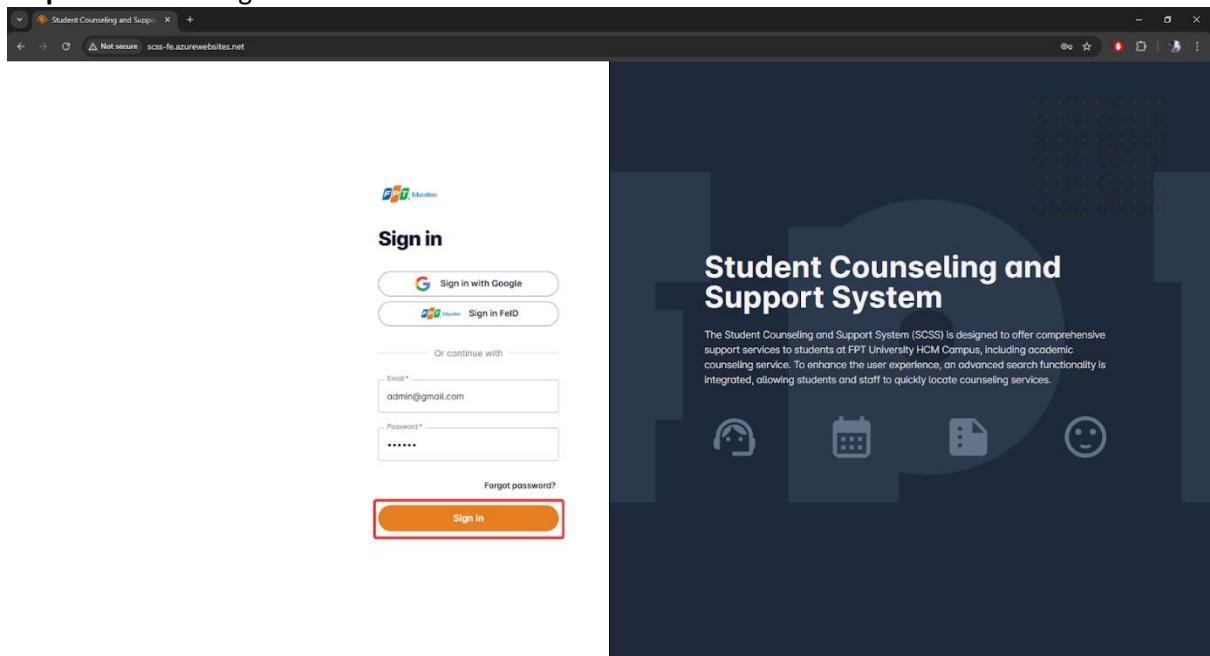


Figure 261 - User Manual - Feature 37 – Step 2

Step 3: From the homepage, choose “Problem Tag” from the left sidebar.

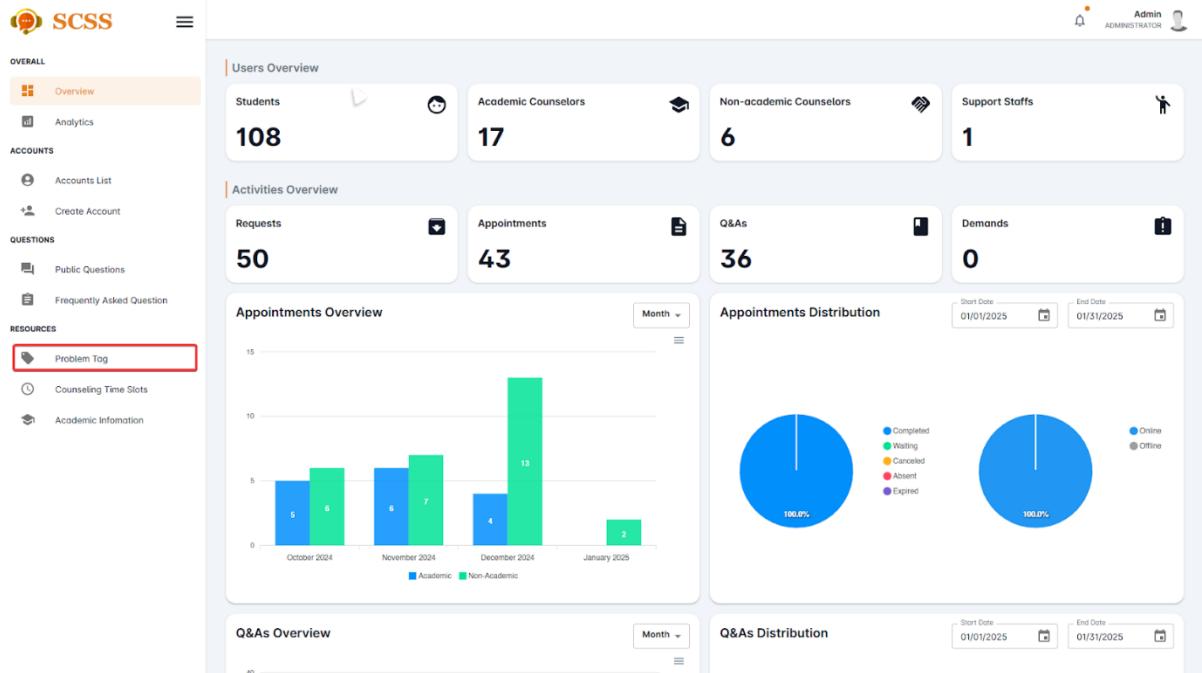


Figure 262 - User Manual - Feature 37 – Step 3

Step 4: Select “Category” tab.

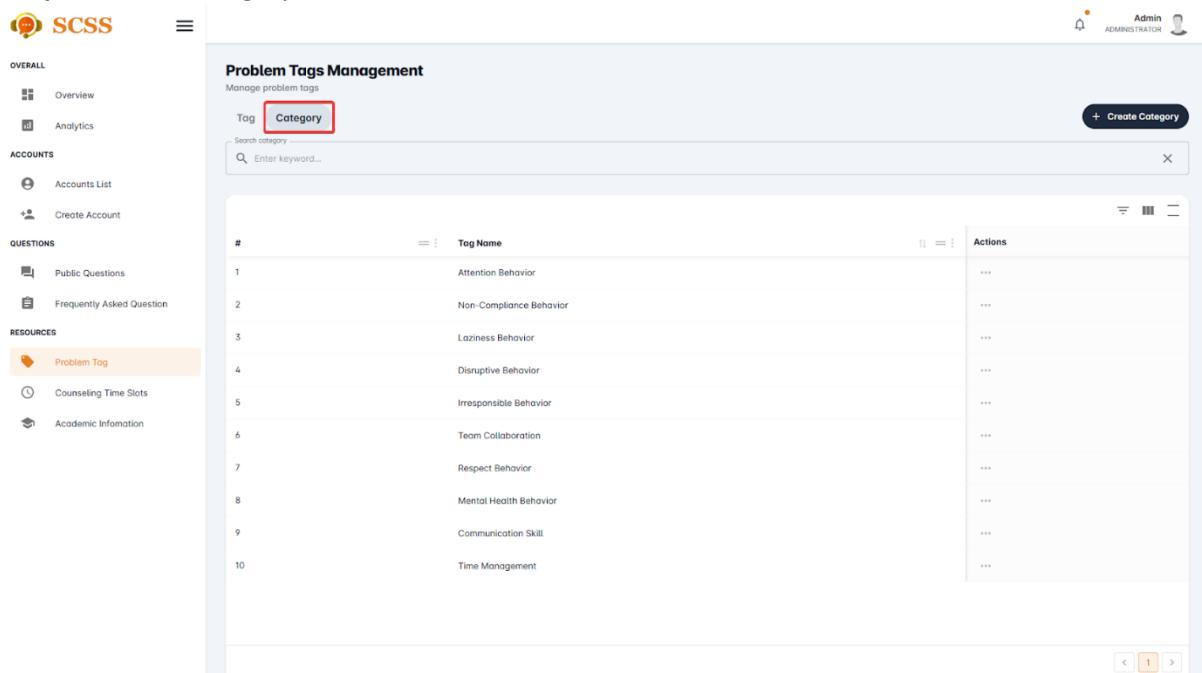


Figure 263 - User Manual - Feature 37 – Step 4

Step 5: Press the “...” button under the actions column, in the row of the selected category.

Problem Tags Management

#	Tag Name	Actions
1	Attention Behavior	
2	Non-Compliance Behavior	
3	Laziness Behavior	
4	Disruptive Behavior	
5	Irresponsible Behavior	
6	Team Collaboration	
7	Respect Behavior	
8	Mental Health Behavior	
9	Communication Skill	
10	Time Management	

Figure 264 - User Manual - Feature 37 – Step 5

Step 6: Press the “Delete” button.

Problem Tags Management

#	Tag Name	Actions
11	Physical Health	
12	Test Add	

Figure 265 - User Manual - Feature 37 – Step 6

Step 7: Press the “Confirm” button.

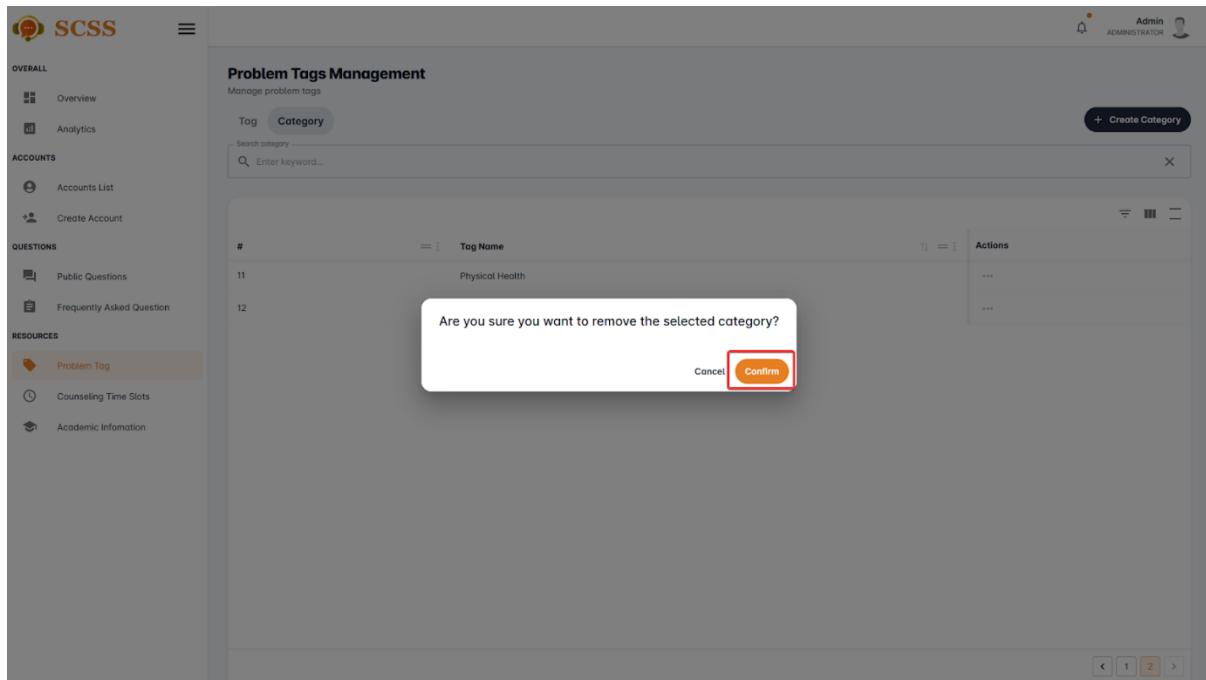


Figure 266 - User Manual - Feature 37 – Step 7

Step 8: Press the “Ok” button to complete removing a category.

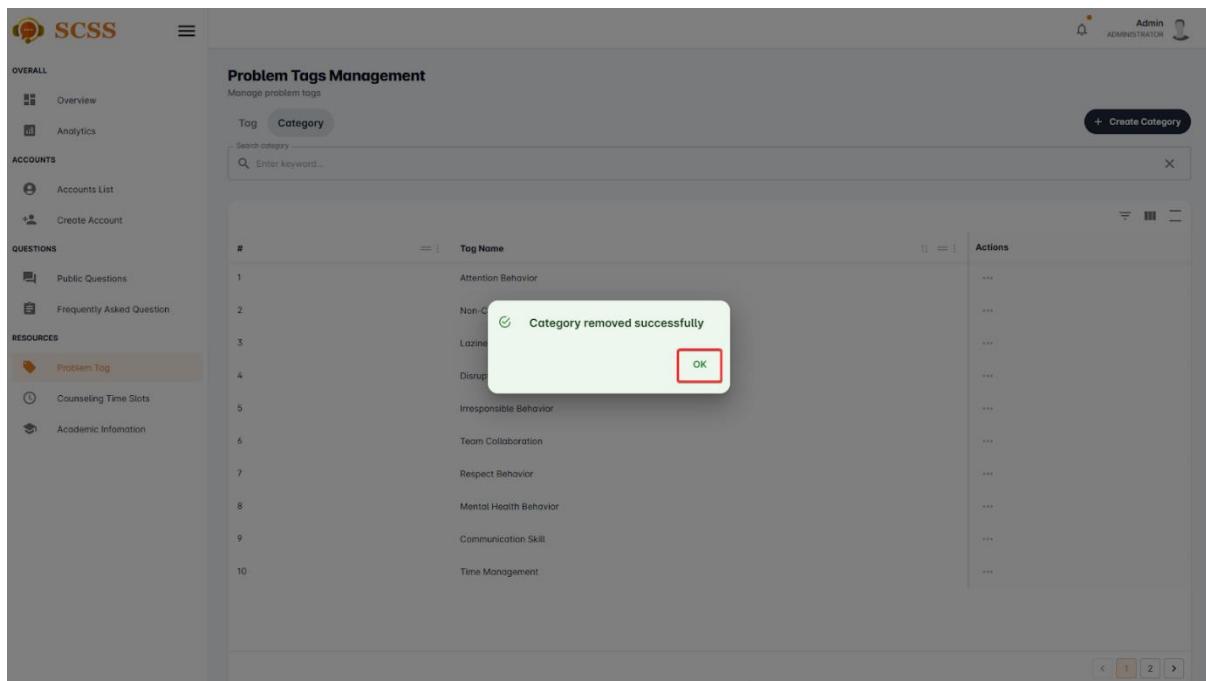


Figure 267 - User Manual - Feature 37 – Step 8

3.2.7.5. Remove problem tag

3.2.7.5.1. Description

Use this guideline to remove a problem tag's category using an administrator account.

3.2.7.5.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

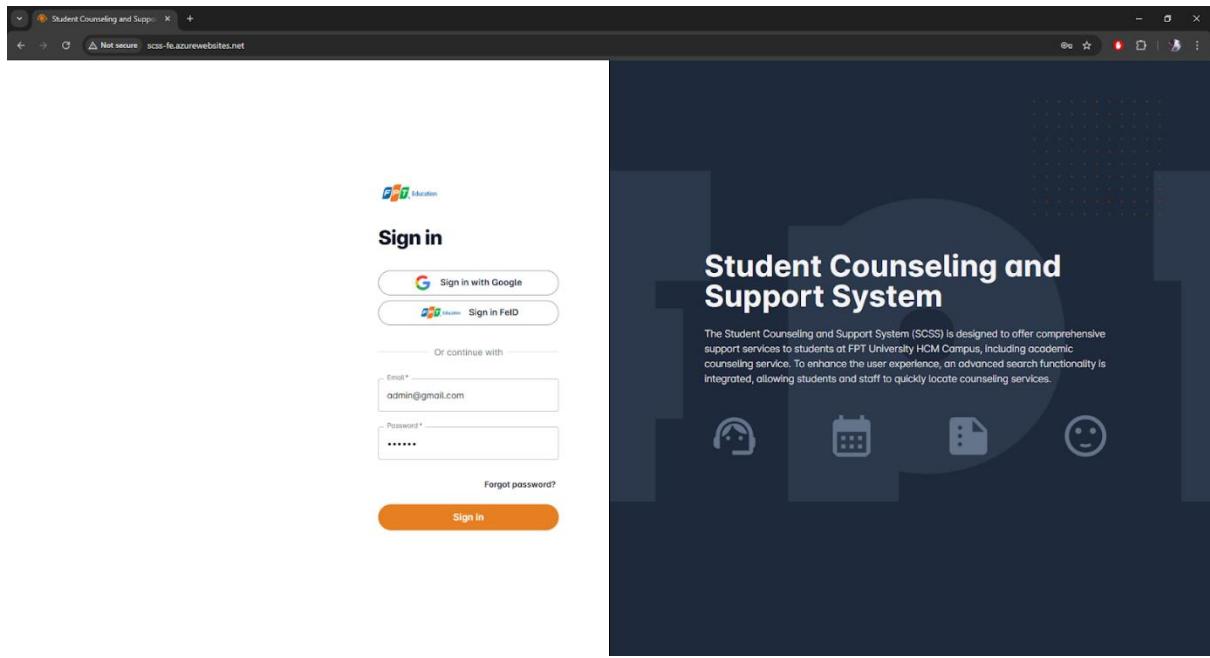


Figure 268 - User Manual - Feature 38 – Step 1

Step 2: Click the “Sign in ” button.

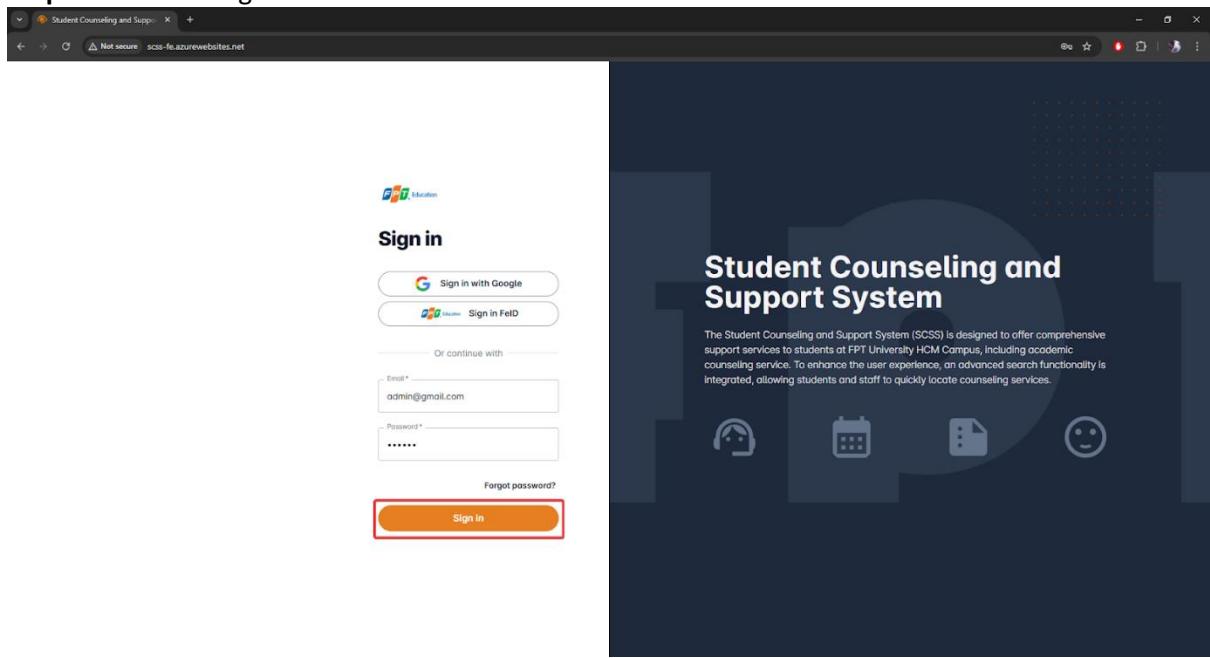


Figure 269 - User Manual - Feature 38 – Step 2

Step 3: From the homepage, choose “Problem Tag” from the left sidebar.

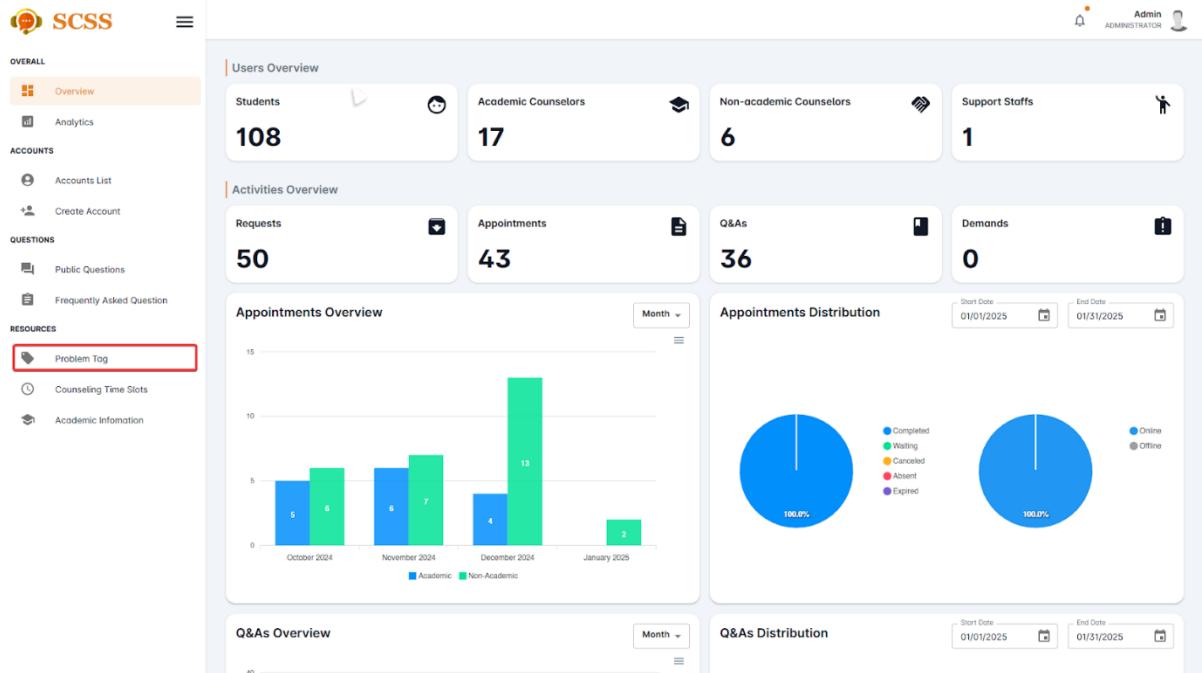


Figure 270 - User Manual - Feature 38 – Step 3

Step 4: Select “Tag” tab.

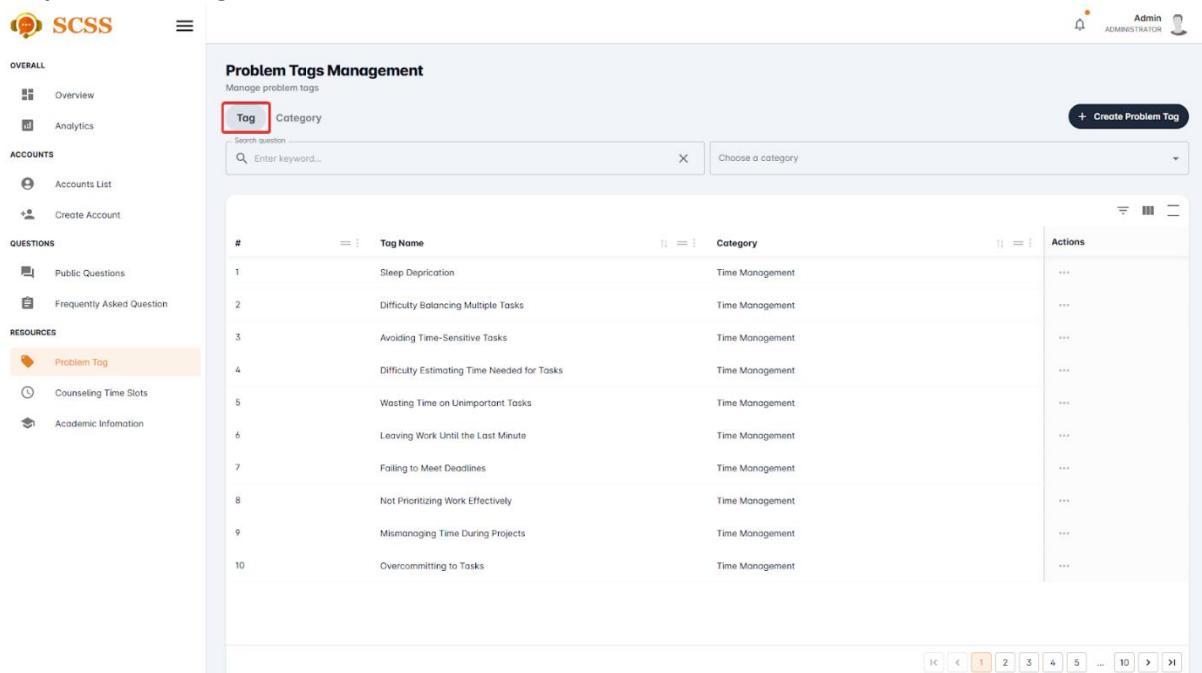


Figure 271 - User Manual - Feature 38 – Step 4

Step 5: Press the “...” button under the actions column, in the row of the selected problem tag.

Problem Tags Management

Manage problem tags

Tag Category

Search question Enter keyword... Choose a category

#	Tag Name	Category	Actions
1	Sleep Deprivation	Time Management	
2	Difficulty Balancing Multiple Tasks	Time Management	...
3	Avoiding Time-Sensitive Tasks	Time Management	...
4	Difficulty Estimating Time Needed for Tasks	Time Management	...
5	Wasting Time on Unimportant Tasks	Time Management	...
6	Leaving Work Until the Last Minute	Time Management	...
7	Failing to Meet Deadlines	Time Management	...
8	Not Prioritizing Work Effectively	Time Management	...
9	Mismanaging Time During Projects	Time Management	...
10	Overcommitting to Tasks	Time Management	...

1 2 3 4 5 ... 10 > >>

Figure 272 - User Manual - Feature 38 – Step 5

Step 6: Press the “Delete” button.

Problem Tags Management

Manage problem tags

Tag Category

Search question Enter keyword... Choose a category

#	Tag Name	Category	Actions
1	Sleep Deprivation	Time Management	
2	Difficulty Balancing Multiple Tasks	Time Management	...
3	Avoiding Time-Sensitive Tasks	Time Management	...
4	Difficulty Estimating Time Needed for Tasks	Time Management	...
5	Wasting Time on Unimportant Tasks	Time Management	...
6	Leaving Work Until the Last Minute	Time Management	...
7	Failing to Meet Deadlines	Time Management	...
8	Not Prioritizing Work Effectively	Time Management	...
9	Mismanaging Time During Projects	Time Management	...
10	Overcommitting to Tasks	Time Management	...

1 2 3 4 5 ... 10 > >>

Figure 273 - User Manual - Feature 38 – Step 6

Step 7: Press the “Confirm” button.

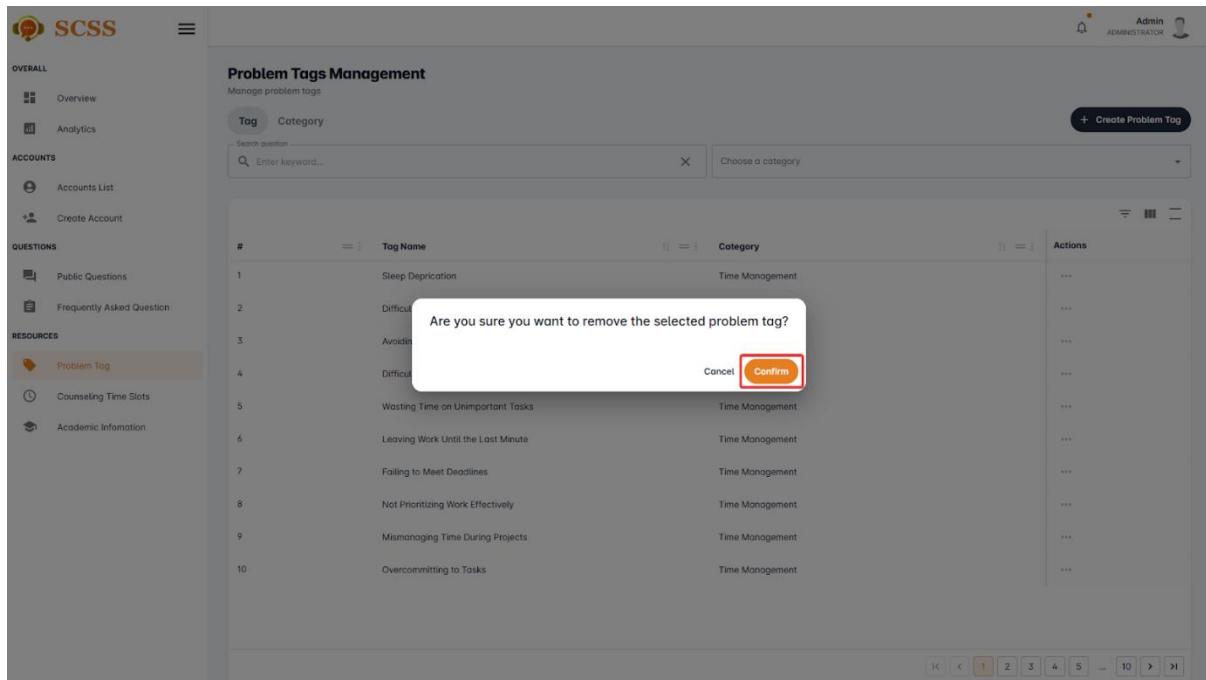


Figure 274 - User Manual - Feature 38 – Step 7

Step 8: Press the “Ok” button to complete removing a problem tag.

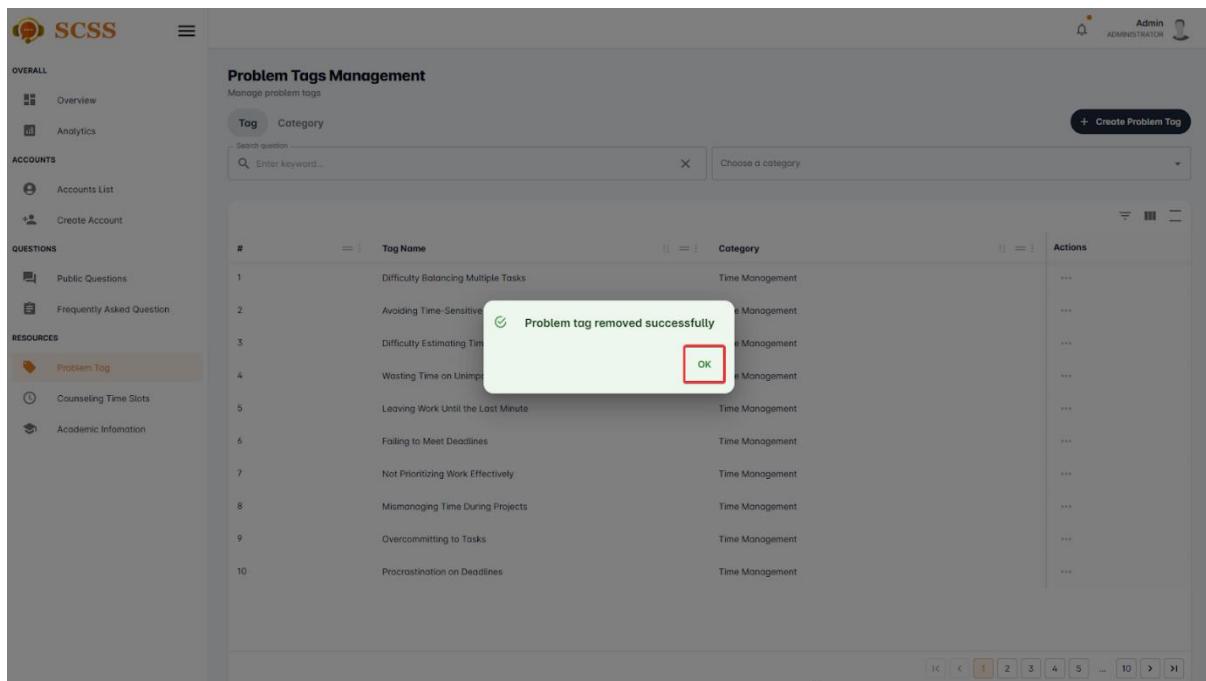


Figure 275 - User Manual - Feature 38 – Step 8

3.2.7.6. Remove counseling time slot

3.2.7.6.1. Description

Use this guideline to remove a counselling time slot using an administrator account.

3.2.7.6.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

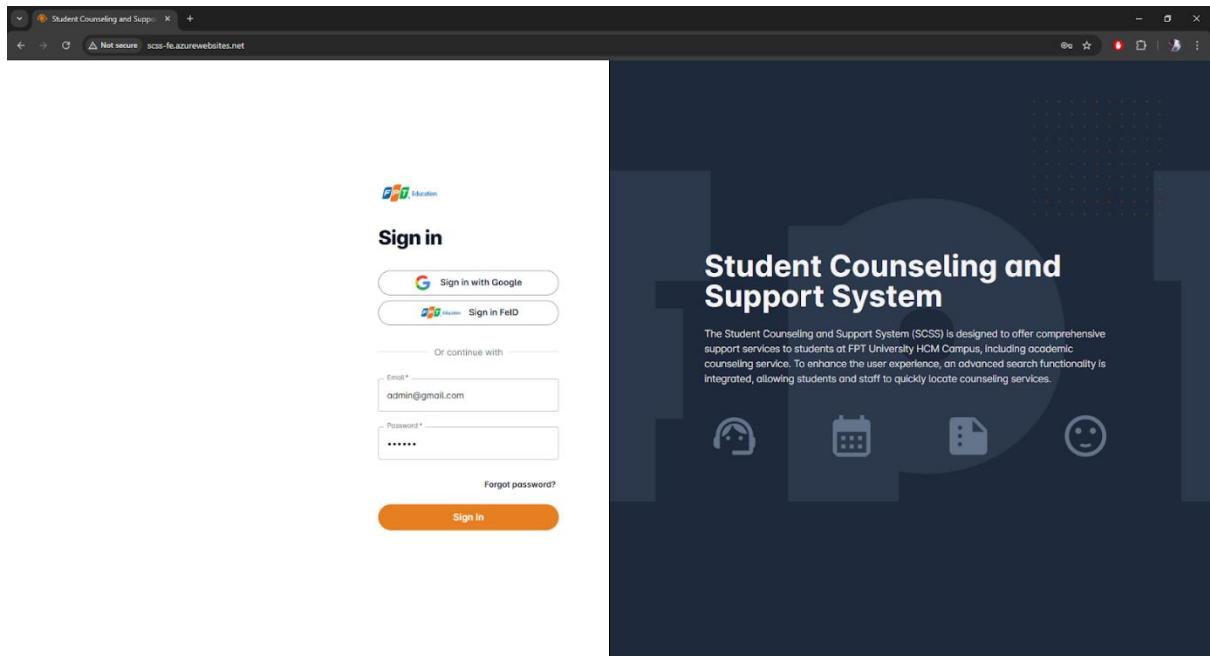


Figure 276 - User Manual - Feature 39 – Step 1

Step 2: Click the “Sign in ” button.

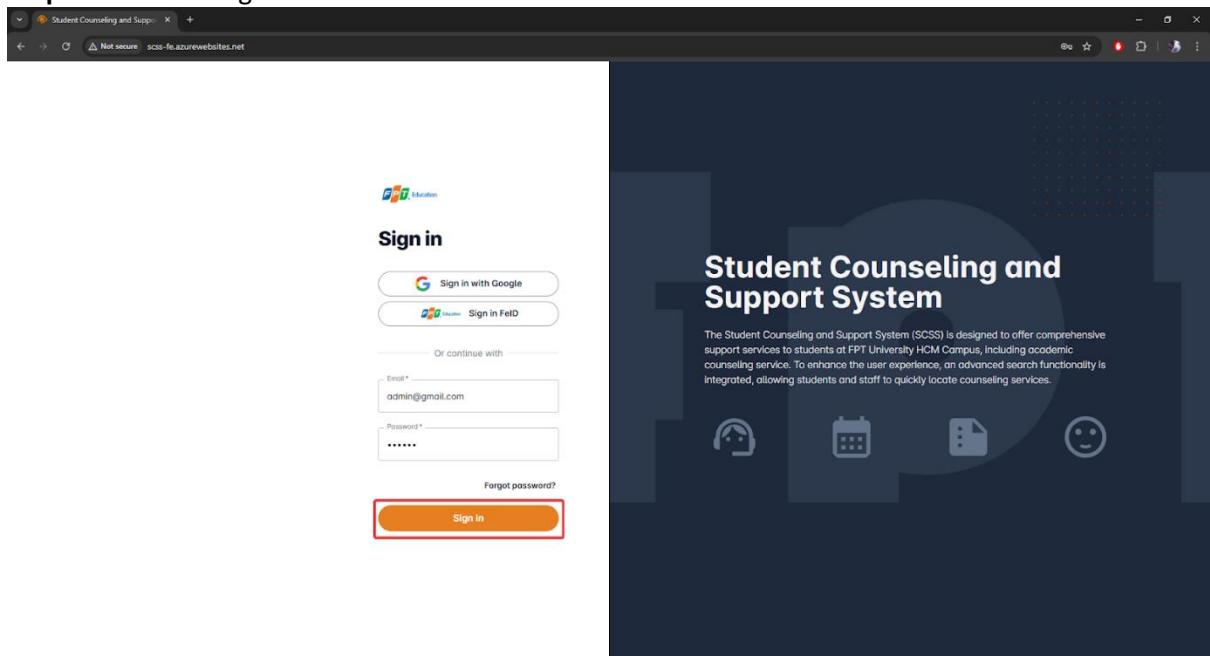


Figure 277 - User Manual - Feature 39 – Step 2

Step 3: From the homepage, choose “Counseling Time Slots” from the left sidebar.

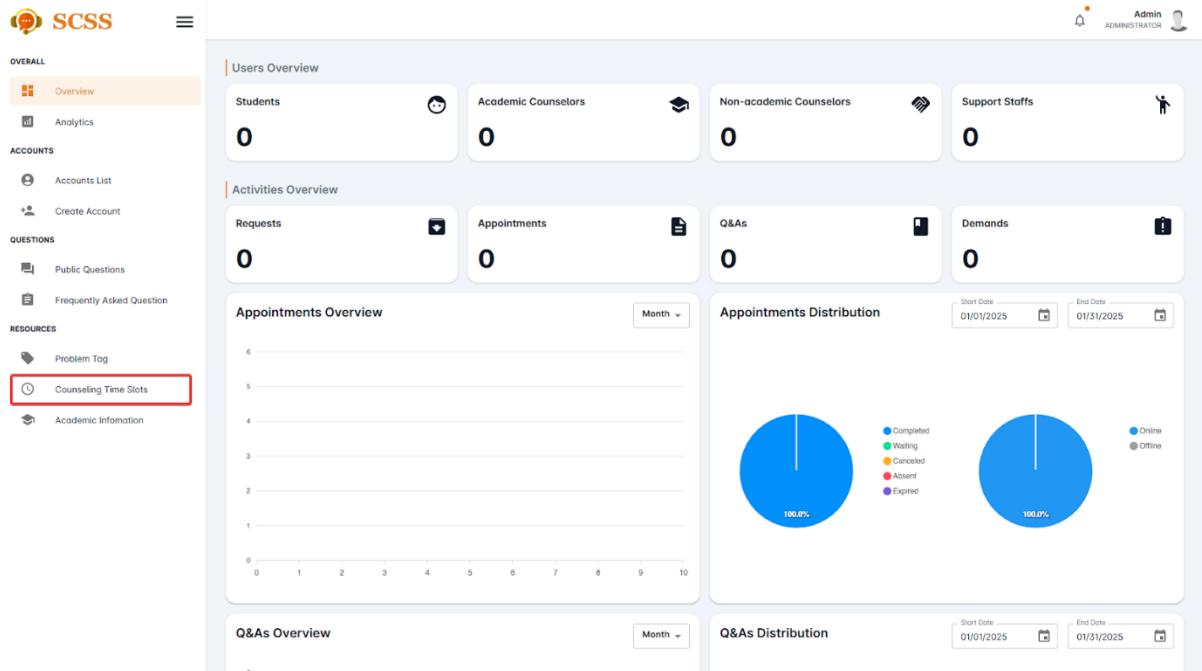


Figure 278 - User Manual - Feature 39 – Step 3

Step 4: Press the “...” button under the actions column, in the row of the selected problem tag.

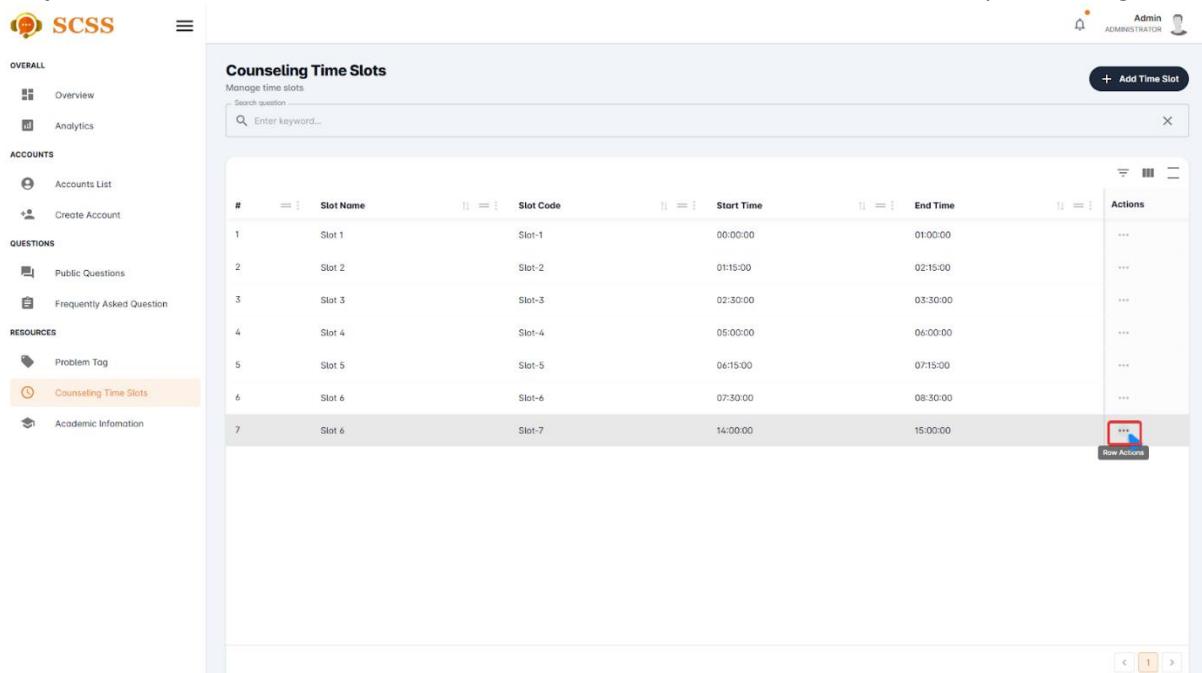


Figure 279 - User Manual - Feature 39 – Step 4

Step 5: Press the “Delete” button.

The screenshot shows the SCSS application's interface. On the left is a sidebar with sections: OVERALL (Overview, Analytics), ACCOUNTS (Accounts List, Create Account), QUESTIONS (Public Questions, Frequently Asked Question), and RESOURCES (Problem Tag, Counseling Time Slots, Academic Information). The 'Counseling Time Slots' section is selected and highlighted in orange. The main area is titled 'Counseling Time Slots' and contains a table with columns: #, Slot Name, Slot Code, Start Time, End Time, and Actions. There are seven rows of data. A context menu is open over the 7th row, showing options: Update and Delete. The 'Delete' option is highlighted with a red border.

#	Slot Name	Slot Code	Start Time	End Time	Actions
1	Slot 1	Slot-1	00:00:00	01:00:00	...
2	Slot 2	Slot-2	01:15:00	02:15:00	...
3	Slot 3	Slot-3	02:30:00	03:30:00	...
4	Slot 4	Slot-4	05:00:00	06:00:00	...
5	Slot 5	Slot-5	06:15:00	07:15:00	...
6	Slot 6	Slot-6	07:30:00	08:30:00	...
7	Slot 6	Slot-7	14:00:00	15:00:00	...

Figure 280 - User Manual - Feature 39 – Step 5

Step 6: Press the “Confirm” button.

The screenshot shows the SCSS application's interface, similar to Figure 280. A confirmation dialog box is centered over the table, asking 'Are you sure you want to remove the selected time slot?'. It has two buttons: 'Cancel' and 'Confirm'. The 'Confirm' button is highlighted with a red border.

Figure 281 - User Manual - Feature 39 – Step 6

Step 7: Press the “Ok” button to complete removing a time slot.

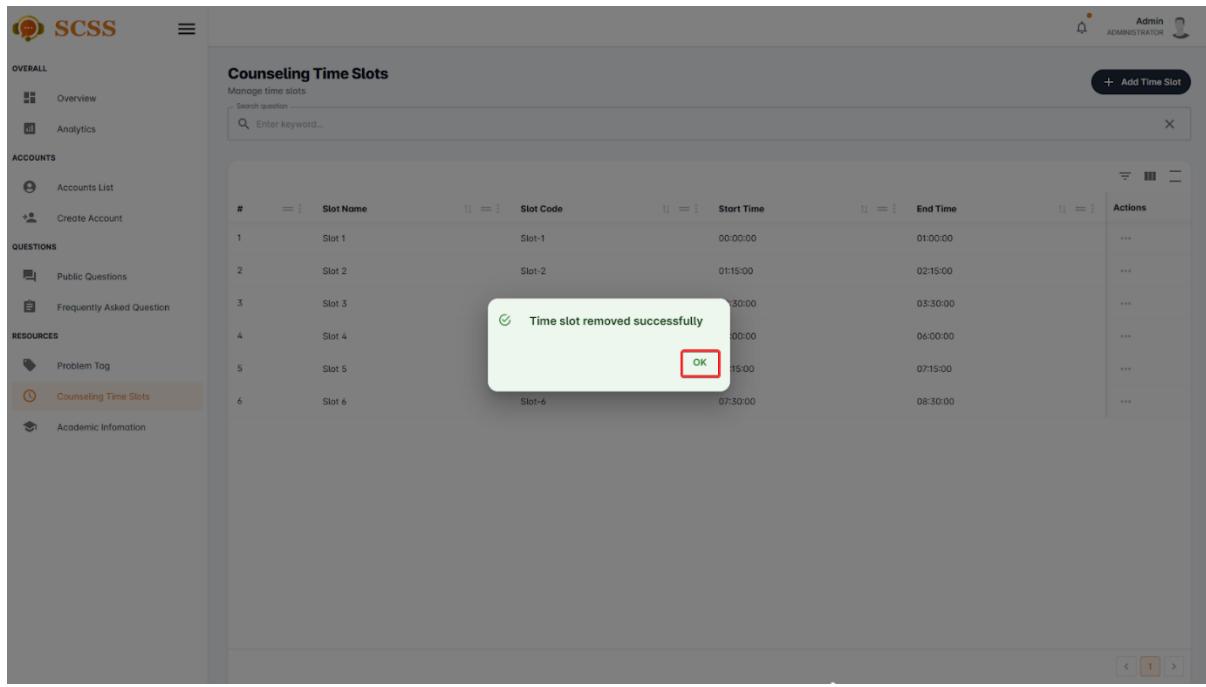


Figure 282 - User Manual - Feature 39 – Step 7

3.2.7.7. Update problem tag

3.2.7.7.1. Description

Use this guideline to update a problem tag using an administrator account.

3.2.7.7.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

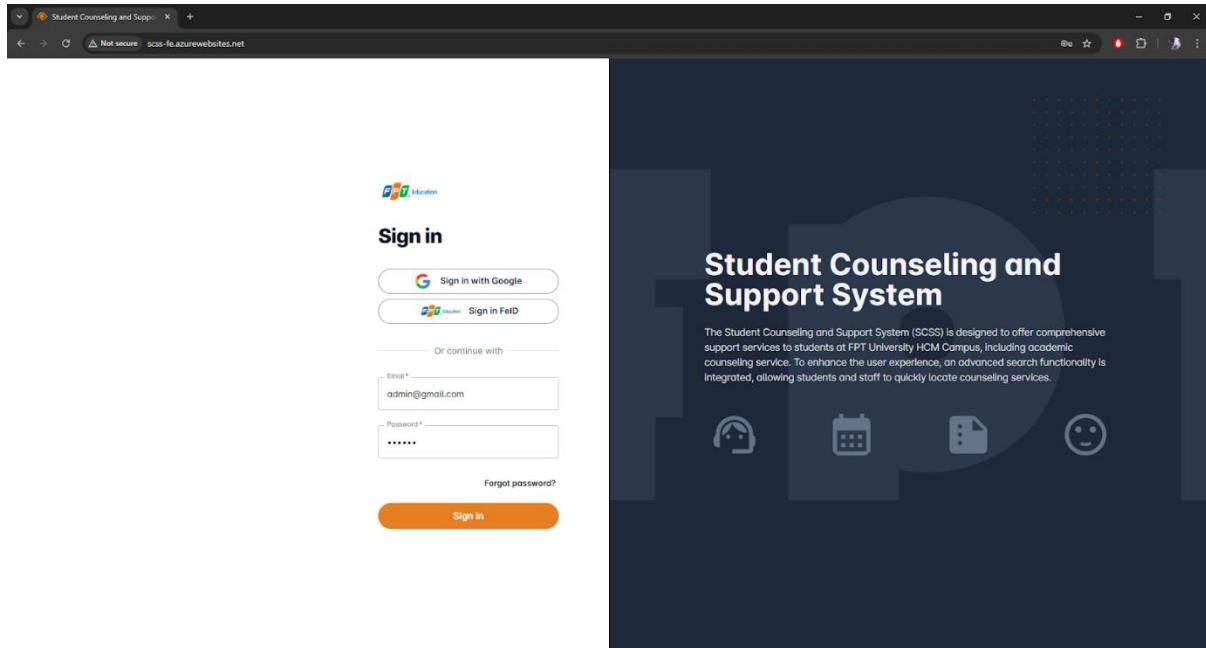


Figure 283 - User Manual - Feature 40 – Step 1

Step 2: Click the “Sign in” button.

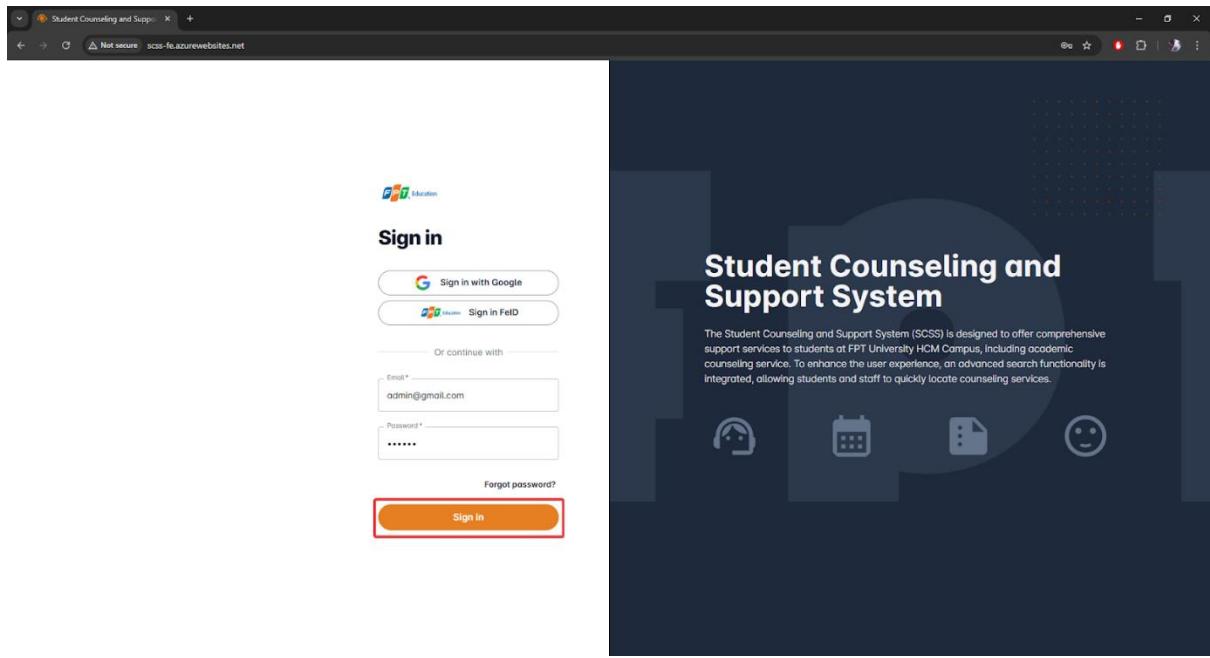


Figure 284 - User Manual - Feature 40 – Step 2

Step 3: From the homepage, choose “Problem Tag” from the left sidebar.

Figure 285 - User Manual - Feature 40 – Step 3

Step 4: Select “Tag” tab.

Problem Tags Management

#	Tag Name	Category	Actions
1	Sleep Deprivation	Time Management	...
2	Difficulty Balancing Multiple Tasks	Time Management	...
3	Avoiding Time-Sensitive Tasks	Time Management	...
4	Difficulty Estimating Time Needed for Tasks	Time Management	...
5	Wasting Time on Unimportant Tasks	Time Management	...
6	Leaving Work Until the Last Minute	Time Management	...
7	Failing to Meet Deadlines	Time Management	...
8	Not Prioritizing Work Effectively	Time Management	...
9	Mismanaging Time During Projects	Time Management	...
10	Overcommitting to Tasks	Time Management	...

Figure 286 - User Manual - Feature 40 – Step 4

Step 5: Press the “...” button under the actions column, in the row of the selected problem tag.

Problem Tags Management

#	Tag Name	Category	Actions
1	Sleep Deprivation	Time Management	...
2	Difficulty Balancing Multiple Tasks	Time Management	...
3	Avoiding Time-Sensitive Tasks	Time Management	...
4	Difficulty Estimating Time Needed for Tasks	Time Management	...
5	Wasting Time on Unimportant Tasks	Time Management	...
6	Leaving Work Until the Last Minute	Time Management	...
7	Failing to Meet Deadlines	Time Management	...
8	Not Prioritizing Work Effectively	Time Management	...
9	Mismanaging Time During Projects	Time Management	...
10	Overcommitting to Tasks	Time Management	...

Figure 287 - User Manual - Feature 40 – Step 5

Step 6: Press the “Update” button.

The screenshot shows the 'Problem Tags Management' section of the SCSS application. On the left is a sidebar with navigation links for Overall, Accounts, Questions, and Resources. Under Resources, 'Problem Tag' is selected and highlighted in orange. The main area displays a table of problem tags with columns for #, Tag Name, Category, and Actions. The 10th row in the table has an 'Actions' column containing three options: '...', 'Update', and 'Delete'. A context menu is open over the 'Update' option, which is highlighted with a red border. The 'Update' button is also highlighted with a red border in the menu.

#	Tag Name	Category	Actions
1	Sleep Deprivation	Time Management	...
2	Difficulty Balancing Multiple Tasks	Time Management	...
3	Avoiding Time-Sensitive Tasks	Time Management	...
4	Difficulty Estimating Time Needed for Tasks	Time Management	...
5	Wasting Time on Unimportant Tasks	Time Management	...
6	Leaving Work Until the Last Minute	Time Management	...
7	Failing to Meet Deadlines	Time Management	...
8	Not Prioritizing Work Effectively	Time Management	...
9	Mismanaging Time During Projects	Time Management	...
10	Overcommitting to Tasks	Time Management	...

Figure 288 - User Manual - Feature 40 – Step 6

Step 7: Fill out the “Problem tag name”, “Point”, and select a “Category”, then press the “Confirm” button.

The screenshot shows the 'Problem Tags Management' section with a modal dialog titled 'Update Problem Tag' overlaid. The dialog contains a form with 'Enter problem tag information' fields: 'Problem tag name' (set to 'Insomnia') and 'Category' (set to 'Time Management'). At the bottom right of the dialog, the 'Confirm' button is highlighted with a red border. The background of the main application window is dimmed.

Figure 289 - User Manual - Feature 40 – Step 7

Step 8: Press the “OK” button after a success dialog is shown to complete updating a problem tag.

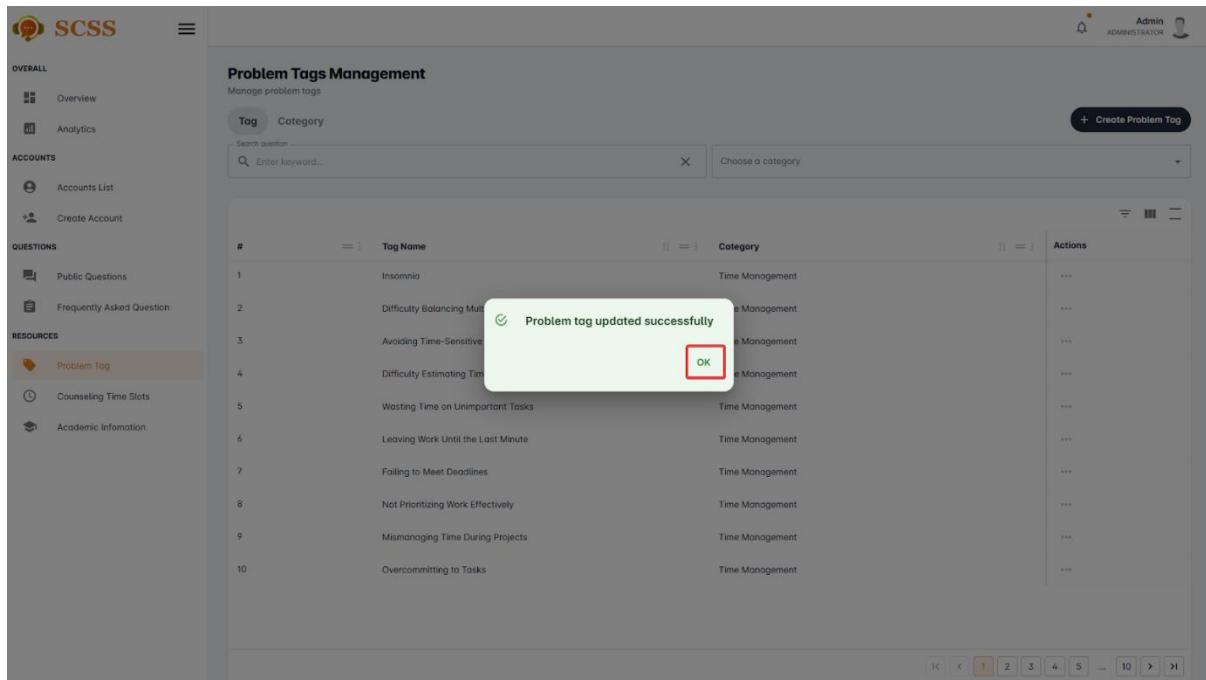


Figure 290 - User Manual - Feature 40 – Step 8

3.2.7.8. Update problem tag's category

3.2.7.8.1. Description

Use this guideline to update a problem tag's category using an administrator account.

3.2.7.8.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

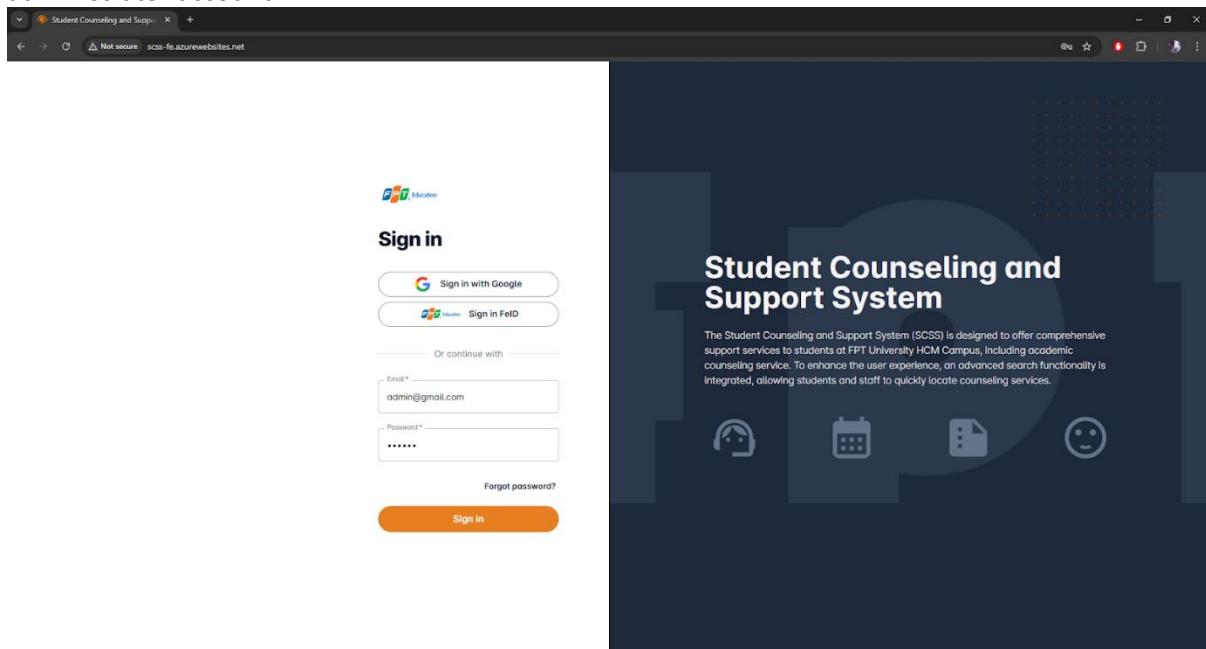


Figure 291 - User Manual - Feature 41 – Step 1

Step 2: Click the “Sign in ” button.

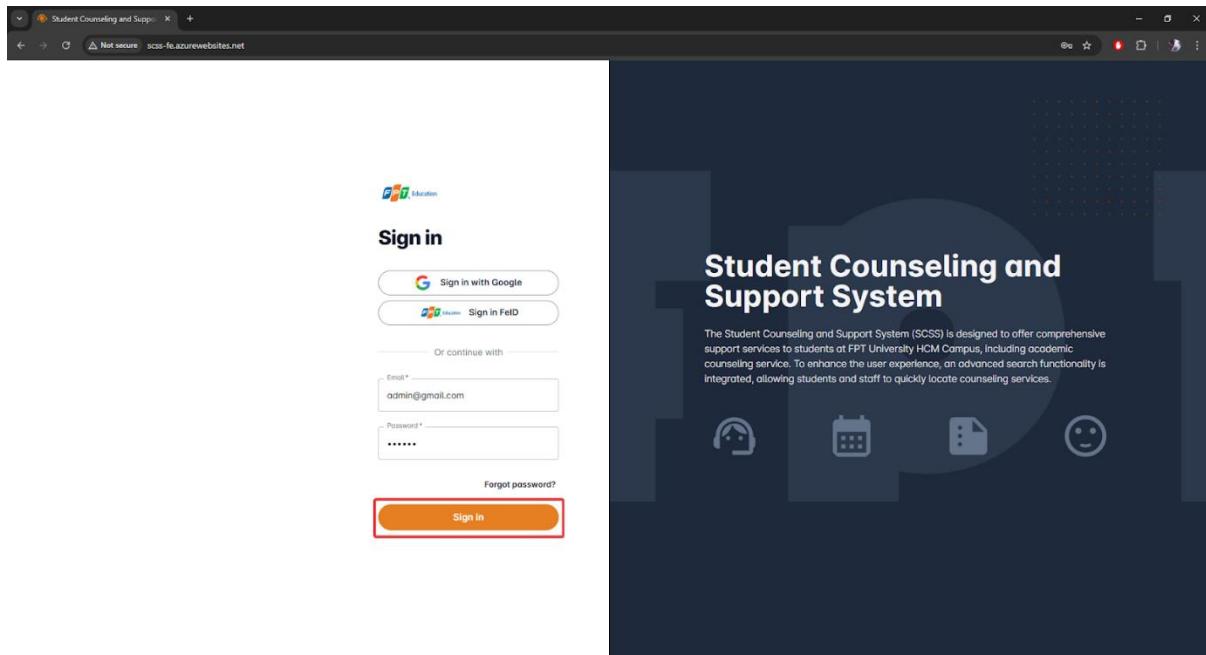


Figure 292 - User Manual - Feature 41 – Step 2

Step 3: From the homepage, choose “Problem Tag” from the left sidebar.

Figure 293 - User Manual - Feature 41 – Step 3

Step 4: Select “Category” tab.

Problem Tags Management

#	Tag Name	Actions
1	Attention Behavior	...
2	Non-Compliance Behavior	...
3	Laziness Behavior	...
4	Disruptive Behavior	...
5	Irresponsible Behavior	...
6	Team Collaboration	...
7	Respect Behavior	...
8	Mental Health Behavior	...
9	Communication Skill	...
10	Time Management	...

Figure 294 - User Manual - Feature 41 – Step 4

Step 5: Press the “...” button under the actions column, in the row of the selected problem tag.

Problem Tags Management

#	Tag Name	Actions
11	Physical Health	...

Figure 295 - User Manual - Feature 41 – Step 5

Step 6: Press the “Update” button.

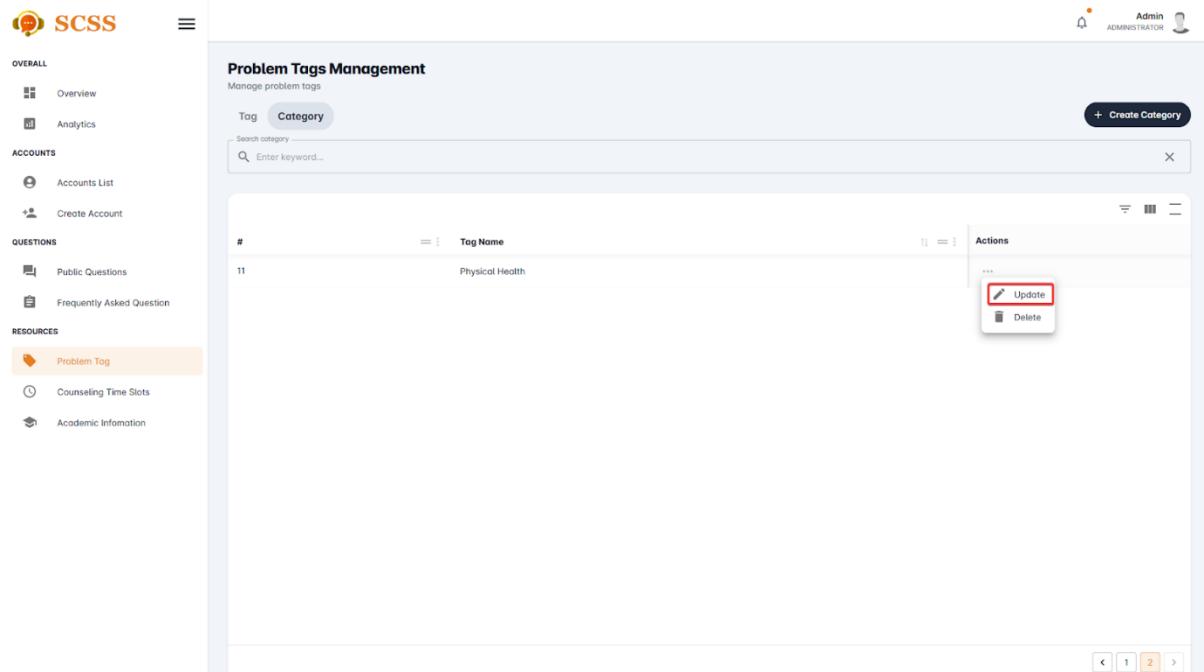


Figure 296 - User Manual - Feature 41 – Step 6

Step 7: Fill out the “Category name” field, then press the “Confirm” button.

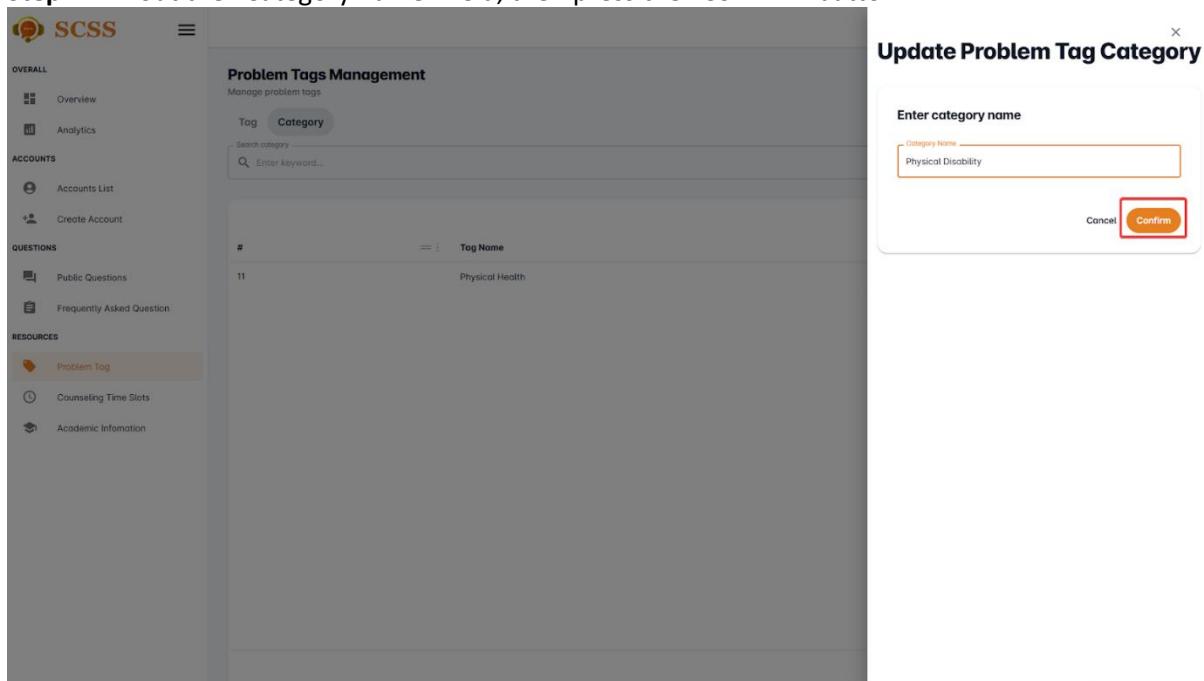


Figure 297 - User Manual - Feature 41 – Step 7

Step 8: Press the “OK” button after a success dialog is shown to complete creating a problem tag’s category.

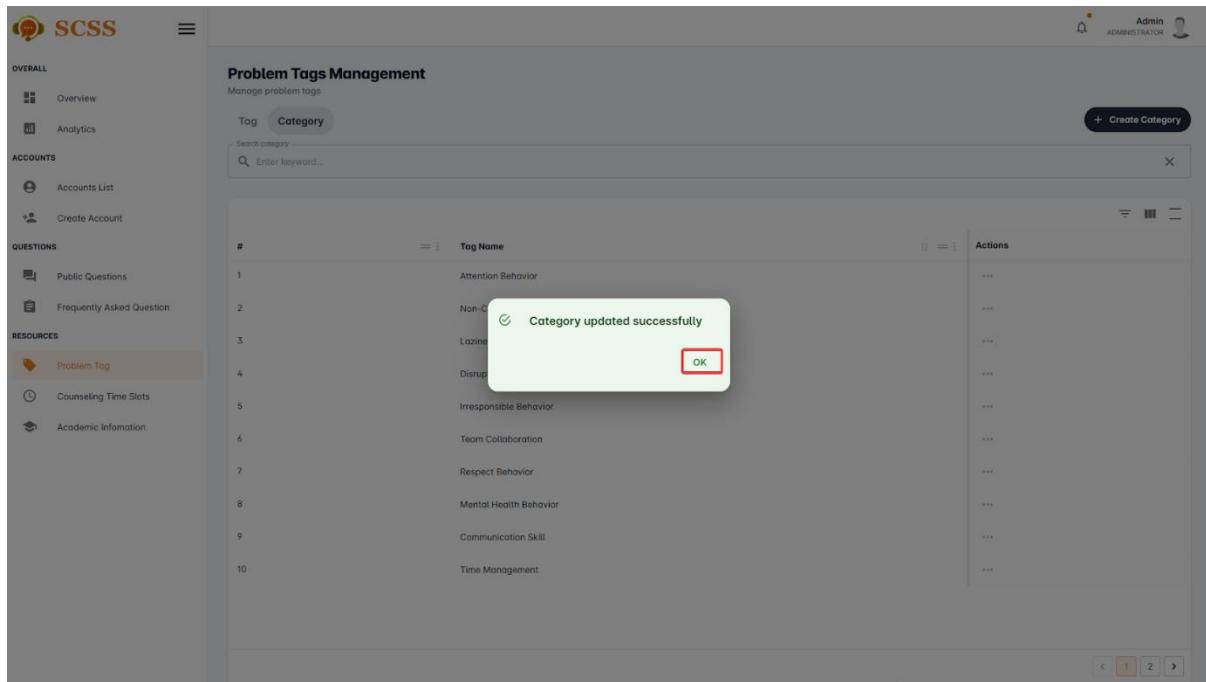


Figure 298 - User Manual - Feature 41 – Step 8

3.2.7.9. Update counseling time slot

3.2.7.9.1. Description

Use this guideline to update a counseling time slot using an administrator account.

3.2.7.9.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

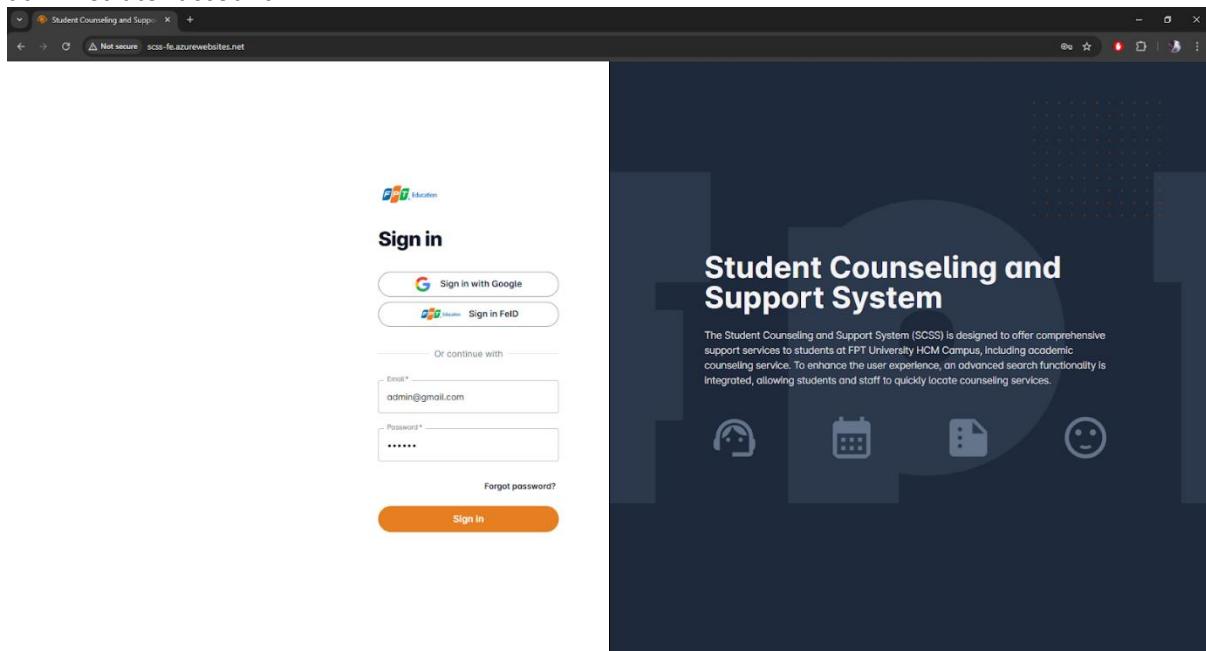


Figure 299 - User Manual - Feature 42 – Step 1

Step 2: Click the “Sign in” button.

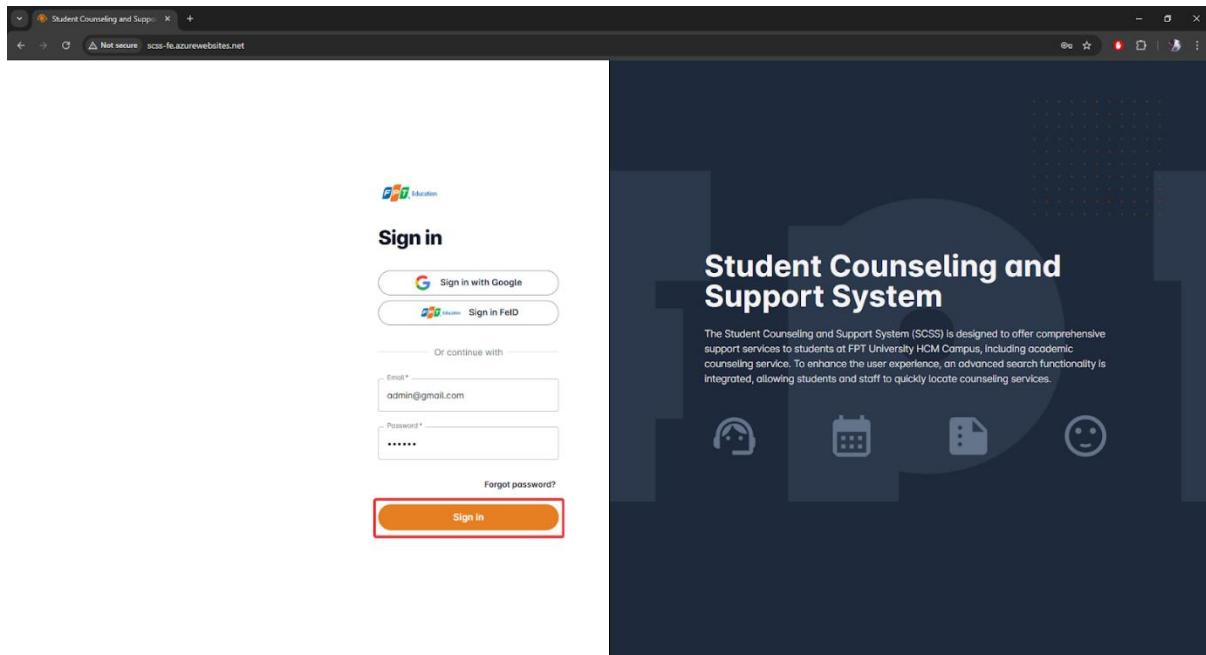


Figure 300 - User Manual - Feature 42 – Step 2

Step 3: From the homepage, choose “Counseling Time Slots” from the left sidebar.

The screenshot shows the SCSS homepage. On the left, a sidebar menu includes 'OVERALL' (Overview, Analytics), 'ACCOUNTS' (Accounts List, Create Account), 'QUESTIONS' (Public Questions, Frequently Asked Question), and 'RESOURCES' (Problem Tag, Counseling Time Slots, Academic Information). The 'Counseling Time Slots' item is highlighted with a red box. The main content area contains several cards: 'Users Overview' showing 0 Students, 0 Academic Counselors, 0 Non-academic Counselors, and 0 Support Staffs; 'Activities Overview' showing 0 Requests, 0 Appointments, 0 Q&As, and 0 Demands; 'Appointments Overview' showing a count from 0 to 10; 'Appointments Distribution' showing two pie charts (both 100.0% completed/online); and 'Q&As Overview' and 'Q&As Distribution' sections.

Figure 301 - User Manual - Feature 42 – Step 3

Step 4: Press the “...” button under the actions column, in the row of the selected counselling time slot.

#	Slot Name	Slot Code	Start Time	End Time	Actions
1	Slot 1	Slot-1	00:00:00	01:00:00	...
2	Slot 2	Slot-2	01:15:00	02:15:00	...
3	Slot 3	Slot-3	02:30:00	03:30:00	...
4	Slot 4	Slot-4	05:00:00	06:00:00	...
5	Slot 5	Slot-5	06:15:00	07:15:00	...
6	Slot 6	Slot-6	07:30:00	08:30:00	...
7	Slot 7	Slot-7	14:00:00	15:00:00	

Figure 302 - User Manual - Feature 42 – Step 4

Step 5: Press the “Update” button.

#	Slot Name	Slot Code	Start Time	End Time	Actions
1	Slot 1	Slot-1	00:00:00	01:00:00	...
2	Slot 2	Slot-2	01:15:00	02:15:00	...
3	Slot 3	Slot-3	02:30:00	03:30:00	...
4	Slot 4	Slot-4	05:00:00	06:00:00	...
5	Slot 5	Slot-5	06:15:00	07:15:00	...
6	Slot 6	Slot-6	07:30:00	08:30:00	...
7	Slot 7	Slot-7	14:00:00	15:00:00	

Figure 303 - User Manual - Feature 42 – Step 5

Step 6: Fill out the “Slot name”, “Slot code”, “Start time”, and “End time” fields, then press the “Confirm” button.

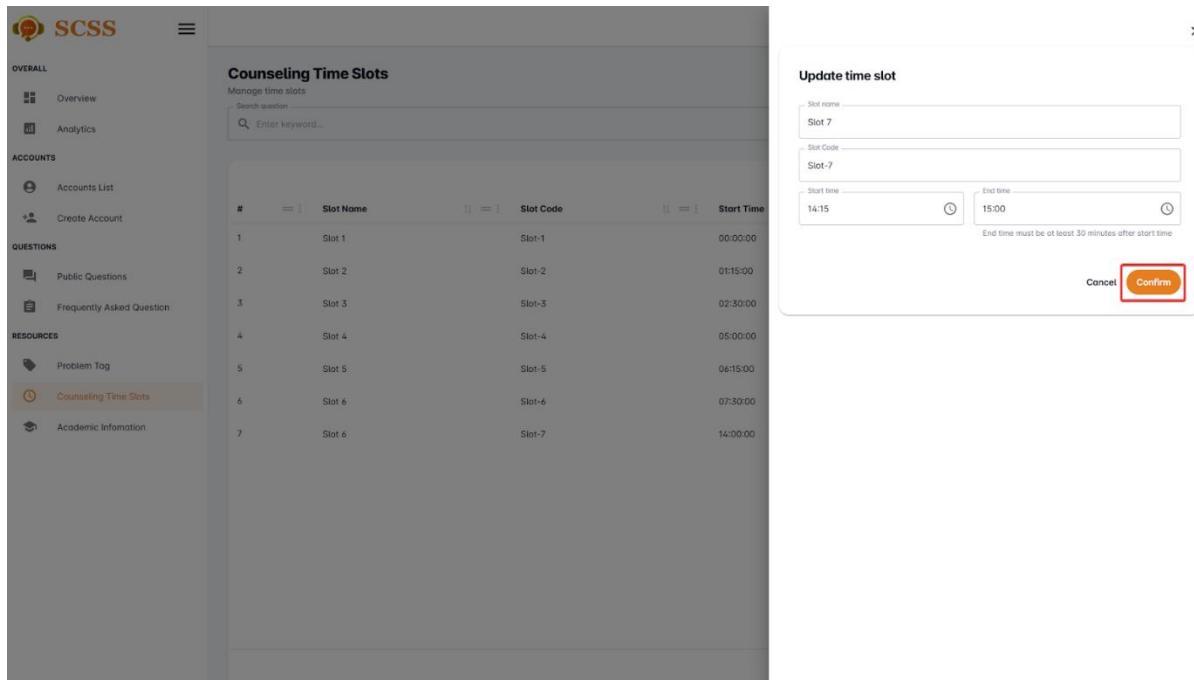


Figure 304 - User Manual - Feature 42 – Step 6

Step 7: Press the “OK” button after a success dialog is shown to complete creating a counseling time slot.

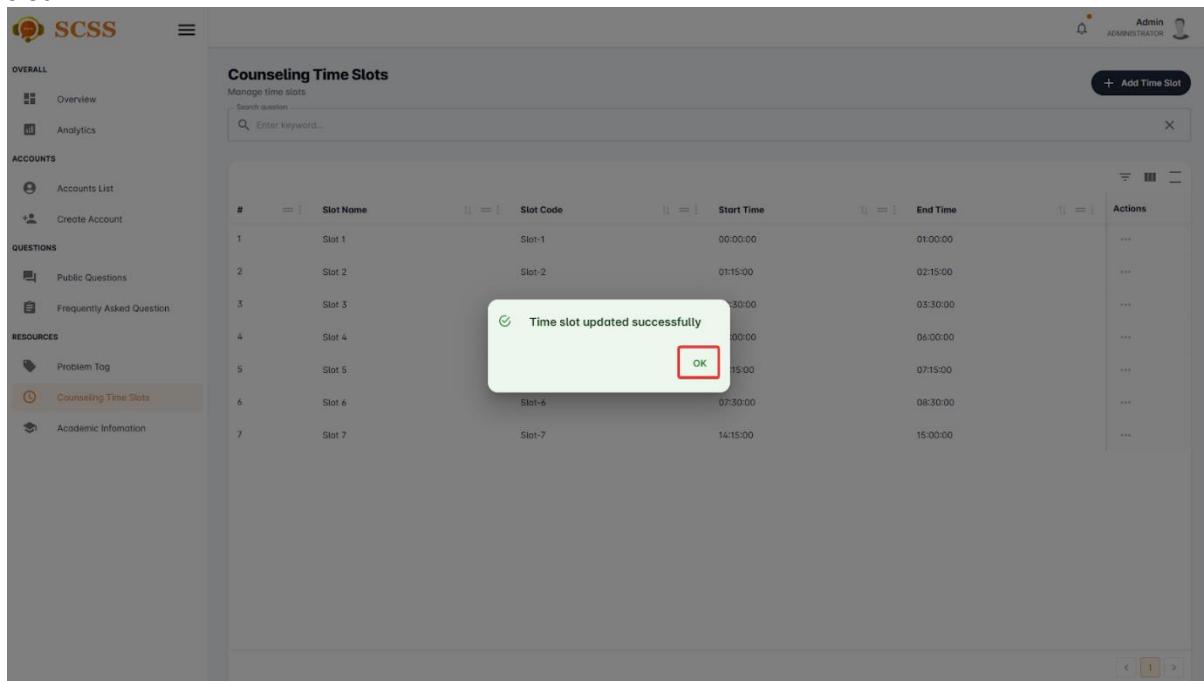


Figure 305 - User Manual - Feature 42 – Step 7

3.2.7.10. View academic information

3.2.7.10.1. Description

Use this guideline to view academic information using an administrator account.

3.2.7.10.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

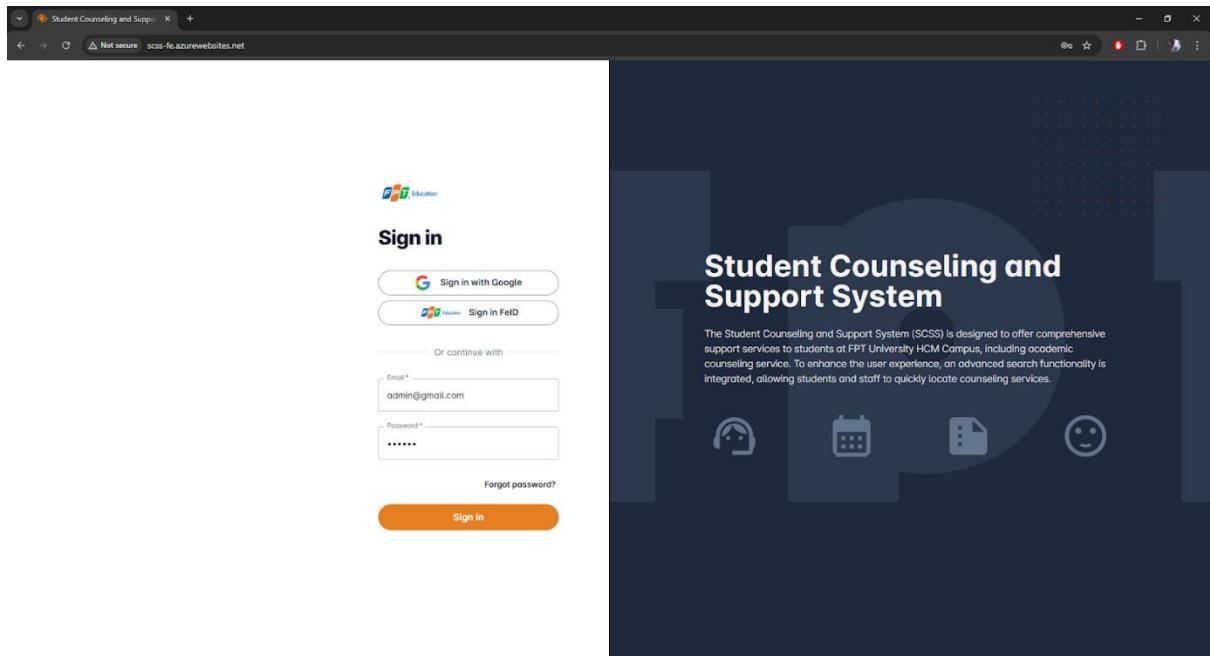


Figure 306 - User Manual - Feature 43 – Step 1

Step 2: Click the “Sign in ” button.

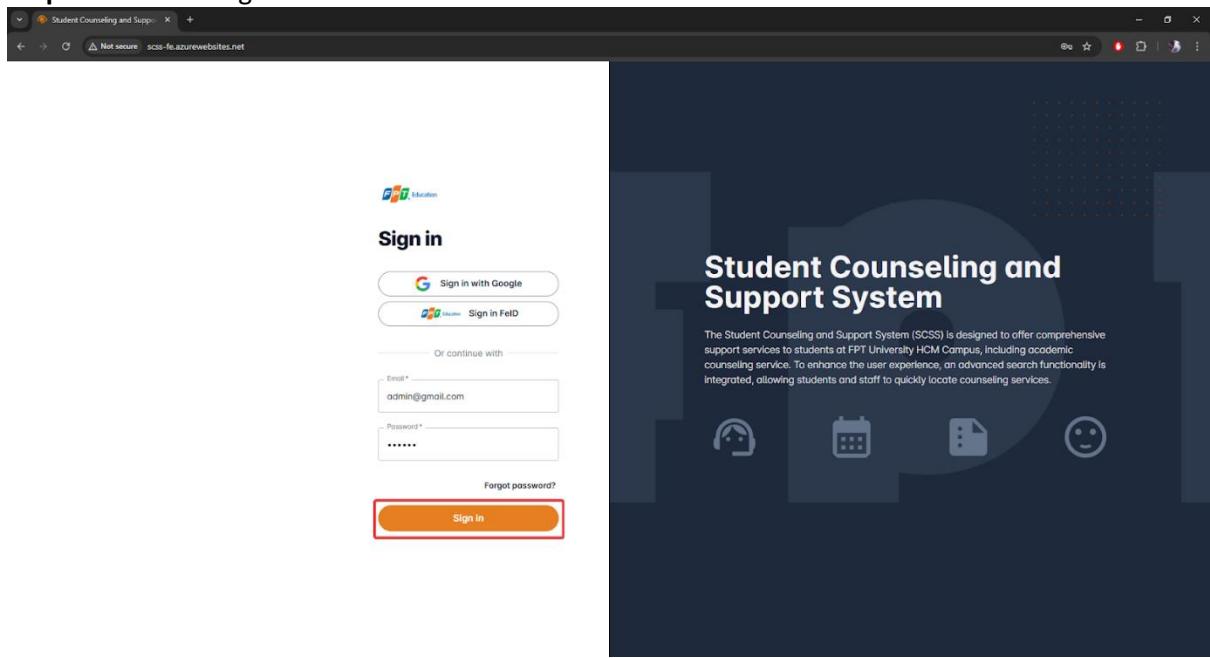


Figure 307 - User Manual - Feature 43 – Step 2

Step 3: From the homepage, choose “Academic Information” from the left sidebar.

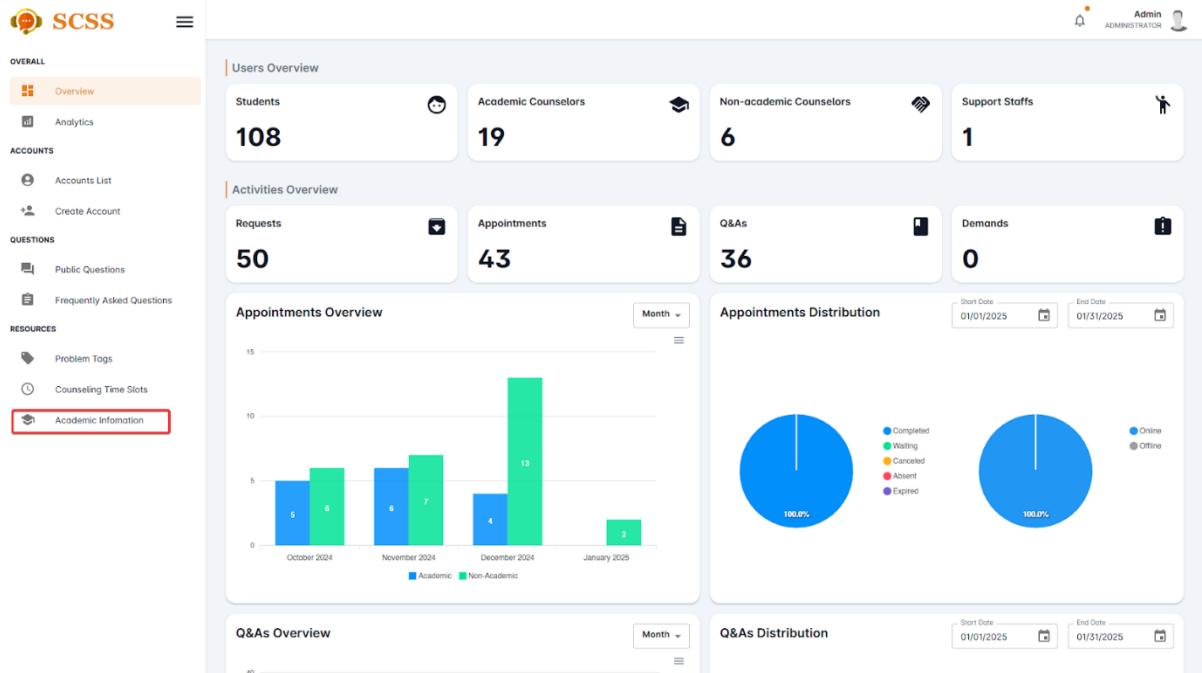


Figure 308 - User Manual - Feature 43 – Step 3

Step 4: Select “Department”, “Major”, “Specialization”, or “Semester” tab in accordance with the data you want to view.

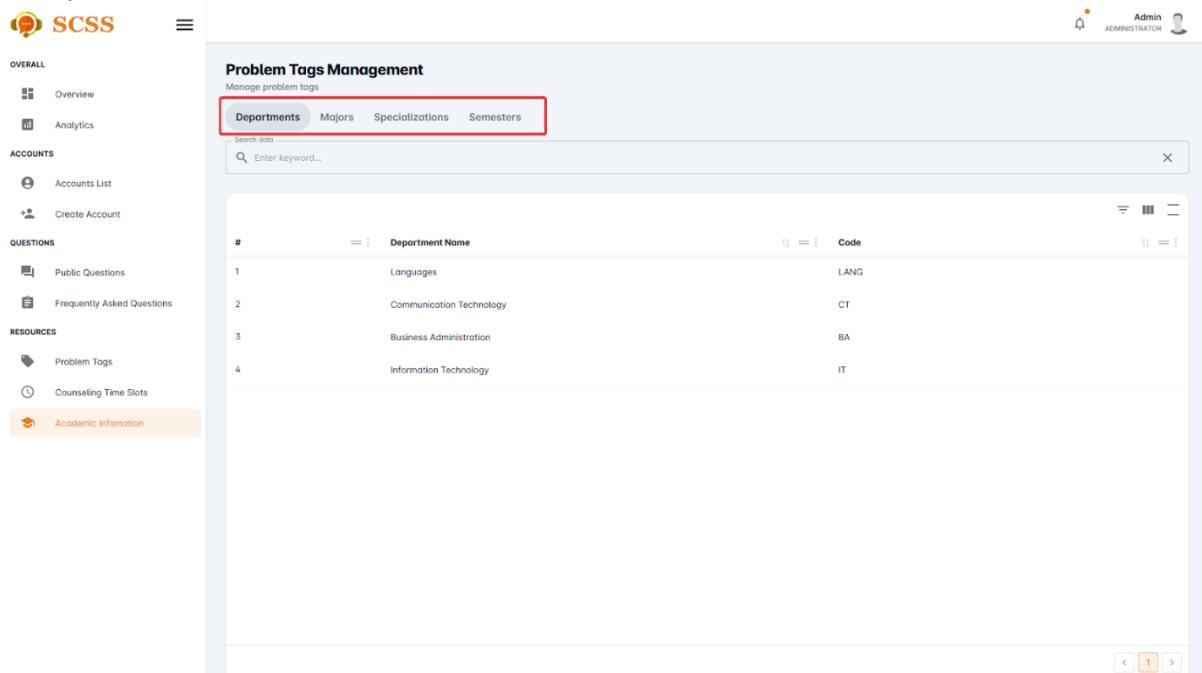


Figure 309 - User Manual - Feature 43 – Step 4

3.2.8. Question Management

3.2.8.1. Update public question's public status.

3.2.8.1.1. Description

Use this guideline to update a public question's public status using an administrator account.

3.2.8.1.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

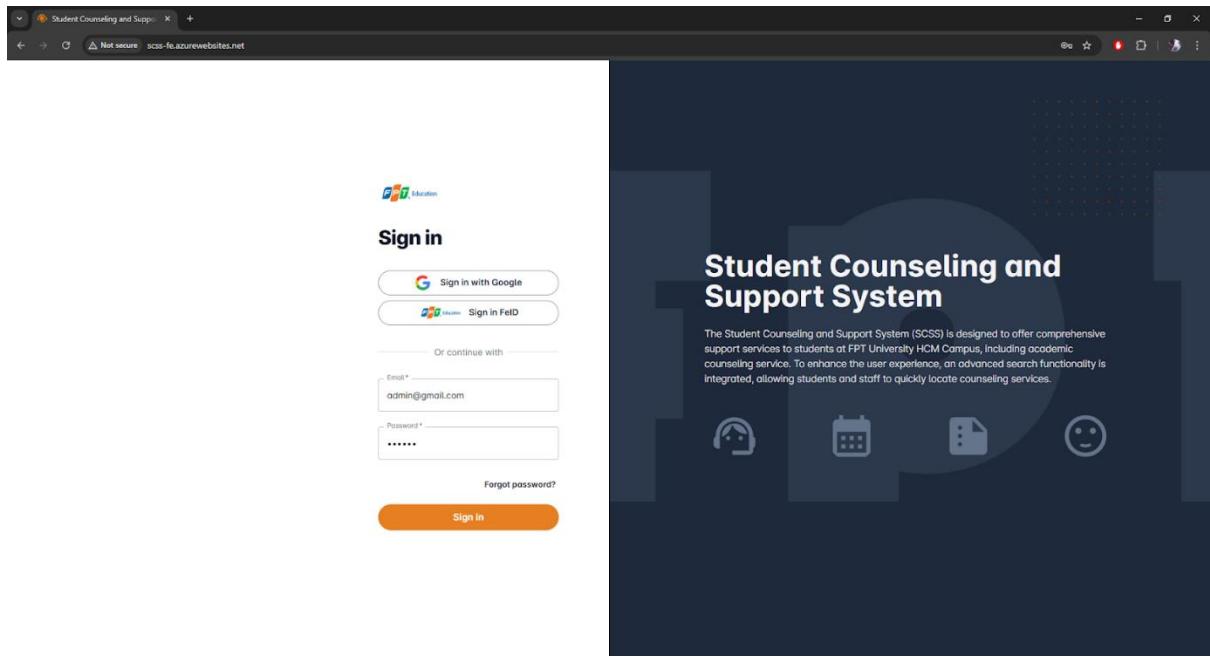


Figure 310 - User Manual - Feature 44 – Step 1

Step 2: Click the “Sign in ” button.

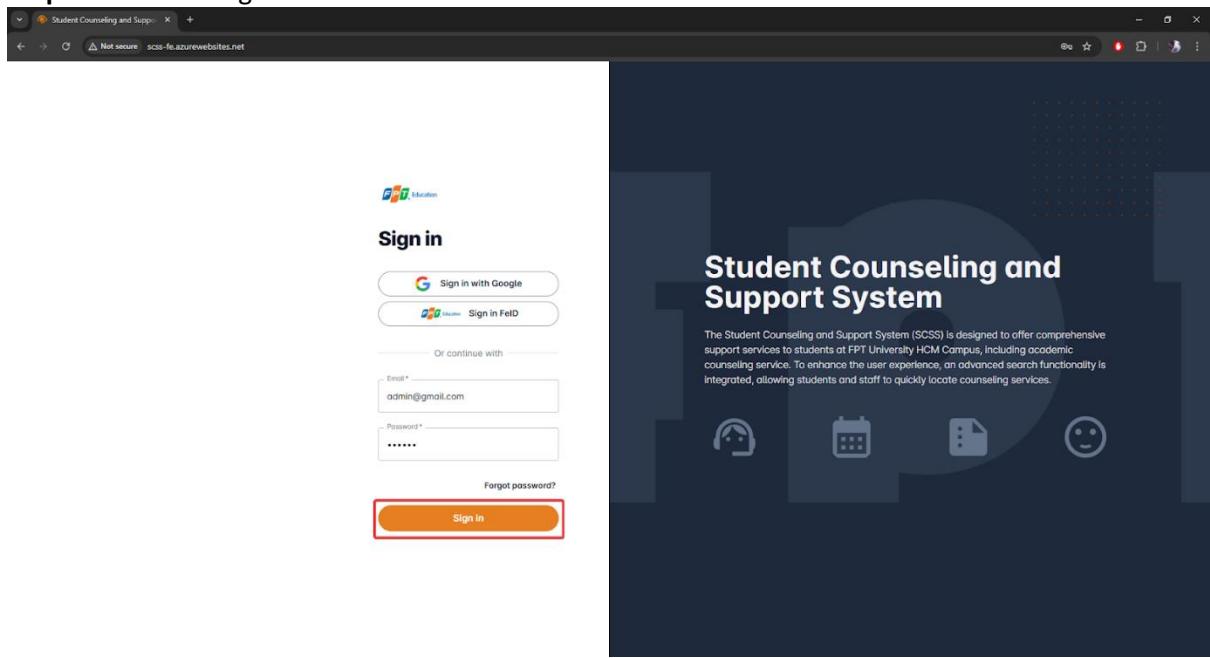


Figure 311 - User Manual - Feature 44 – Step 2

Step 3: From the homepage, choose “Public Questions” from the left sidebar.

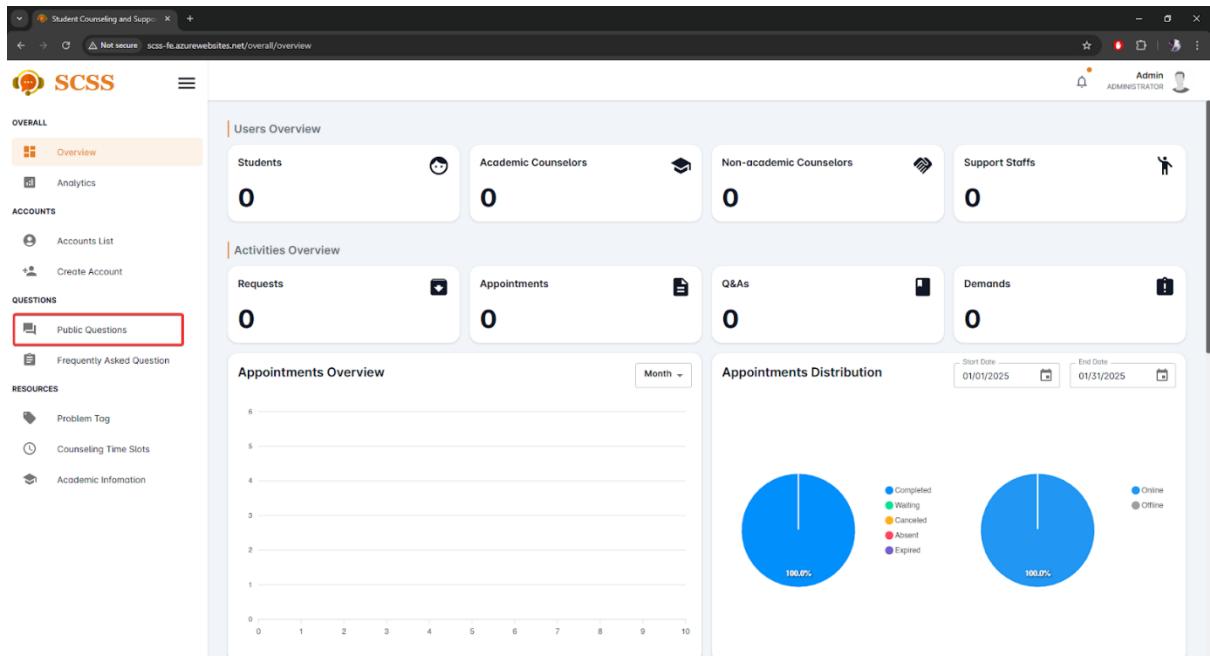


Figure 312 - User Manual - Feature 44 – Step 3

Step 4: Press the “...” button under the actions column, in the row of the selected question.

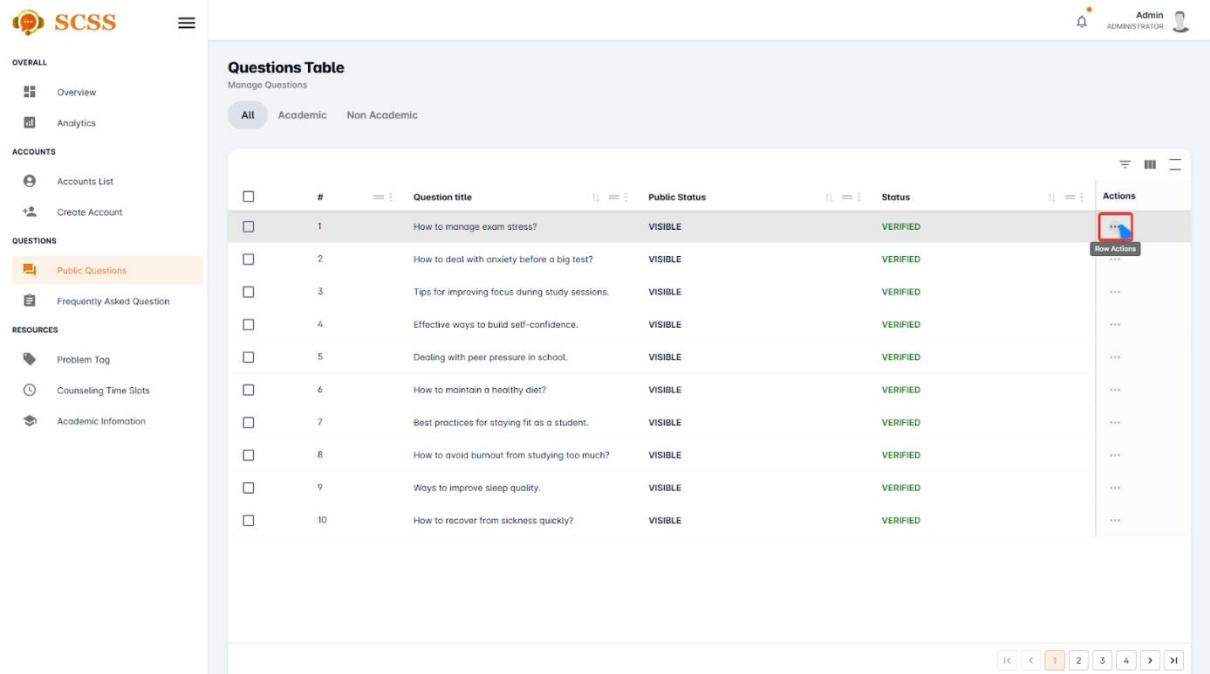


Figure 313 - User Manual - Feature 44 – Step 4

Step 5: Press “Update public status” button

Figure 314 - User Manual - Feature 44 – Step 5

Step 6: Select a new status and press “Confirm” button.

Figure 315 - User Manual - Feature 44 – Step 6

Step 7: Press “Ok”.

The screenshot shows the 'Questions Table' section of the SCSS application. On the left, there's a sidebar with 'OVERALL' (Overview, Analytics), 'ACCOUNTS' (Accounts List, Create Account), 'QUESTIONS' (Public Questions, Frequently Asked Question), and 'RESOURCES' (Problem Tag, Counseling Time Slots, Academic Information). The main area is titled 'Questions Table' with a sub-header 'Manage Questions' and filters 'All', 'Academic', 'Non Academic'. A table lists 10 items, each with a checkbox, a question title, its public status (Visible or Verified), and its status (Visible or Verified). Item number 4 has a green checkmark next to it. A modal window is open in the center, displaying the message 'Successfully update 1 out of 1 item.' with an 'OK' button. At the bottom right of the table, there are navigation icons for back, forward, and search.

Figure 316 - User Manual - Feature 44 – Step 7

3.2.8.2. Update frequently asked question's visibility status.

3.2.8.2.1. Description

Use this guideline to update a frequently asked question's visibility status using an administrator account.

3.2.8.2.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

The screenshot shows a browser window for 'Student Counseling and Support System'. The address bar says 'Not secure scss-fe.azurewebsites.net'. The page has a dark blue header with the 'SCSS Education' logo. Below it is a 'Sign in' form with two buttons for 'Sign in with Google' and 'Sign in with Fido'. It says 'Or continue with' followed by email and password input fields. The email field contains 'admin@gmail.com' and the password field contains '*****'. There's a 'Forgot password?' link and a large orange 'Sign in' button. To the right of the form is a dark sidebar with icons for home, calendar, documents, and a smiley face, and text about the system's purpose.

Figure 317 - User Manual - Feature 45 – Step 1

Step 2: Click the “Sign in ” button.

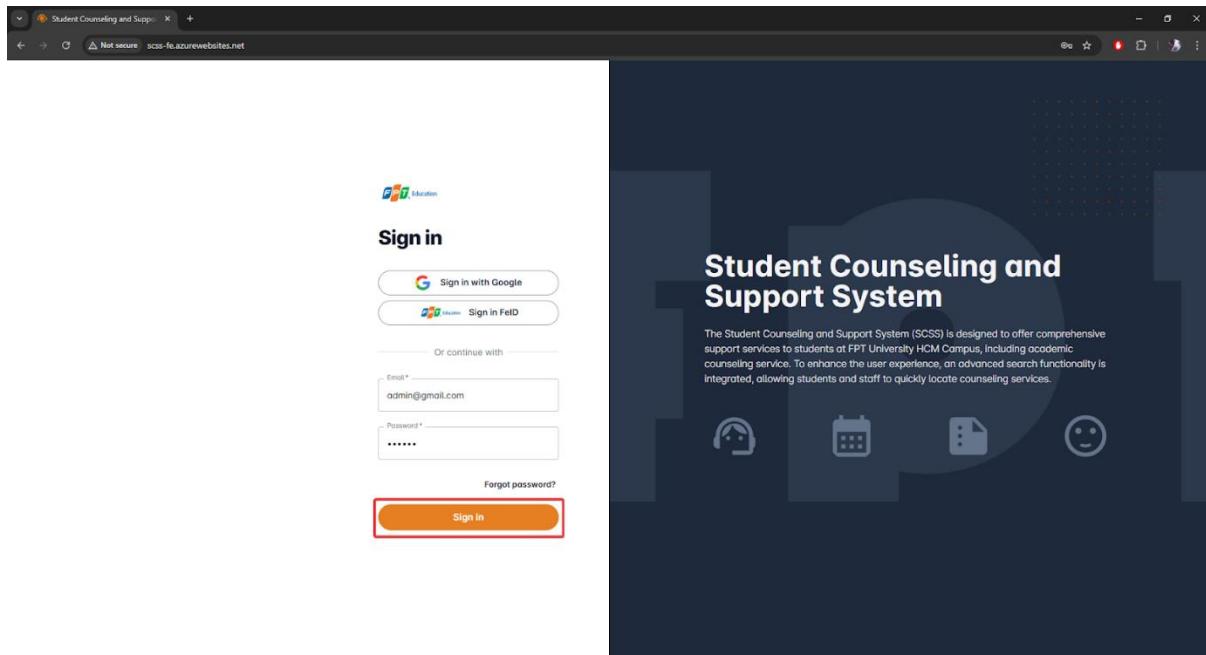


Figure 318 - User Manual - Feature 45 – Step 2

Step 3: From the homepage, choose “Frequently Asked Questions” from the left sidebar.

Figure 319 - User Manual - Feature 45 – Step 3

Step 4: Press the “...” button under the actions column, in the row of the selected question.

Frequently Asked Question Table

#	Question Title	Question	Status	Counselor	Actions
1	Peer Pressure and Academic Performance	Describe the impact of peer pressure on academic performance.	VISIBLE	Nguyễn Thị Tốm 1	
2	Teachers' Role in Peer Pressure	What role do teachers play in helping students deal with peer pressure?	VISIBLE	Nguyễn Thị Tốm 1	...
3	Coping with Peer Pressure	How can students cope with peer pressure effectively?	VISIBLE	Nguyễn Thị Tốm 1	...
4	Addressing Anxiety in Students	What are the signs of anxiety in students and how can they be addressed?	VISIBLE	Nguyễn Thị Tốm 1	...
5	Peer Pressure and Mental Health	How does peer pressure affect mental health in schools?	VISIBLE	Nguyễn Thị Tốm 1	...
6	Promoting Healthy Eating	How can schools promote healthy eating habits among students?	VISIBLE	Nguyễn Thị Tốm 1	...
7	Physical Activity for Mental Health	Describe the importance of physical activity for mental health in students.	VISIBLE	Nguyễn Thị Tốm 1	...
8	Addressing Anxiety in Students	What are the signs of anxiety in students and how can they be addressed?	VISIBLE	Nguyễn Thị Tốm 1	...
9	Peer Pressure and Mental Health	How does peer pressure affect mental	VISIBLE	Nguyễn Thị Tốm 1	...

Figure 320 - User Manual - Feature 45 – Step 4

Step 5: Press “Update visibility status” button

Frequently Asked Question Table

#	Question Title	Question	Status	Counselor	Actions
1	Peer Pressure and Academic Performance	Describe the impact of peer pressure on academic performance.	VISIBLE	Nguyễn Thị Tốm 1	
2	Teachers' Role in Peer Pressure	What role do teachers play in helping students deal with peer pressure?	VISIBLE	Nguyễn Thị Tốm 1	
3	Coping with Peer Pressure	How can students cope with peer pressure effectively?	VISIBLE	Nguyễn Thị Tốm 1	...
4	Addressing Anxiety in Students	What are the signs of anxiety in students and how can they be addressed?	VISIBLE	Nguyễn Thị Tốm 1	...
5	Peer Pressure and Mental Health	How does peer pressure affect mental health in schools?	VISIBLE	Nguyễn Thị Tốm 1	...
6	Promoting Healthy Eating	How can schools promote healthy eating habits among students?	VISIBLE	Nguyễn Thị Tốm 1	...
7	Physical Activity for Mental Health	Describe the importance of physical activity for mental health in students.	VISIBLE	Nguyễn Thị Tốm 1	...
8	Addressing Anxiety in Students	What are the signs of anxiety in students and how can they be addressed?	VISIBLE	Nguyễn Thị Tốm 1	...
9	Peer Pressure and Mental Health	How does peer pressure affect mental	VISIBLE	Nguyễn Thị Tốm 1	...

Figure 321 - User Manual - Feature 45 – Step 5

Step 6: Select a new status and press “Confirm” button.

The screenshot shows the SCSS application's interface for managing frequently asked questions. On the left, there's a sidebar with categories like Overall, Accounts, Questions, and Resources. Under Questions, 'Frequently Asked Questions' is selected. The main area displays a table of questions with columns for Question Title, Question, Status, Counselor, and Actions. One row's status is being updated from 'VISIBLE' to 'HIDDEN'. A modal dialog box is centered over the table, asking 'Please select the status you want to update to' and showing a dropdown menu with 'Visible' and 'Hidden' options. The 'Update' button in the dialog is highlighted with a red box.

Figure 322 - User Manual - Feature 45 – Step 6

Step 7: Press “Ok”.

This screenshot shows the same SCSS application interface as Figure 322. The modal dialog box now displays a green checkmark icon and the text 'Update status successfully'. The 'OK' button at the bottom of the dialog is highlighted with a red box. The rest of the application interface, including the sidebar and the table of frequently asked questions, remains the same.

Figure 323 - User Manual - Feature 45 – Step 7

3.2.8.3. Create frequently asked question’s category.

3.2.8.3.1. Description

Use this guideline to create frequently asked question’s category using an administrator account.

3.2.8.3.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

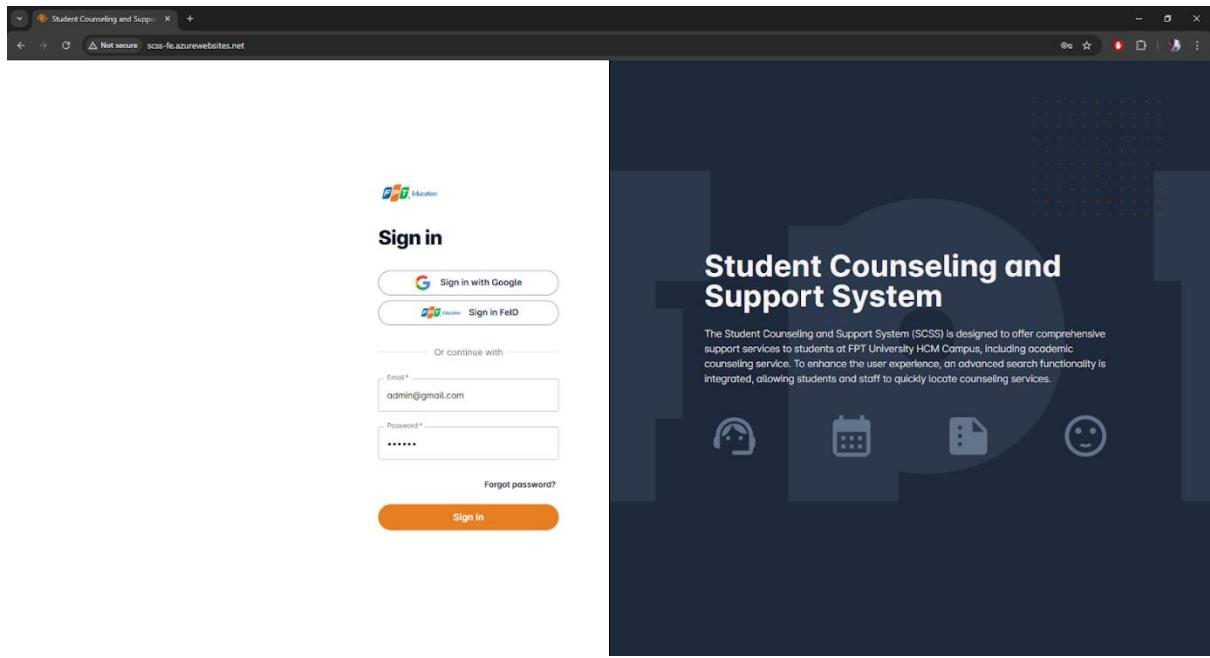


Figure 324 - User Manual - Feature 46 – Step 1

Step 2: Click the “Sign in ” button.

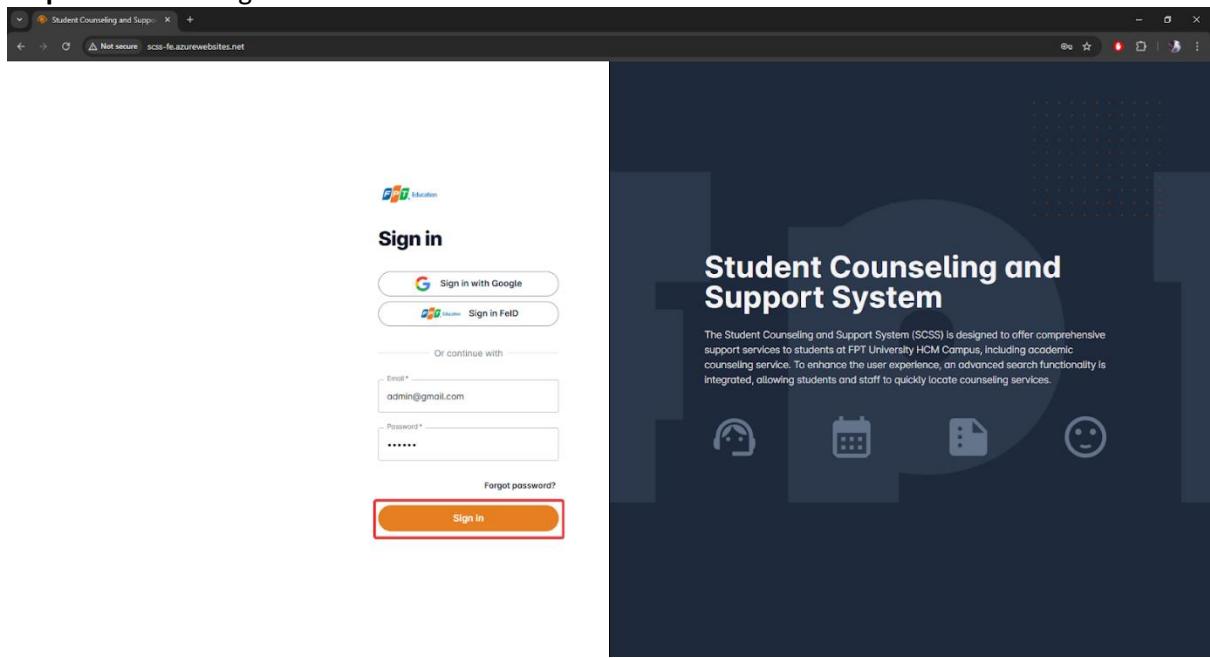


Figure 325 - User Manual - Feature 46 – Step 2

Step 3: From the homepage, choose “Frequently Asked Questions” from the left sidebar.

The screenshot shows the SCSS application's main dashboard. On the left, there is a sidebar with various menu items: Overview, Analytics, Accounts List, Create Account, Public Questions, Frequently Asked Questions (which is highlighted with a red border), Problem Tags, Counseling Time Slots, and Academic Information. The main content area is titled 'Users Overview' and displays four categories: Students, Academic Counselors, Non-academic Counselors, and Support Staffs, each with a count of 0. Below this is the 'Activities Overview' section with four categories: Requests, Appointments, Q&As, and Demands, also all showing 0. To the right, there are two sections: 'Appointments Overview' (a chart from 0 to 10) and 'Appointments Distribution' (a chart showing status: Completed, Waiting, Canceled, Absent, Expired, Online, Offline). At the bottom, there are 'Q&As Overview' and 'Q&As Distribution' sections.

Figure 326 - User Manual - Feature 46 – Step 3

Step 4: Press the “Add Frequently Asked Question Category” button.

This screenshot shows the 'Frequently Asked Question Table' page. The sidebar on the left is identical to Figure 326. The main table lists 9 frequently asked questions, each with details like title, question text, status, counselor, and actions. A red box highlights the 'Add Frequently Asked Question Category' button at the top right of the table area.

#	Question Title	Question	Status	Counselor	Actions
1	Peer Pressure and Academic Performance	Describe the impact of peer pressure on academic performance.	HIDE	Nguyễn Thị Tốm.1	...
2	Teachers' Role in Peer Pressure	What role do teachers play in helping students deal with peer pressure?	VISIBLE	Nguyễn Thị Tốm.1	...
3	Coping with Peer Pressure	How can students cope with peer pressure effectively?	VISIBLE	Nguyễn Thị Tốm.1	...
4	Addressing Anxiety in Students	What are the signs of anxiety in students and how can they be addressed?	VISIBLE	Nguyễn Thị Tốm.1	...
5	Peer Pressure and Mental Health	How does peer pressure affect mental health in schools?	VISIBLE	Nguyễn Thị Tốm.1	...
6	Promoting Healthy Eating	How can schools promote healthy eating habits among students?	VISIBLE	Nguyễn Thị Tốm.1	...
7	Physical Activity for Mental Health	Describe the importance of physical activity for mental health in students.	VISIBLE	Nguyễn Thị Tốm.1	...
8	Addressing Anxiety in Students	What are the signs of anxiety in students and how can they be addressed?	VISIBLE	Nguyễn Thị Tốm.1	...
9	Peer Pressure and Mental Health	How does peer pressure affect mental	VISIBLE	Nguyễn Thị Tốm.1	...

Figure 327 - User Manual - Feature 46 – Step 4

Step 5: Fill in “Category’s name” and select “Type”, then press the “Confirm” button.

Figure 328 - User Manual - Feature 46 – Step 5

Step 6: Press “Ok”.

Figure 329 - User Manual - Feature 46 – Step 6

3.2.8.4. Update frequently asked question's category.

3.2.8.4.1. Description

Use this guideline to update a frequently asked question's category using an administrator account.

3.2.8.4.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

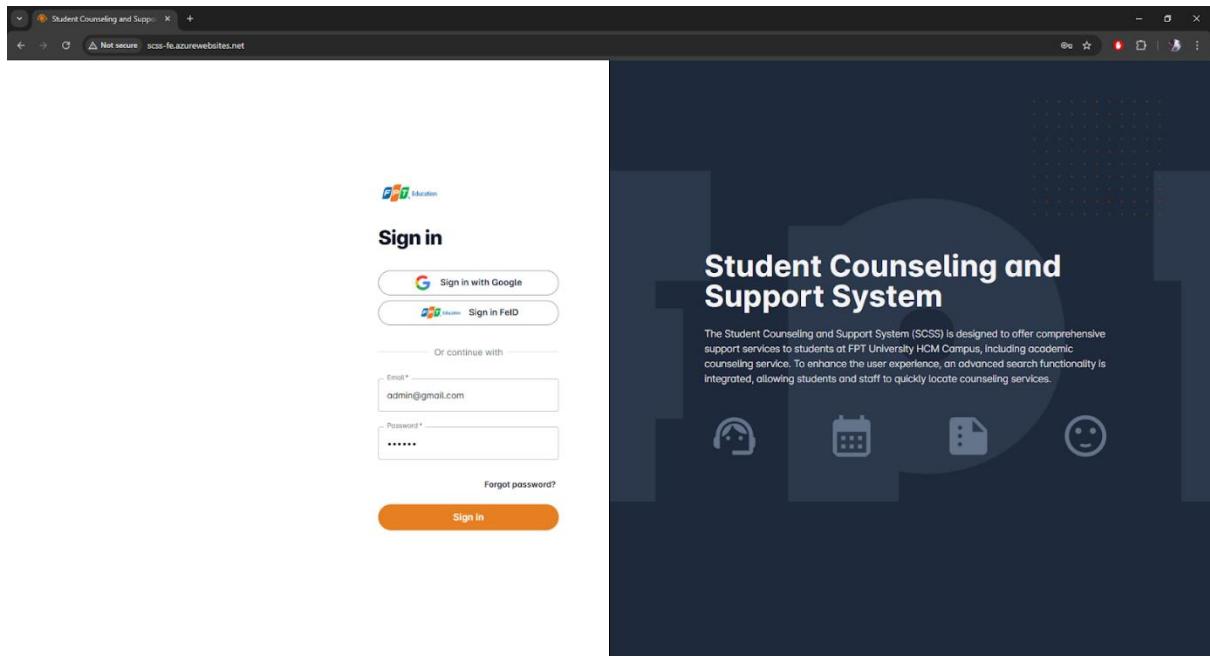


Figure 330 - User Manual - Feature 47 – Step 1

Step 2: Click the “Sign in ” button.

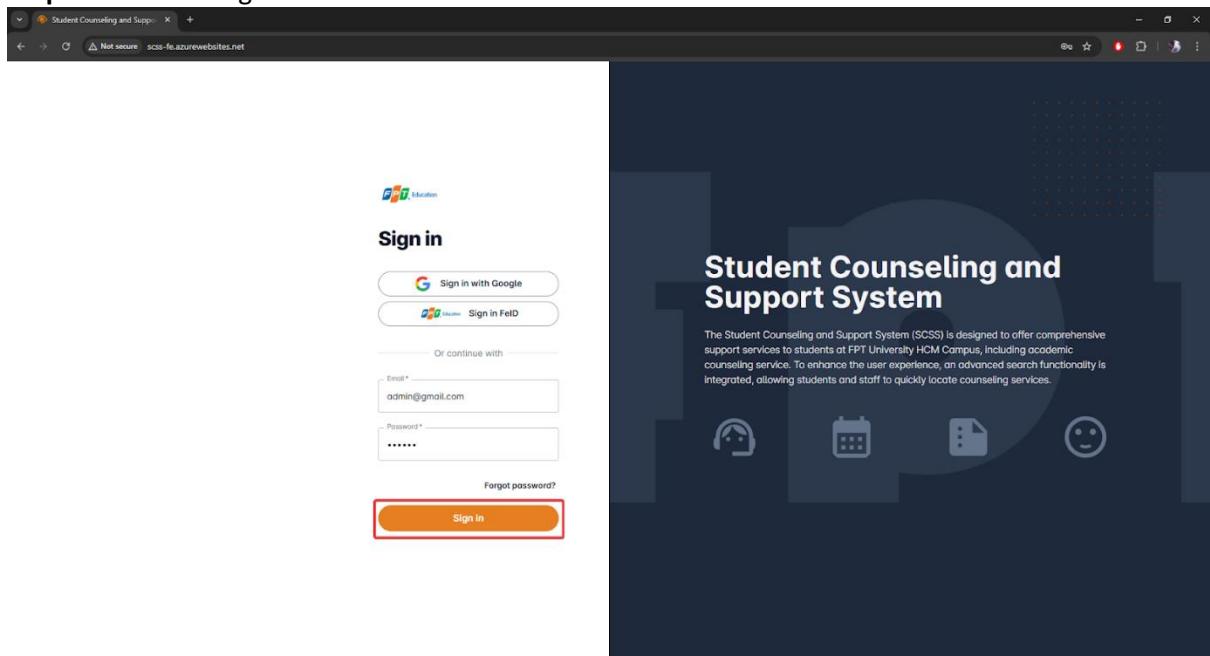


Figure 331 - User Manual - Feature 47 – Step 2

Step 3: From the homepage, choose “Frequently Asked Questions” from the left sidebar.

The screenshot shows the SCSS application's main dashboard. On the left, a sidebar lists various sections: OVERALL (Overview, Analytics), ACCOUNTS (Accounts List, Create Account), QUESTIONS (Public Questions, Frequently Asked Questions), and RESOURCES (Problem Tags, Counseling Time Slots, Academic Information). The 'Frequently Asked Questions' section is highlighted with a red box. The main content area contains several cards: 'Users Overview' (Students: 0, Academic Counselors: 0, Non-academic Counselors: 0, Support Staffs: 0), 'Activities Overview' (Requests: 0, Appointments: 0, Q&As: 0, Demands: 0), 'Appointments Overview' (a chart from 0 to 10), 'Appointments Distribution' (a chart from 01/01/2025 to 01/31/2025 with status filters: Completed, Waiting, Canceled, Absent, Expired, Online, Offline), 'Q&As Overview' (a chart from 0 to 10), and 'Q&As Distribution' (a chart from 01/01/2025 to 01/31/2025).

Figure 332 - User Manual - Feature 47 – Step 3

Step 4: Select the “Category” tab.

The screenshot shows the 'Frequently Asked Question Table' page. The sidebar is identical to Figure 332. The main area features a table titled 'Manage Frequently Asked Questions' with columns: #, Category Name, Type, and Actions. The 'Category' tab is selected, highlighted with a red box. The table data is as follows:

#	Category Name	Type	Actions
1	Software	ACADEMIC	...
2	Artificial Intelligence	ACADEMIC	...
3	Business	ACADEMIC	...
4	Stress Management	NON_ACADEMIC	...
5	Peer Pressure	NON_ACADEMIC	...
6	Executive Tasks	NON_ACADEMIC	...

Figure 333 - User Manual - Feature 47 – Step 4

Step 5: Press the “...” button, in the row of the selected category.

Frequently Asked Question Table
Manage Frequently Asked Questions

#	Category Name	Type	Actions
1	Software	ACADEMIC	...
2	Artificial Intelligence	ACADEMIC	...
3	Business	ACADEMIC	...
4	Stress Management	NON_ACADEMIC	...
5	Peer Pressure	NON_ACADEMIC	...
6	Time Management	NON_ACADEMIC	...

Figure 334 - User Manual - Feature 47 – Step 5

Step 6: Select the “Update” button.

Frequently Asked Question Table
Manage Frequently Asked Questions

#	Category Name	Type	Actions
1	Software	ACADEMIC	...
2	Artificial Intelligence	ACADEMIC	...
3	Business	ACADEMIC	...
4	Stress Management	NON_ACADEMIC	...
5	Peer Pressure	NON_ACADEMIC	...
6	Time Management	NON_ACADEMIC	...

Figure 335 - User Manual - Feature 47 – Step 6

Step 7: Fill in “Category’s name” and select “Type”, then press “Confirm” button.

The screenshot shows the SCSS application's interface. On the left, there's a sidebar with categories like Overall, Accounts, Questions, and Resources. Under Questions, 'Public Questions' and 'Frequently Asked Questions' are listed, with 'Frequently Asked Questions' being the active tab. The main content area displays a table titled 'Frequently Asked Question Table' with columns for #, Category Name, and Type. The table contains six rows of data. A modal window titled 'Update question category' is overlaid on the page, asking to change the category name from 'Executive Tasks' to 'Non Academic'. The 'Confirm' button in the modal is highlighted with a red box.

Figure 336 - User Manual - Feature 47 – Step 7

Step 8: Press “Ok”.

This screenshot shows the same SCSS application interface as Figure 336, but after the update has been completed. The modal window from Figure 336 is no longer present. Instead, a central pop-up message says 'Update category successfully' with an 'OK' button. The rest of the page, including the table and sidebar, remains the same.

Figure 337 - User Manual - Feature 47 – Step 8

3.2.8.5. Remove frequently asked question’s category.

3.2.8.5.1. Description

Use this guideline to remove a frequently asked question’s category using an administrator account.

3.2.8.5.2. Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the administrator account.

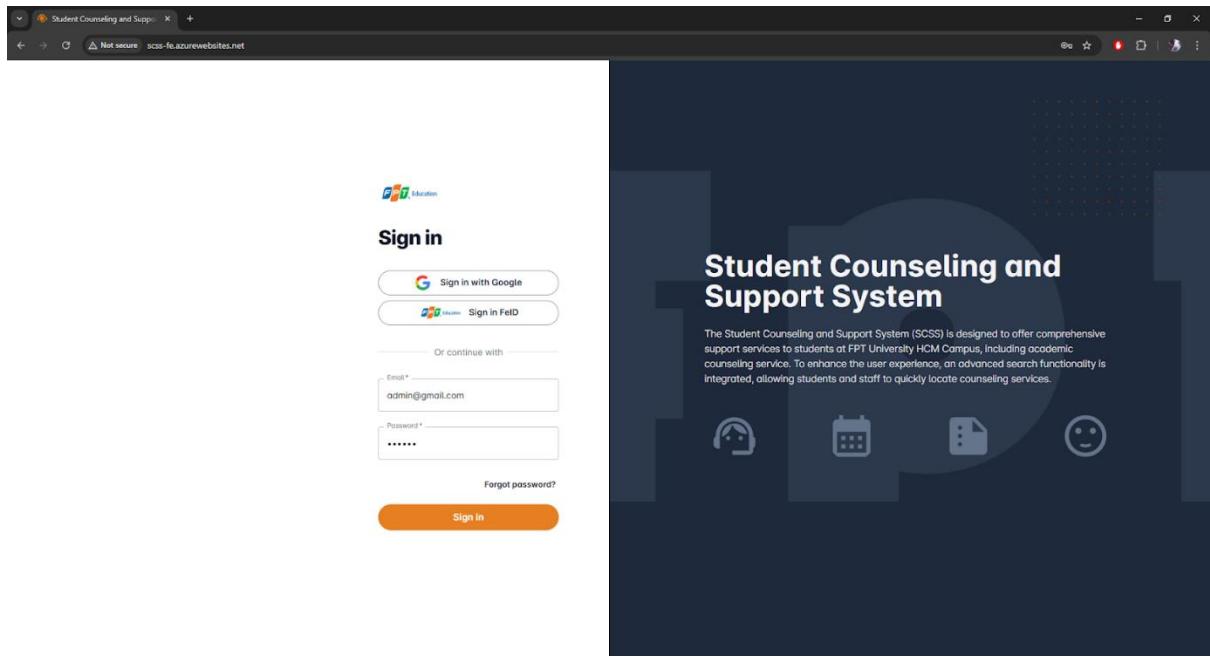


Figure 338 - User Manual - Feature 48 – Step 1

Step 2: Click the “Sign in ” button.

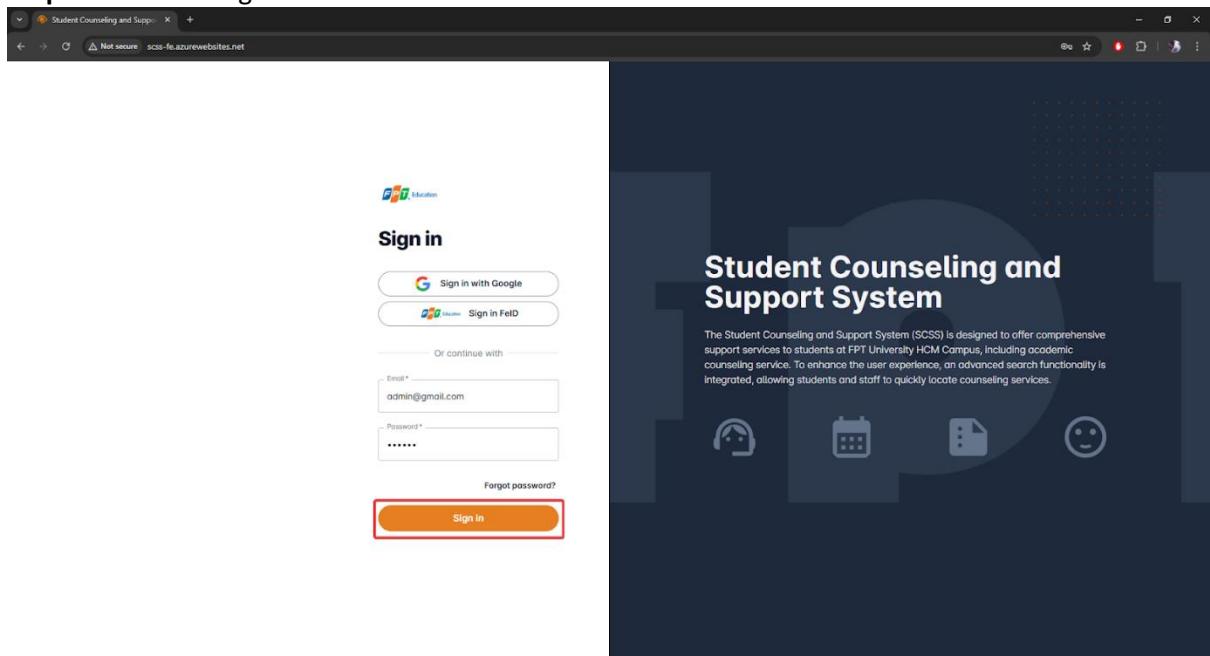


Figure 339 - User Manual - Feature 48 – Step 2

Step 3: From the homepage, choose “Frequently Asked Questions” from the left sidebar.

The screenshot shows the SCSS application's main dashboard. On the left, a sidebar menu includes 'Overview', 'Analytics', 'Accounts List', 'Create Account', 'Public Questions', and 'Frequently Asked Questions' (which is highlighted with a red box). Other sections like 'Problem Tags', 'Counseling Time Slots', and 'Academic Information' are also listed. The main content area contains several cards: 'Users Overview' (Students: 0, Academic Counselors: 0, Non-academic Counselors: 0, Support Staffs: 0), 'Activities Overview' (Requests: 0, Appointments: 0, Q&As: 0, Demands: 0), 'Appointments Overview' (a chart from 0 to 10), 'Appointments Distribution' (filters for Start Date: 01/01/2025, End Date: 01/31/2025, status: Completed, Waiting, Canceled, Absent, Expired, and online/offline status), 'Q&As Overview' (a chart from 0 to 6), and 'Q&As Distribution' (filters for Start Date: 01/01/2025, End Date: 01/31/2025).

Figure 340 - User Manual - Feature 48 – Step 3

Step 4: Select the “Category” tab.

The screenshot shows the 'Frequently Asked Question Table' page. The sidebar menu is identical to Figure 340. The main content area features a table titled 'Manage Frequently Asked Questions' with columns: '#', 'Category Name', 'Type', and 'Actions'. The table contains six rows with data: 1. Software (ACADEMIC), 2. Artificial Intelligence (ACADEMIC), 3. Business (ACADEMIC), 4. Stress Management (NON_ACADEMIC), 5. Peer Pressure (NON_ACADEMIC), and 6. Executive Tasks (NON_ACADEMIC). A 'Category' tab is highlighted with a red box at the top of the table. A search bar with placeholder 'Enter keyword...' is also visible.

Figure 341 - User Manual - Feature 48 – Step 4

Step 5: Press the “...” button, in the row of the selected category.

Frequently Asked Question Table

#	Category Name	Type	Actions
1	Software	ACADEMIC	...
2	Artificial Intelligence	ACADEMIC	...
3	Business	ACADEMIC	...
4	Stress Management	NON_ACADEMIC	...
5	Peer Pressure	NON_ACADEMIC	...
6	Time Management	NON_ACADEMIC	...

Figure 342 - User Manual - Feature 48 – Step 5

Step 6: Select the “Delete” button.

Frequently Asked Question Table

#	Category Name	Type	Actions
1	Software	ACADEMIC	...
2	Artificial Intelligence	ACADEMIC	...
3	Business	ACADEMIC	...
4	Stress Management	NON_ACADEMIC	...
5	Peer Pressure	NON_ACADEMIC	...
6	Executive Tasks	NON_ACADEMIC	...

Figure 343 - User Manual - Feature 48 – Step 6

Step 7: Press the “Confirm” button.

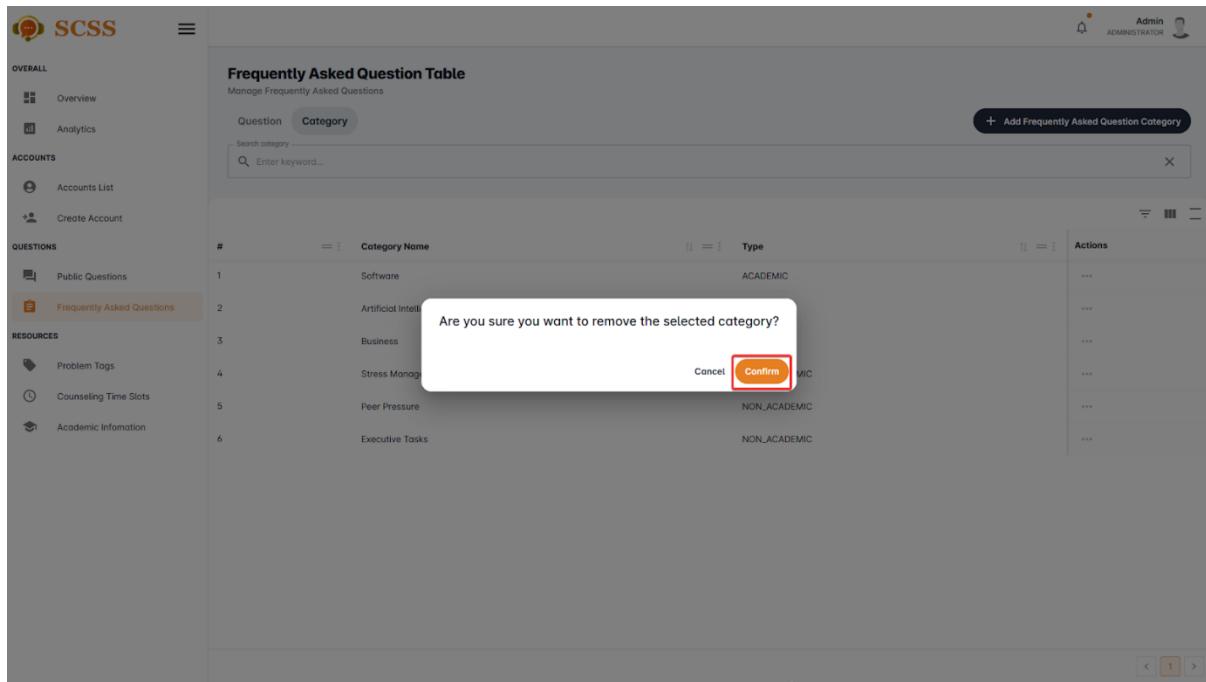


Figure 344 - User Manual - Feature 48 – Step 7

Step 8: Press “Ok”.

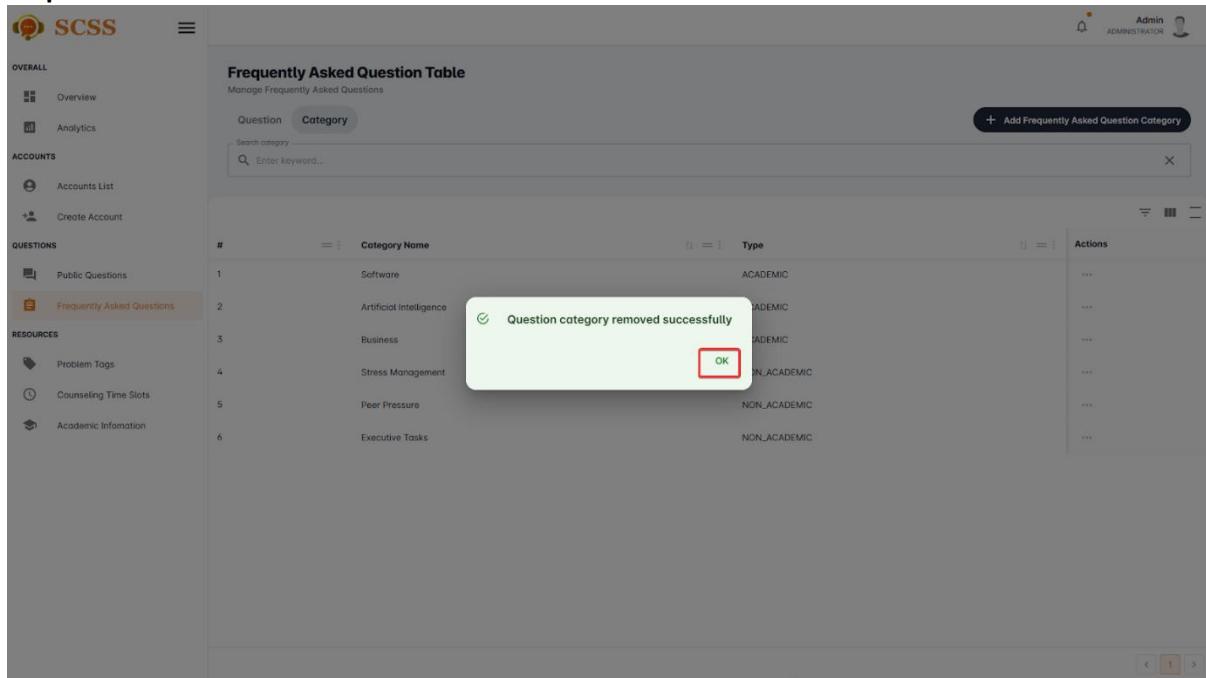


Figure 345 - User Manual - Feature 48 – Step 8

3.2.9. Analytics View

3.2.9.1. View analytics

3.2.9.1.1 Description

Use this guideline to view analytics.

3.2.9.1.2 . Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the manager or admin account.

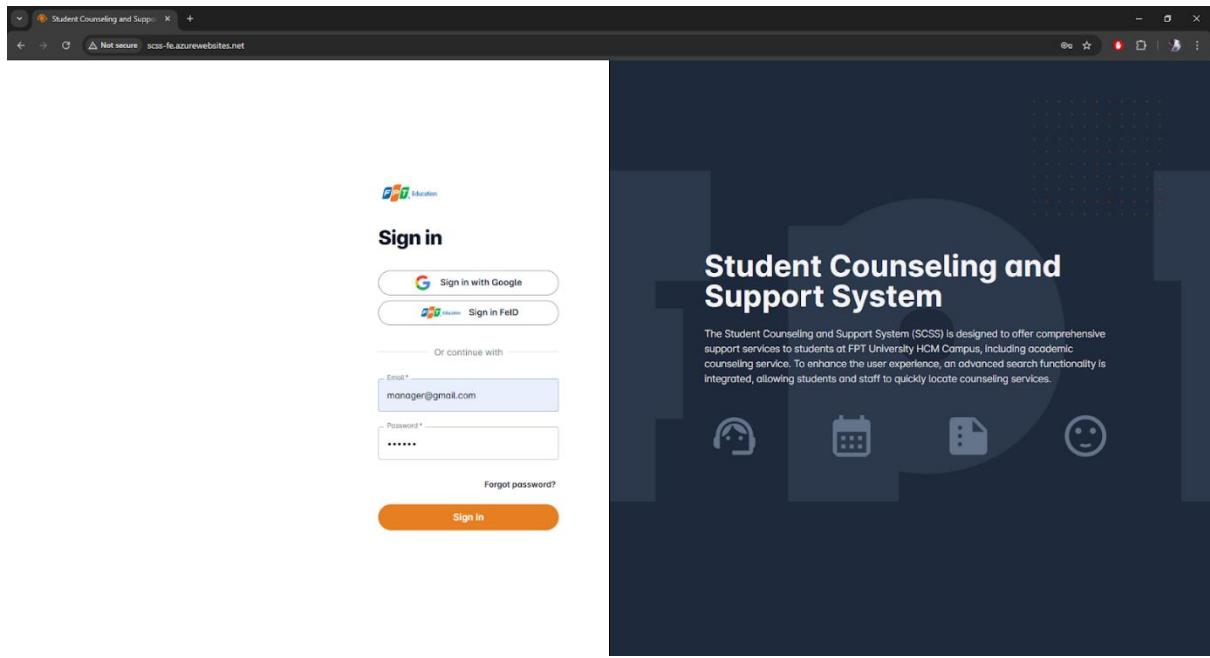


Figure 346 - User Manual - Feature 49 – Step 1

Step 2: Click the “Sign in ” button.

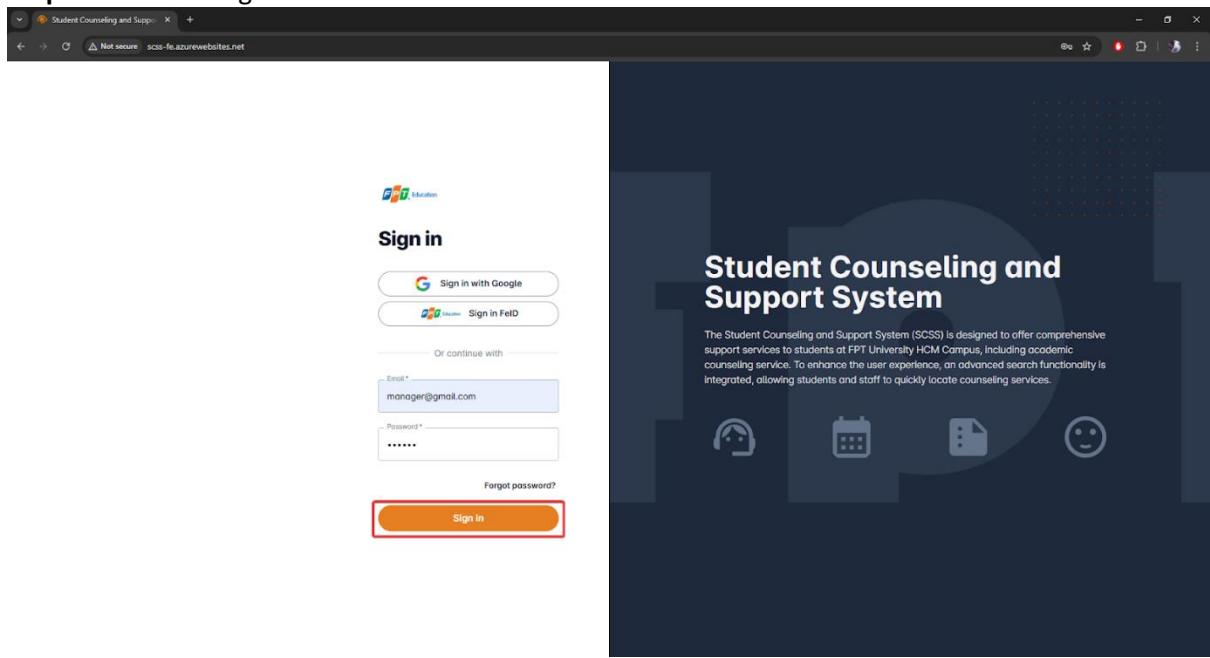


Figure 347 - User Manual - Feature 49 – Step 2

Step 3: From the homepage, choose “Analytics” from the left sidebar.

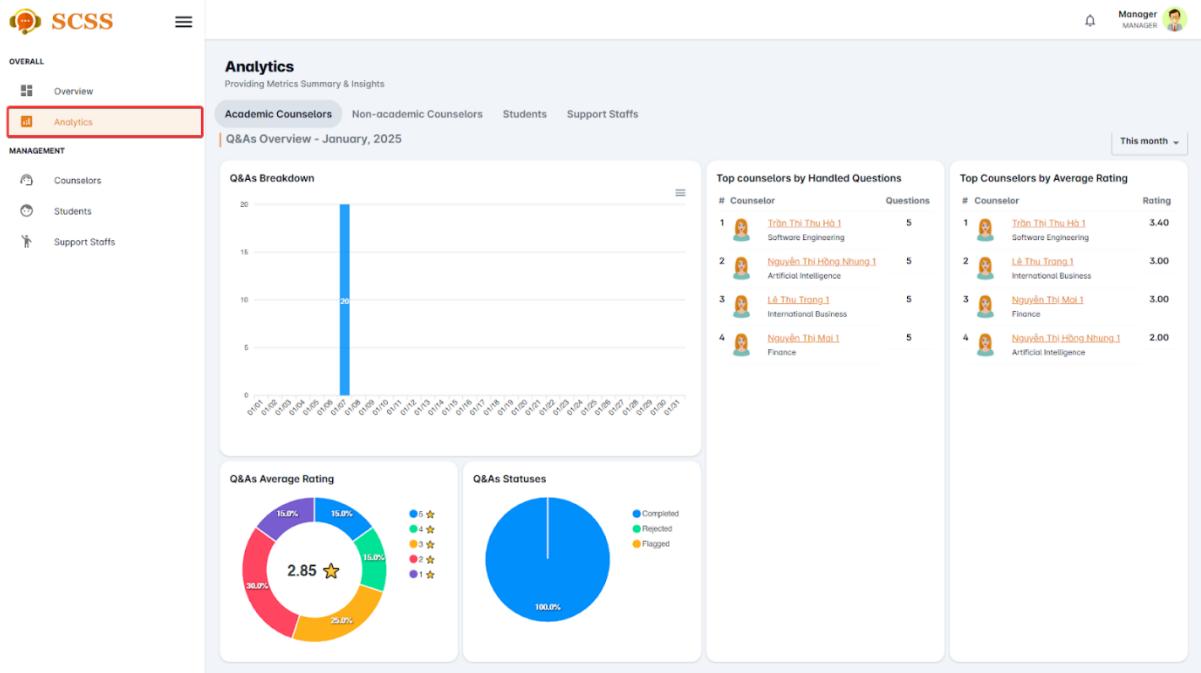


Figure 348 - User Manual - Feature 49 – Step 3

3.2.9.2. View overview

3.2.9.2.1 Description

Use this guideline to view overview.

3.2.9.2.2 . Guide Steps

Step 1: Access SCSS at <http://scss-fe.azurewebsites.net/>. Then fill in “Email” and “Password” of the manager or admin account.

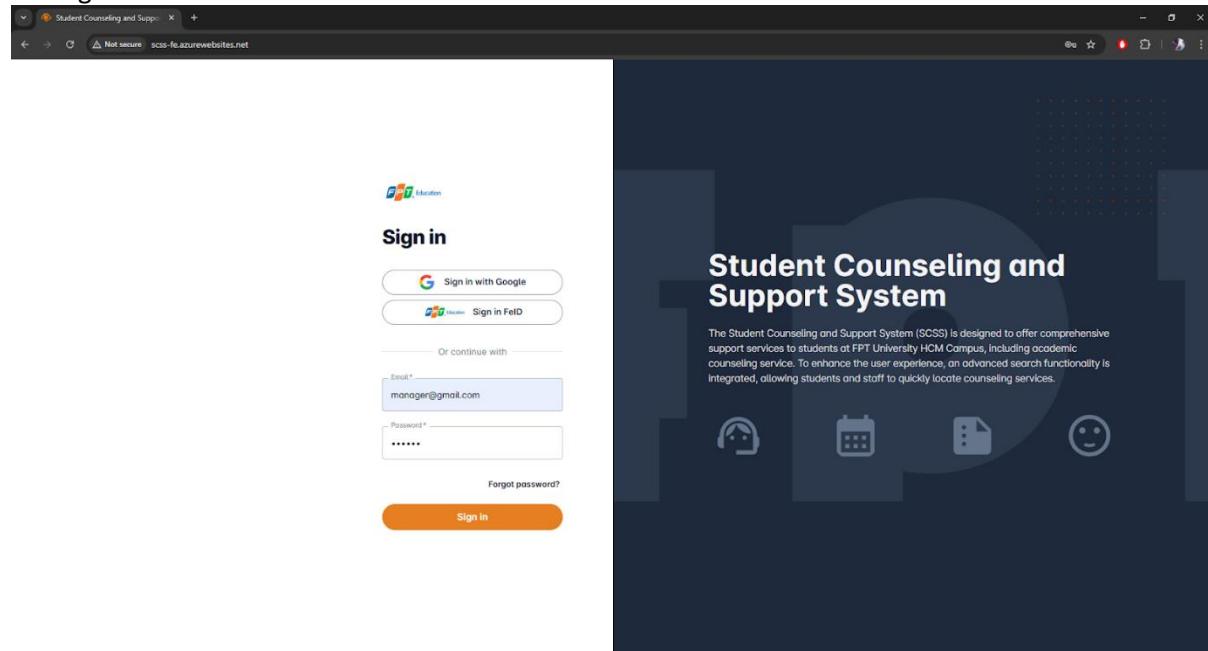


Figure 349 - User Manual - Feature 50 – Step 1

Step 2: Click the “Sign in ” button.

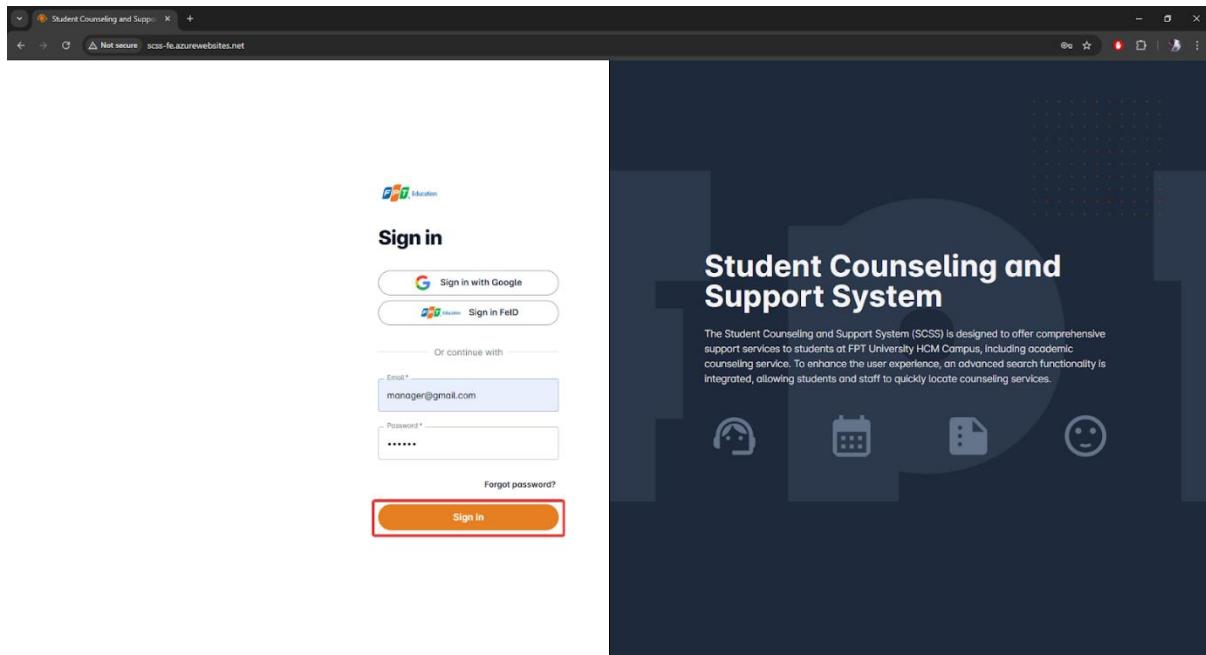


Figure 350 - User Manual - Feature 50 – Step 2

Step 3: From the homepage, choose “Overview” from the left sidebar.

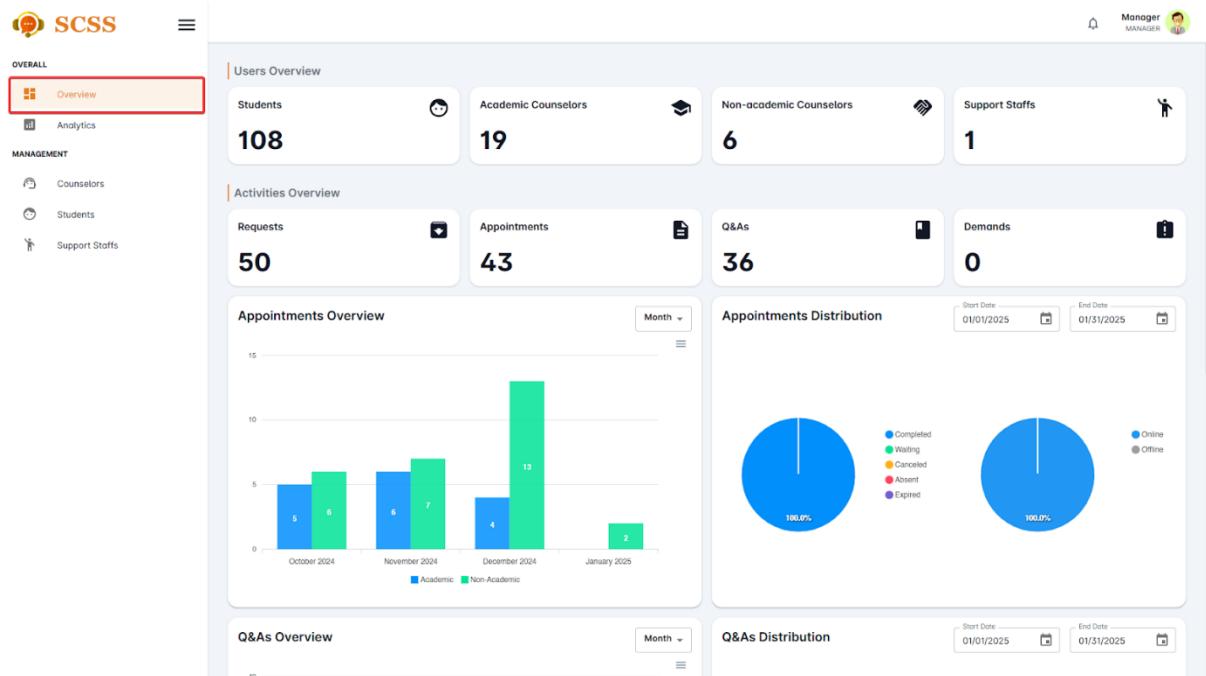


Figure 351 - User Manual - Feature 50 – Step 3

3.3. Mobile Application

3.3.1. Authentication

3.3.1.1. Login

3.3.1.1.1. Description

Use this guideline to login into SCSS with an email account. This mobile application supports login with email account that has been added as a counselor and a student.

3.3.1.1.2. Guide Steps

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password”

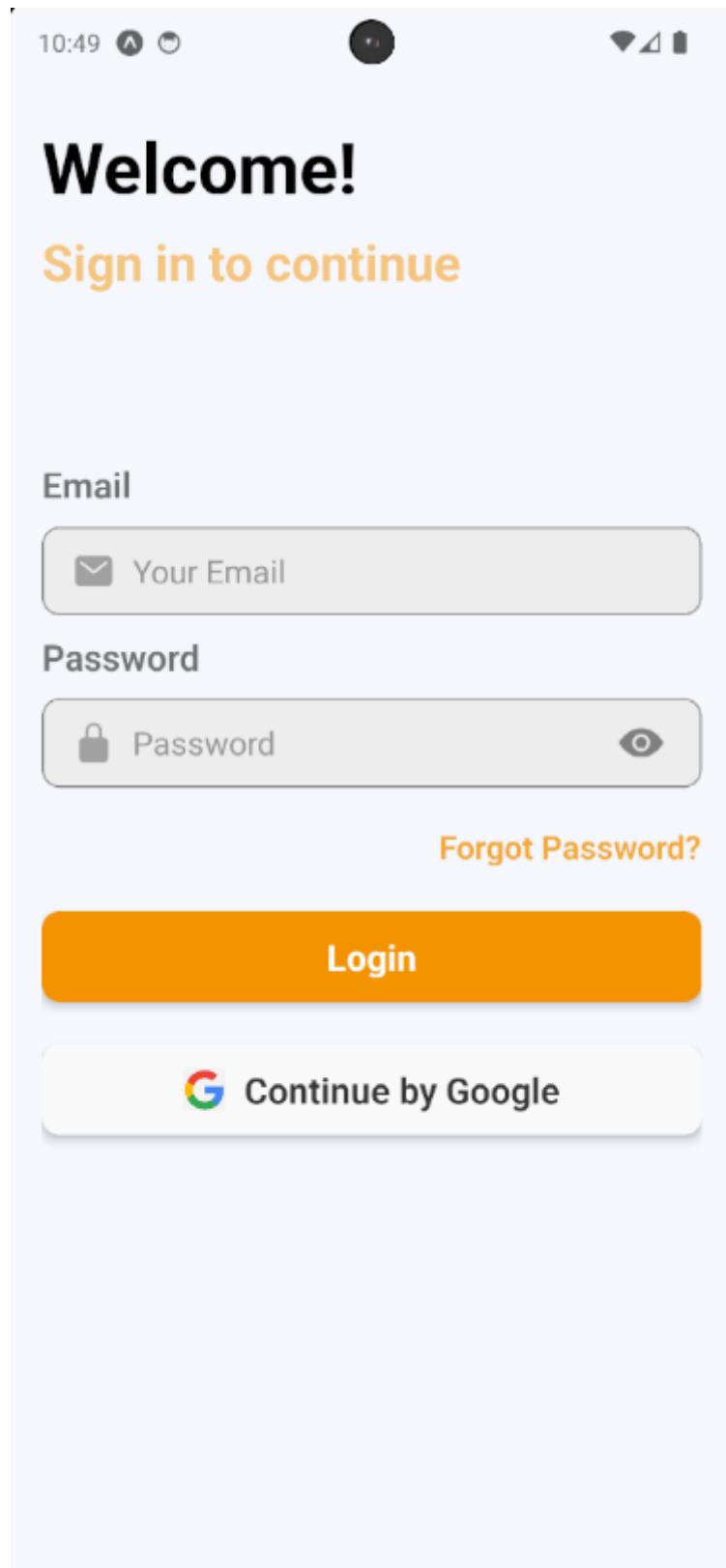


Figure 352 - User Manual - Mobile Feature 1 – Step 1

Step 2: Press “Login” Button

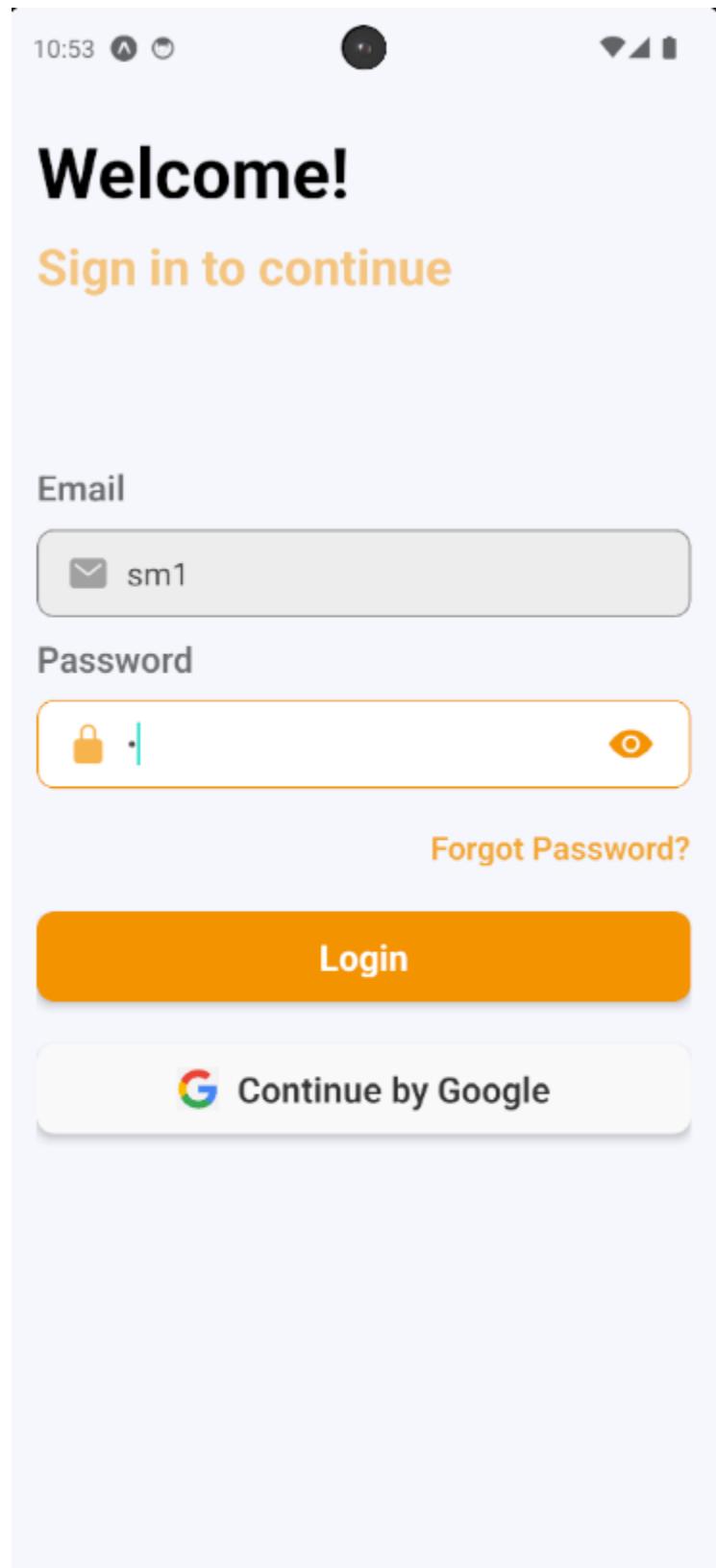


Figure 353 - User Manual - Mobile Feature 1 – Step 2

After logging in successfully, user is directed to the Home screen with account authenticated.

3.3.1.2. Reset Password

3.3.1.2.1. Description

Use this guide so users can reset their email account password when they forget their password.

3.3.1.2.2. Guide steps

Step 1: Access SCSS at mobile application. Then press “Forgot password?”.

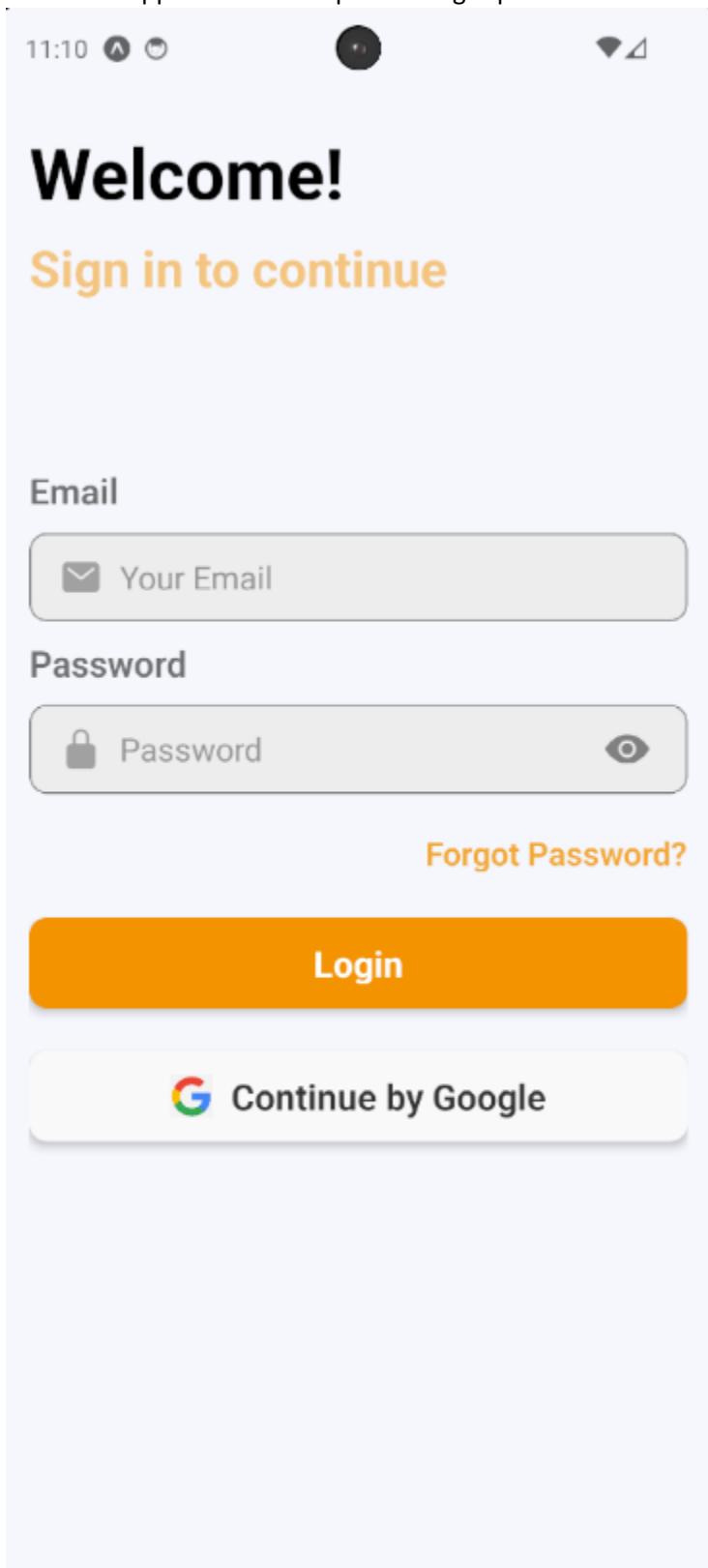


Figure 354 - User Manual - Mobile Feature 2 – Step 1

Step 2: Then fill in “Email”

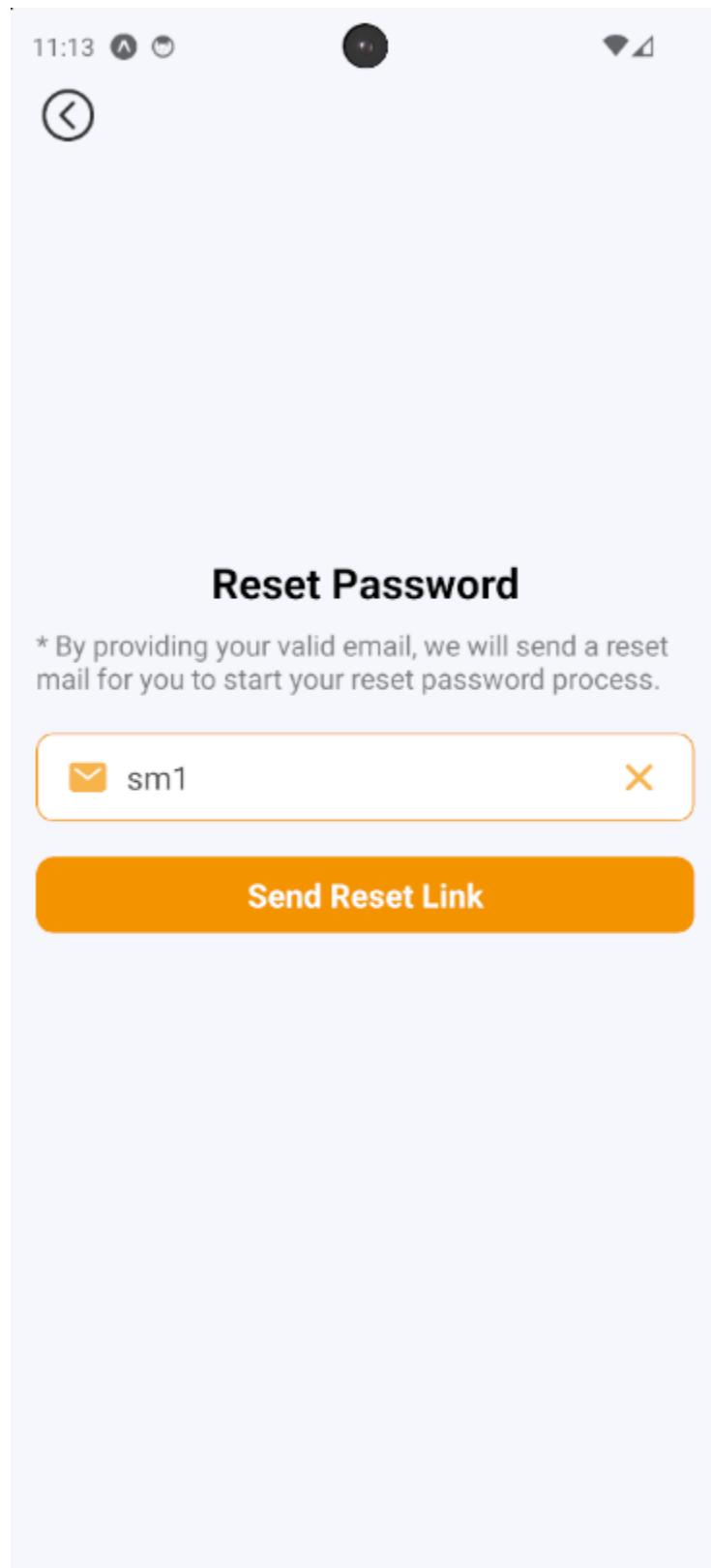


Figure 355 - User Manual - Mobile Feature 2 – Step 2

Step 3: Press “Send Reset Link” button

After sending the email successfully, the user is redirected to the Verify OTP Page with the email that sent the OTP authentication code.

3.3.1.3. Edit Password

3.3.1.3.1. Description

Use this guide so users can update their email account password when they want to edit their password.

This web application supports updating passwords for actors: Counselor and student.

3.3.1.3.2. Guide Steps

Step 1: Access SCSS at mobile application. After logging in successfully, press the avatar image on the up-right corner of the screen.

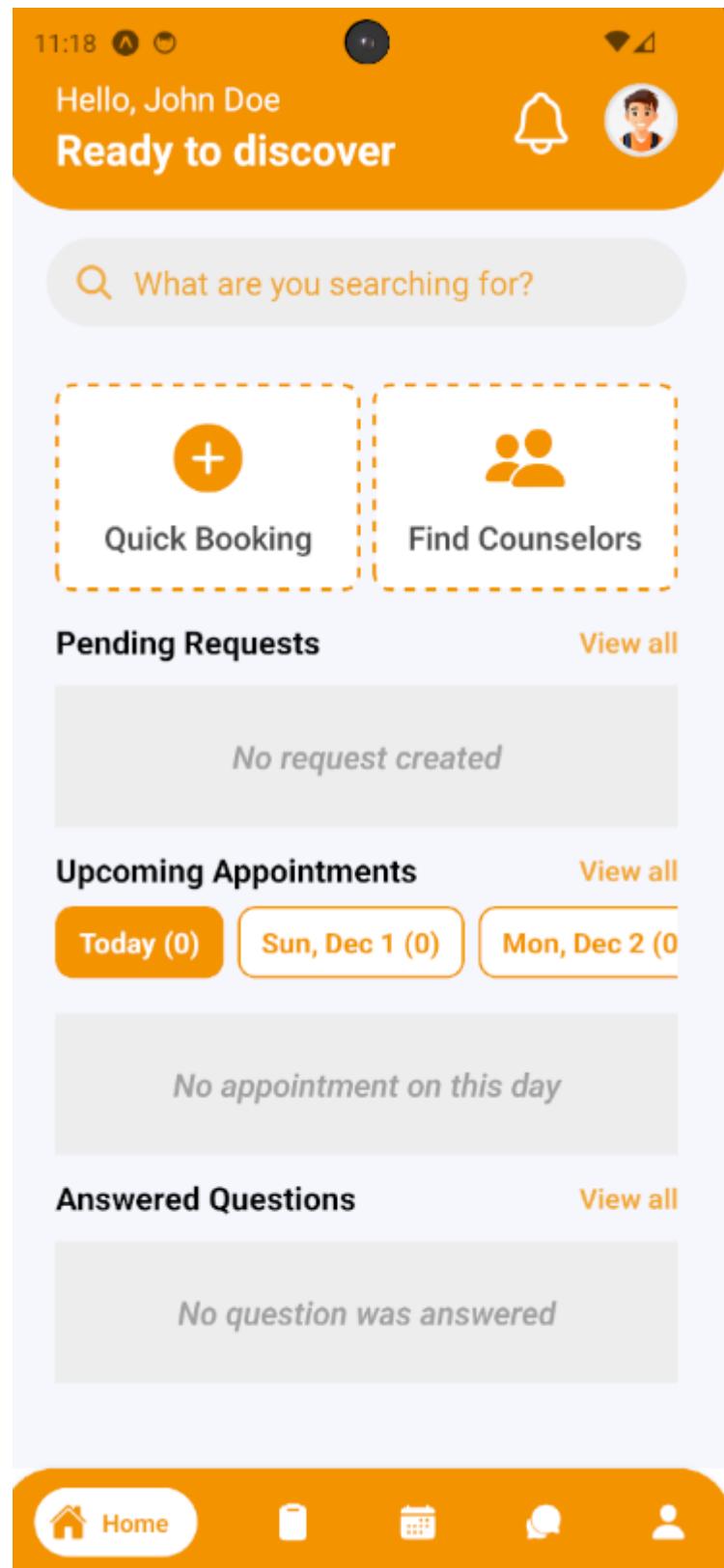


Figure 356 - User Manual - Mobile Feature 3 – Step 1

After pressing, it will navigate the user to Profile Screen.

Step 2: Press Change Password to navigate to Change Password Screen

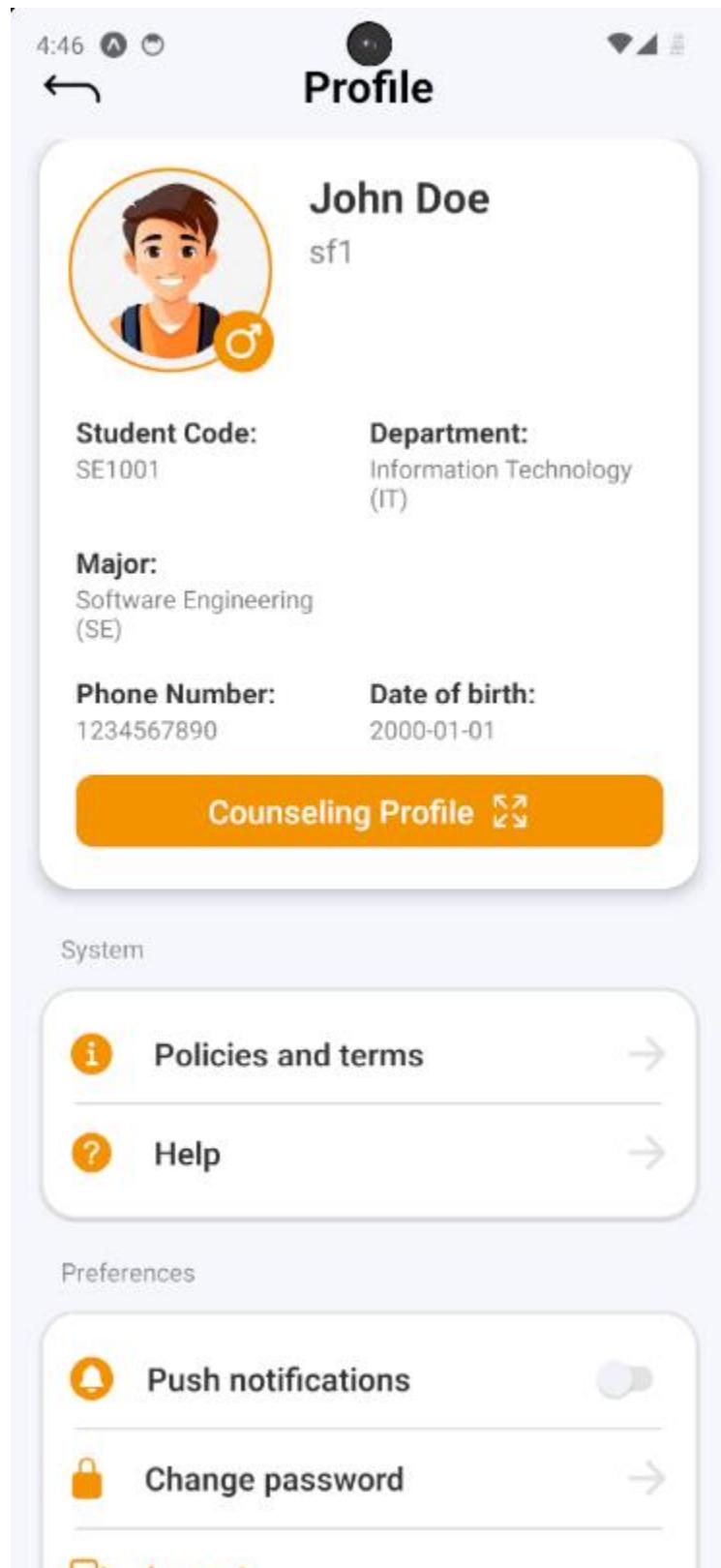


Figure 357 - User Manual - Mobile Feature 3 – Step 2

Step 3: Fill in “Current password”, “New password” and “Confirm password”, then press “Save Changes” button

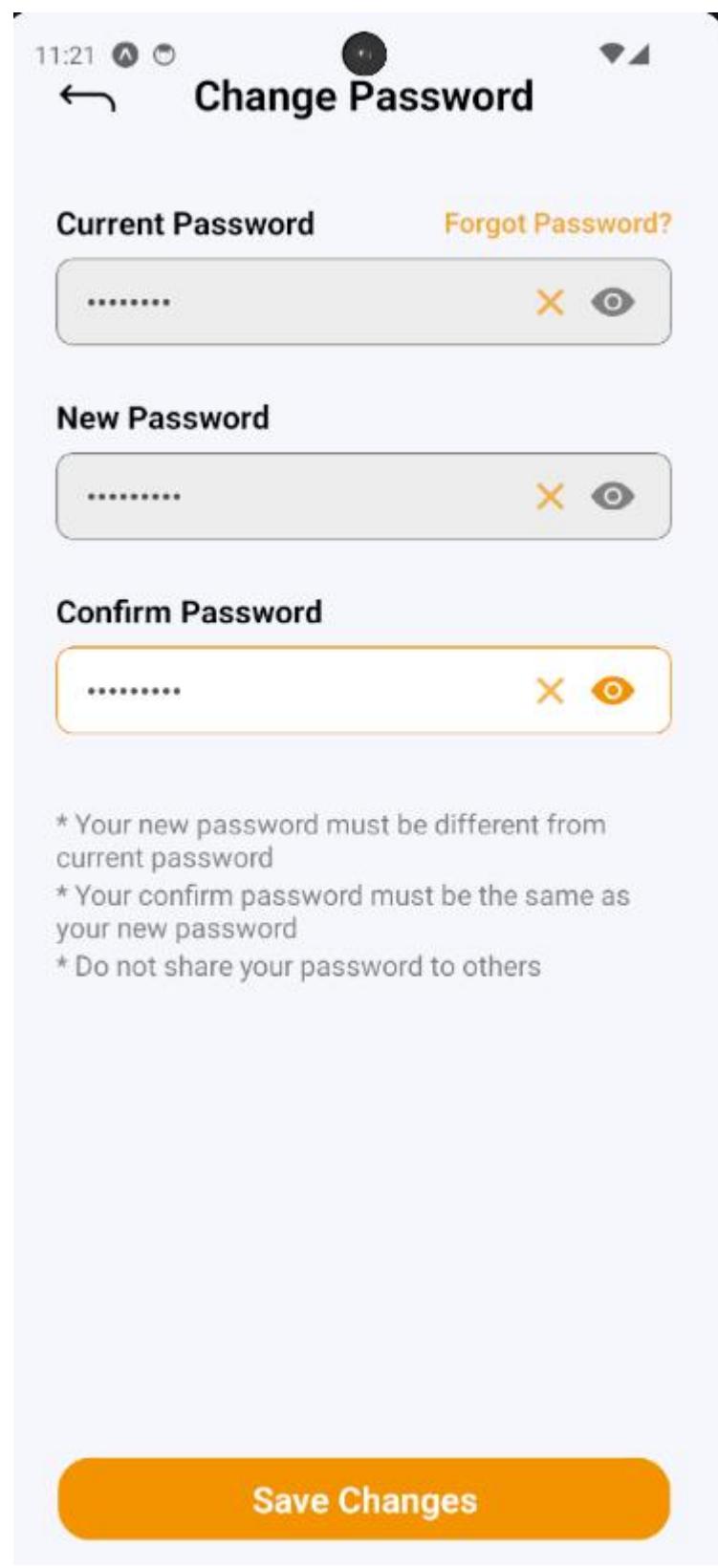


Figure 358 - User Manual - Mobile Feature 3 – Step 3

3.3.2. Booking counseling appointment

3.3.2.1. Quick booking a counselor

3.3.2.1.1. Description

Use this guideline to log into the SCSS student account to book counseling appointments quickly.

3.3.2.1.2. Guide Steps

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the student account

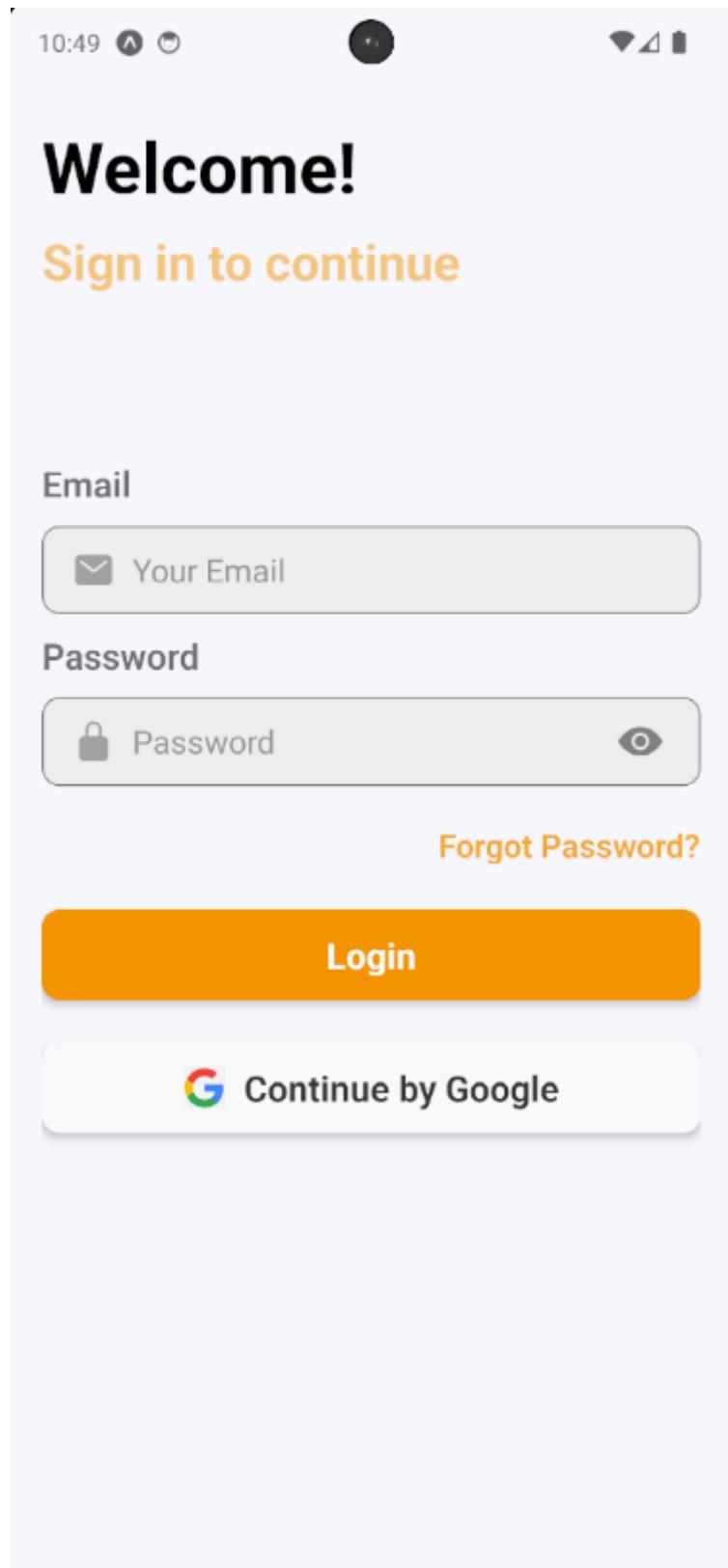


Figure 359 - User Manual - Mobile Feature 4 – Step 1

Step 2: Press “Login” Button

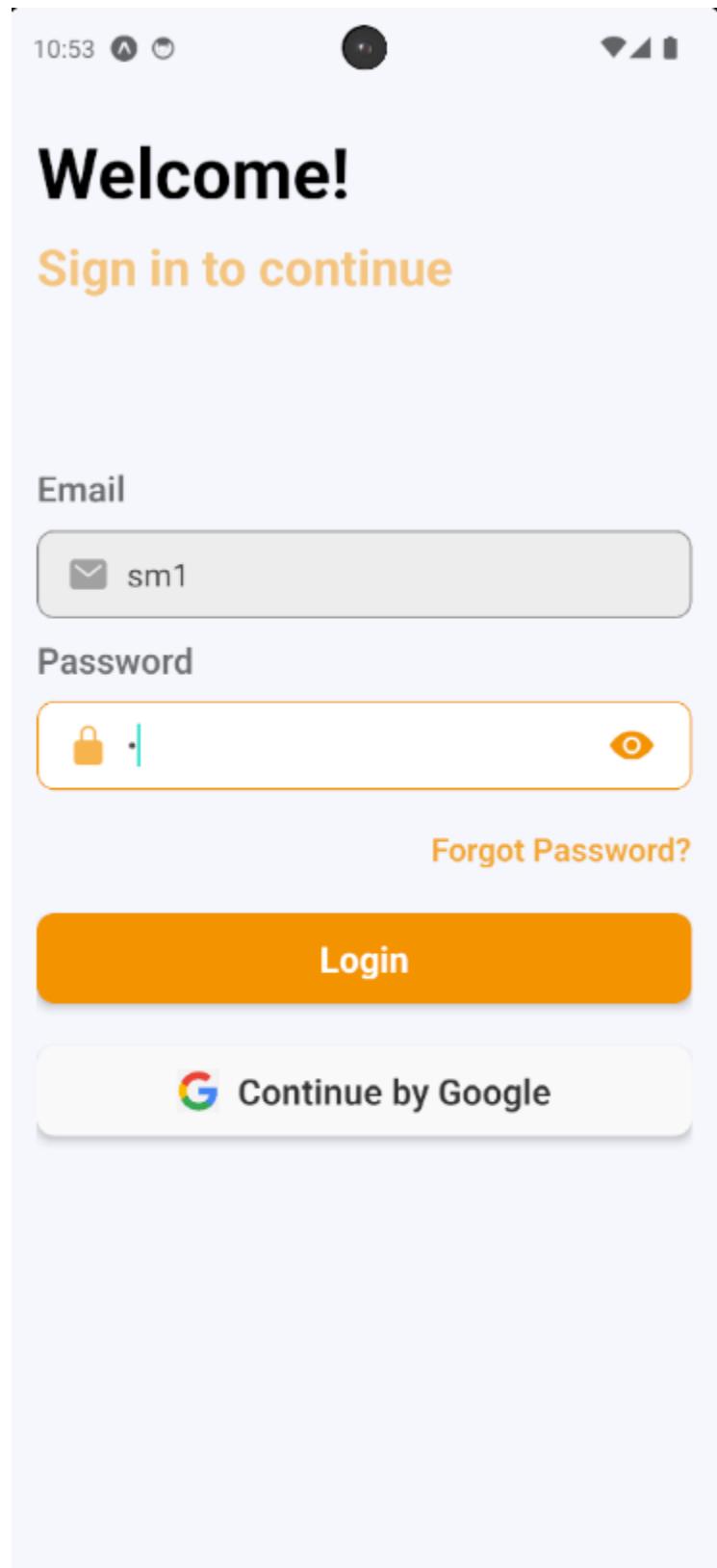


Figure 360 - User Manual - Mobile Feature 4 – Step 2

Step 3: From Home Screen, choose “Quick Booking” to quickly navigate to Quick Booking Screen

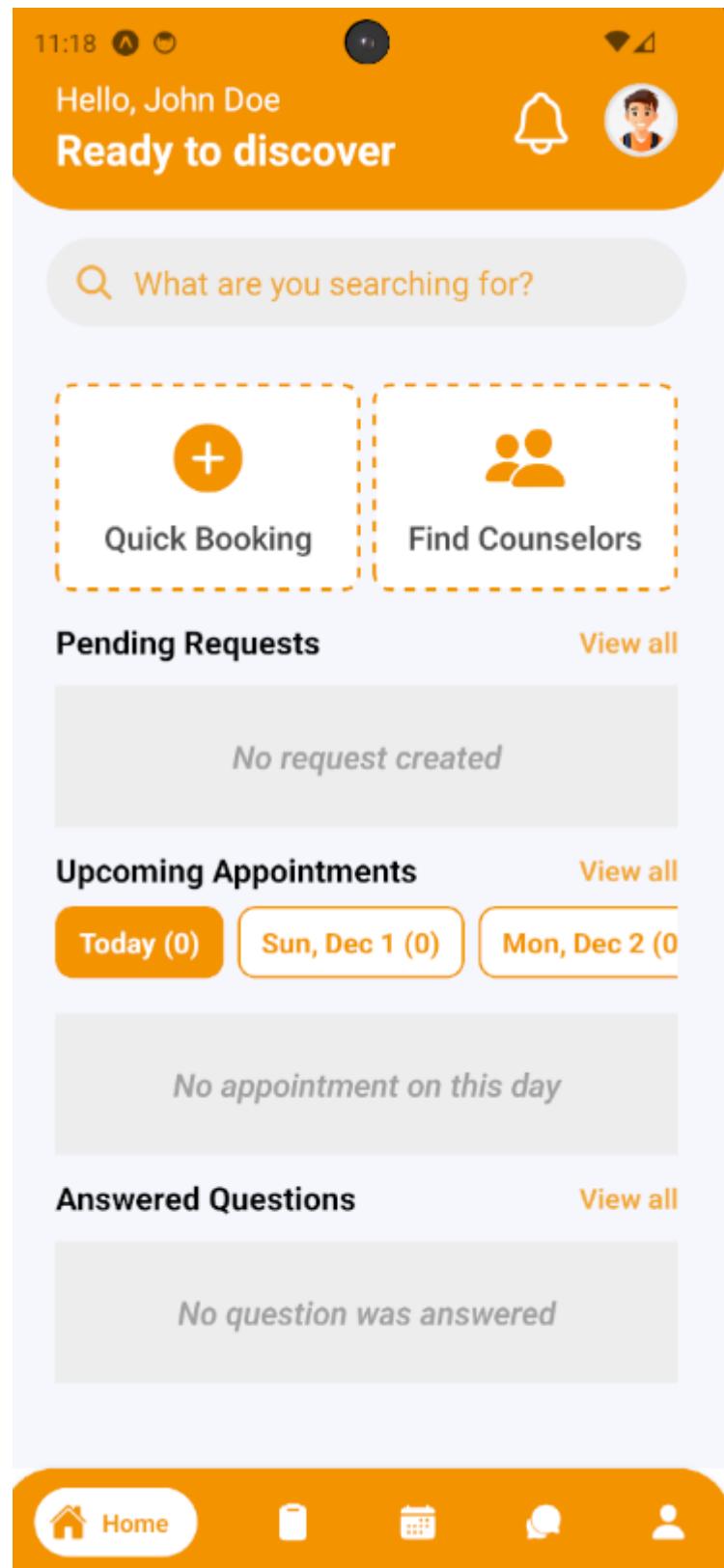


Figure 361 - User Manual - Mobile Feature 4 – Step 3

Step 4: Select and fill in all the required information to booking counseling appointment in the corresponding sequence: “Enter Reason” (mean Reason for booking appointment), “Select date”, “Select slot time”, “Select counselor’s gender (optional)”

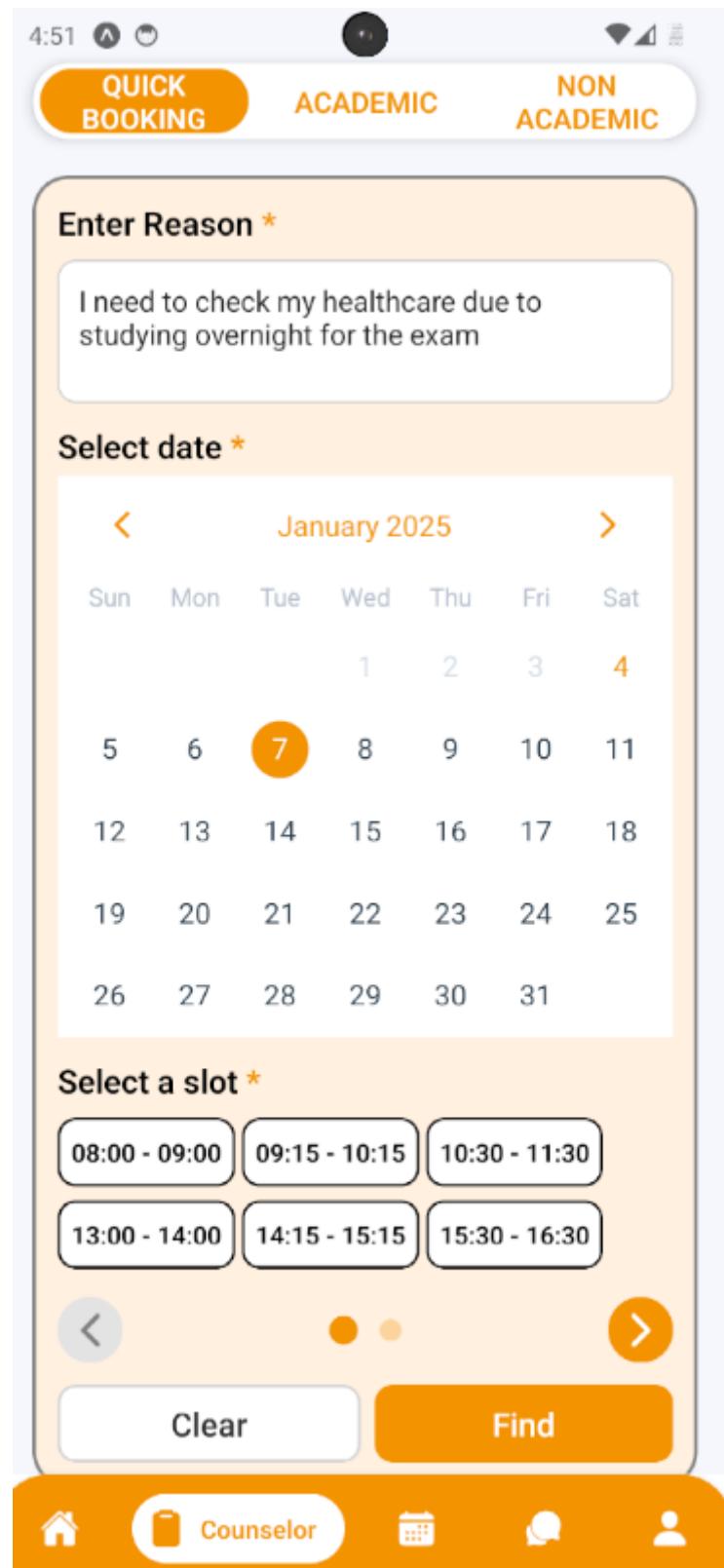


Figure 362 - User Manual - Mobile Feature 4 – Step 4

Step 5: After selecting and filling all the required information, press “Find” to find a counselor.

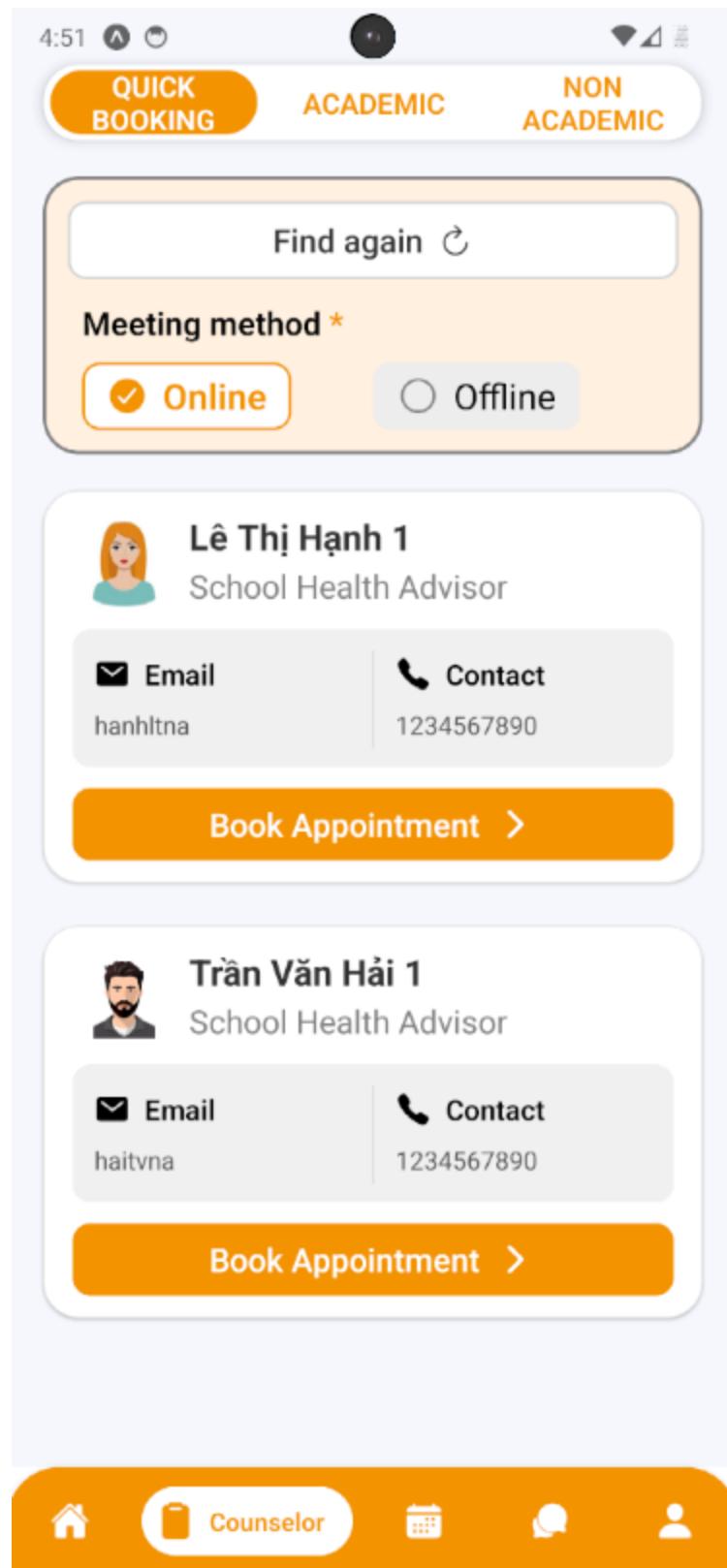


Figure 363 - User Manual - Mobile Feature 4 – Step 5

Step 6: The system will match you with a counselor, and you can then select a counseling type: 'Online' or 'Offline.' After that, press the 'Booking Appointment' button. A confirmation will appear for you to check again inputted information. Press "Yes" to proceed with booking appointment or "No" to proceed with cancel booking

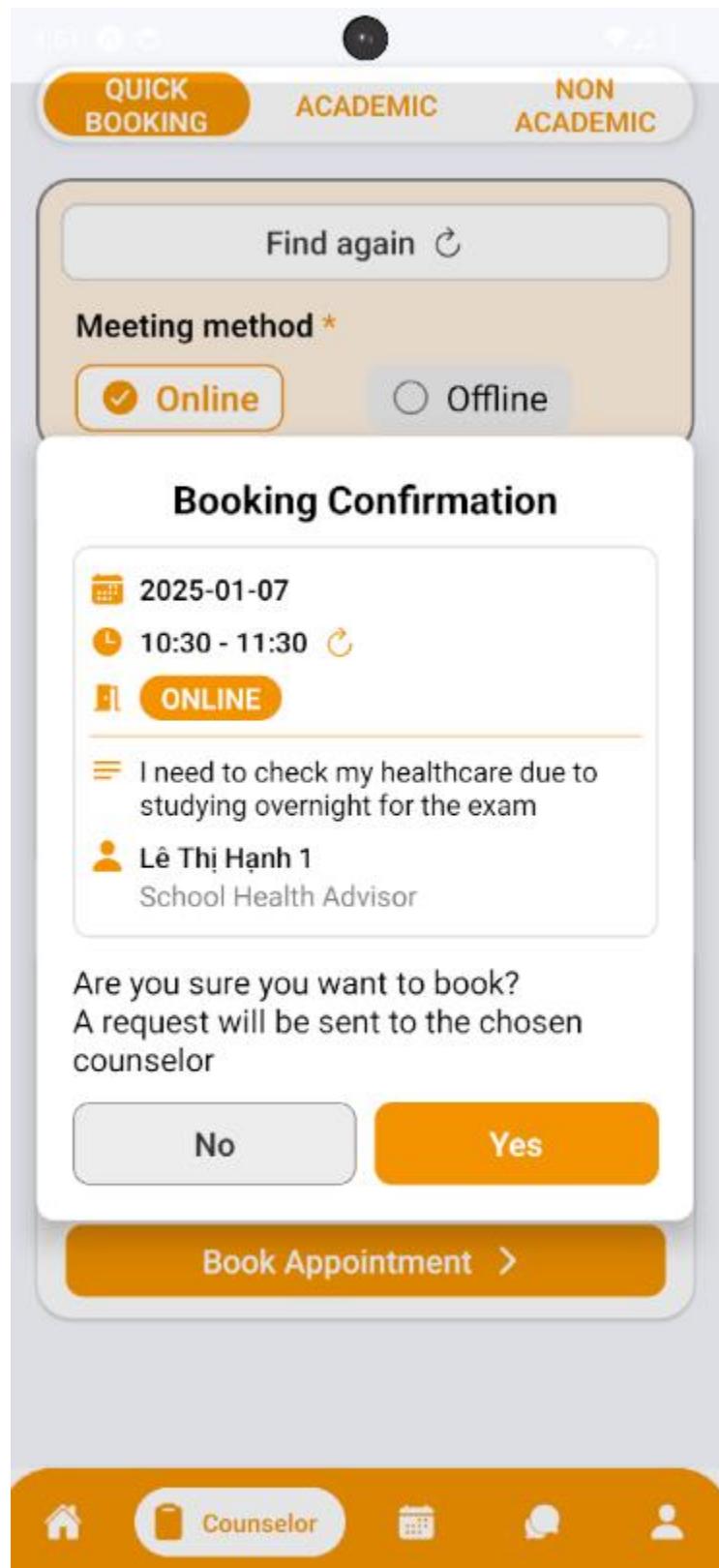


Figure 364 - User Manual - Mobile Feature 4 – Step 6

Step 7: After pressing “Yes” to proceed with booking an appointment, a success message will appear and you can see your sent request by pressing “See your requests” or just stay at this screen by pressing “Return” button

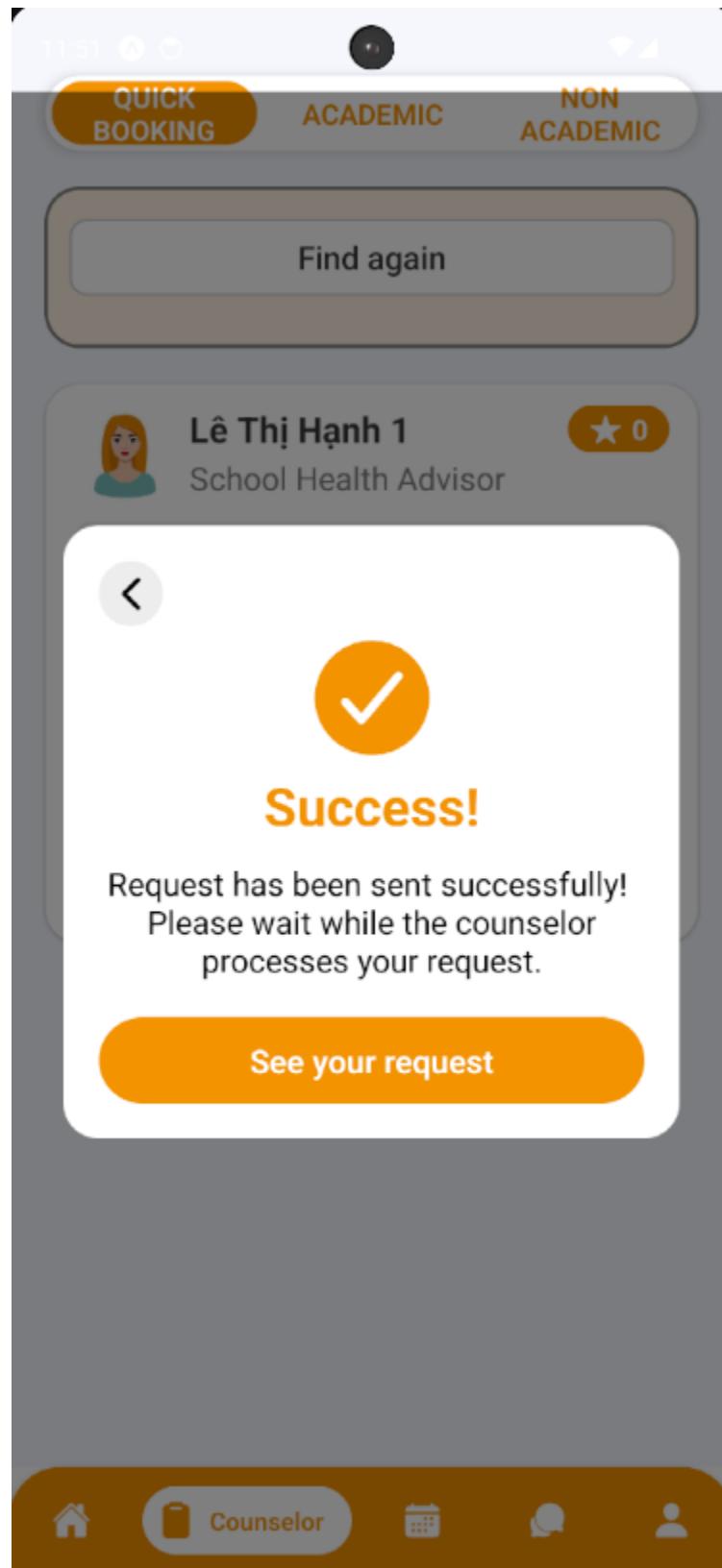


Figure 365 - User Manual - Mobile Feature 4 – Step 7

3.3.2.2. Booking a specific counselor

3.3.2.2.1. Description

Use this guideline to log into the SCSS student account to book a specific counselor.

3.3.2.2.2. Guide Steps

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the student account

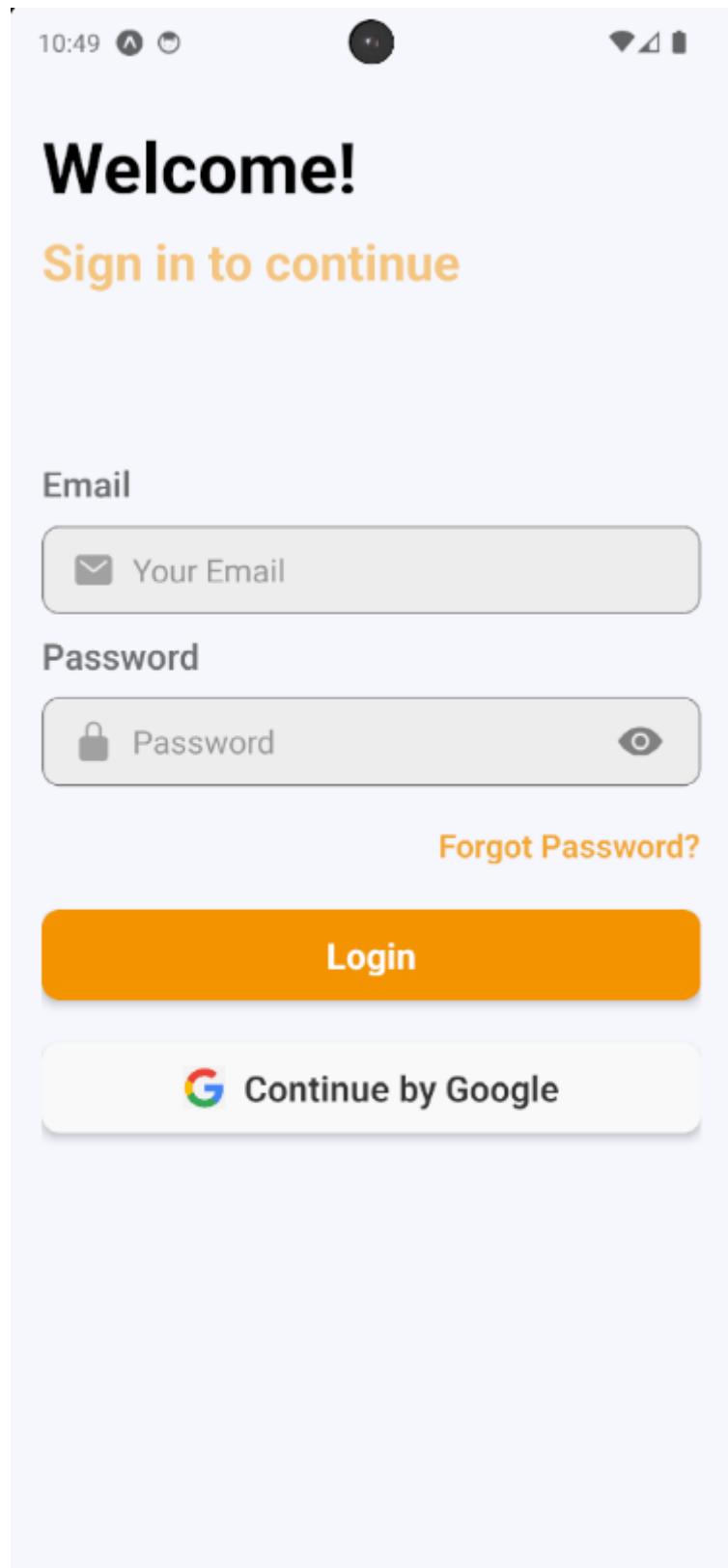


Figure 366 - User Manual - Mobile Feature 5 – Step 1

Step 2: Press “Login” Button

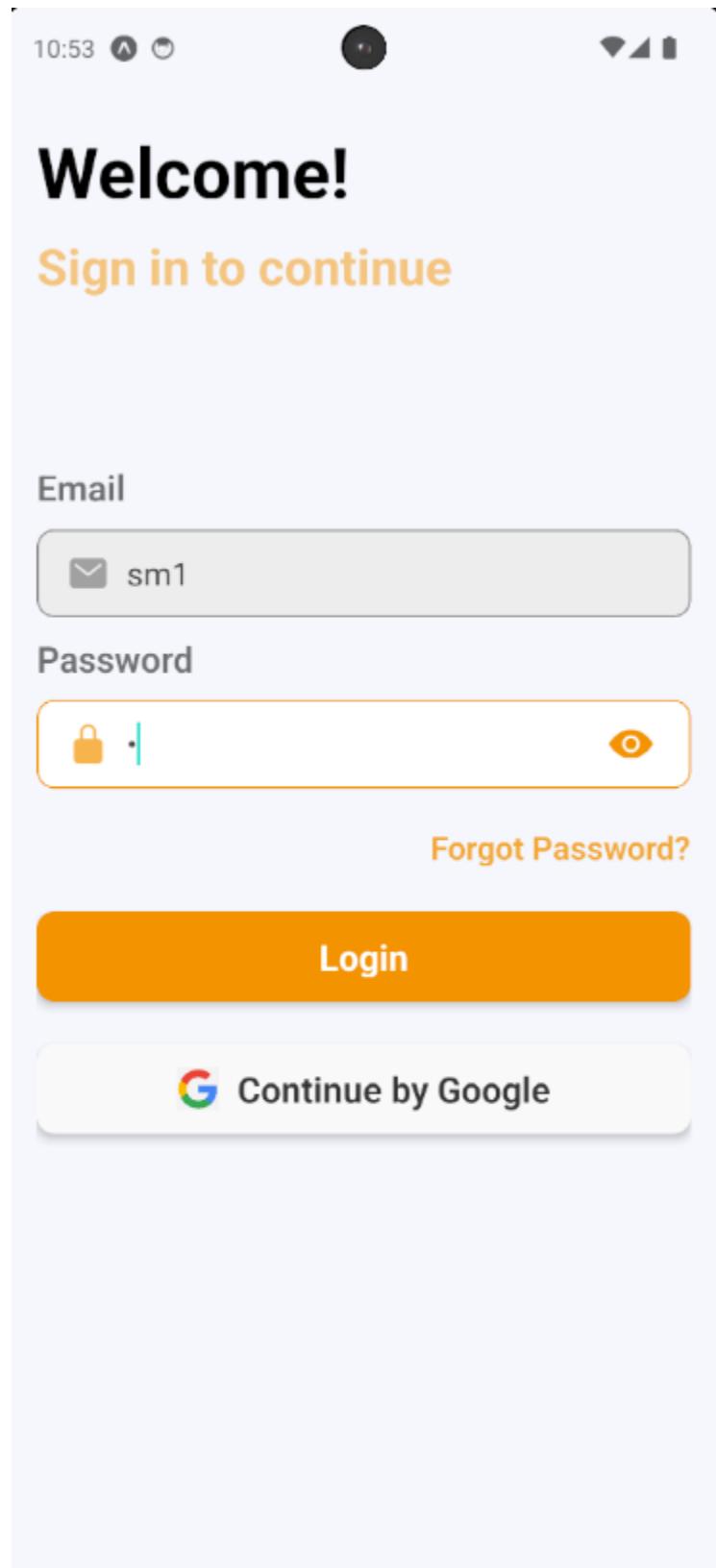


Figure 367 - User Manual - Mobile Feature 5 – Step 2

Step 3: From Home Screen, choose “Find Counselor” to quickly navigate to Academic Screen

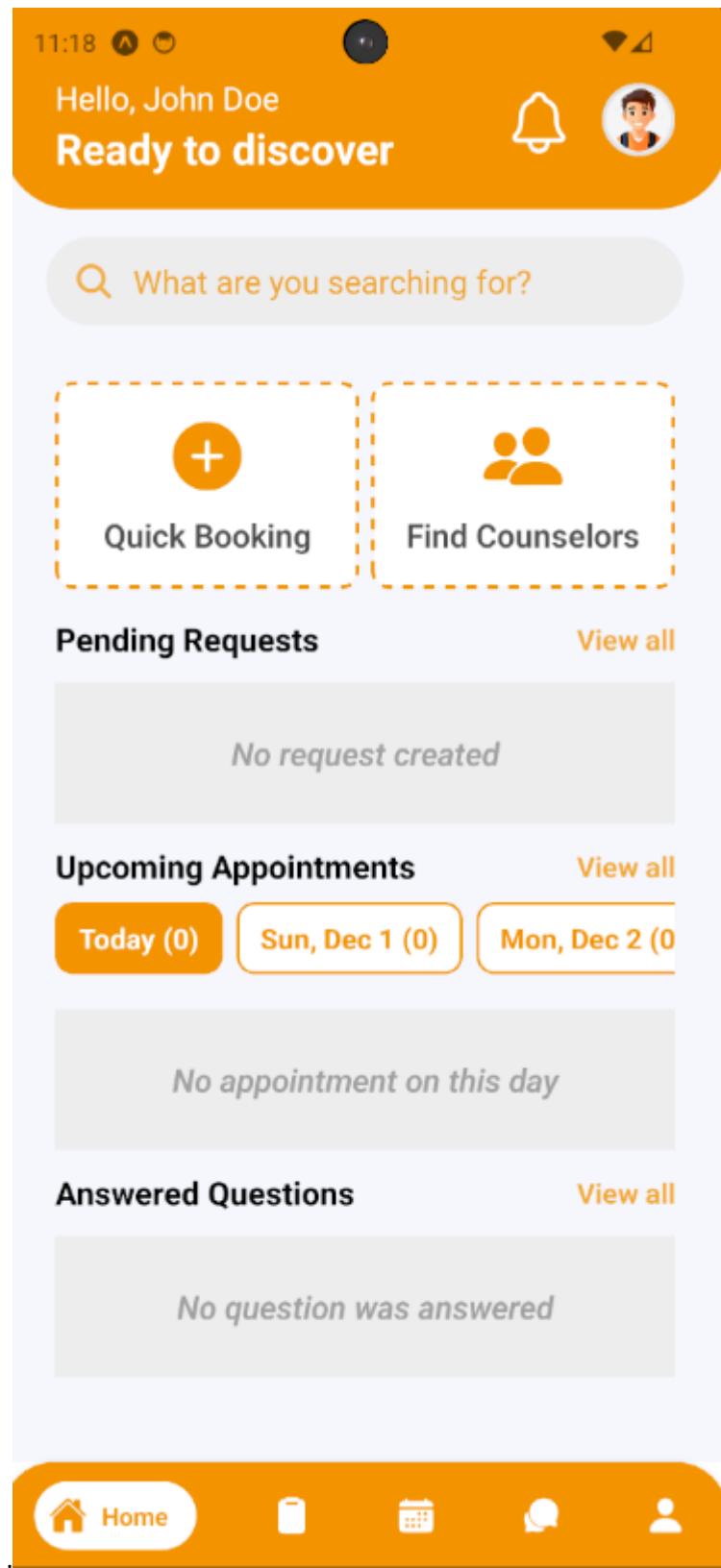


Figure 368 - User Manual - Mobile Feature 5 – Step 3

Step 4: From Academic Screen, you can choose filter options to narrow down counselors based on the preferences of students, including availability, academic fields/expertise, rating, counseling type, gender or search by keyword.

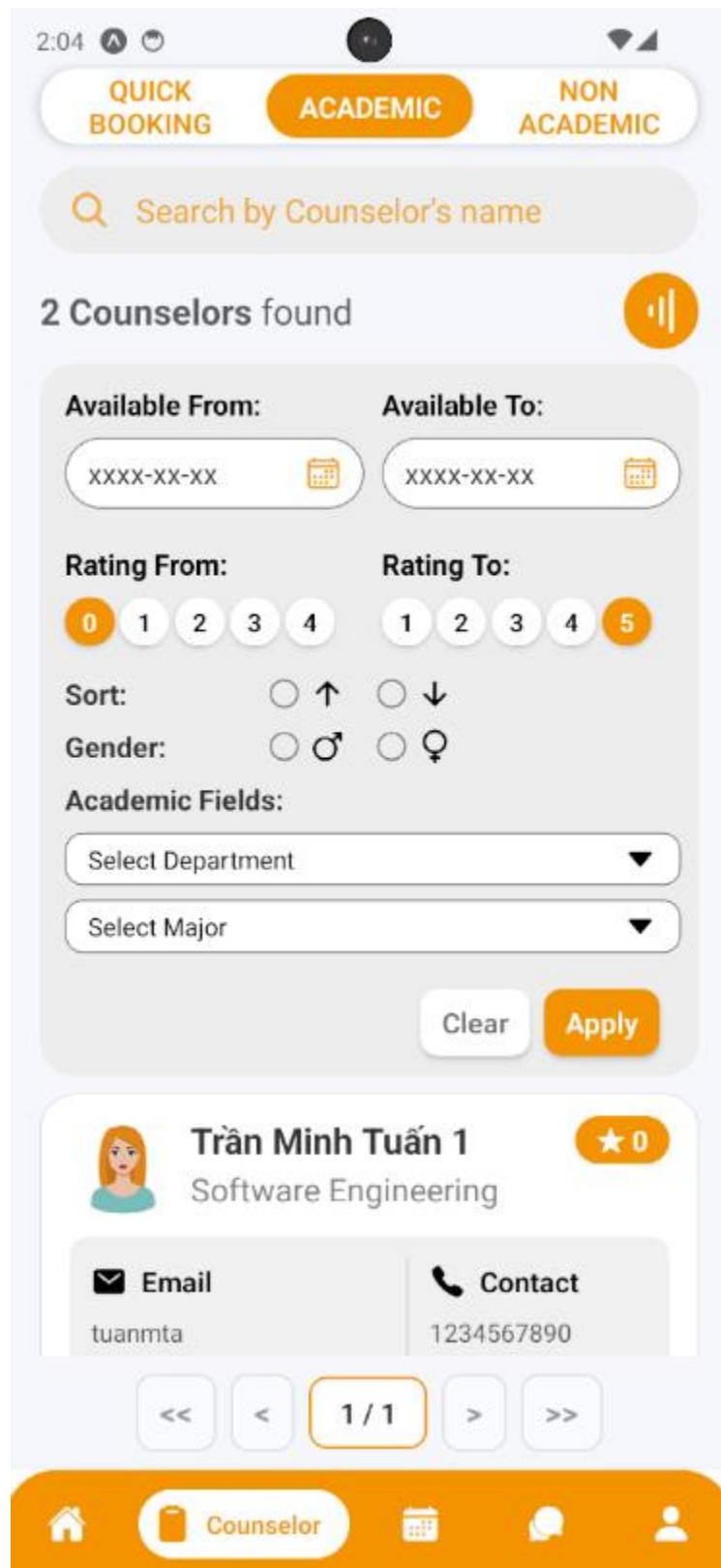


Figure 369 - User Manual - Mobile Feature 5 – Step 4

Step 5: Select a counselor by pressing the button “Book Appointment”

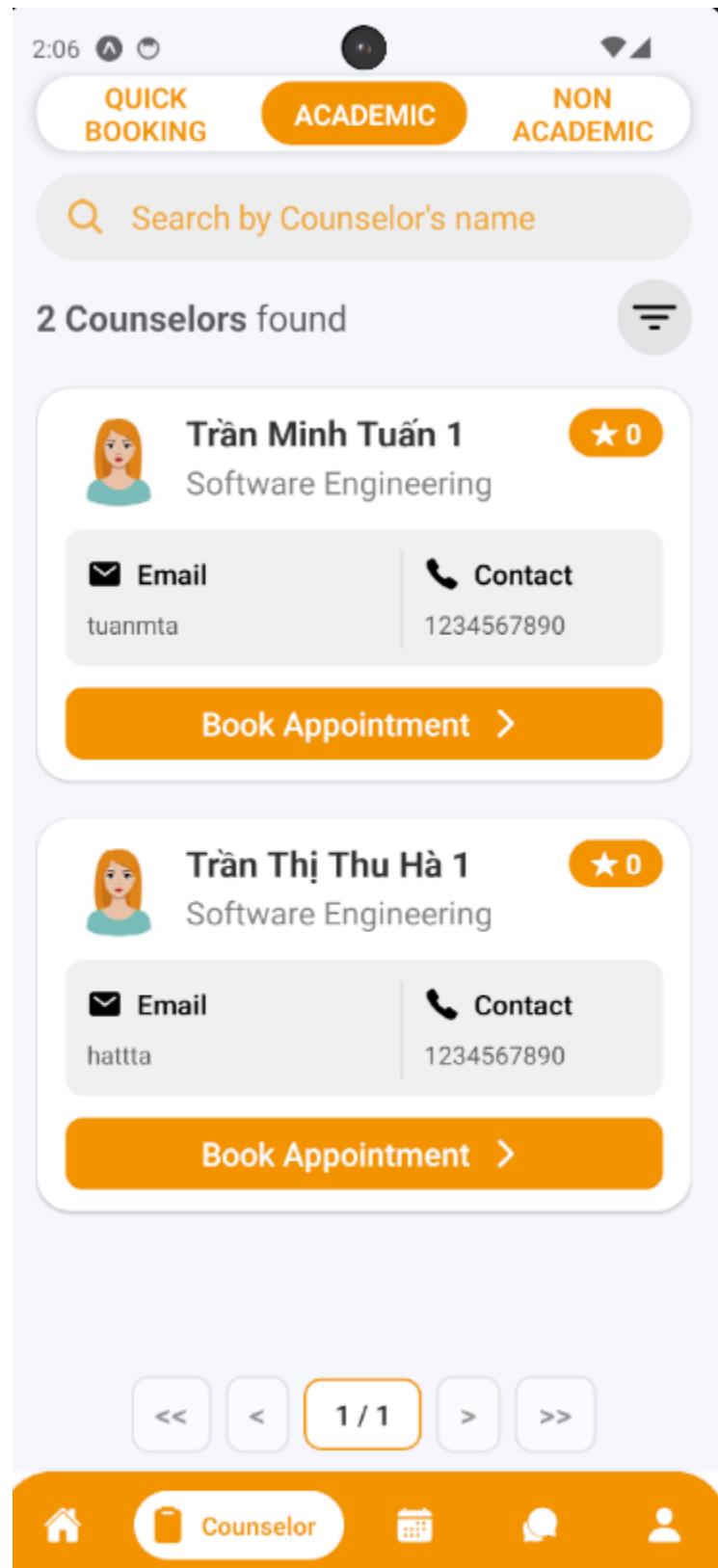


Figure 370 - User Manual - Mobile Feature 5 – Step 5

Step 6: See through the selected counselor information and fill in all the required information to book an appointment including: “Select date”, “Select slot”, “Select meeting type”, and “Reason”:

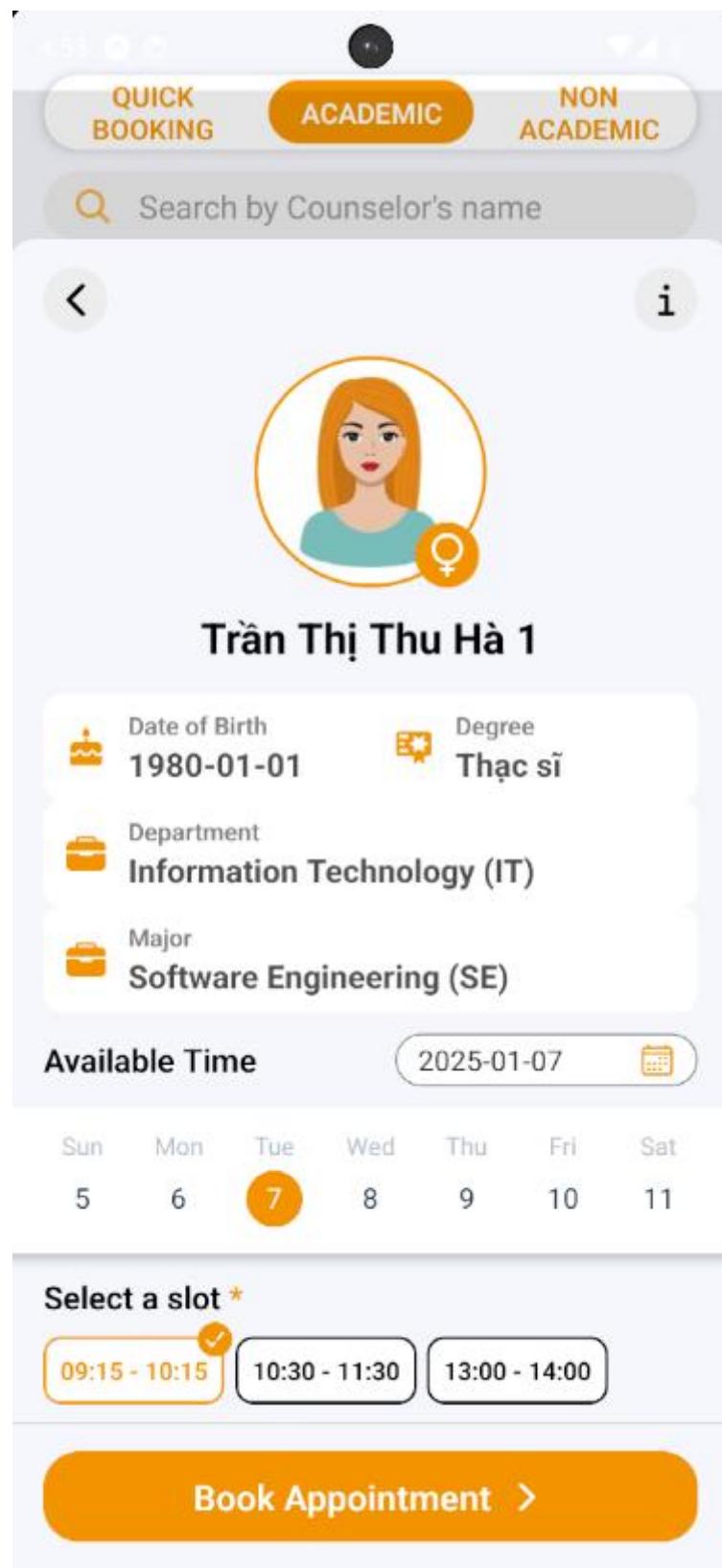


Figure 371 - User Manual - Mobile Feature 5 – Step 6.1

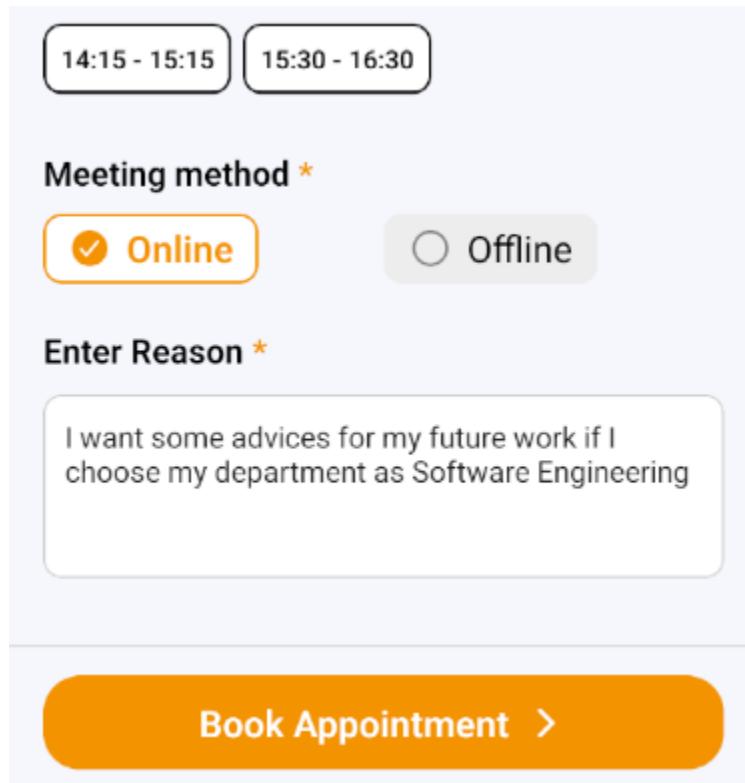


Figure 372 - User Manual - Mobile Feature 5 – Step 6.2

Step 7: Press “Book Appointment”. A confirmation will appear for you to check again inputted information. Press “Yes” to proceed with booking the appointment or “No” to proceed with cancel booking

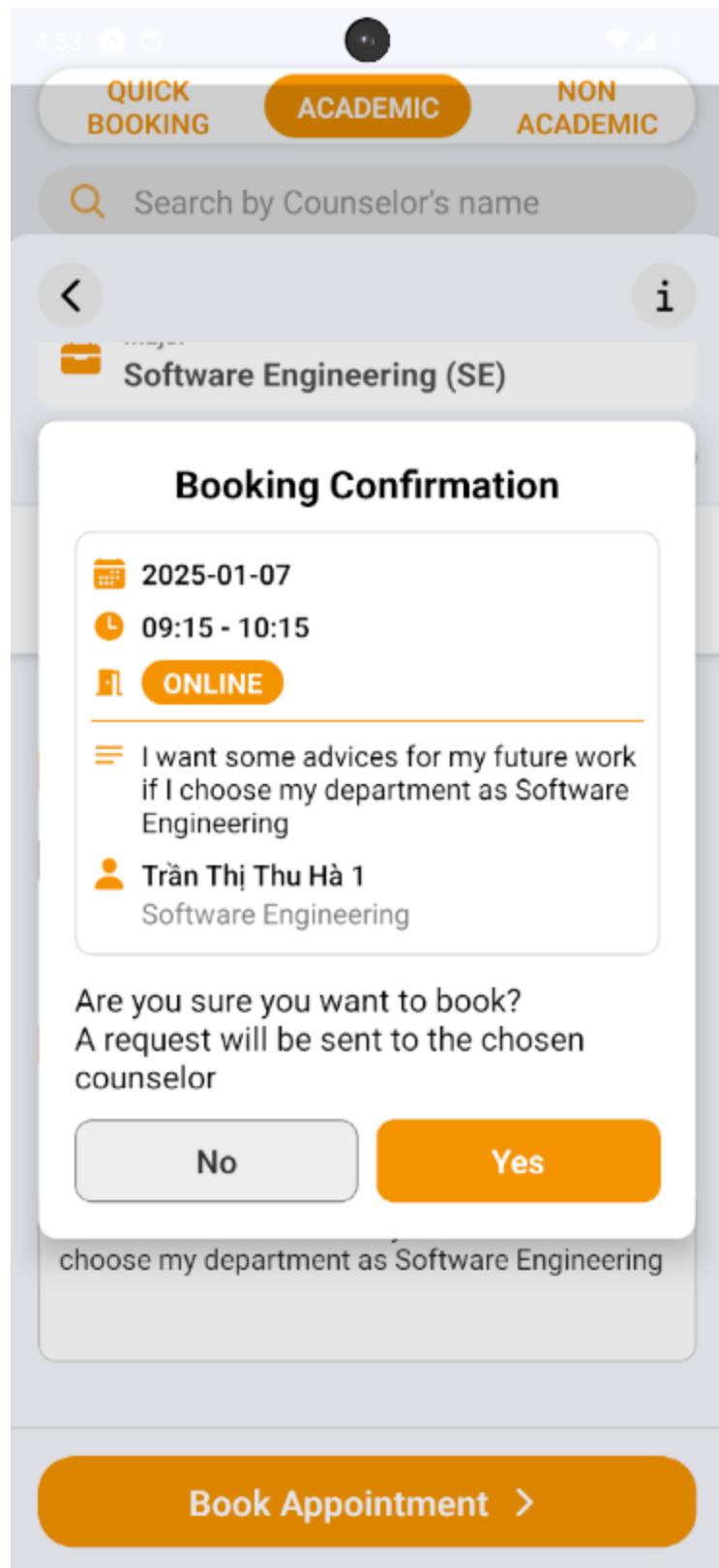


Figure 373 - User Manual - Mobile Feature 5 – Step 7

Step 8: After pressing “Yes” to proceed with booking an appointment, a success message will appear and you can see your sent request by pressing “See your requests” or just stay at this screen by pressing “Return” button

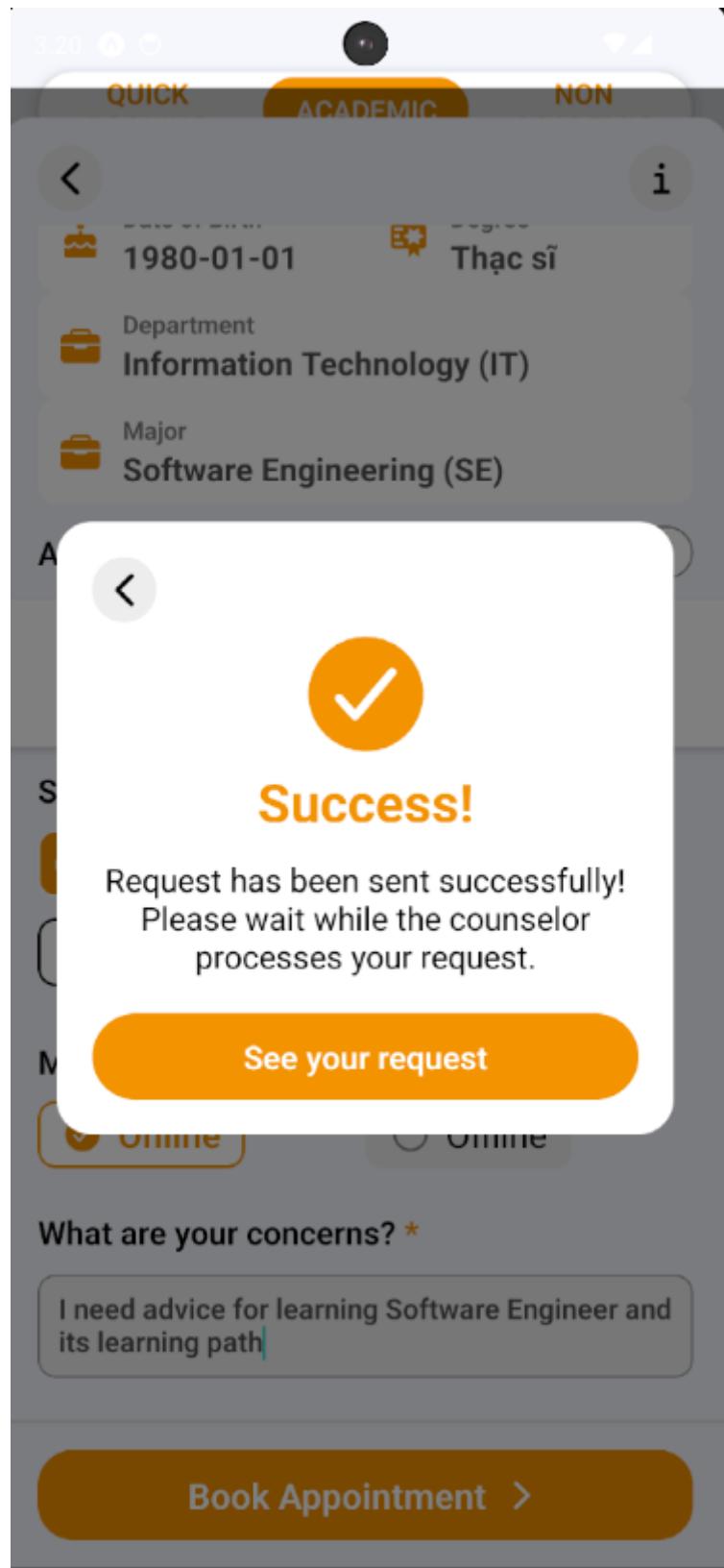


Figure 374 - User Manual - Mobile Feature 5 – Step 8

3.3.2.3. Approve Appointment Request

3.3.2.3.1. Description

Use this guideline to log into the SCSS counselor account to approve student appointment request.

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the counselor account

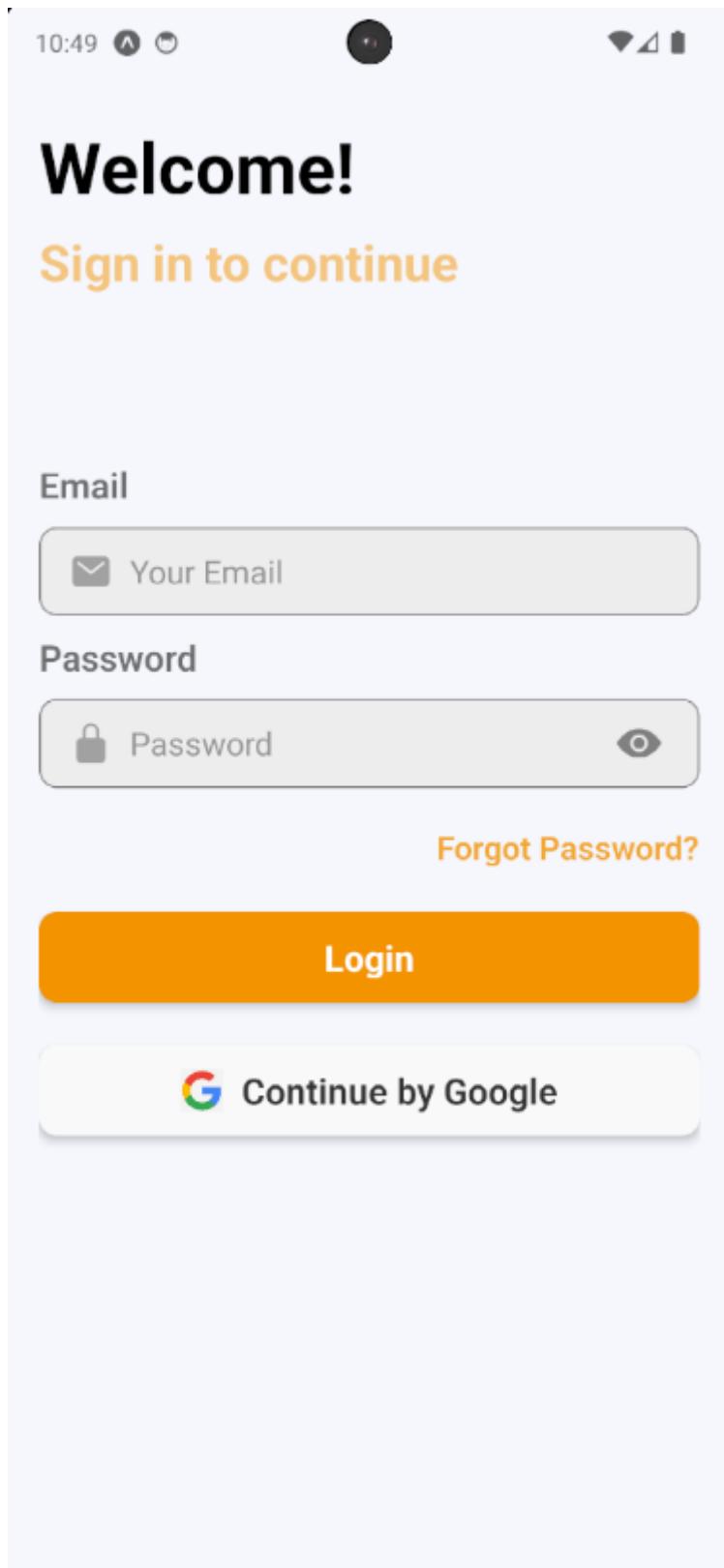


Figure 375 - User Manual - Mobile Feature 6 – Step 1

Step 2: Press “Login” Button

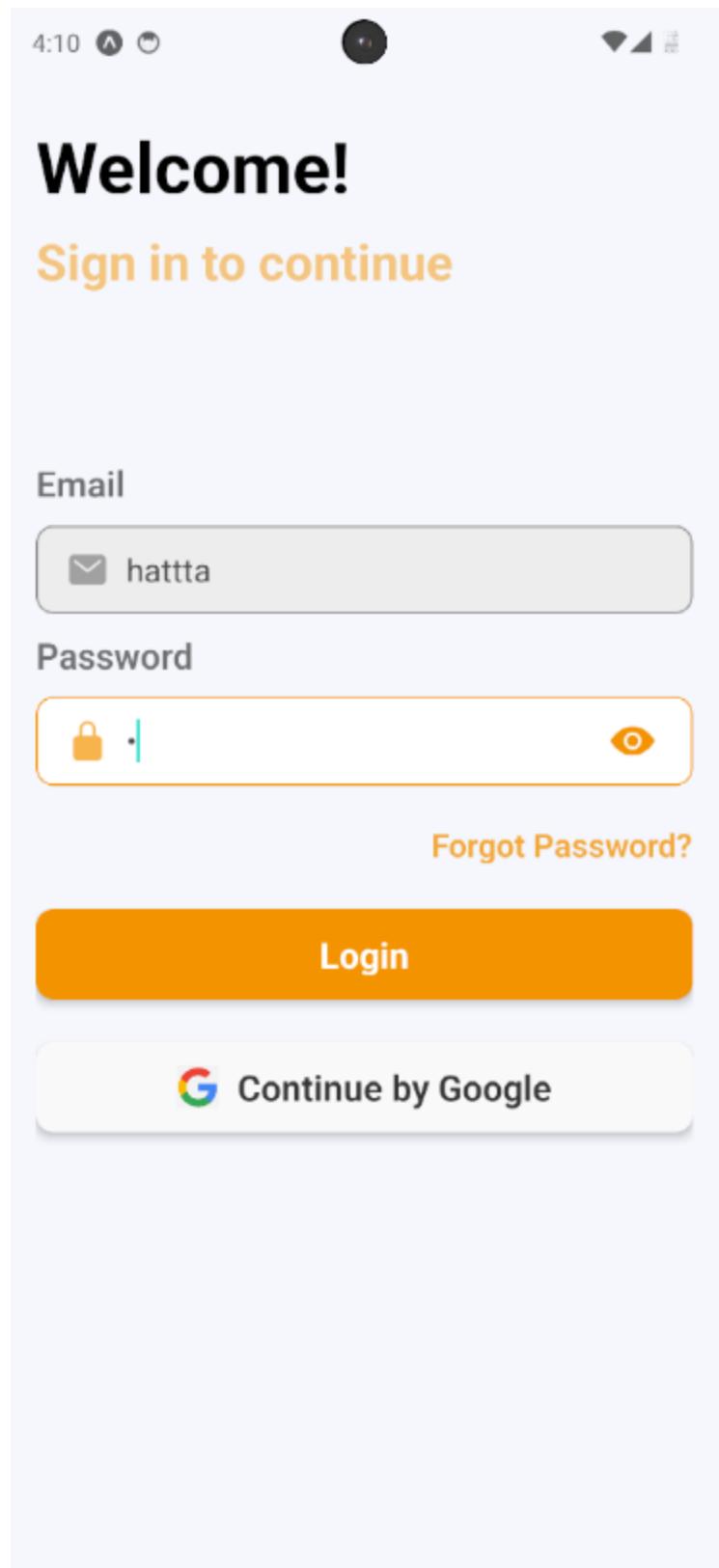


Figure 376 - User Manual - Mobile Feature 6 – Step 2

Step 3: From Home Screen:

Option 1: Choose Tab number 5 (personal icon) at the bottom of the screen to navigate to Personal Screen and from that screen will navigate to Request Screen

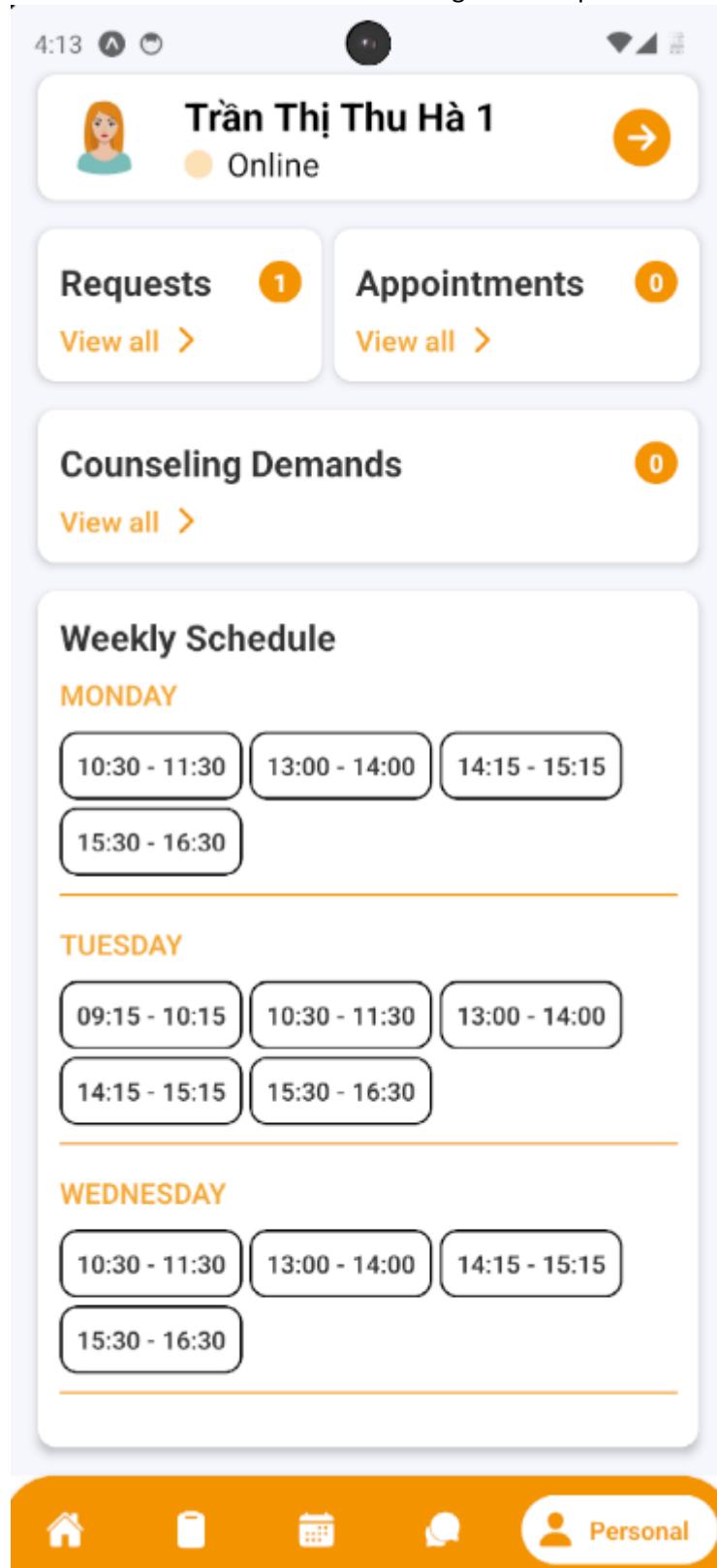


Figure 377 - User Manual - Mobile Feature 6 – Step 3 – Option 1

Option 2: For quick navigation, press View all at Pending Request to navigate to Request Screen

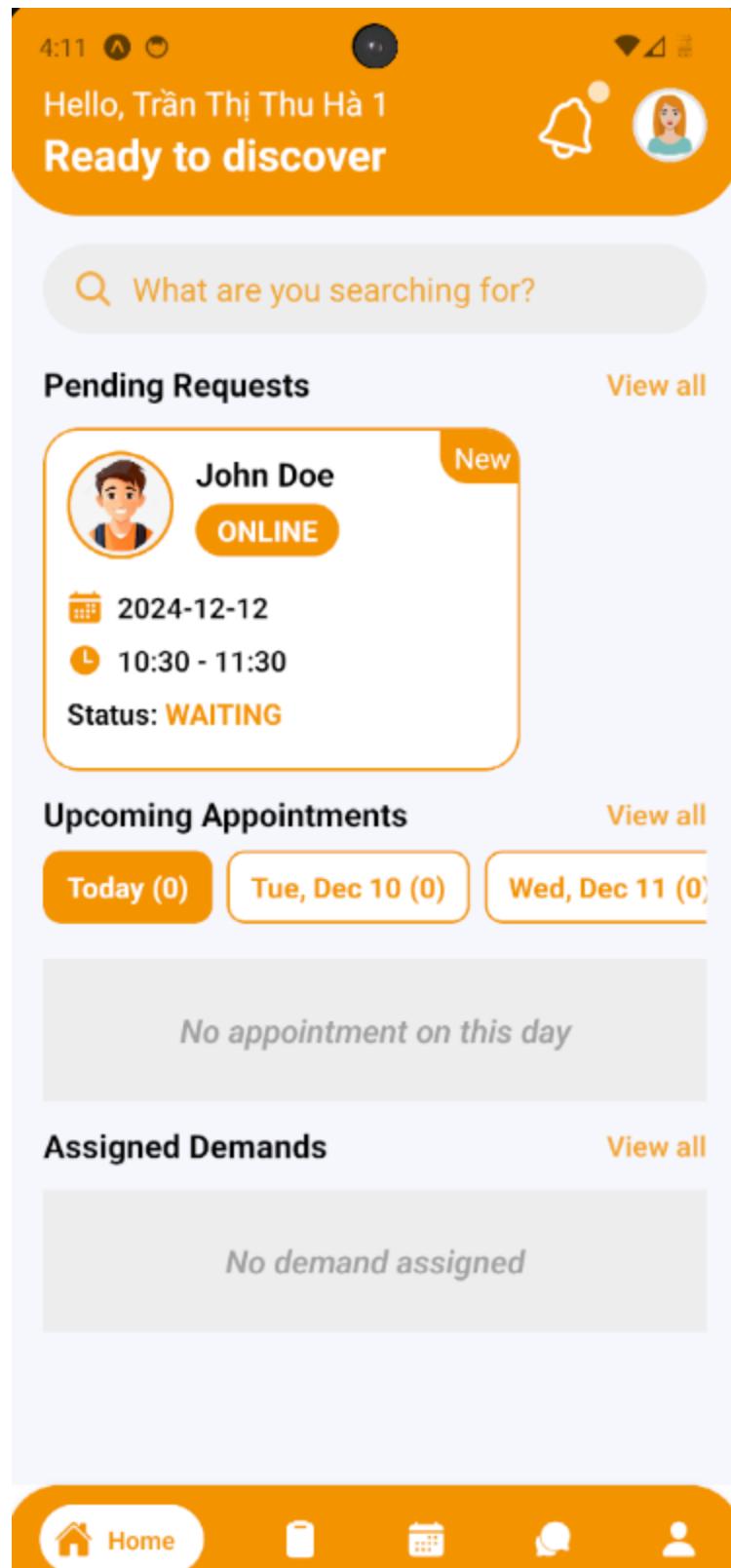


Figure 378 - User Manual - Mobile Feature 6 – Step 3 – Option 2

Step 4: In Request Screen, find a request using filter section by request date, meeting method, and status

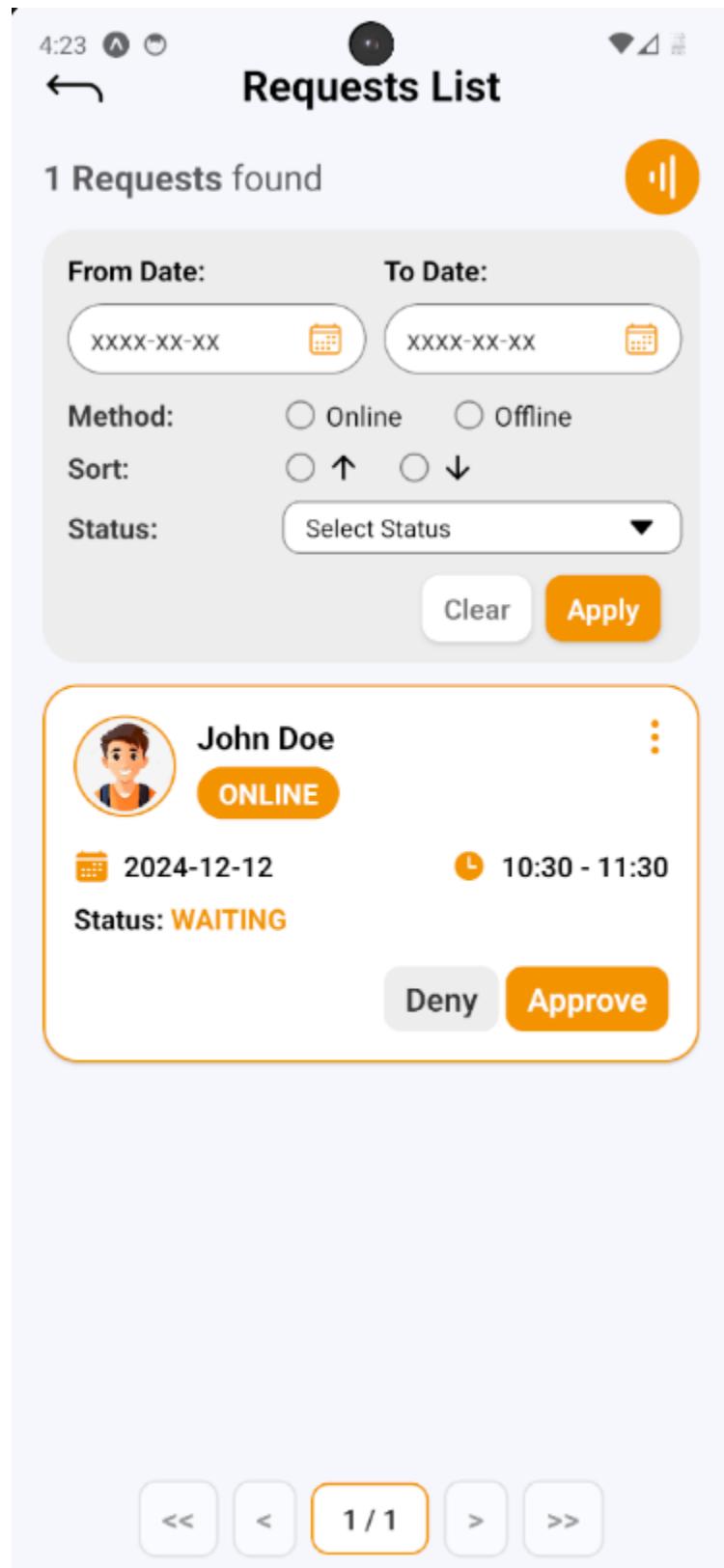


Figure 379 - User Manual - Mobile Feature 6 – Step 4

Step 5: After finding and considering student request, press Approve Button on request card, a request approve confirmation will open. Based on the meeting method, this confirmation require the counselor provide Meet URL (if Online) or Address (if Offline). After fill required field, press “Yes” Button to approve request, and “No” Button to cancel confirmation

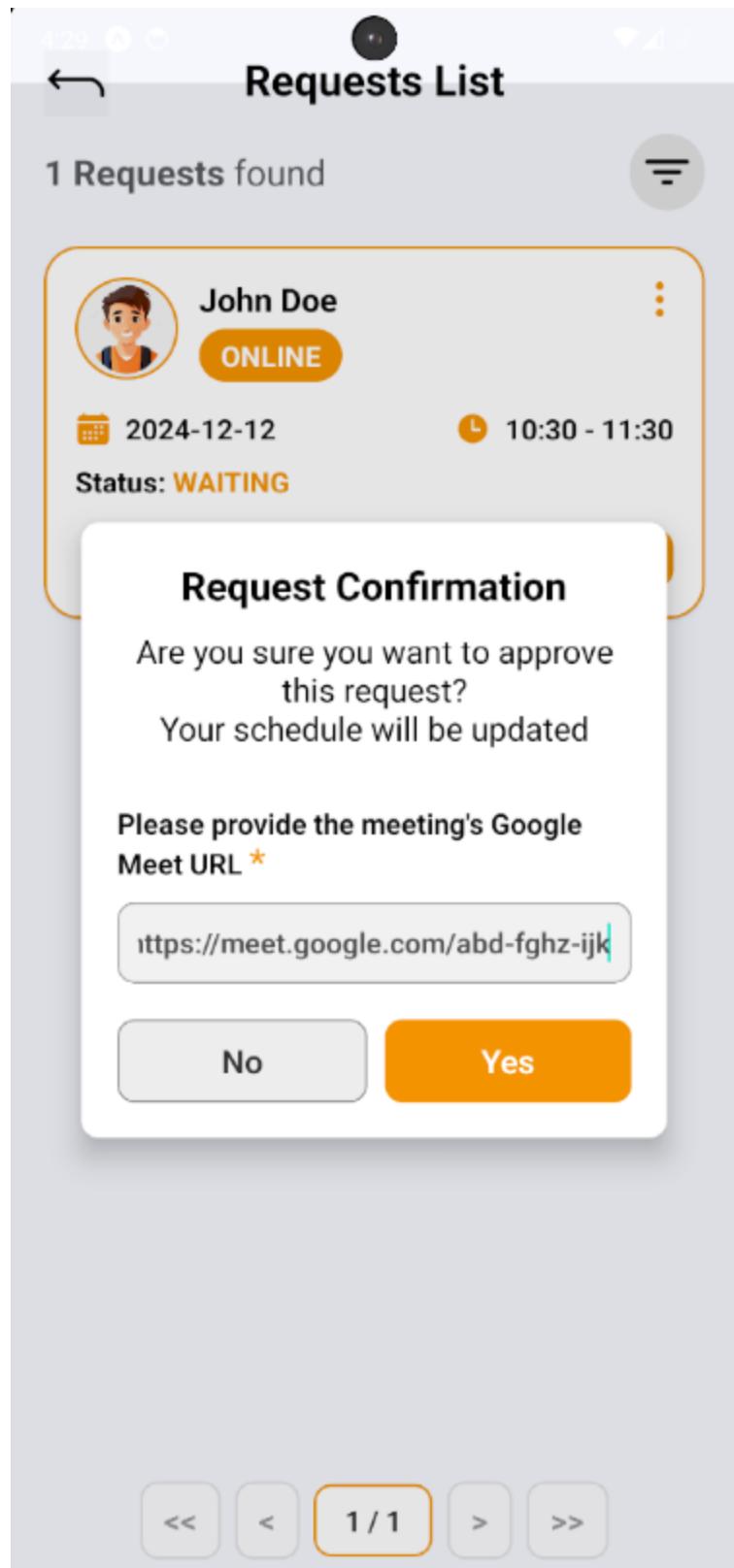


Figure 380 - User Manual - Mobile Feature 6 – Step 5

Step 6: After approving student request, student request's status is updated to "APPROVED", appointment and schedule of both student and counselor will update. To see appointment list, access though navigate to appointment section in Personal Screen.

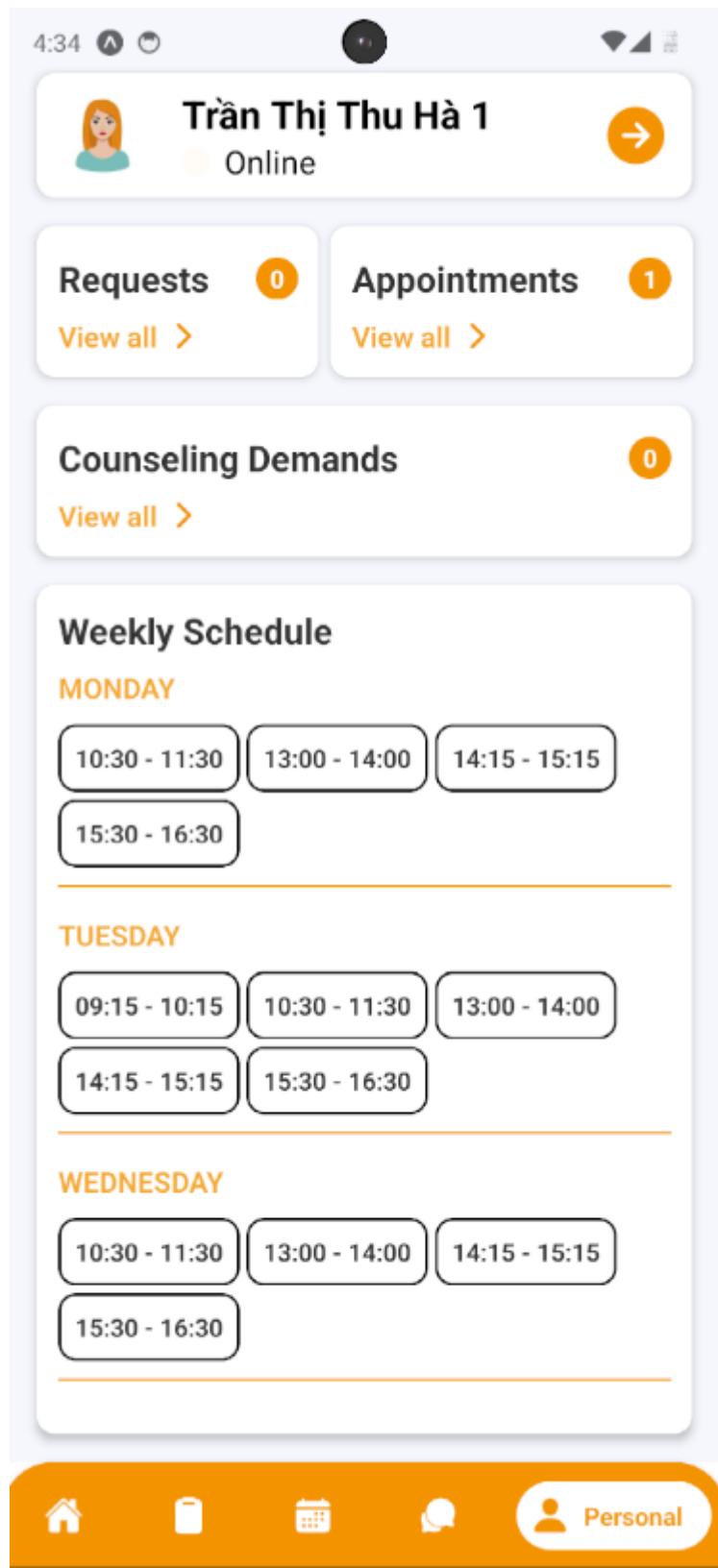


Figure 381 - User Manual - Mobile Feature 6 – Step 6.1

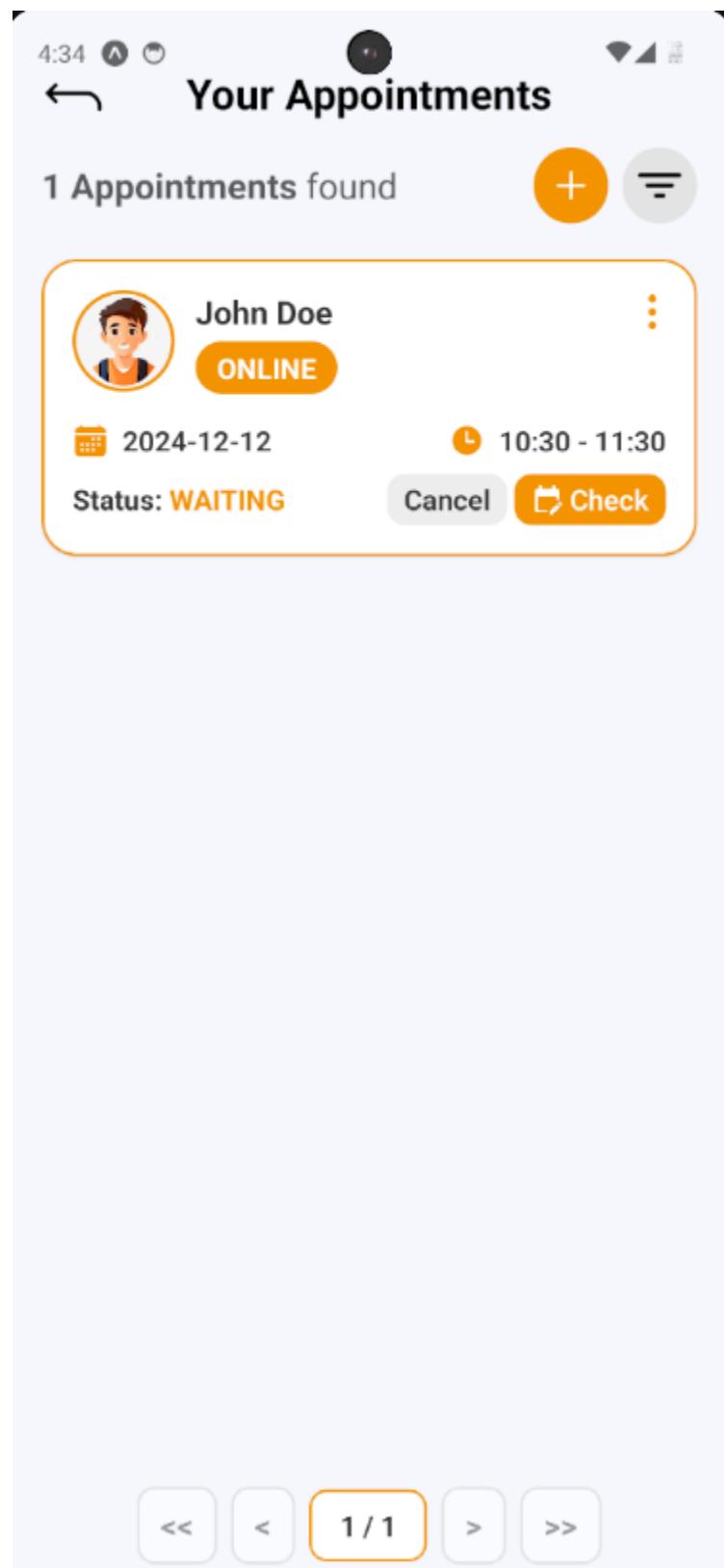


Figure 382 - User Manual - Mobile Feature 6 – Step 6.2

Step 7: Choose Tab number 3 (calendar icon) at the bottom of the screen to navigate to Schedule Screen to view appointment schedule

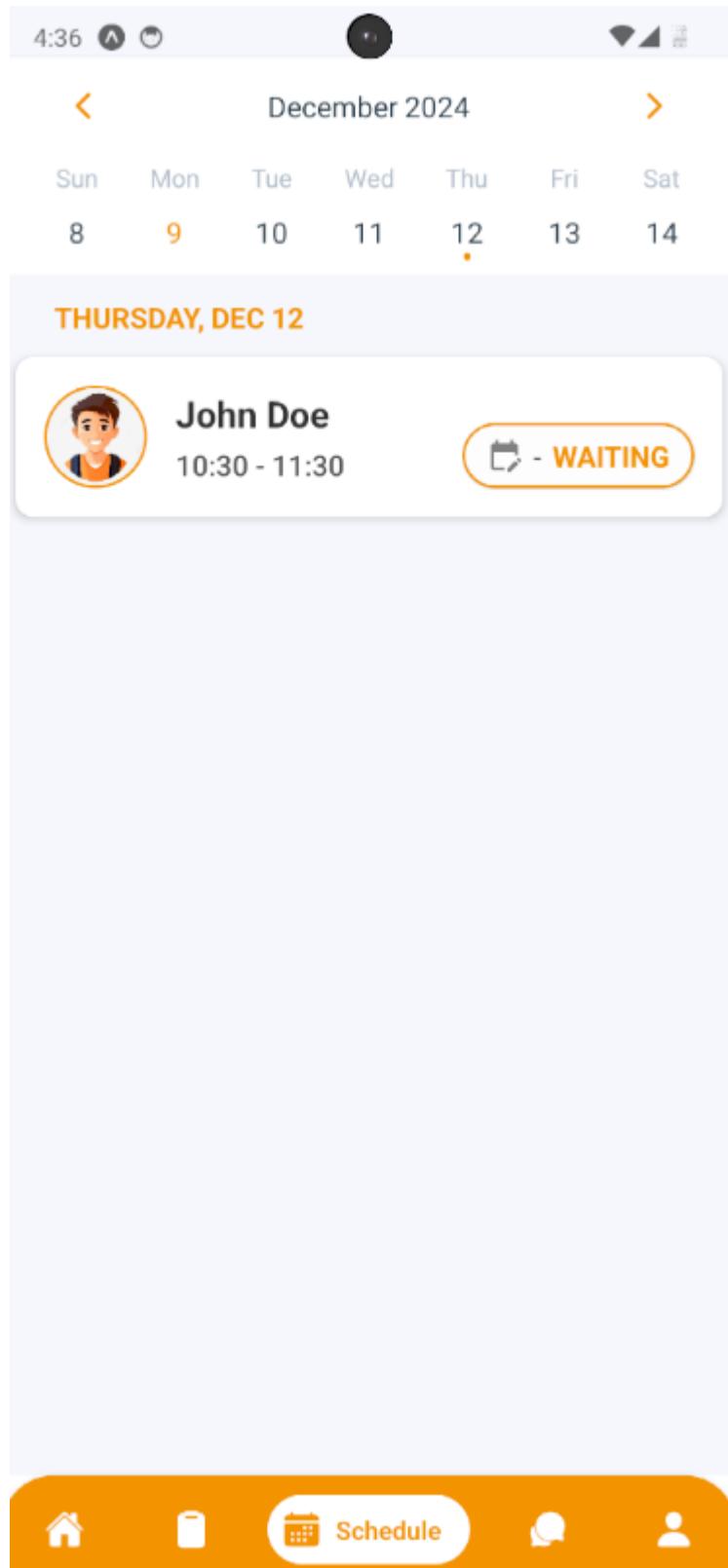


Figure 383 - User Manual - Mobile Feature 6 – Step 7

3.3.2.4. Deny Appointment Request

3.3.2.4.1. Description

Use this guideline to log into the SCSS counselor account to deny student appointment request.

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the counselor account

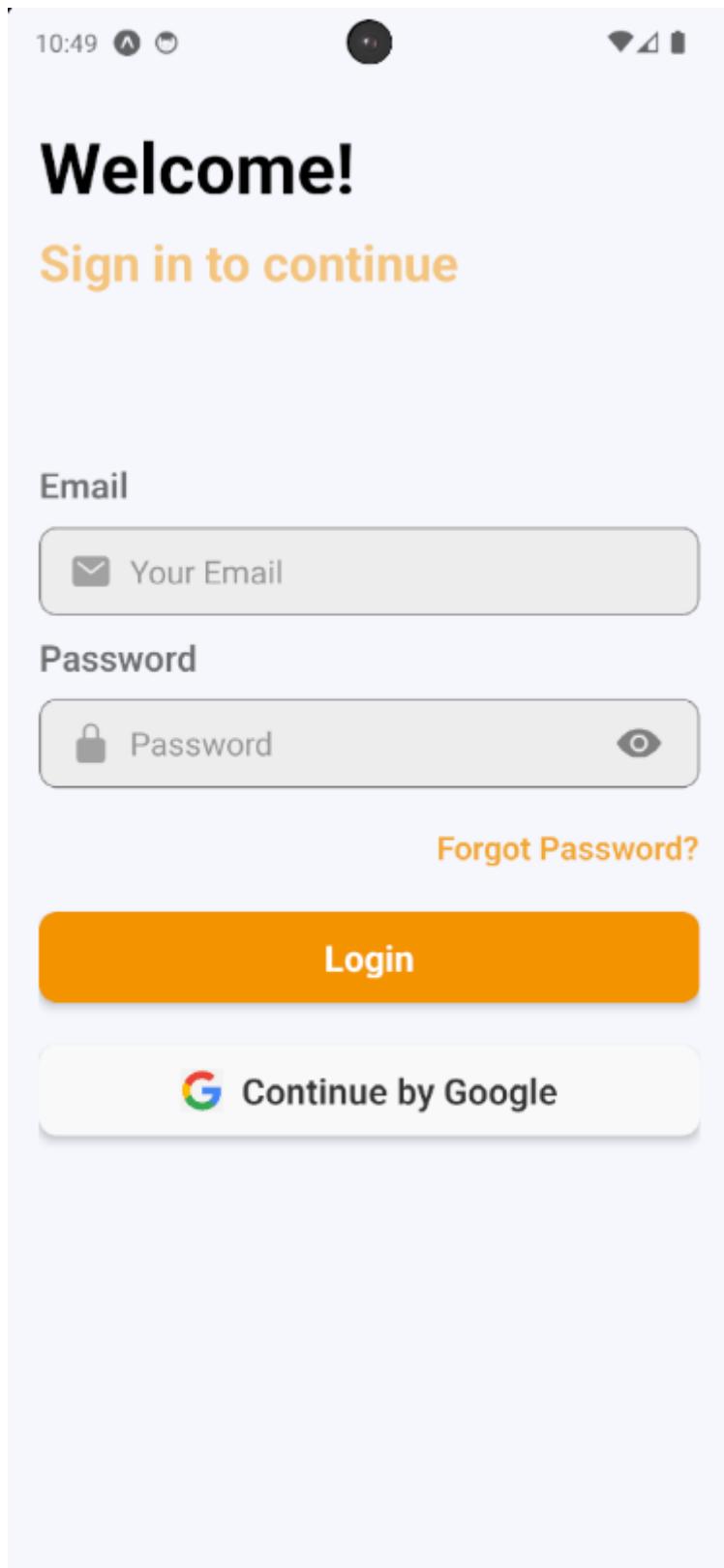


Figure 384 - User Manual - Mobile Feature 7 – Step 1

Step 2: Press “Login” Button

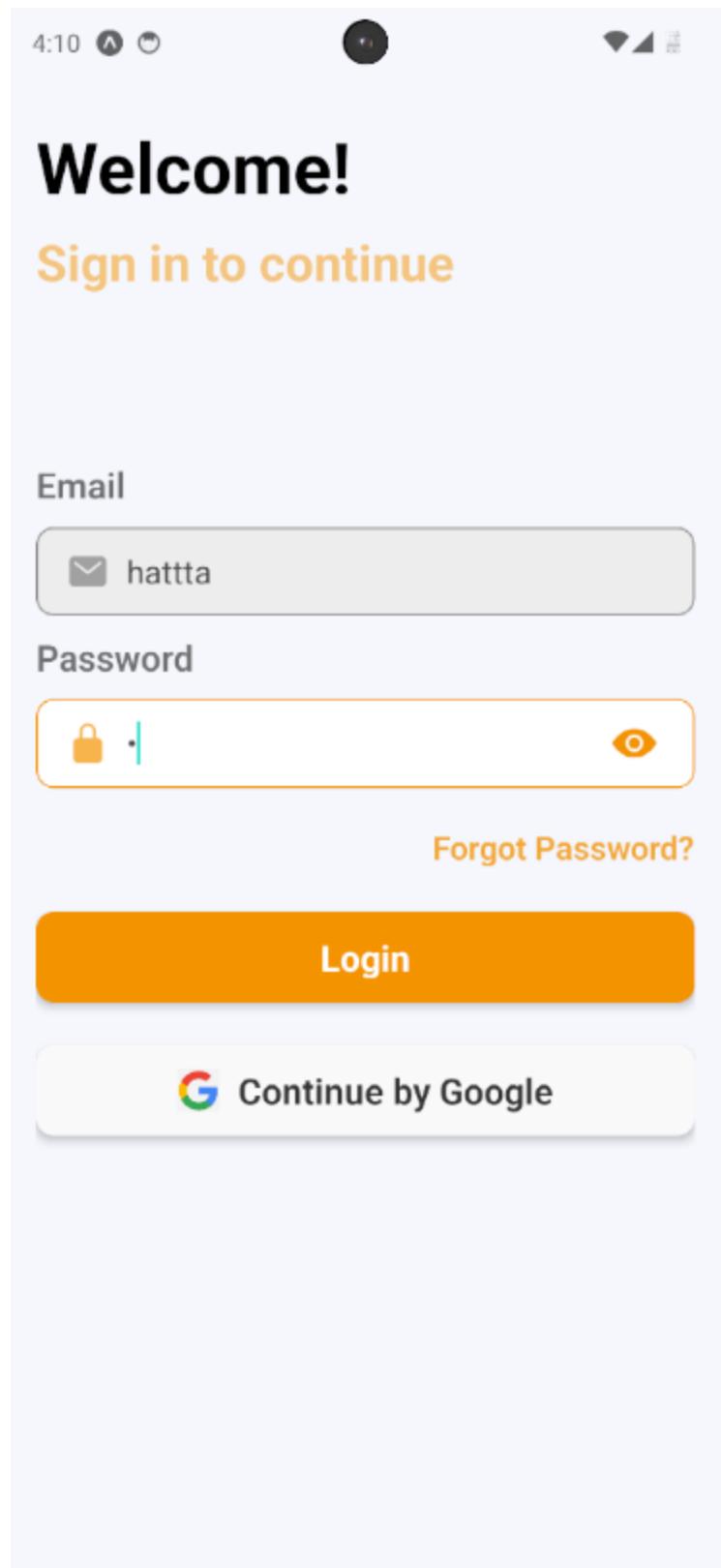


Figure 385 - User Manual - Mobile Feature 7 – Step 2

Step 3: From Home Screen:

Option 1: Choose Tab number 5 (personal icon) at the bottom of the screen to navigate to Personal Screen and from that screen will navigate to Request Screen

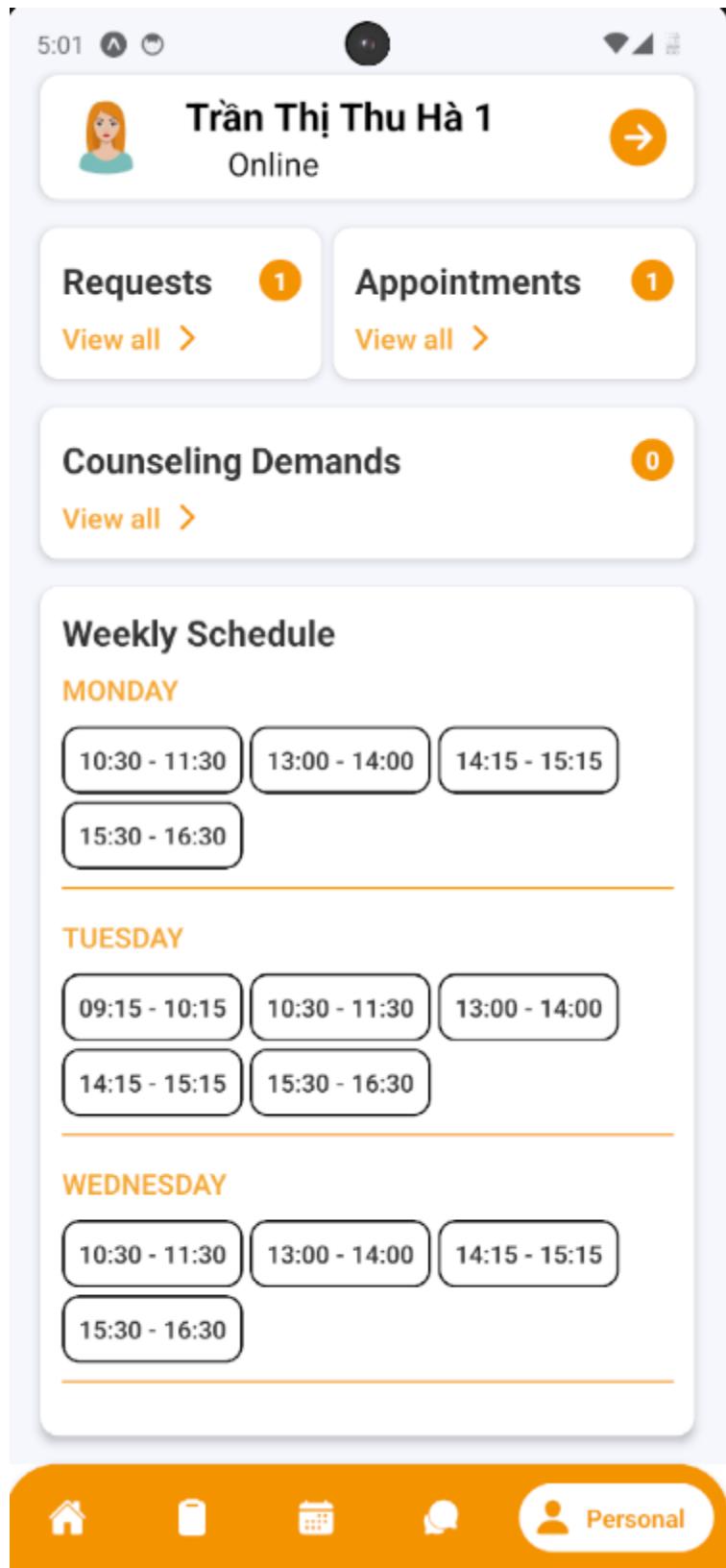


Figure 386 - User Manual - Mobile Feature 7– Step 3 – Option 1

Option 2: For quick navigation, press View all at Pending Request to navigate to Request Screen

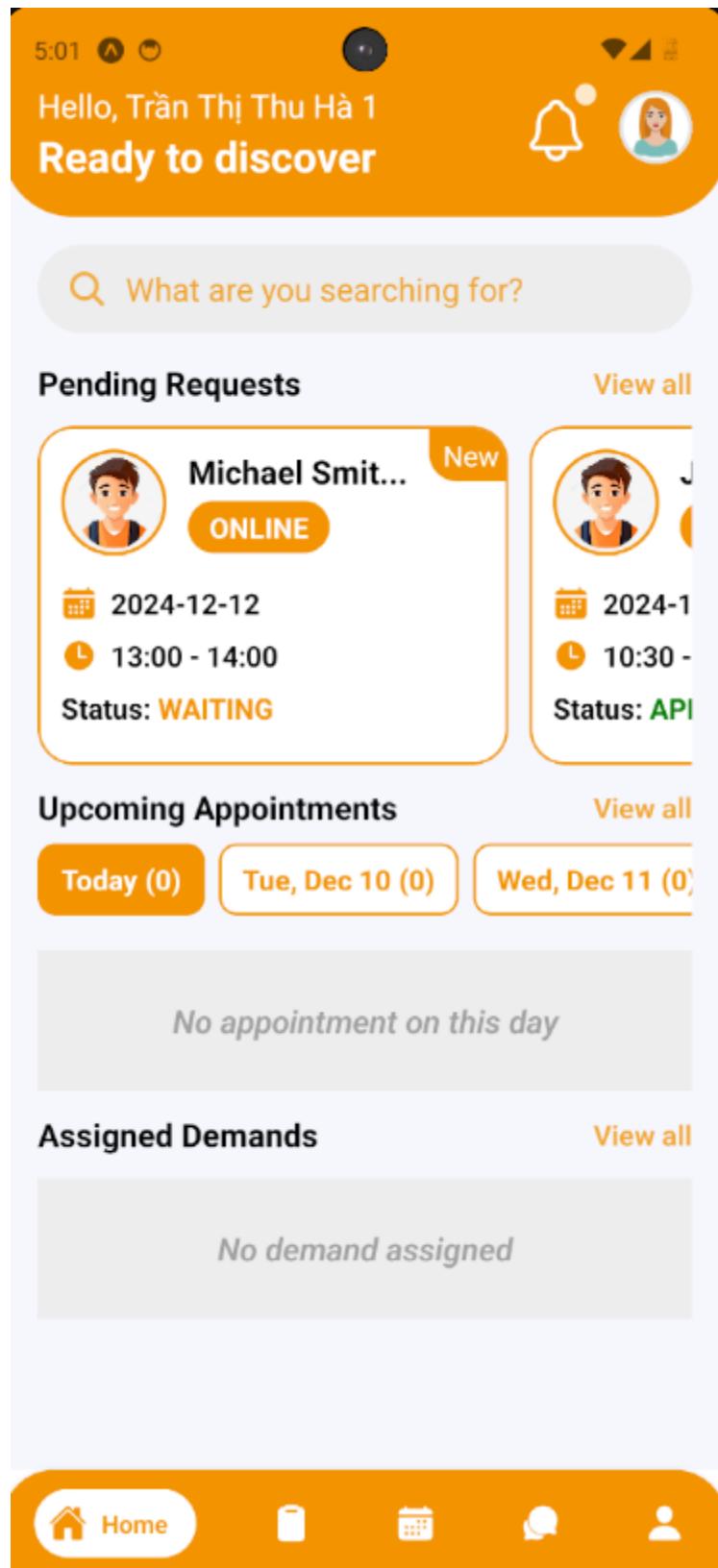


Figure 387 - User Manual - Mobile Feature 7 – Step 3 – Option 2

Step 4: In Request Screen, find a request using filter section by request date, meeting method, and status

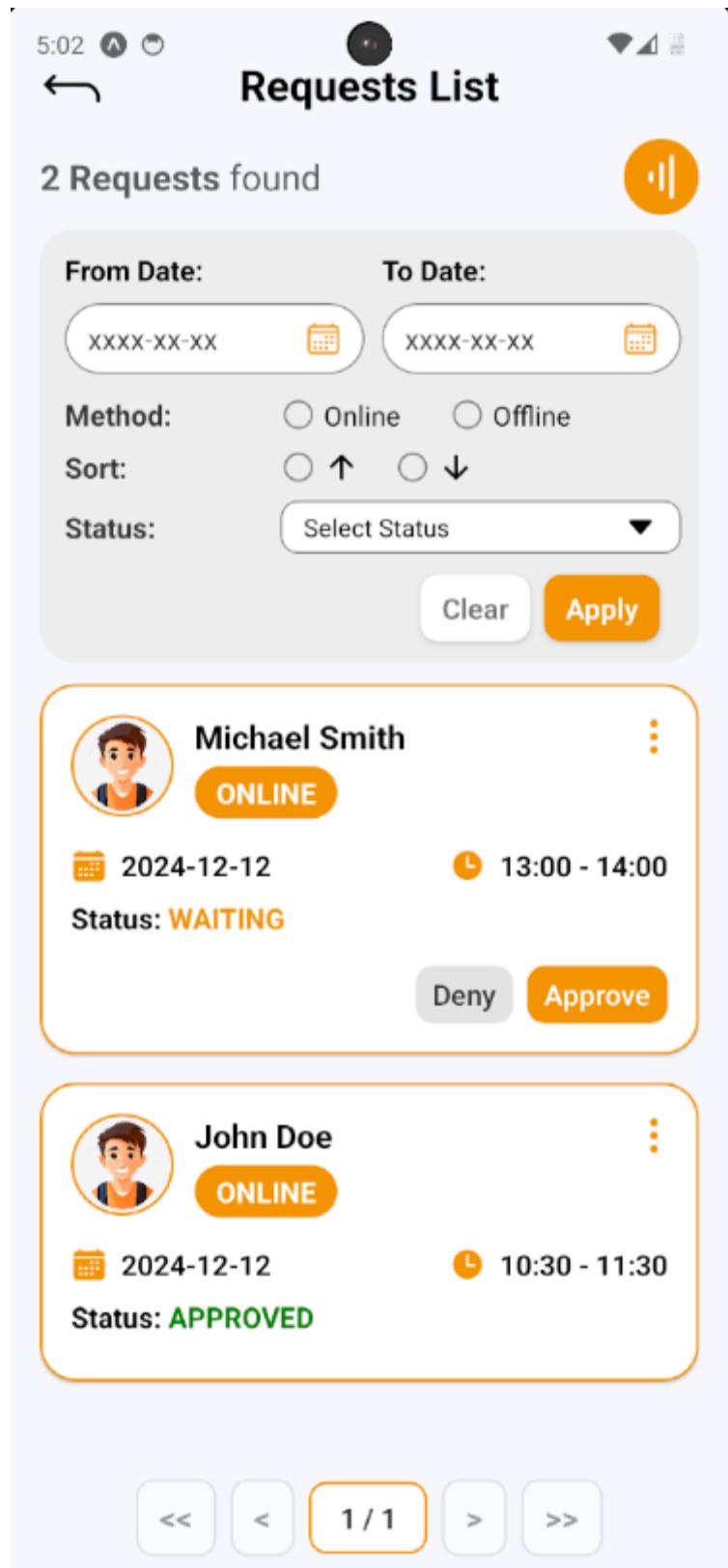


Figure 388 - User Manual - Mobile Feature 7 – Step 4

Step 5: After finding and considering student request, press Deny Button on request card, a request deny confirmation will open. Press “Yes” Button to deny request, and “No” Button to cancel confirmation

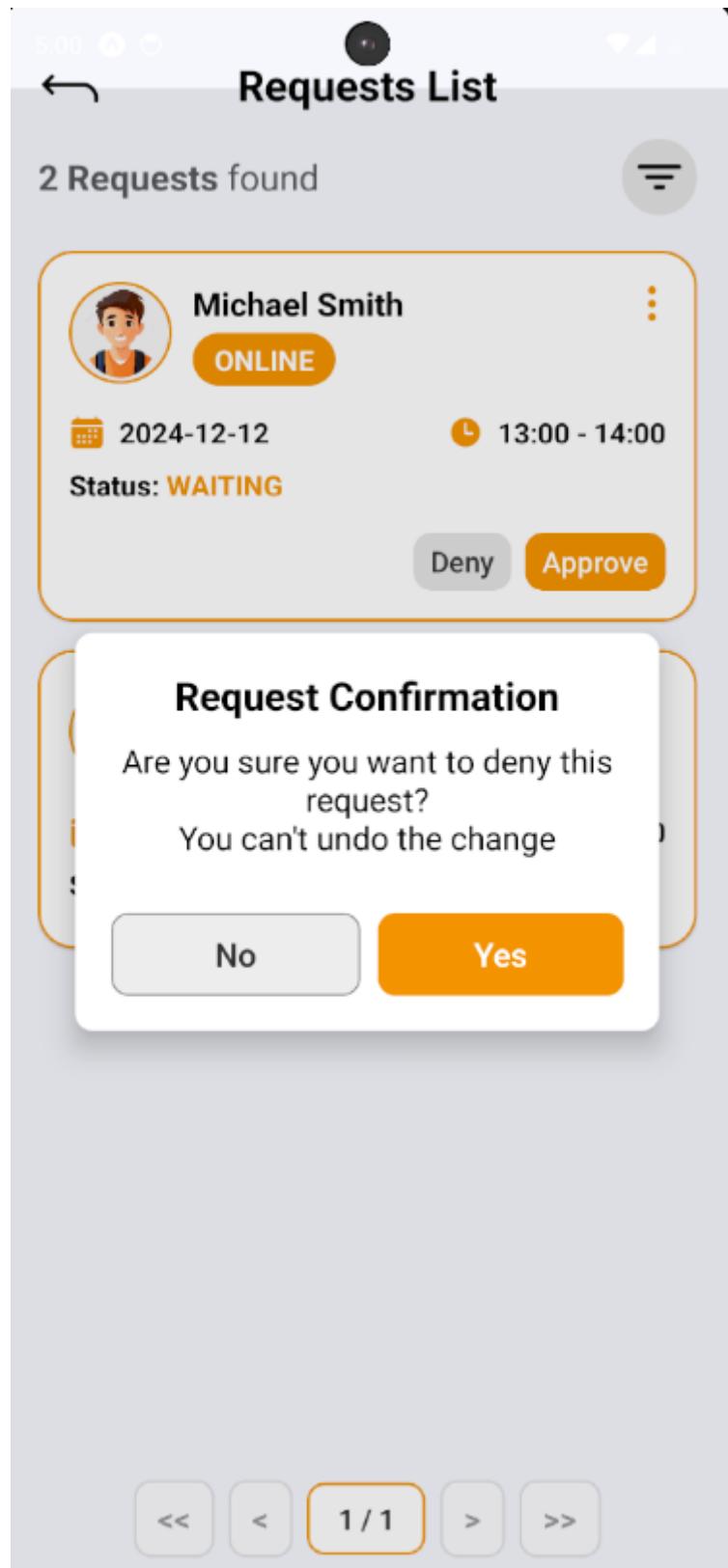


Figure 389 - User Manual - Mobile Feature 7 – Step 5

Step 6: After denying student request, student request's status is updated to "DENIED"

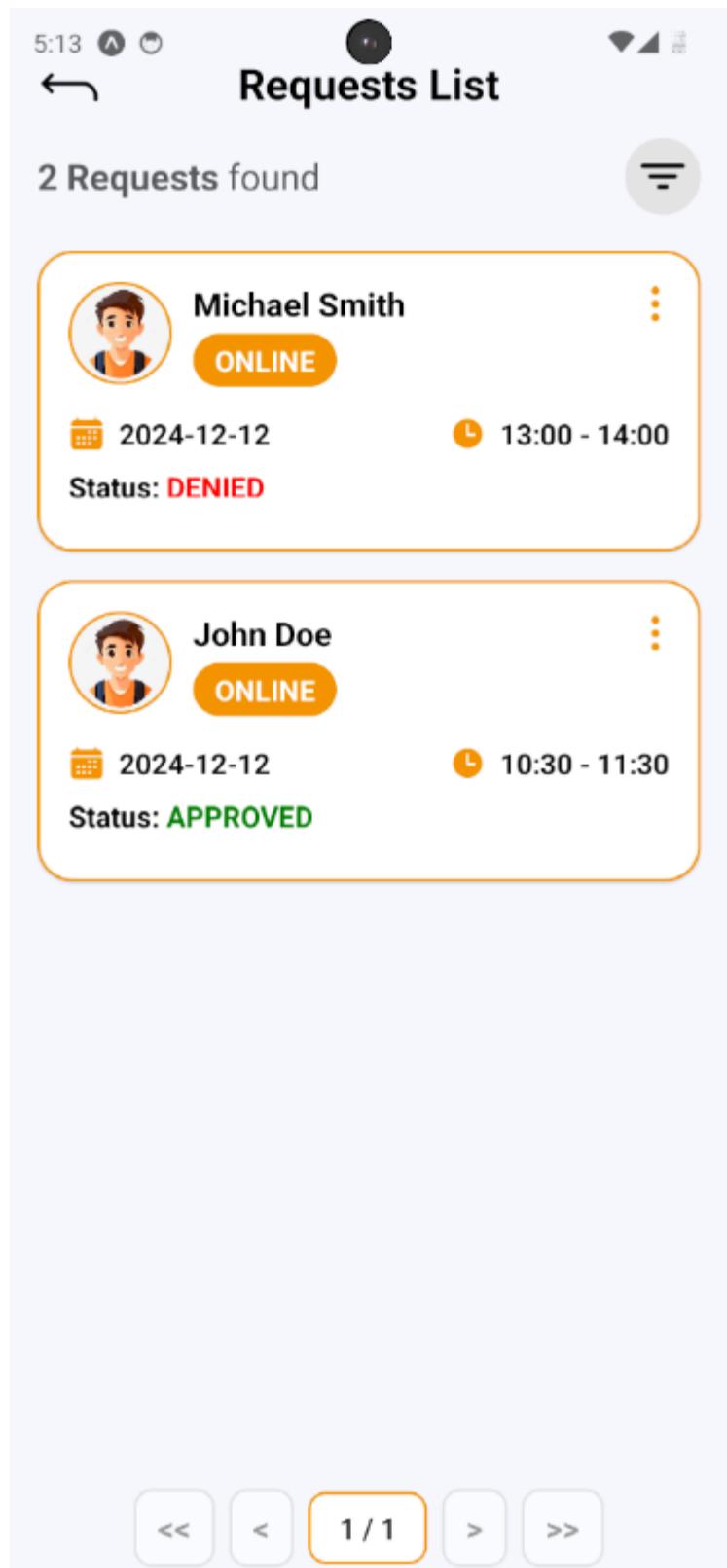


Figure 390 - User Manual - Mobile Feature 7 – Step 6

3.3.2.5. Take Attendance for Appointment

3.3.2.5.1. Description

Use this guideline to log into the SCSS counselor account to take attendance for appointment

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the counselor account

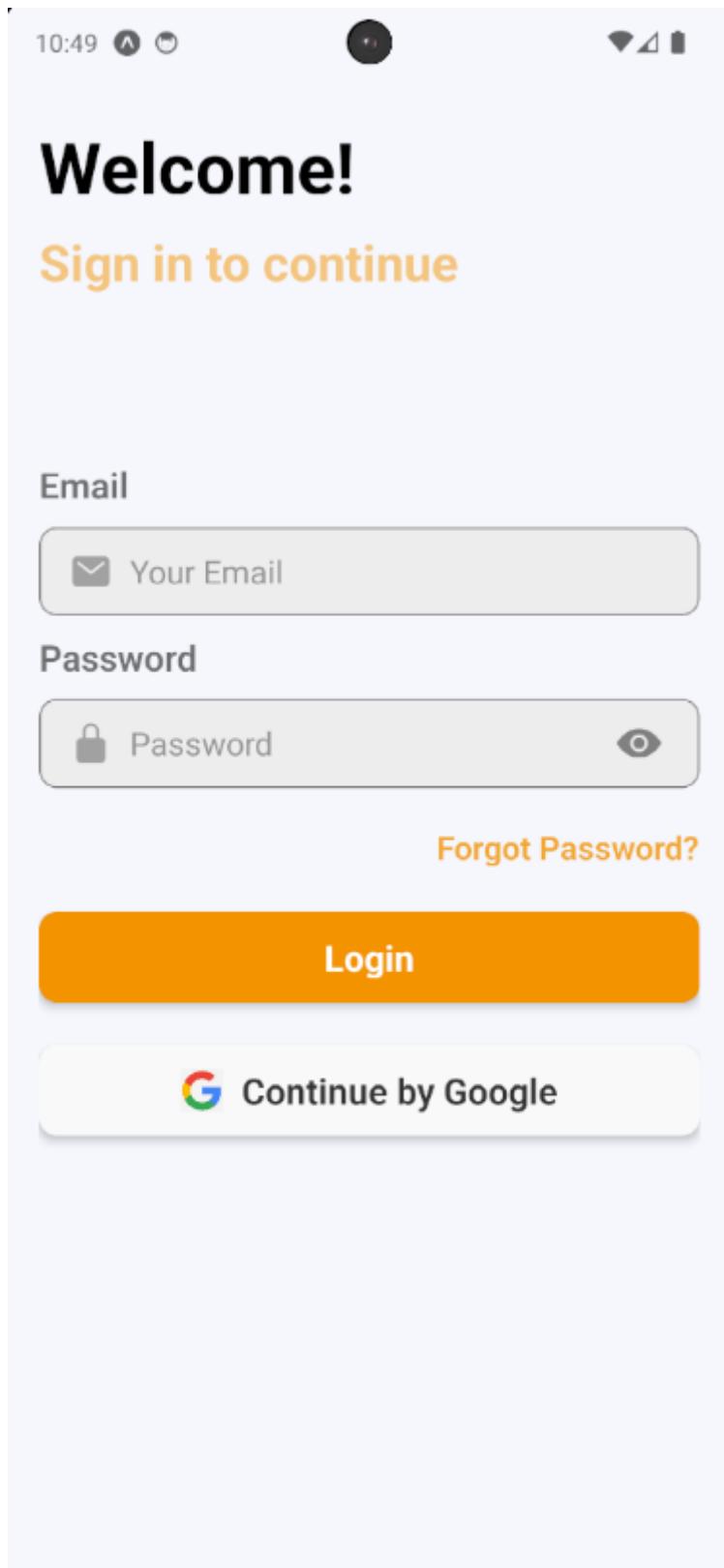


Figure 391 - User Manual - Mobile Feature 8 – Step 1

Step 2: Press “Login” Button

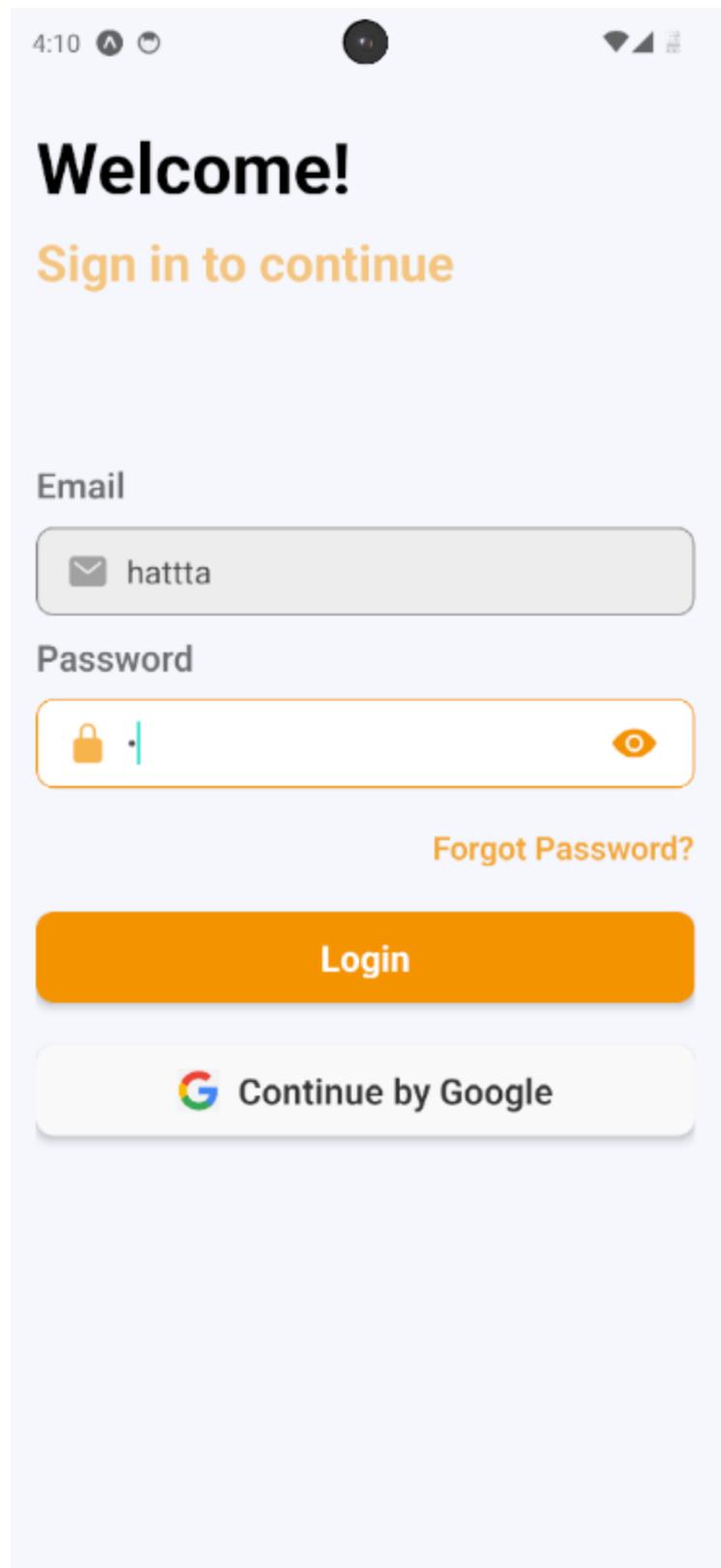


Figure 392 - User Manual - Mobile Feature 8 – Step 2

Step 3: From Home Screen:

Option 1: Choose Tab number 5 (personal icon) at the bottom of the screen to navigate to Personal Screen and from that screen will navigate to Appointment Screen

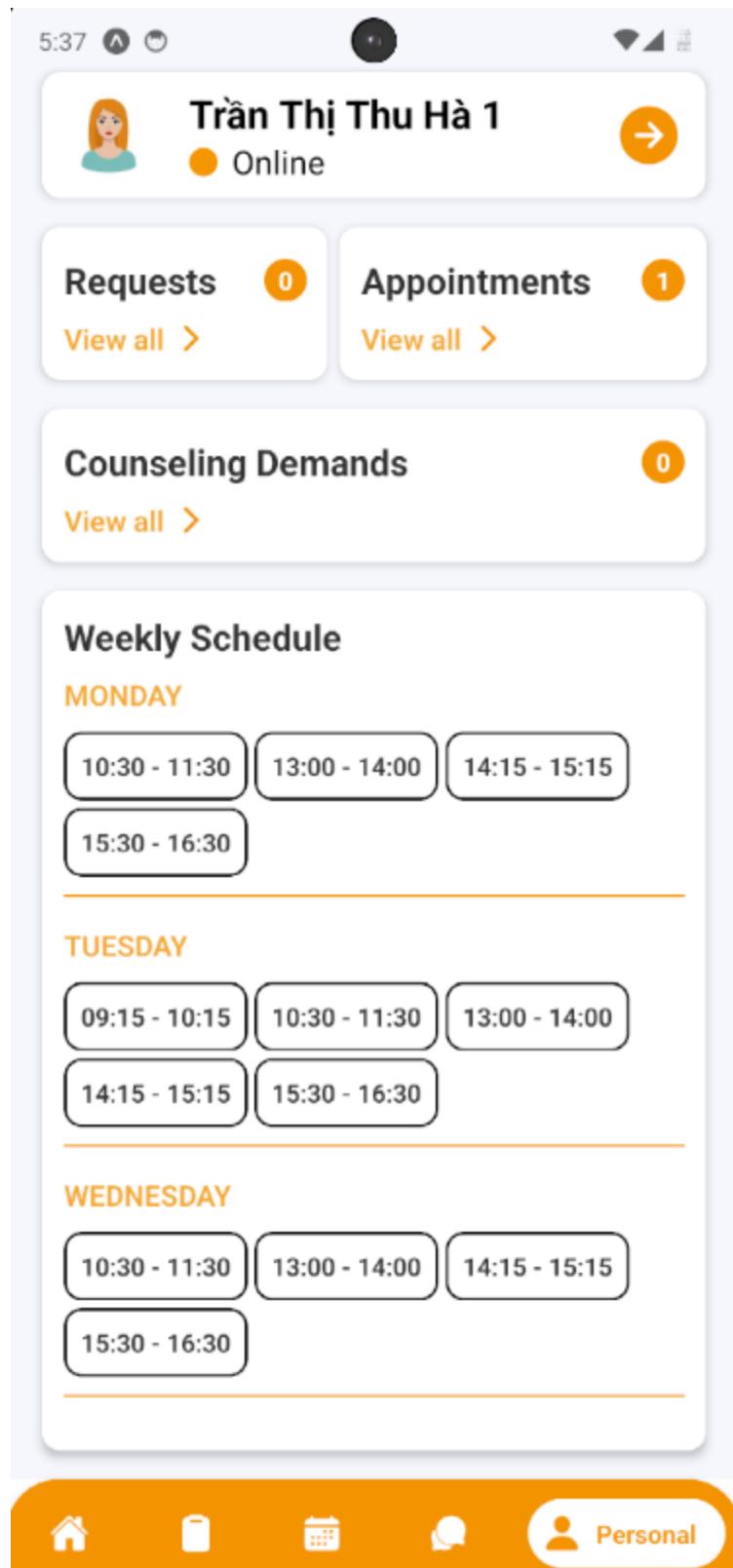


Figure 393 - User Manual - Mobile Feature 8 – Step 3 – Option 1

Option 2: For quick navigation, press View all at Upcoming Appointments to navigate to Appointment Screen

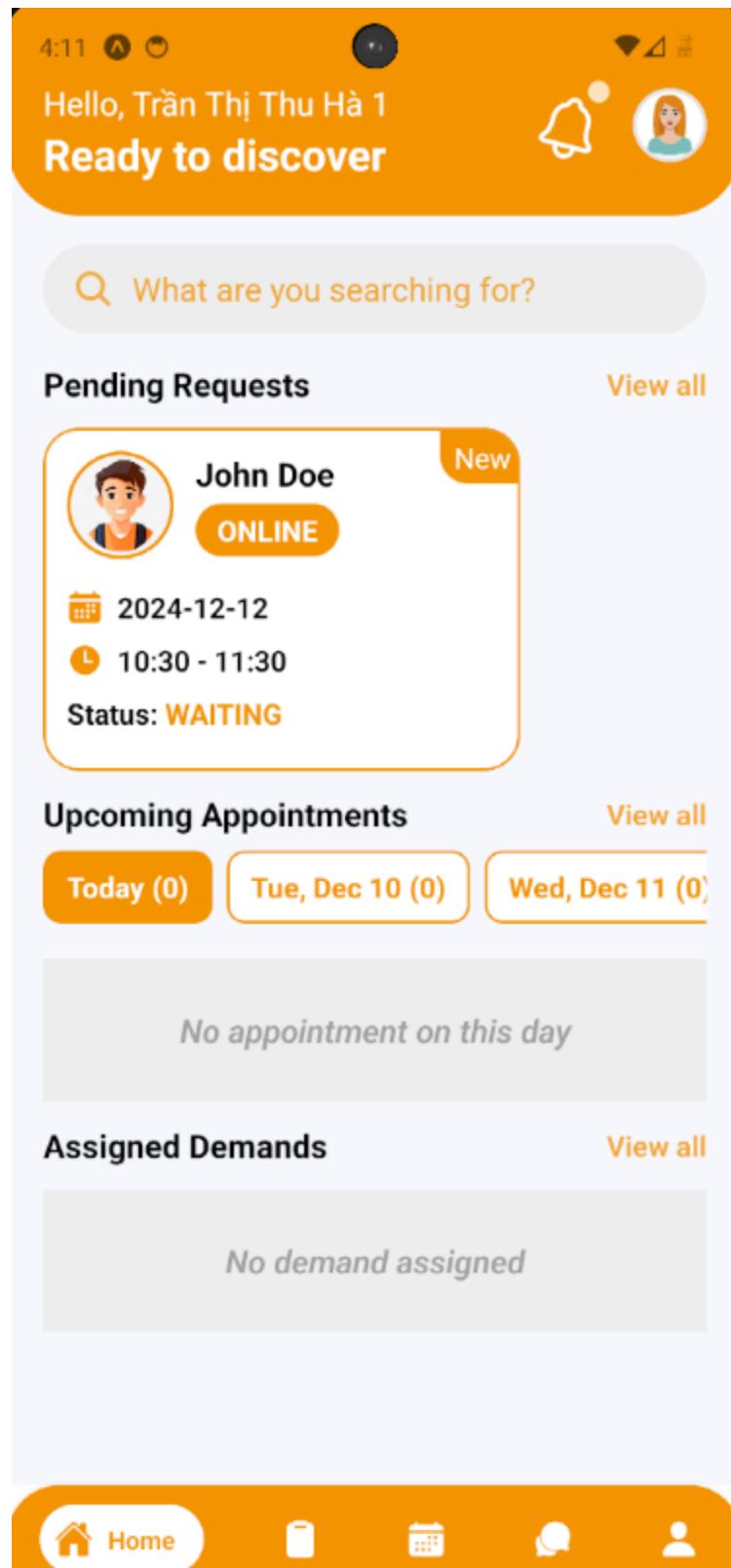


Figure 394 - User Manual - Mobile Feature 8 – Step 3 – Option 2

Step 4: In Appointment Screen, find an appointment using filter section by meeting date, and status

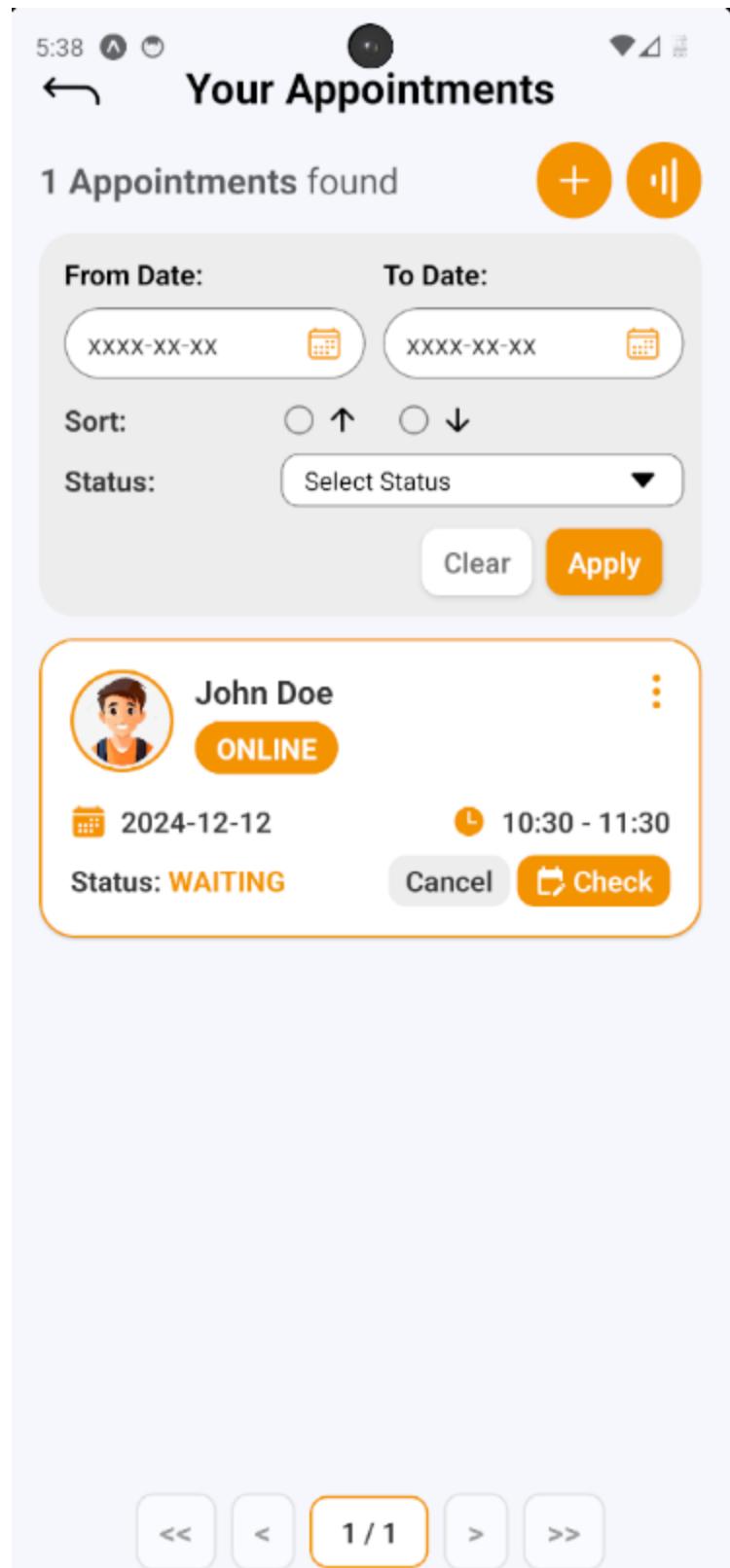


Figure 395 - User Manual - Mobile Feature 8 – Step 4

Step 5: After finding appointment, press “Check” Button to open Take Attendance section on appointment card, a take attendance confirmation will open. Press “ATTEND” or “ABSENT” to change status of chosen appointment

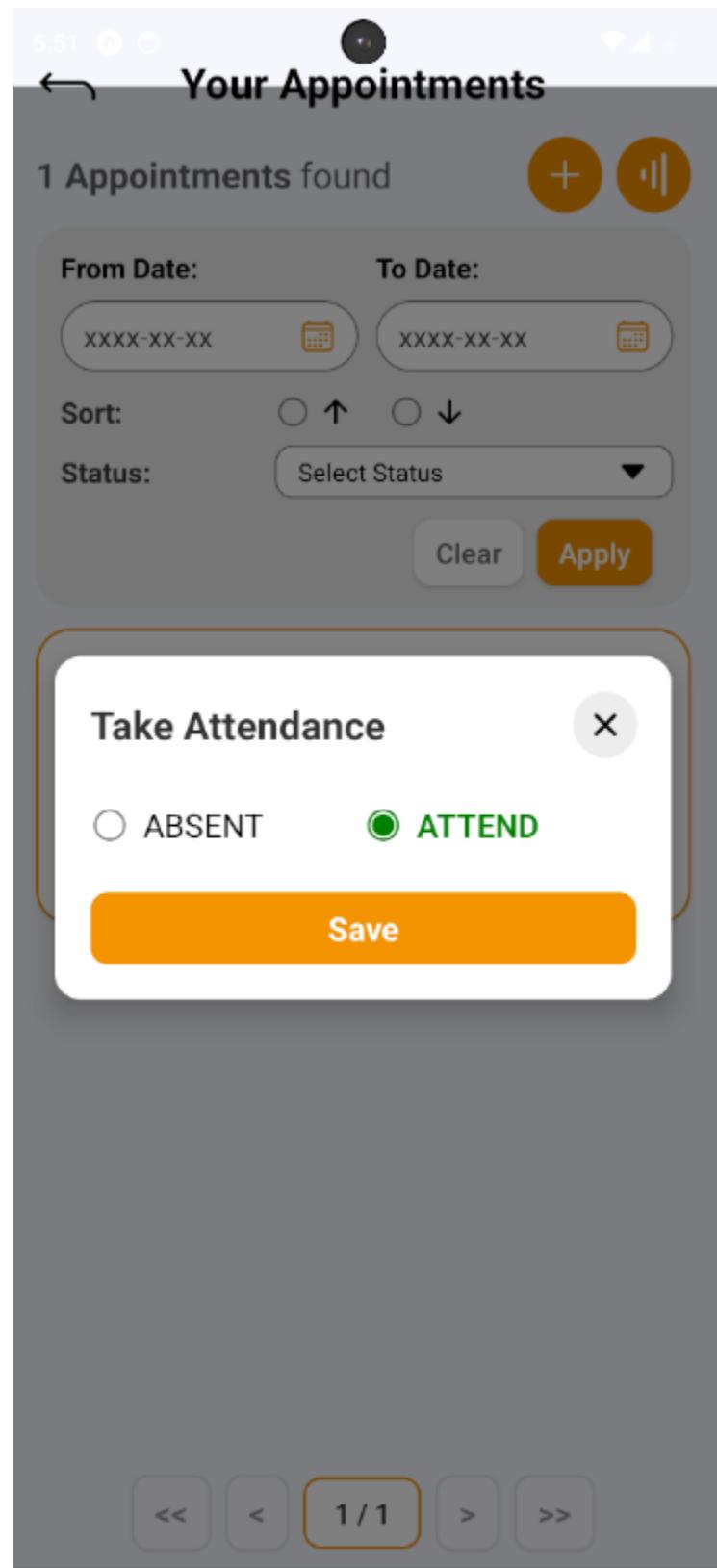


Figure 396 - User Manual - Mobile Feature 8 – Step 5

Step 6: After taking attendance, the status of appointment will change to “ATTEND” or “ABSENT”

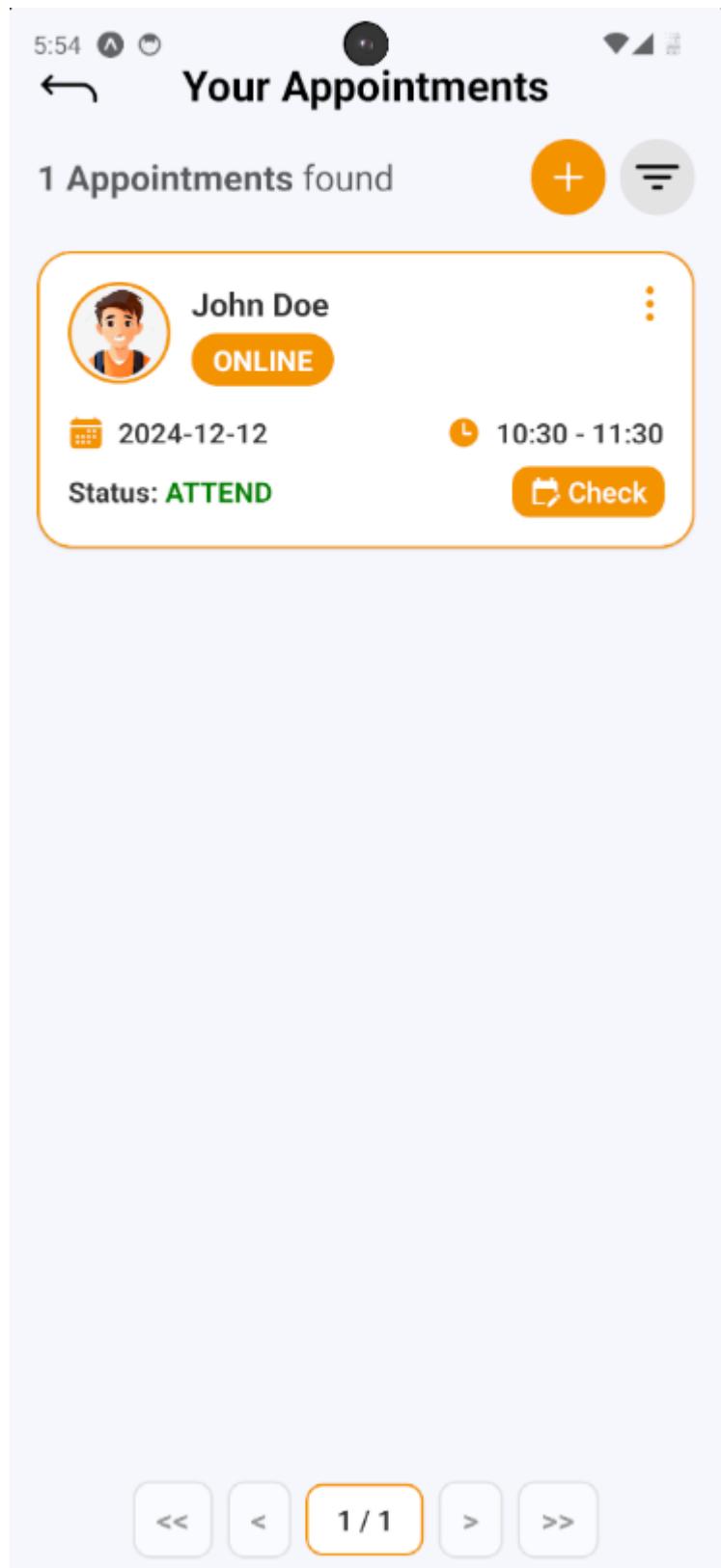


Figure 397 - User Manual - Mobile Feature 8 – Step 6

3.3.2.6. Write Feedback for Appointment

3.3.2.6.1. Description

Use this guideline to log into the SCSS student account to write feedback for appointment

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the student account

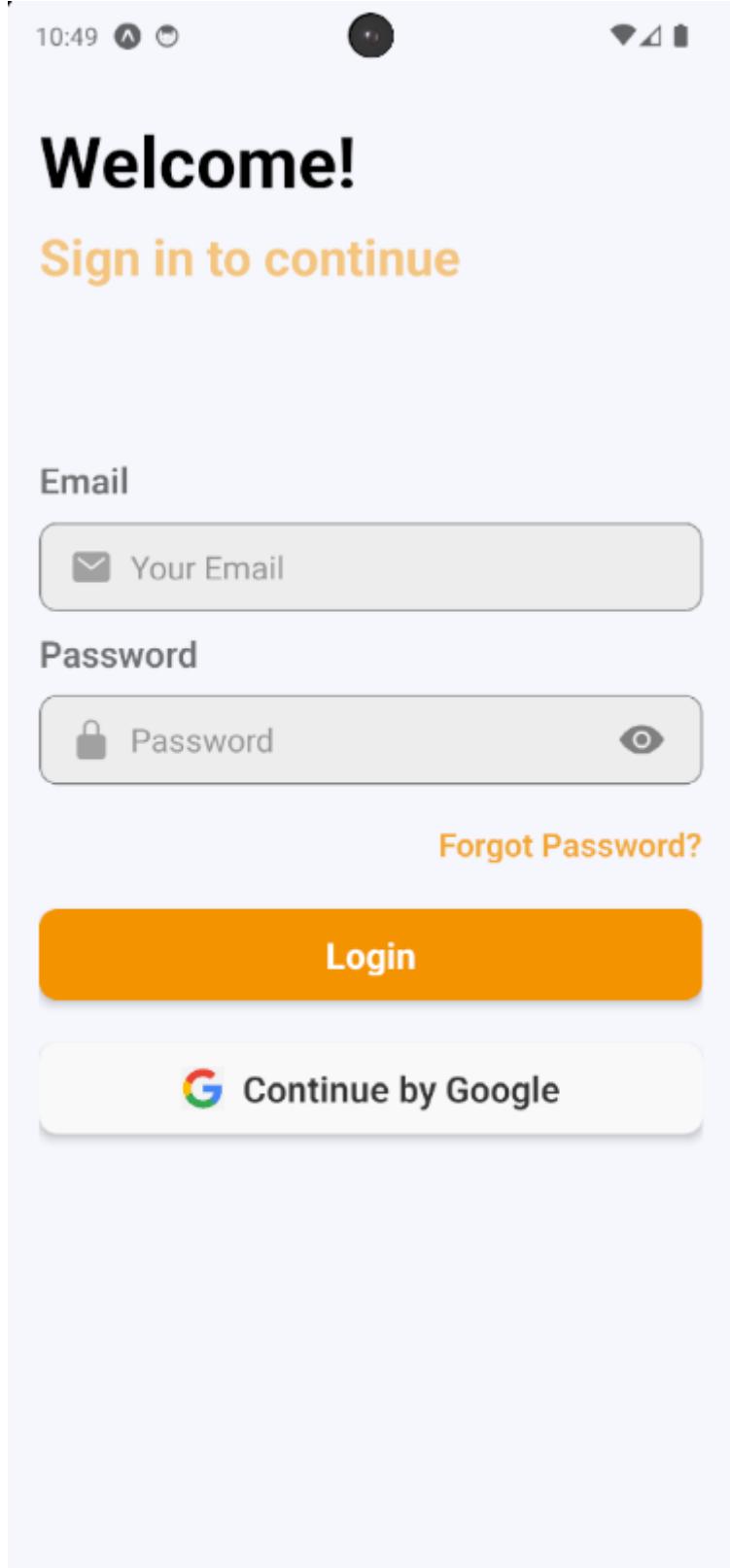


Figure 398 - User Manual - Mobile Feature 9 – Step 1

Step 2: Press “Login” Button

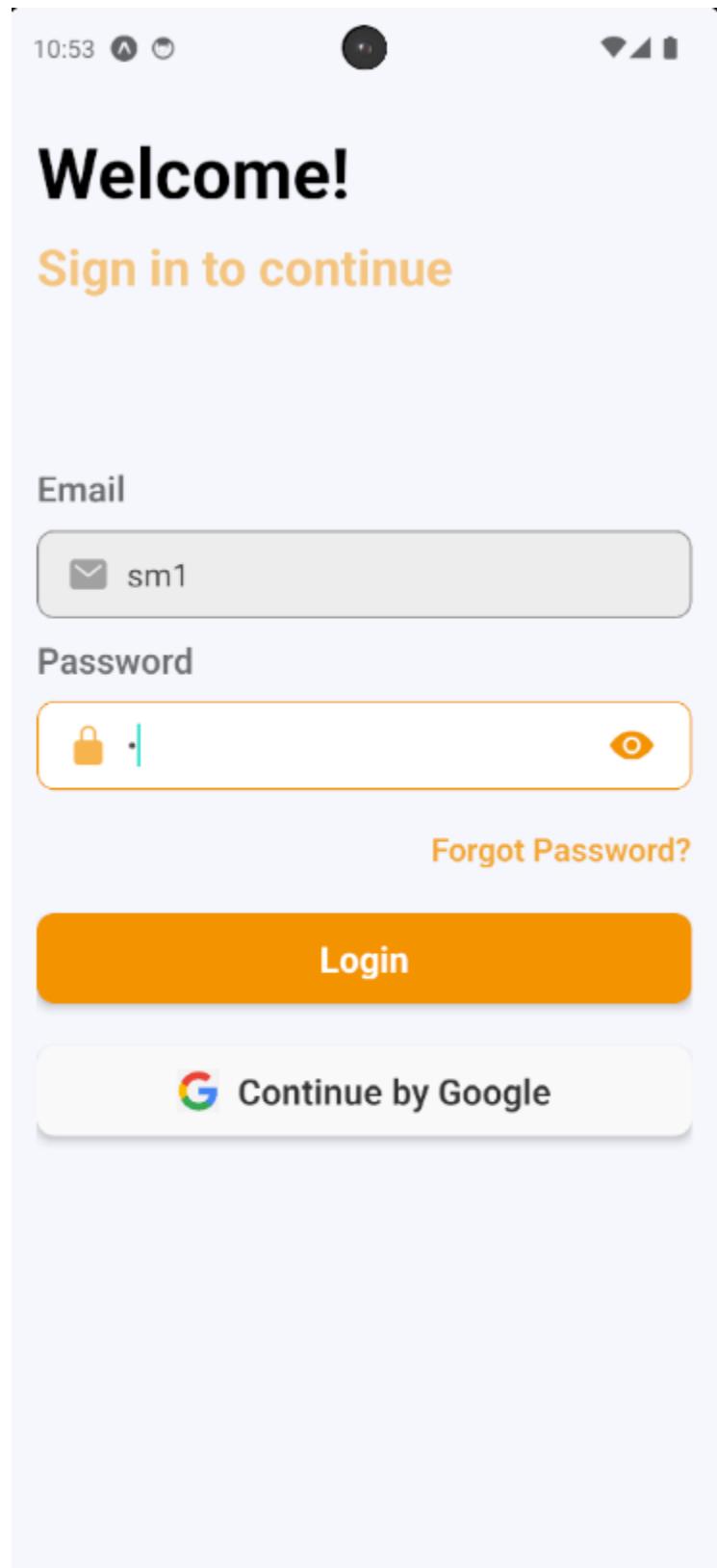


Figure 399 - User Manual - Mobile Feature 9 – Step 2

Step 3: From Home Screen:

Option 1: Choose Tab number 5 (personal icon) at the bottom of the screen to navigate to Personal Screen and from that screen will navigate to Appointment Screen

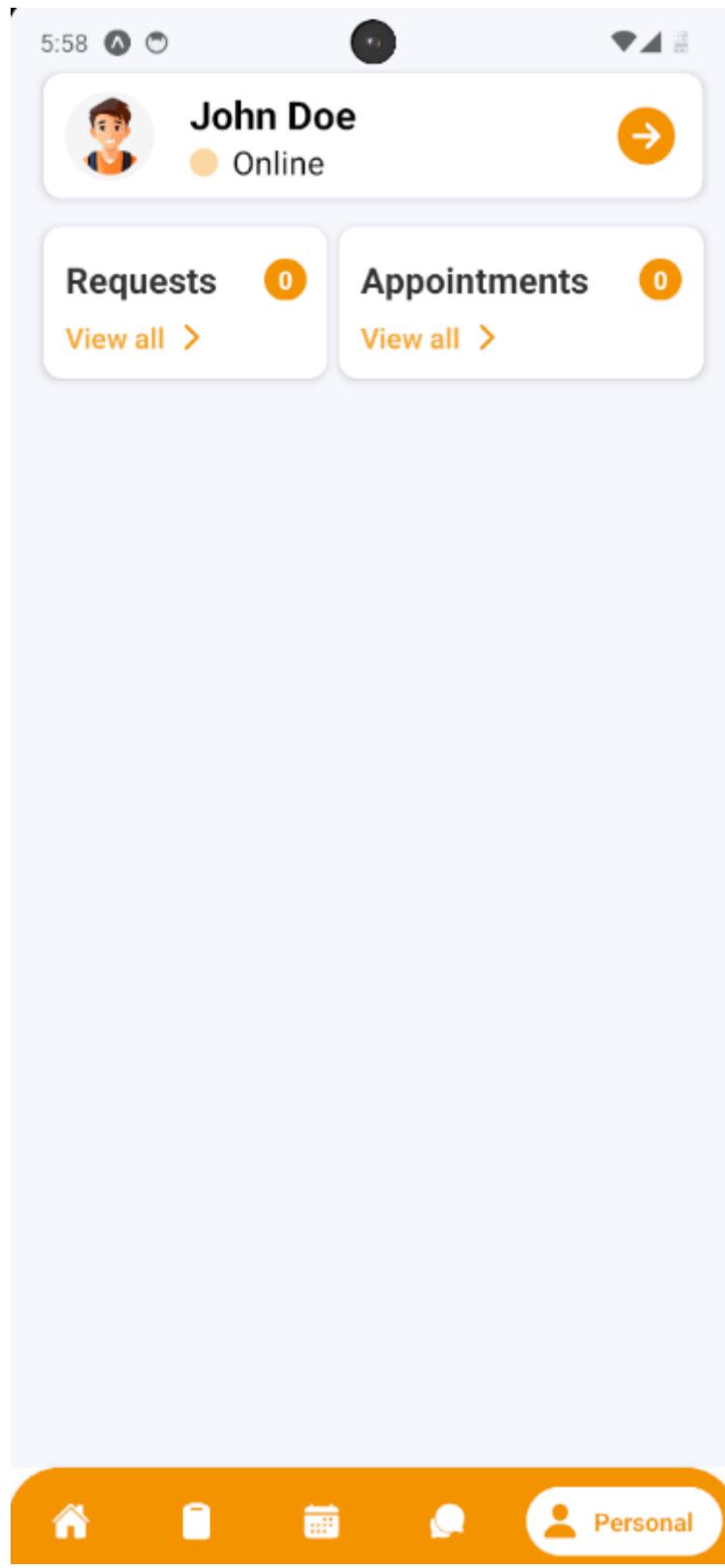


Figure 400 - User Manual - Mobile Feature 9 – Step 3 – Option 1

Option 2: For quick navigation, press View all at Upcoming Appointments to navigate to Appointment Screen

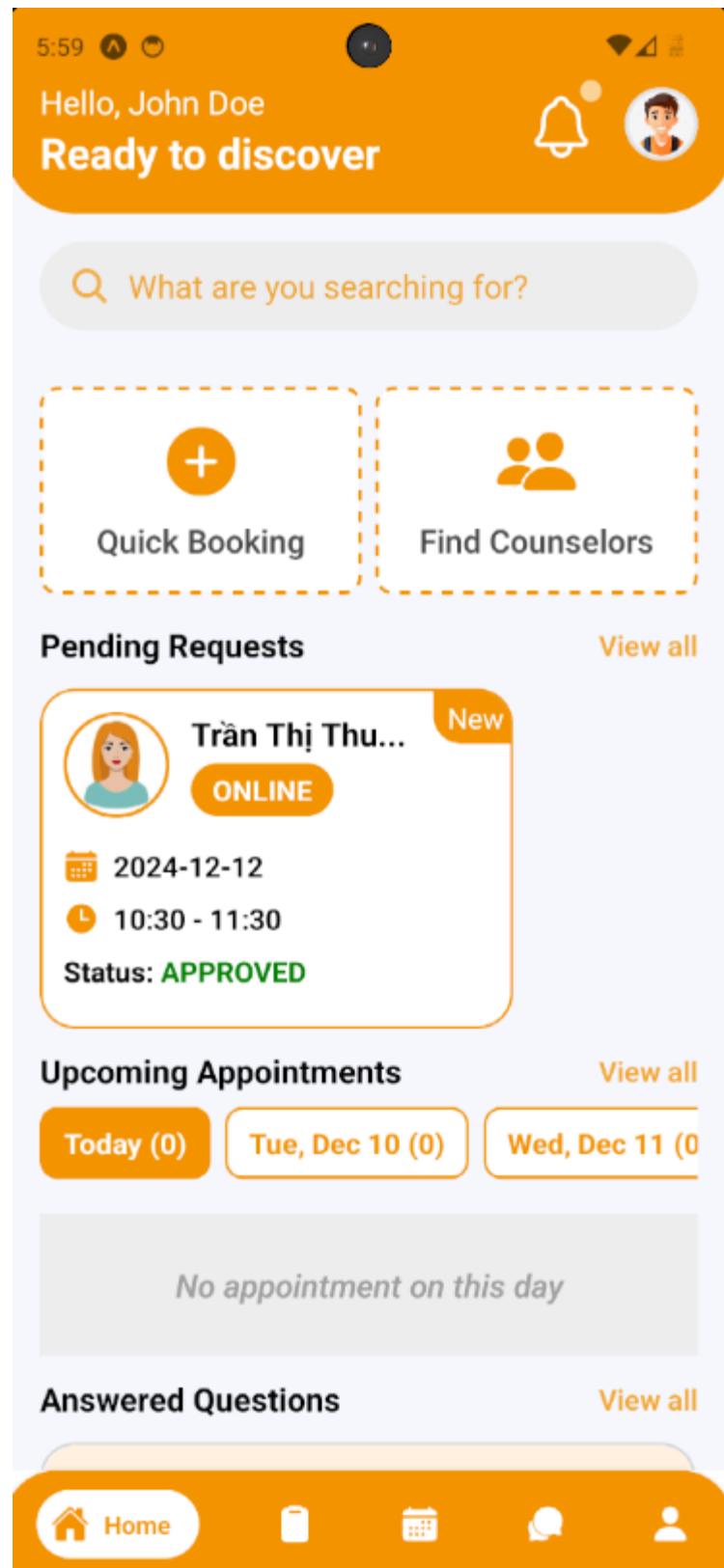


Figure 401 - User Manual - Mobile Feature 9 – Step 3 – Option 2

Step 4: In Appointment Screen, find an appointment using filter section by meeting date, and status

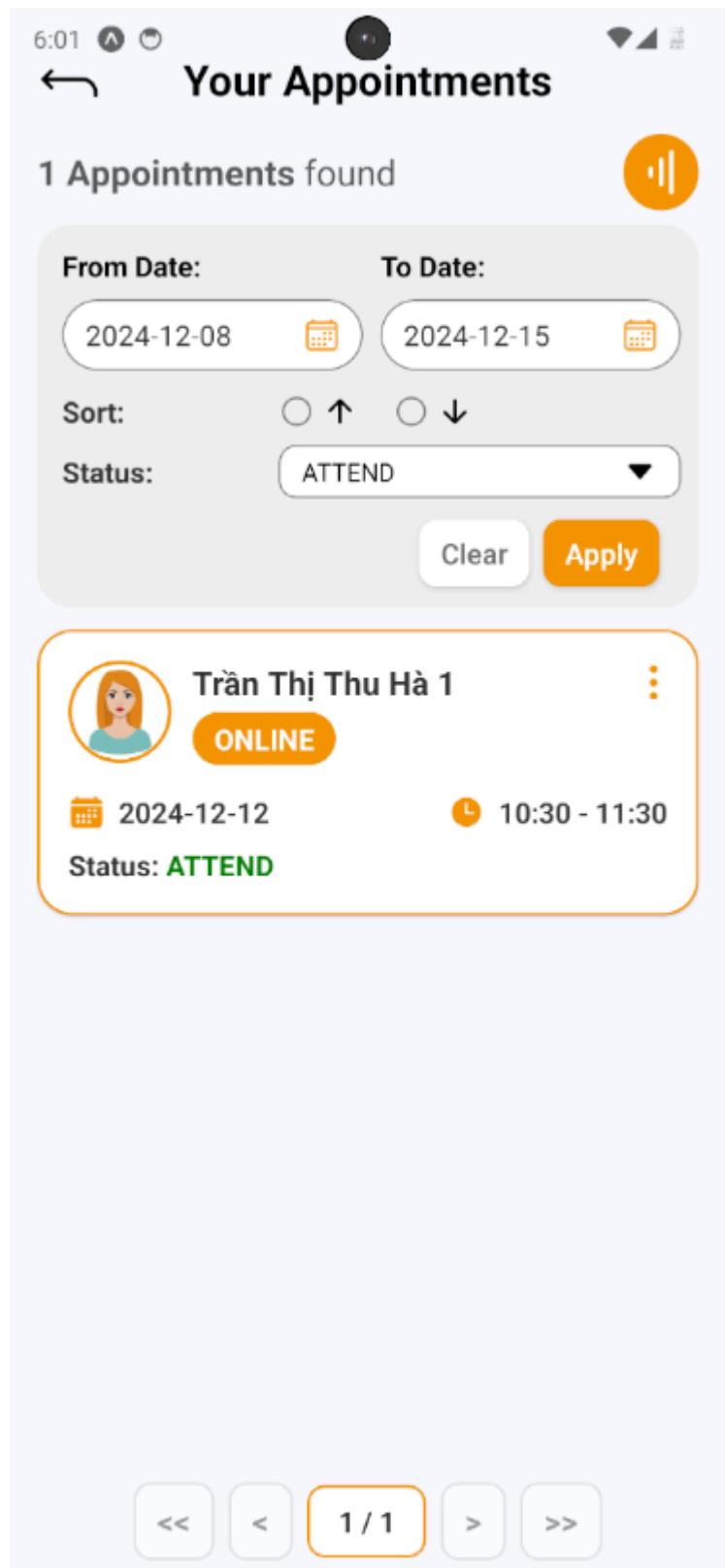


Figure 402 - User Manual - Mobile Feature 9 – Step 4

Step 5: After finding a appointment (which status is “ATTEND”), press Info Button (shown as “vertical-ellipsis” icon) to show that appointment information

Step 6: In that appointment information, there’s a section called “Leave a review”, press it and open “Write a review” confirmation.

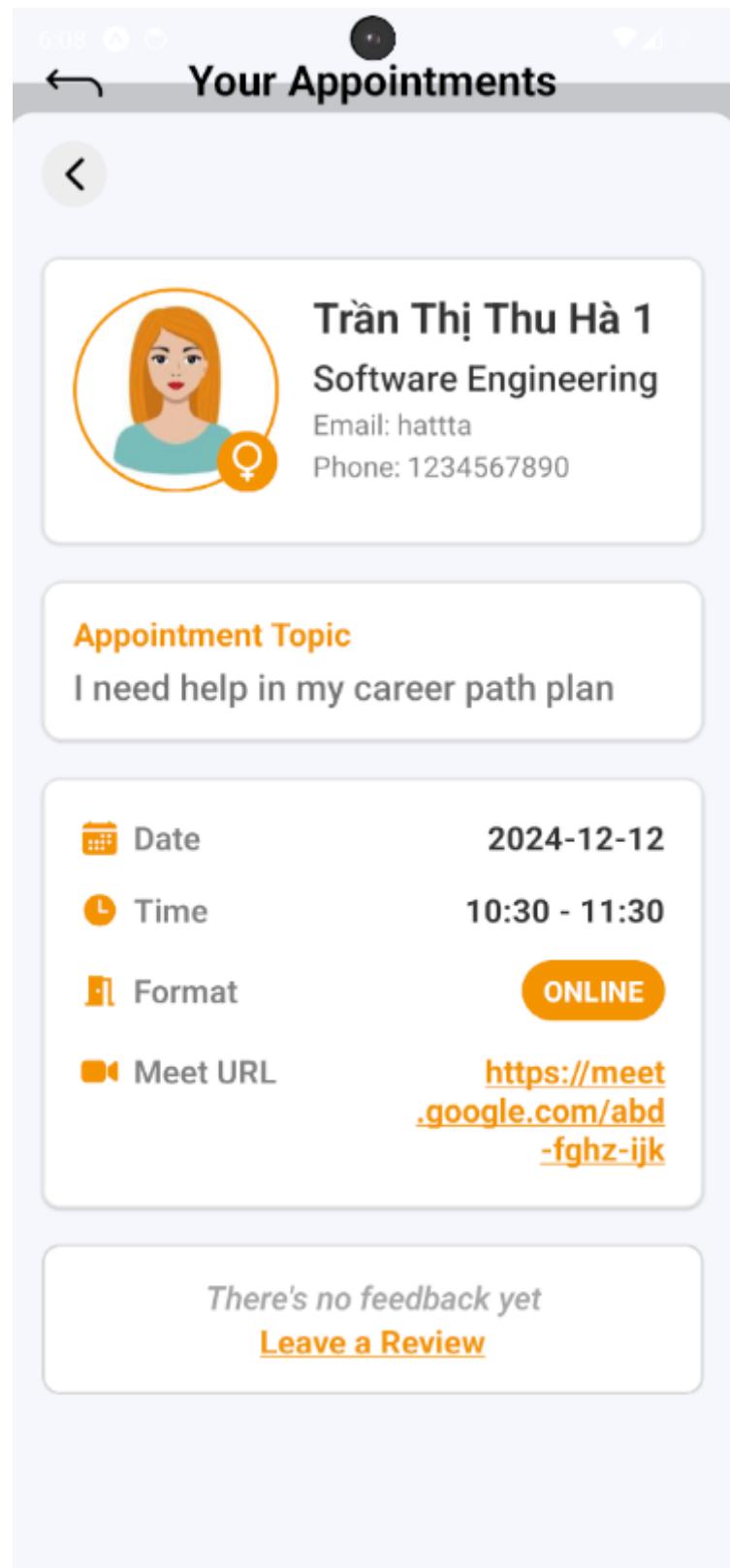


Figure 403 - User Manual - Mobile Feature 9 – Step 6

Step 7: Fill in feedback content include message and rating. Then submit it by pressing “Save” Button, or cancel by pressing “Cancel” Button

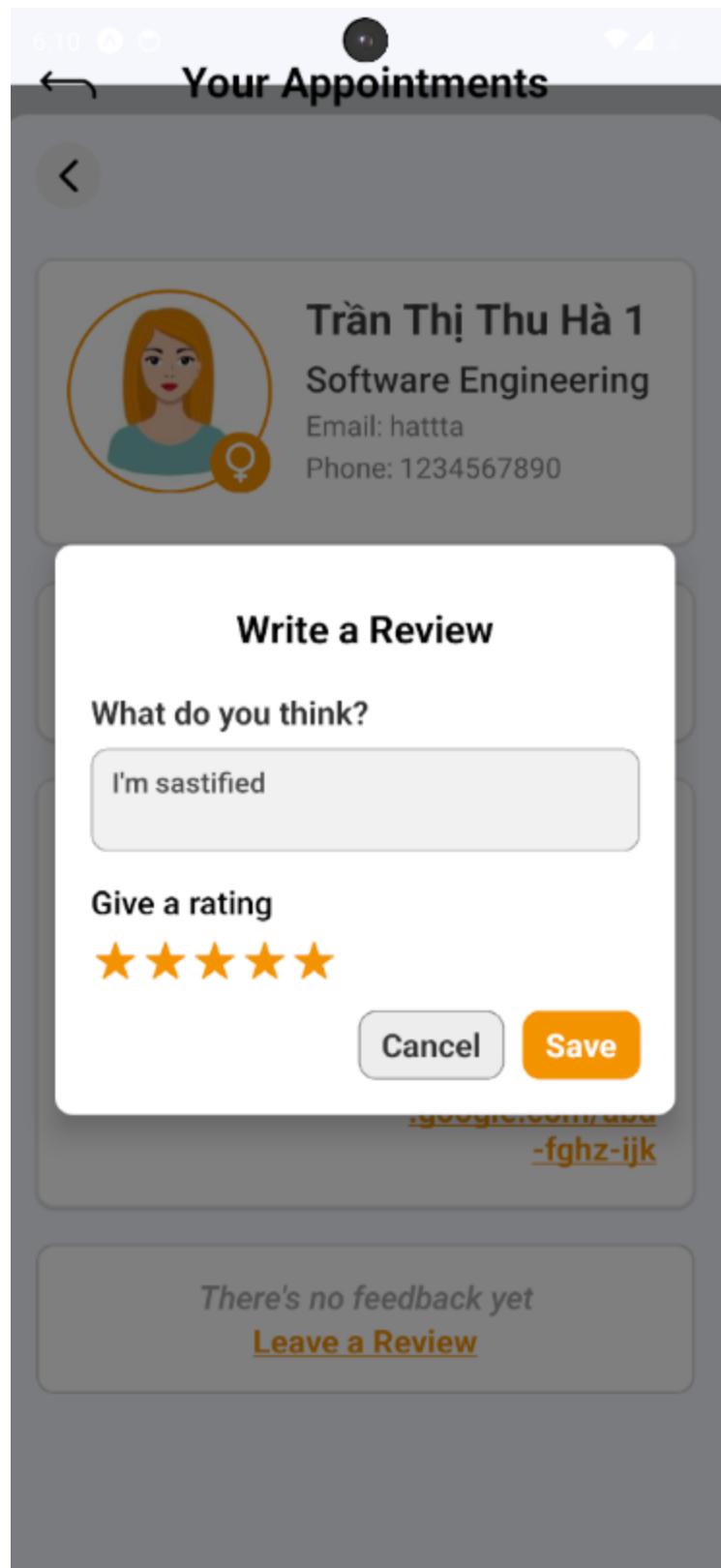


Figure 404 - User Manual - Mobile Feature 9 – Step 7

Step 8: View feedback after submitting in appointment information.

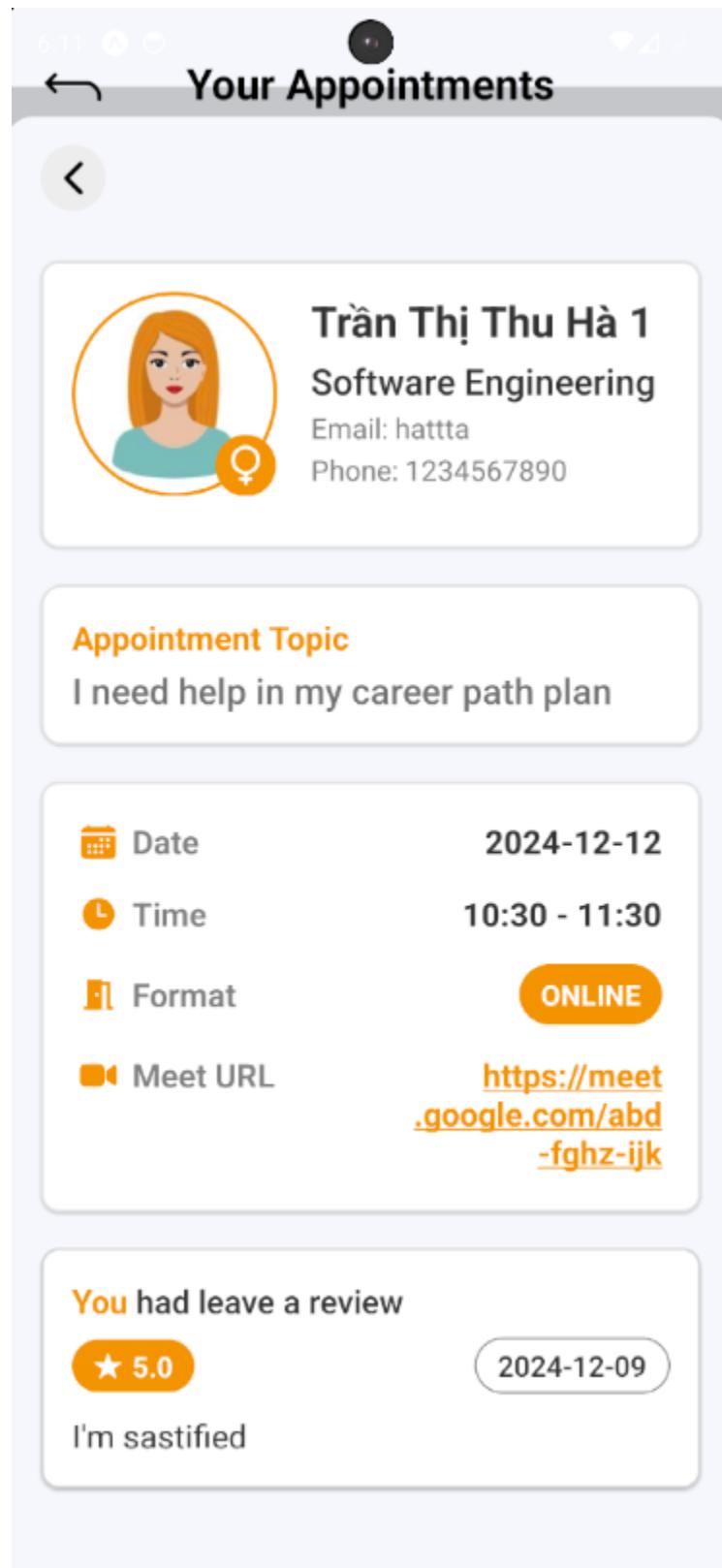


Figure 405 - User Manual - Mobile Feature 9 – Step 8

3.3.2.7. Write Report for Appointment

3.3.2.7.1. Description

Use this guideline to log into the SCSS counselor account to write report for appointment

3.3.2.7.2. Guide Steps

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the counselor account

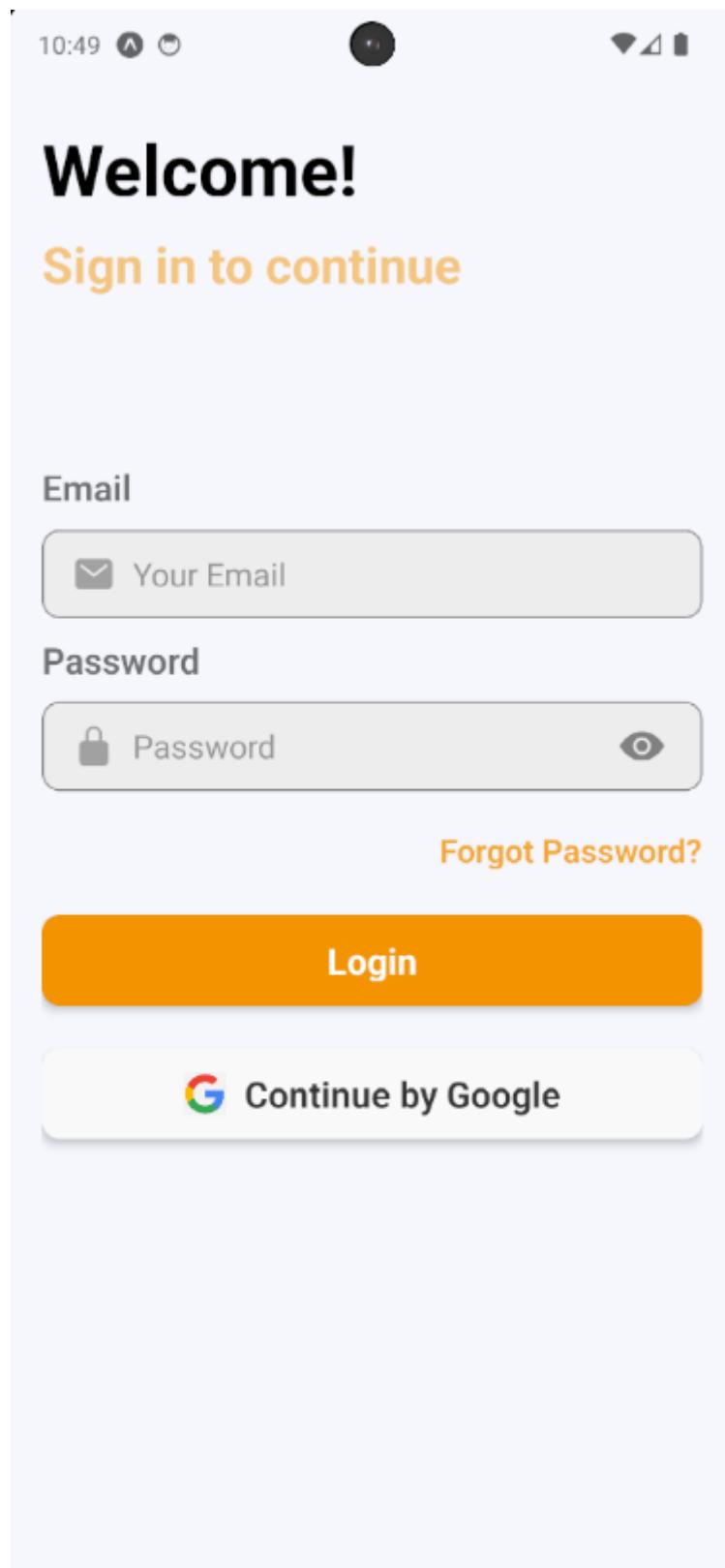


Figure 406 - User Manual - Mobile Feature 10 – Step 1

Step 2: Press “Login” Button

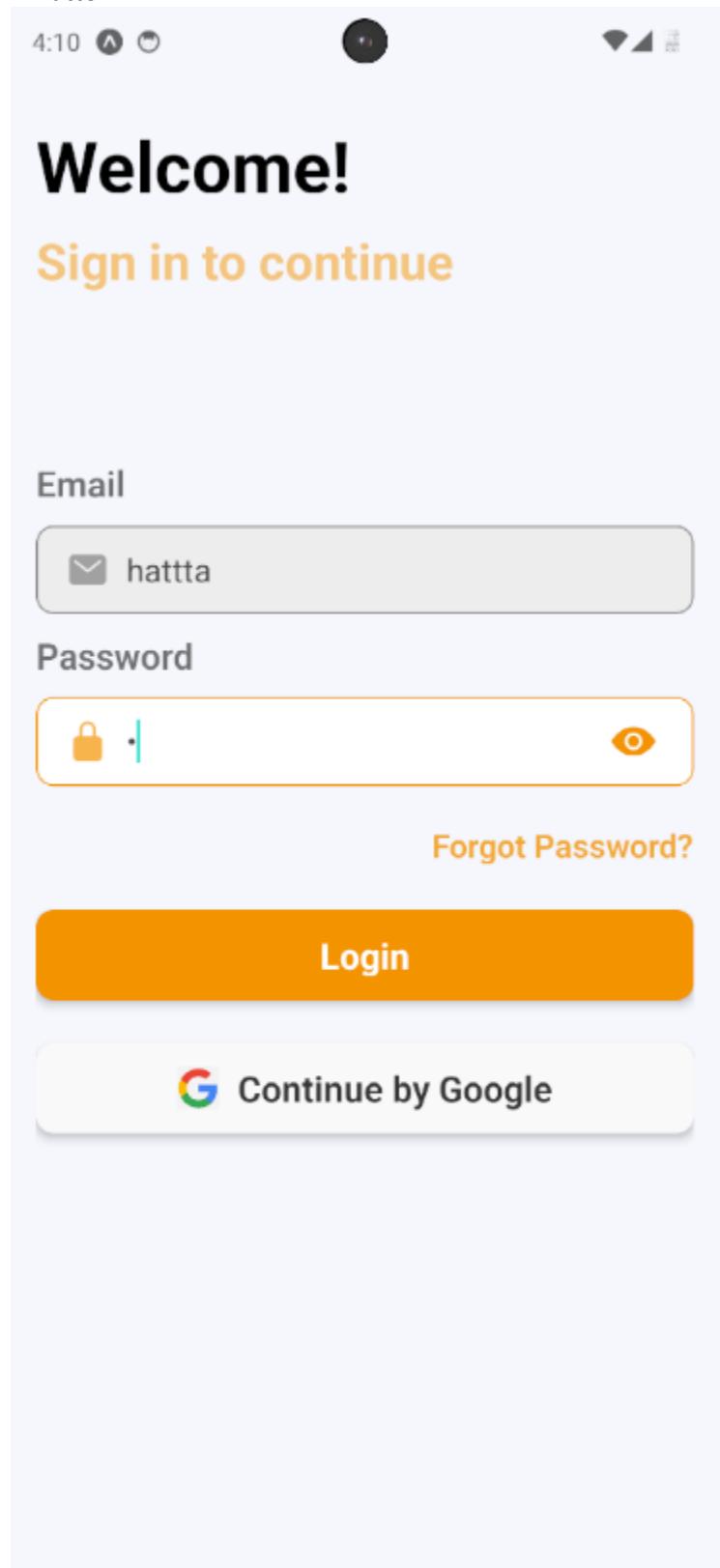


Figure 407 - User Manual - Mobile Feature 10 – Step 2

Step 3: From Home Screen:

Option 1: Choose Tab number 5 (personal icon) at the bottom of the screen to navigate to Personal Screen and from that screen will navigate to Appointment Screen

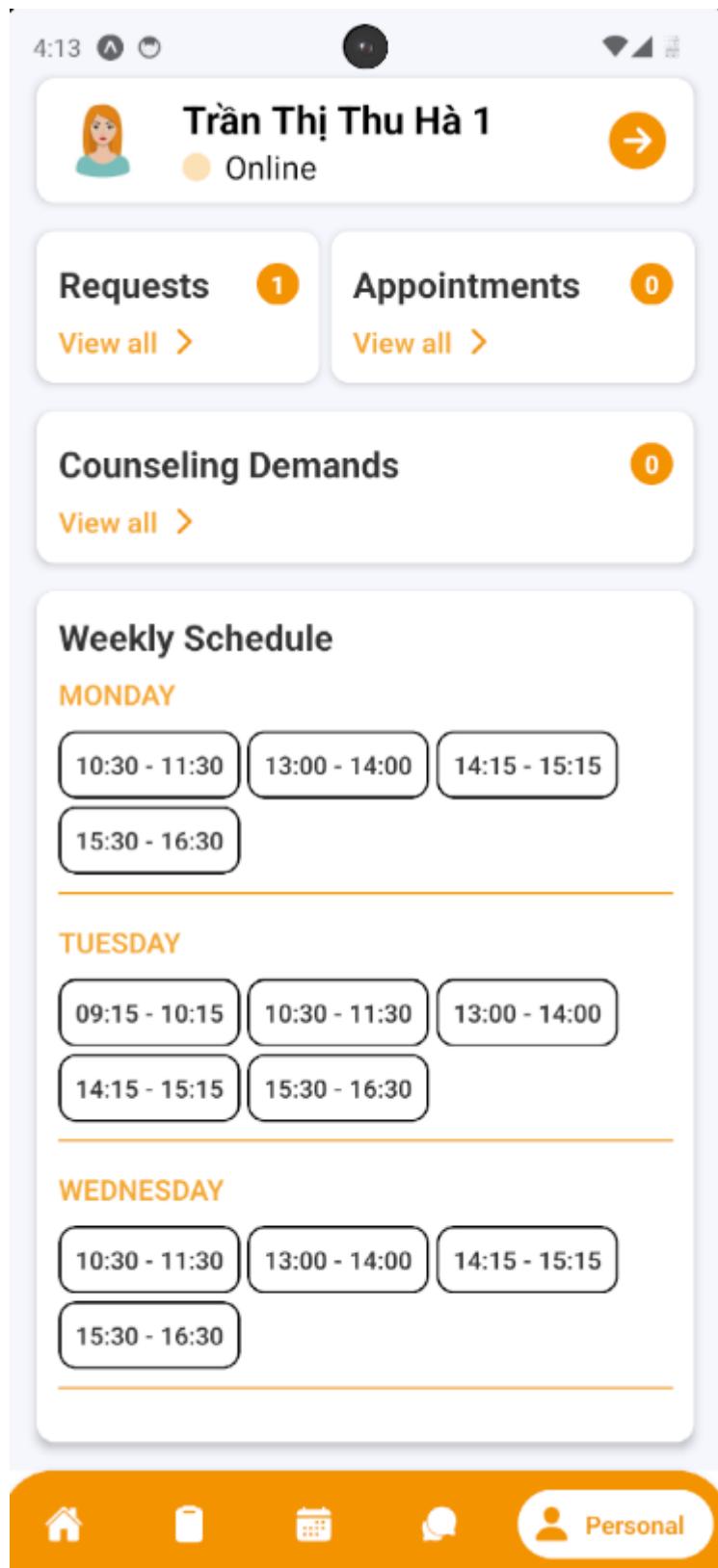


Figure 408 - User Manual - Mobile Feature 10 – Step 3 – Option 1

Option 2: For quick navigation, press View all at Upcoming Appointments to navigate to Appointment Screen

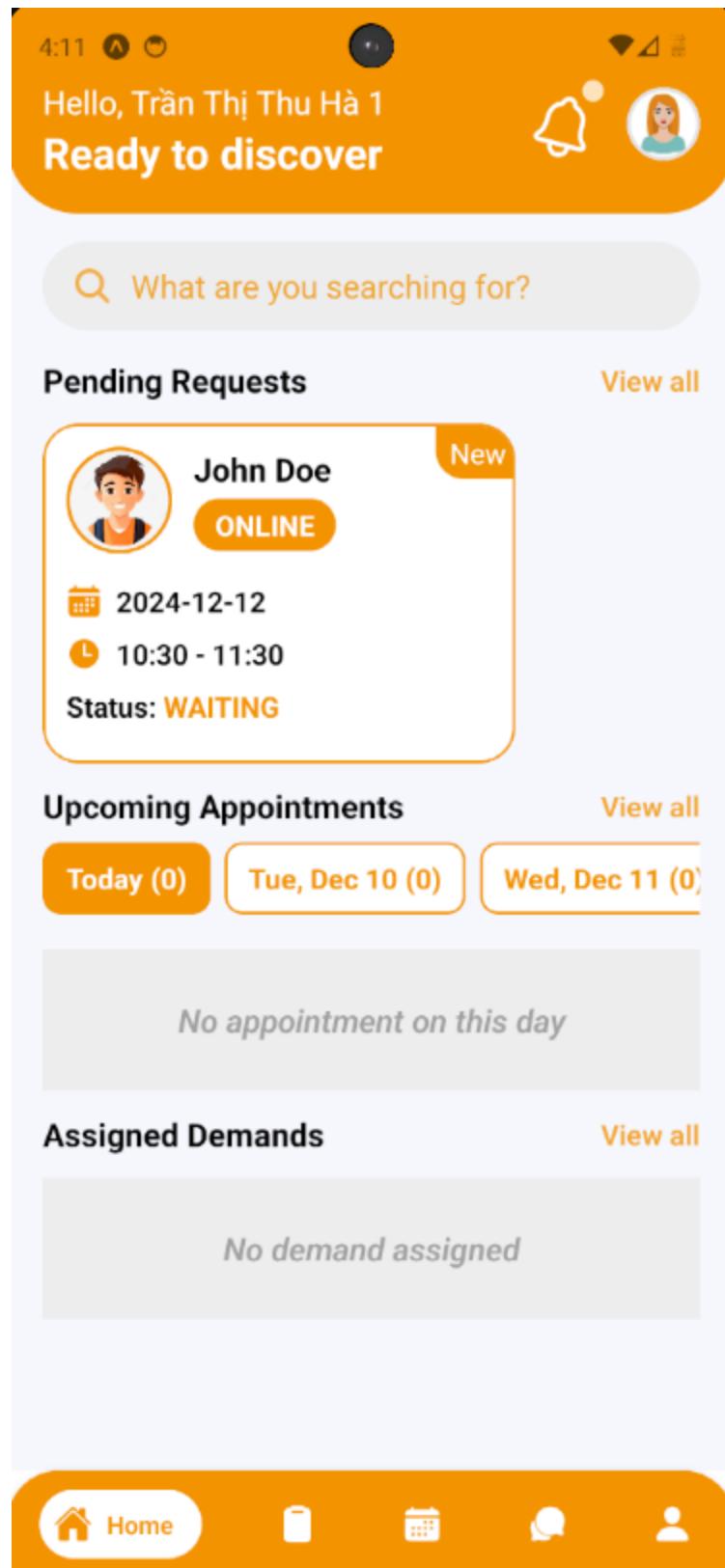


Figure 409 - User Manual - Mobile Feature 10 – Step 3 – Option 2

Step 4: In Appointment Screen, find an appointment using filter section by meeting date, and status

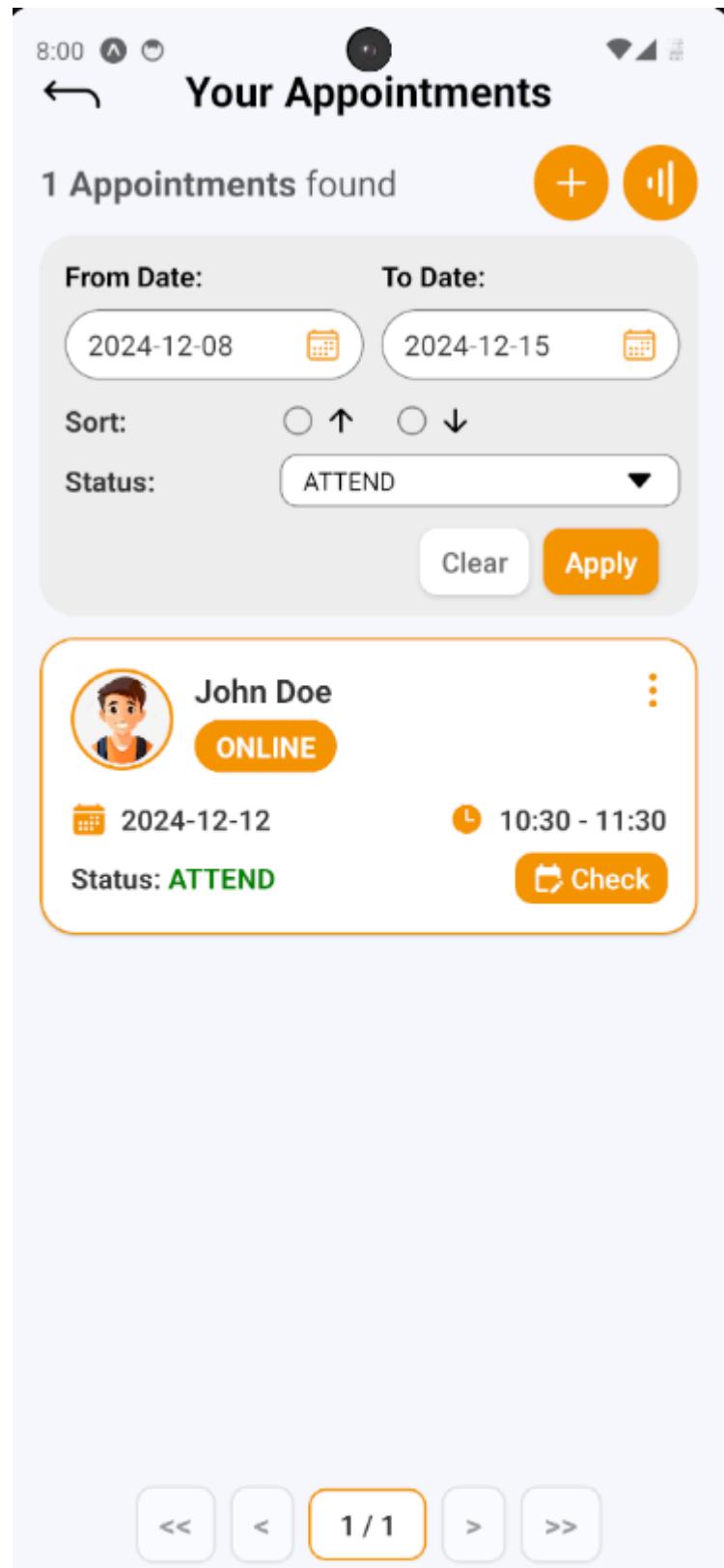


Figure 410 - User Manual - Mobile Feature 10 – Step 4

Step 5: After finding a appointment (which status is “ATTEND”), press Info Button (shown as “vertical-ellipsis” icon) to show that appointment information

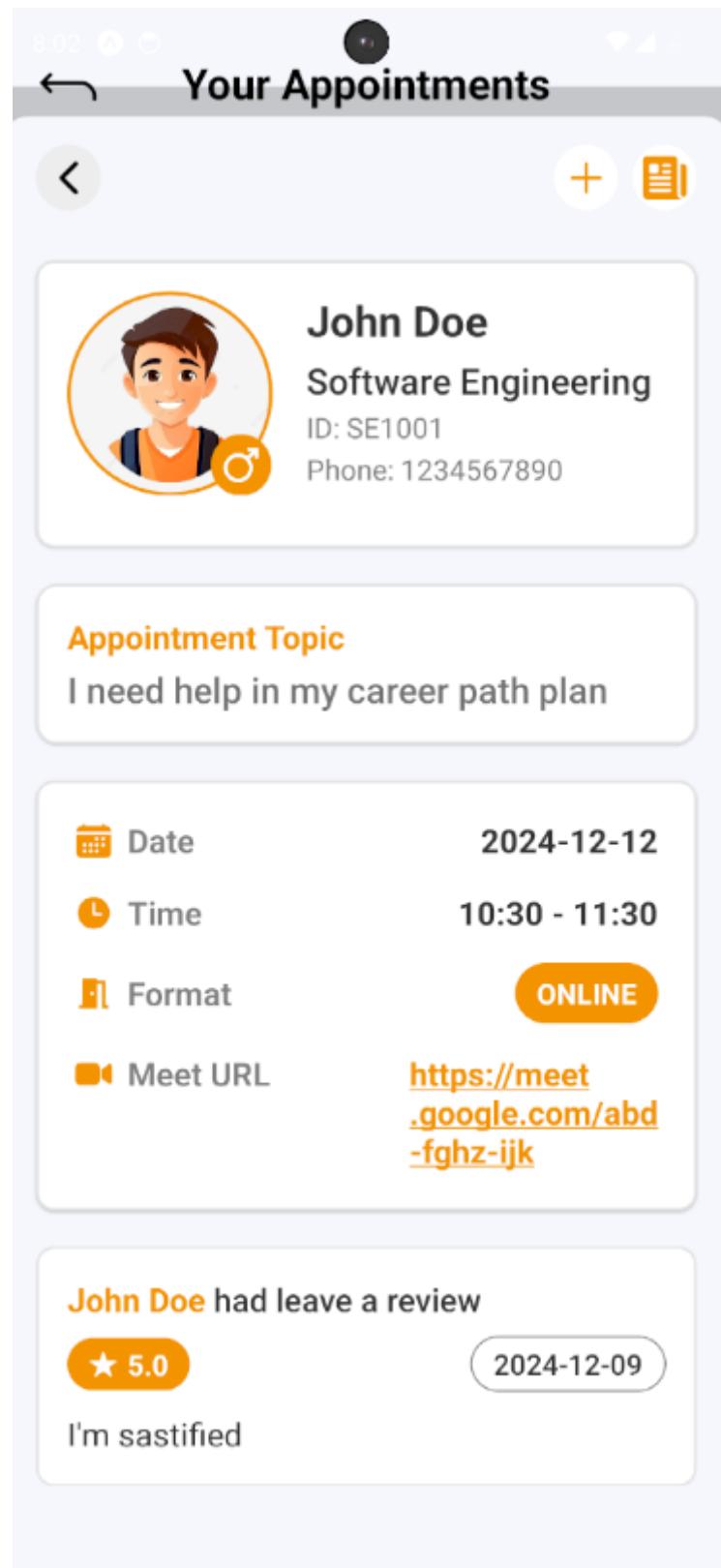


Figure 411 - User Manual - Mobile Feature 10 – Step 5

Step 6: After appointment information open, press “Add” Button (shown as an icon with the “+” symbol) to open Create Report section

The image shows a mobile application screen titled "Your Appointments". At the top, there is a navigation bar with a back arrow, the title "Your Appointments", and a search icon. Below the title, a yellow header bar contains the text "Create Report" on the left and a close button (X) on the right. The main content area is divided into sections: "Intervention", "Consultation Goal", "Consultation Content", and "Student Emotions", each with input fields labeled "Input here". A large "Send" button is located at the bottom of the form.

Your Appointments

Create Report

Intervention

Type:

Input here

Description:

Input here

Consultation Goal

Specific Goal:

Input here

Reason:

Input here

Consultation Content

Summary of Discussion:

Input here

Main Issues:

Input here

Student Emotions:

Input here

Send

Figure 412 - User Manual - Mobile Feature 10 – Step 6

Step 7: After filling all required fields, press “Send” button to create report for chosen appointment

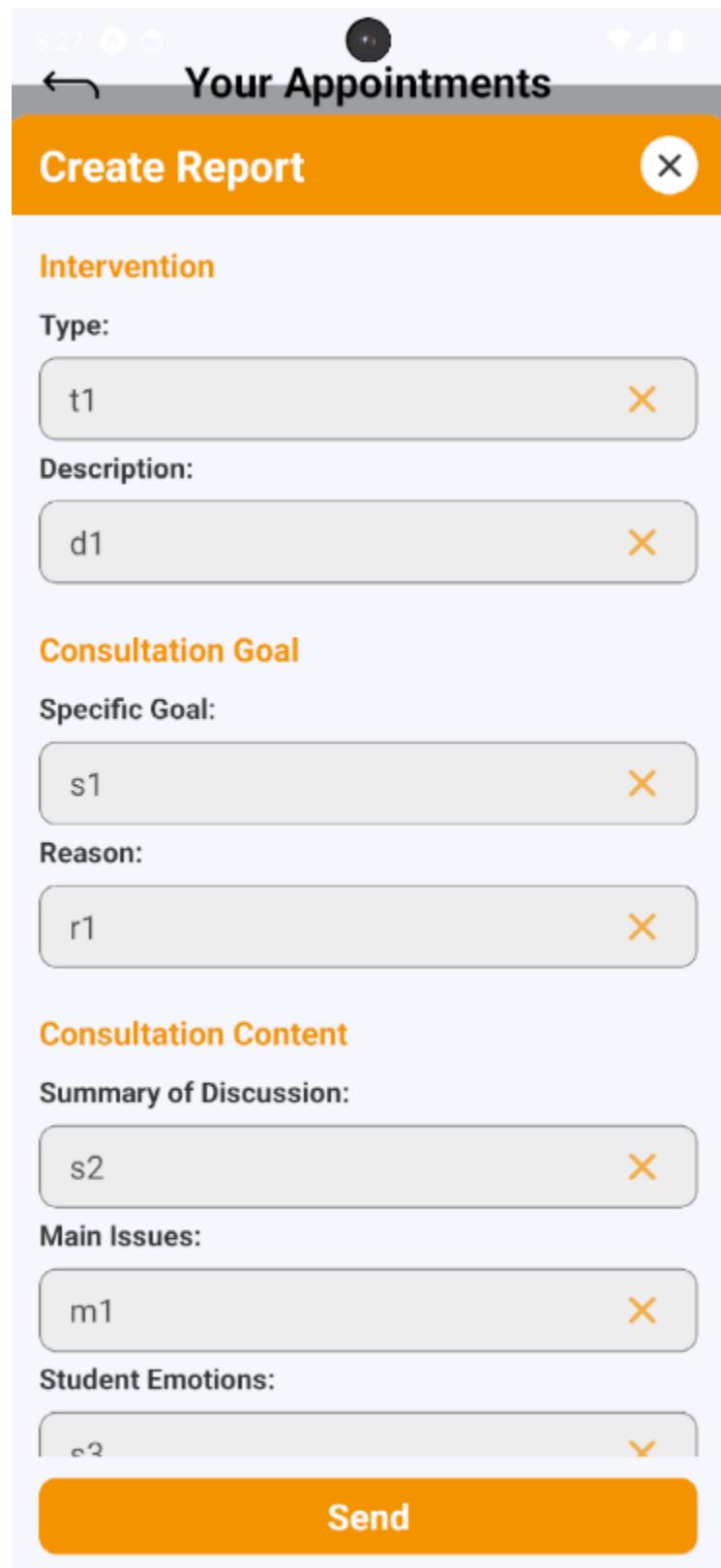


Figure 413 - User Manual - Mobile Feature 10 – Step 7

Step 8: After creating report successfully, press “Report” Button (shown as “newspaper” icon) to view appointment report

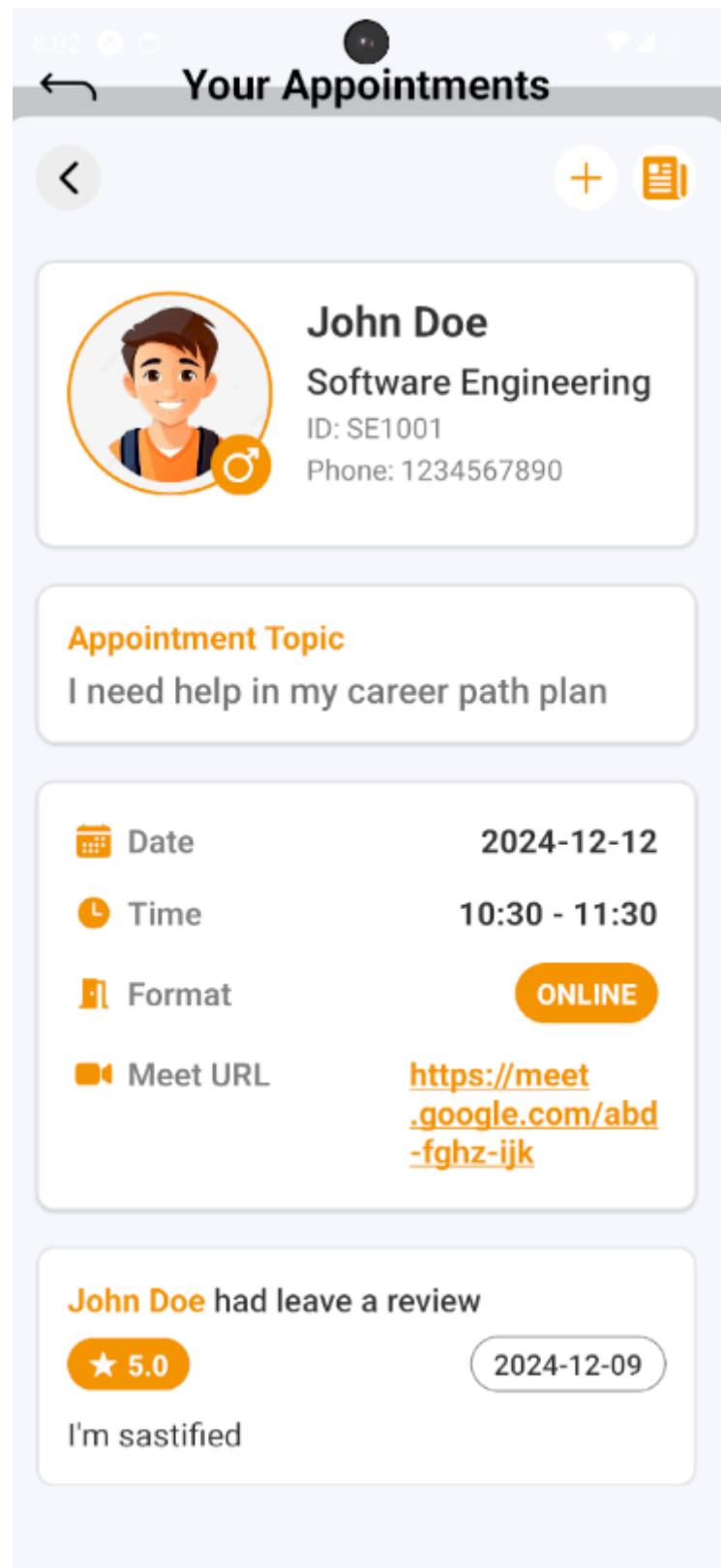


Figure 414 - User Manual - Mobile Feature 10 – Step 8.1

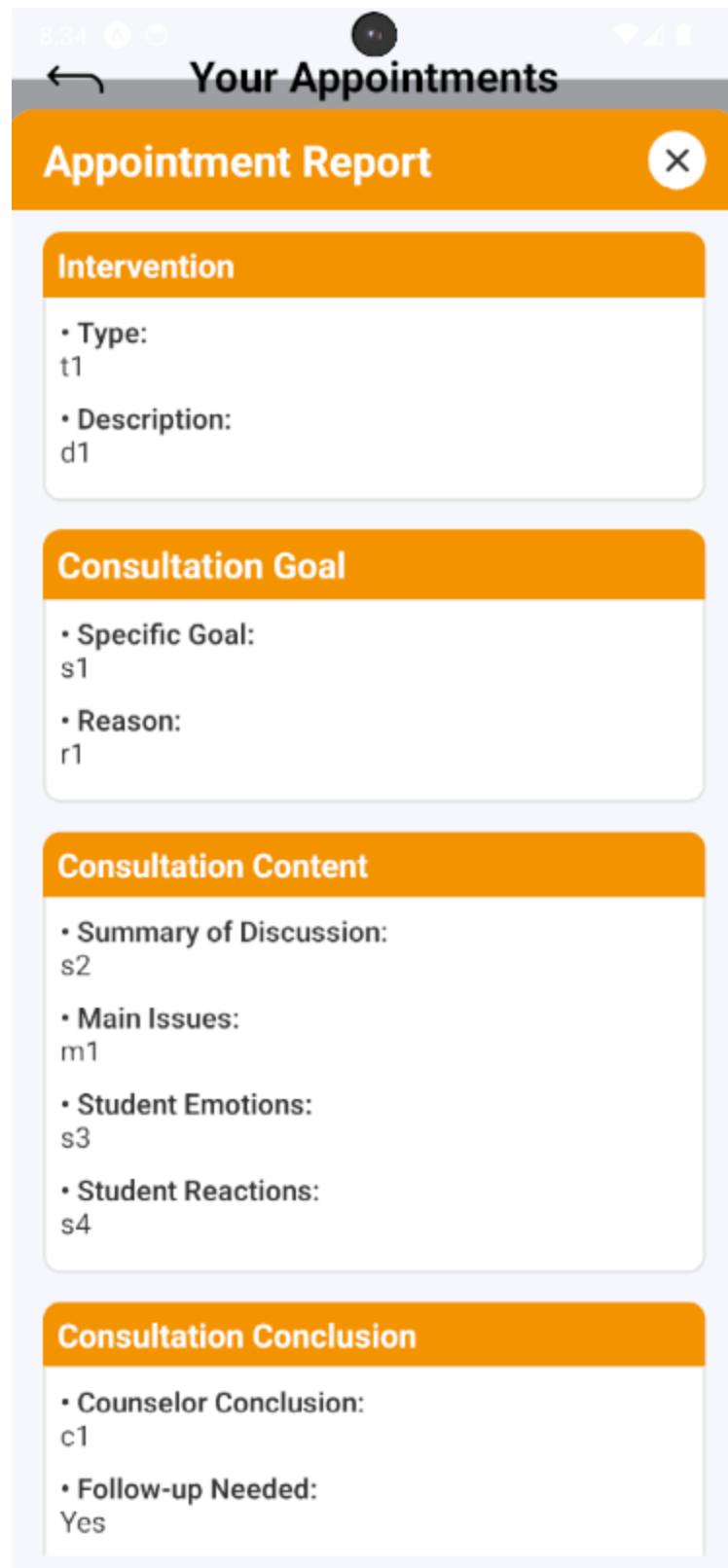


Figure 415 - User Manual - Mobile Feature 10 – Step 8.2

3.3.2.8. Cancel Appointment

3.3.2.8.1. Description

Use this guideline to log into the SCSS student or counselor account to cancel an appointment

3.3.2.8.2. Guide Steps

Case 1:

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the student account

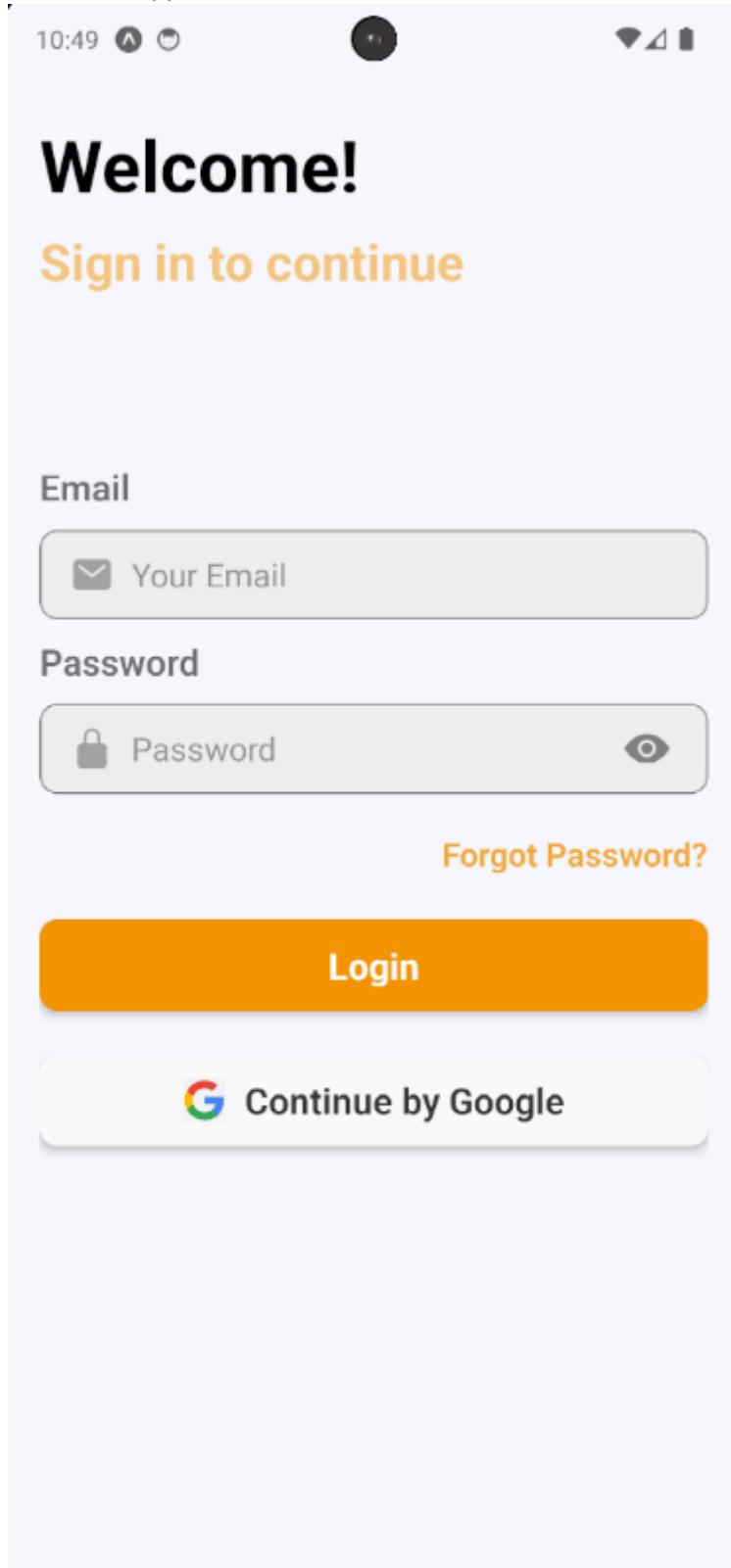


Figure 416 - User Manual - Mobile Feature 10 – Case 1 – Step 1

Step 2: Press “Login” Button

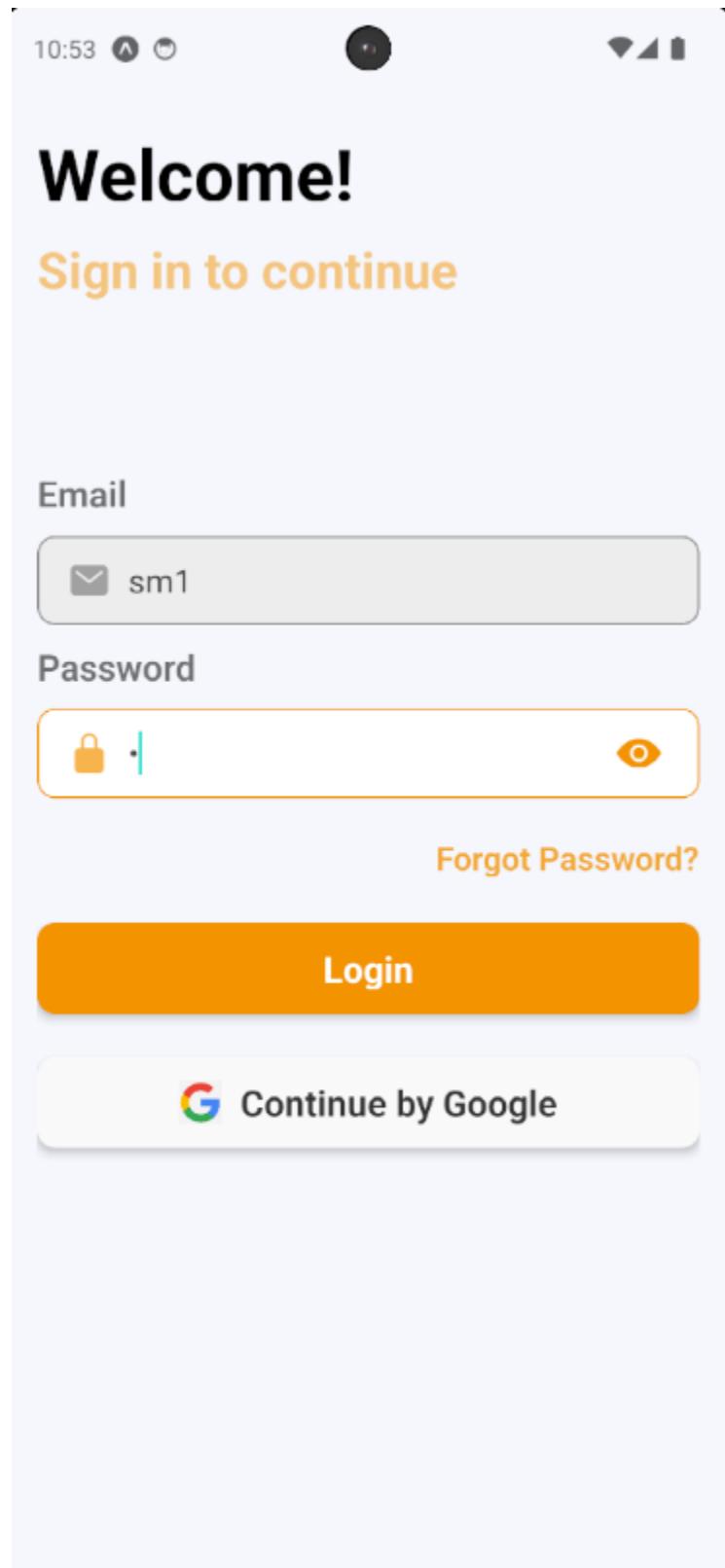


Figure 417 - User Manual - Mobile Feature 10 – Case 1 – Step 2

Step 3: From Home Screen:

Option 1: Choose Tab number 5 (personal icon) at the bottom of the screen to navigate to Personal Screen and from that screen will navigate to Appointment Screen

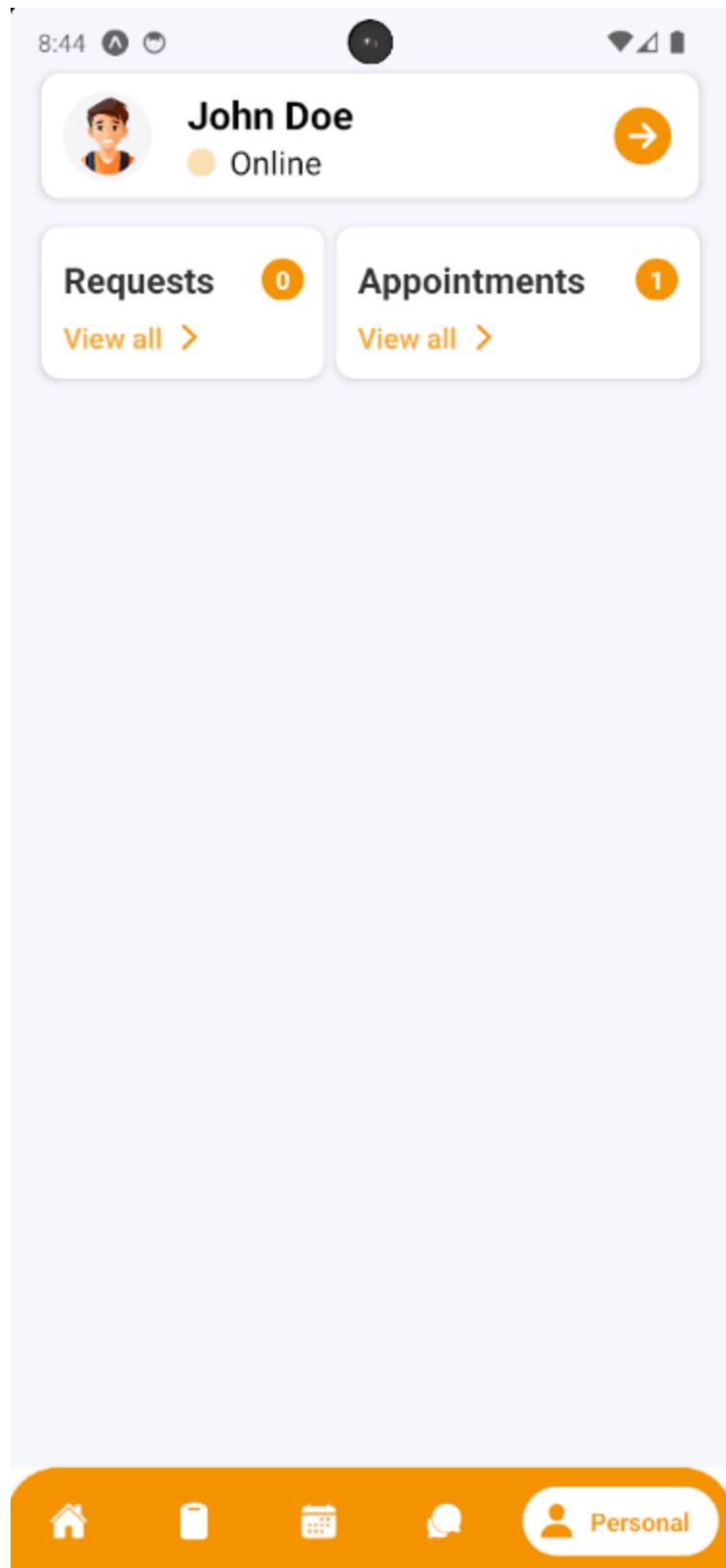


Figure 418 - User Manual - Mobile Feature 10 – Case 1 – Step 3 – Option 1
Option 2: For quick navigation, press View all at Upcoming Appointments to navigate to Appointment Screen

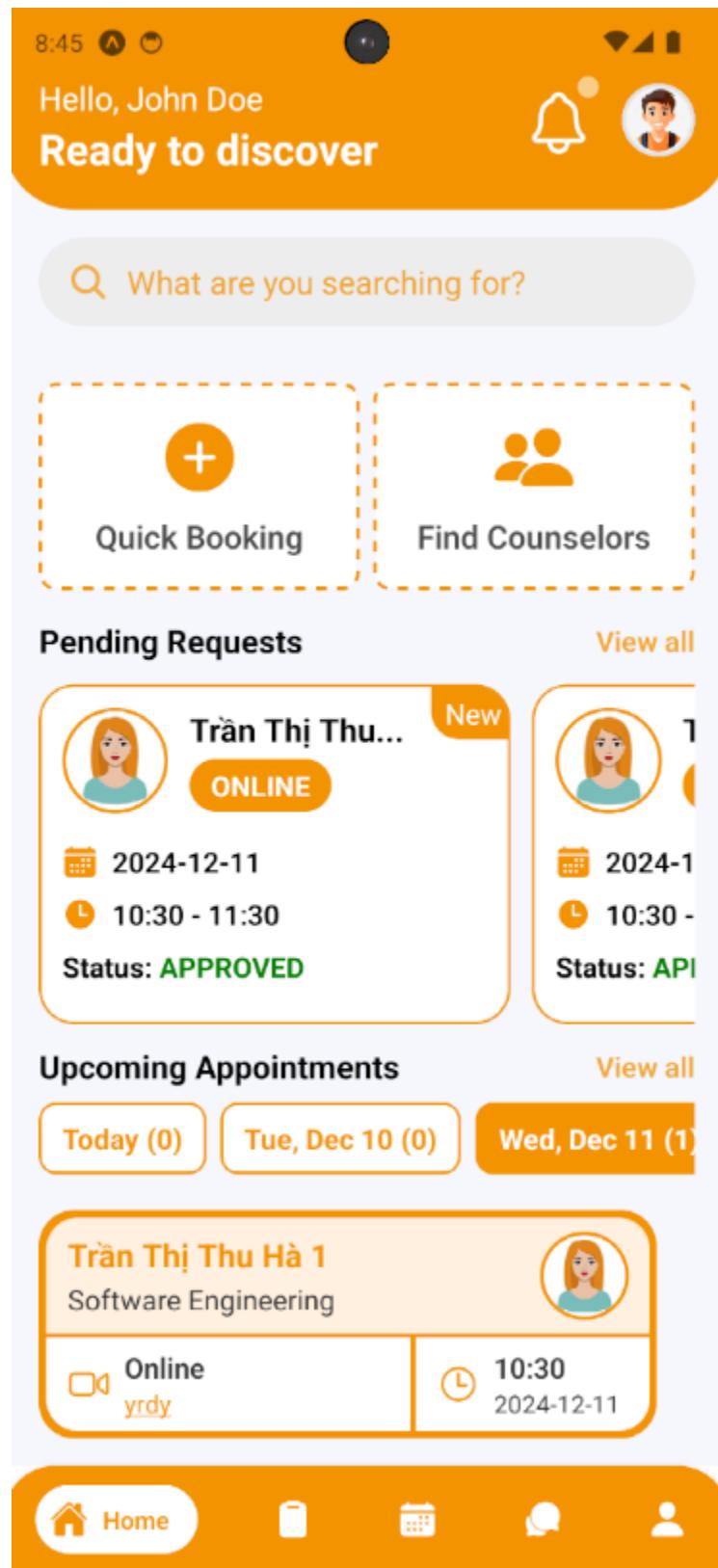


Figure 419 - User Manual - Mobile Feature 10 – Case 1 – Step 3 – Option 2

Step 4: In Appointment Screen, find an appointment using filter section by request date, and status

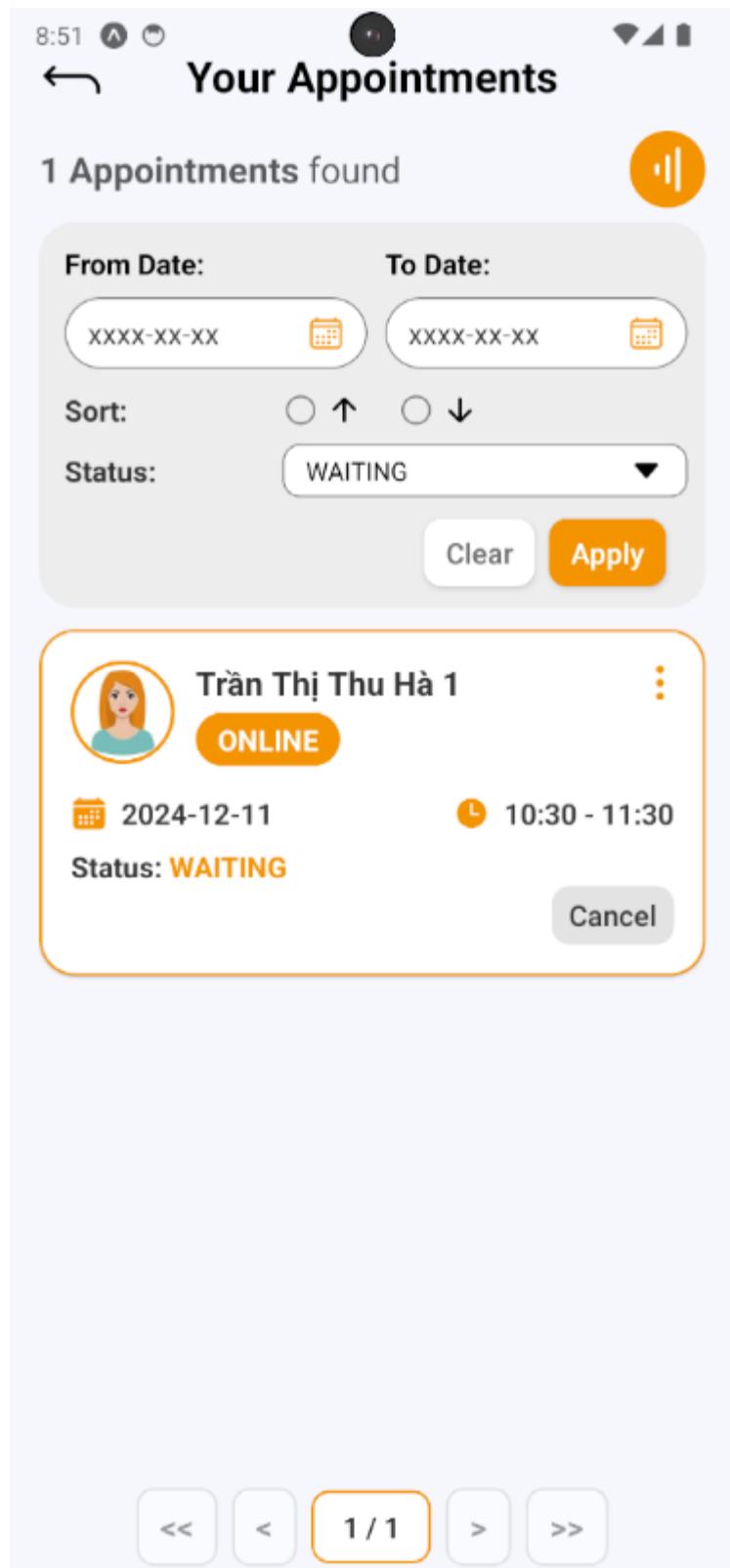


Figure 420 - User Manual - Mobile Feature 10 – Case 1 – Step 4

Step 5: After finding appointment, press “Cancel” Button to open Cancel Appointment section on appointment card, a cancel appointment confirmation will open. Fill in reason then press “Yes” Button to cancel appointment, and “No” Button to cancel confirmation

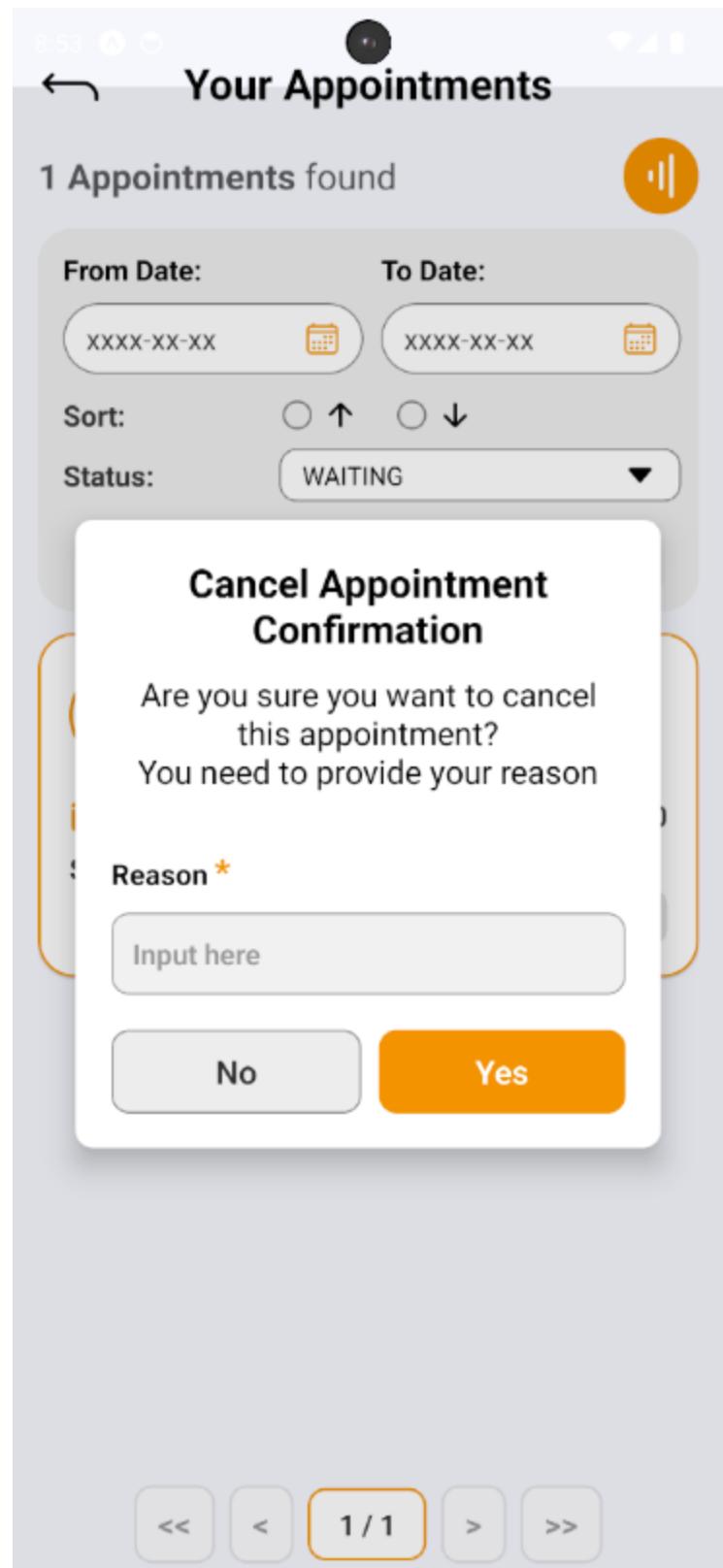


Figure 421 - User Manual - Mobile Feature 10 – Case 1 – Step 5

Step 6: After cancelling appointment successfully, the appointment's status change to "CANCELED", then press "Info" Button (shown as "vertical-ellipsis" icon) and view canceled reason

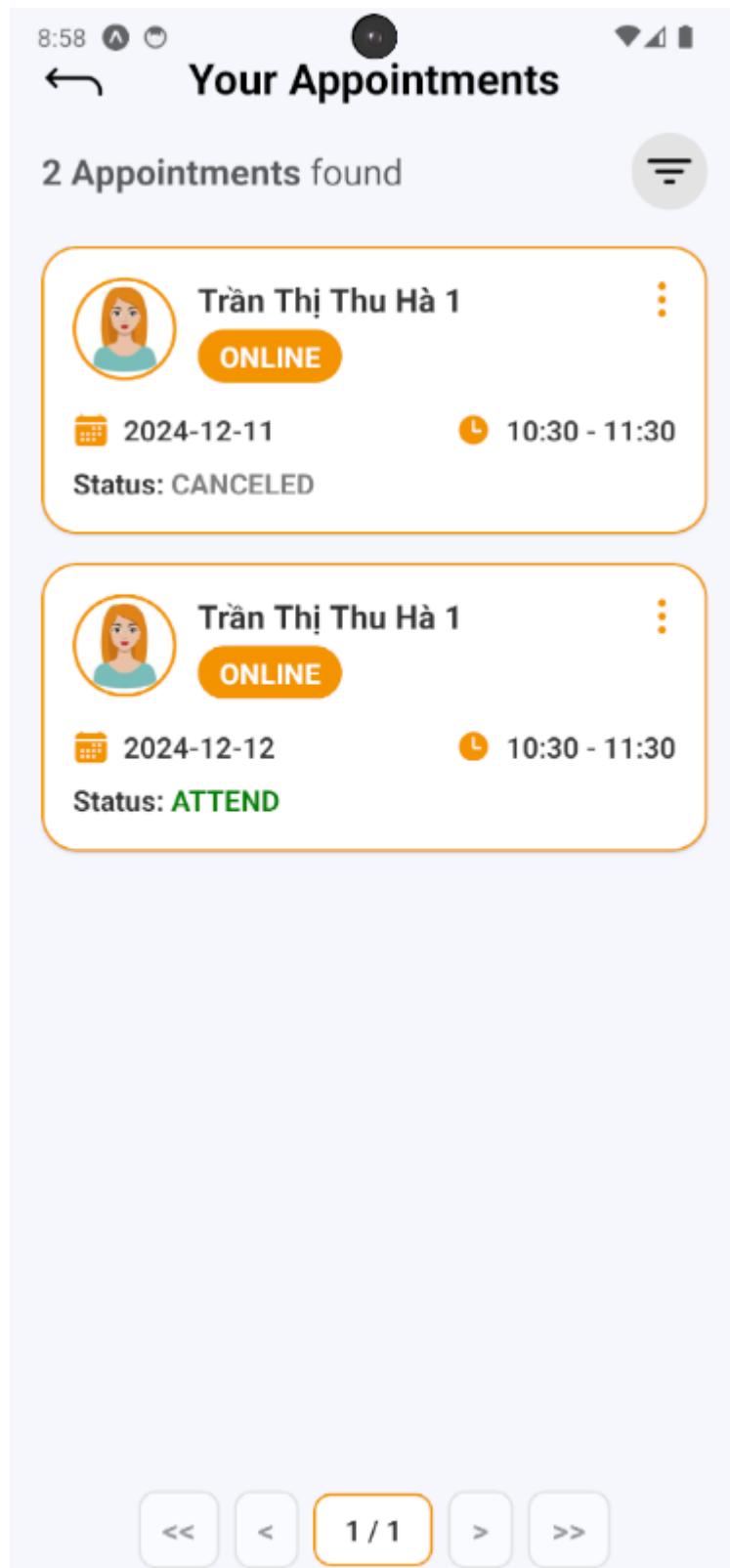


Figure 422 - User Manual - Mobile Feature 10 – Case 1 – Step 6.1

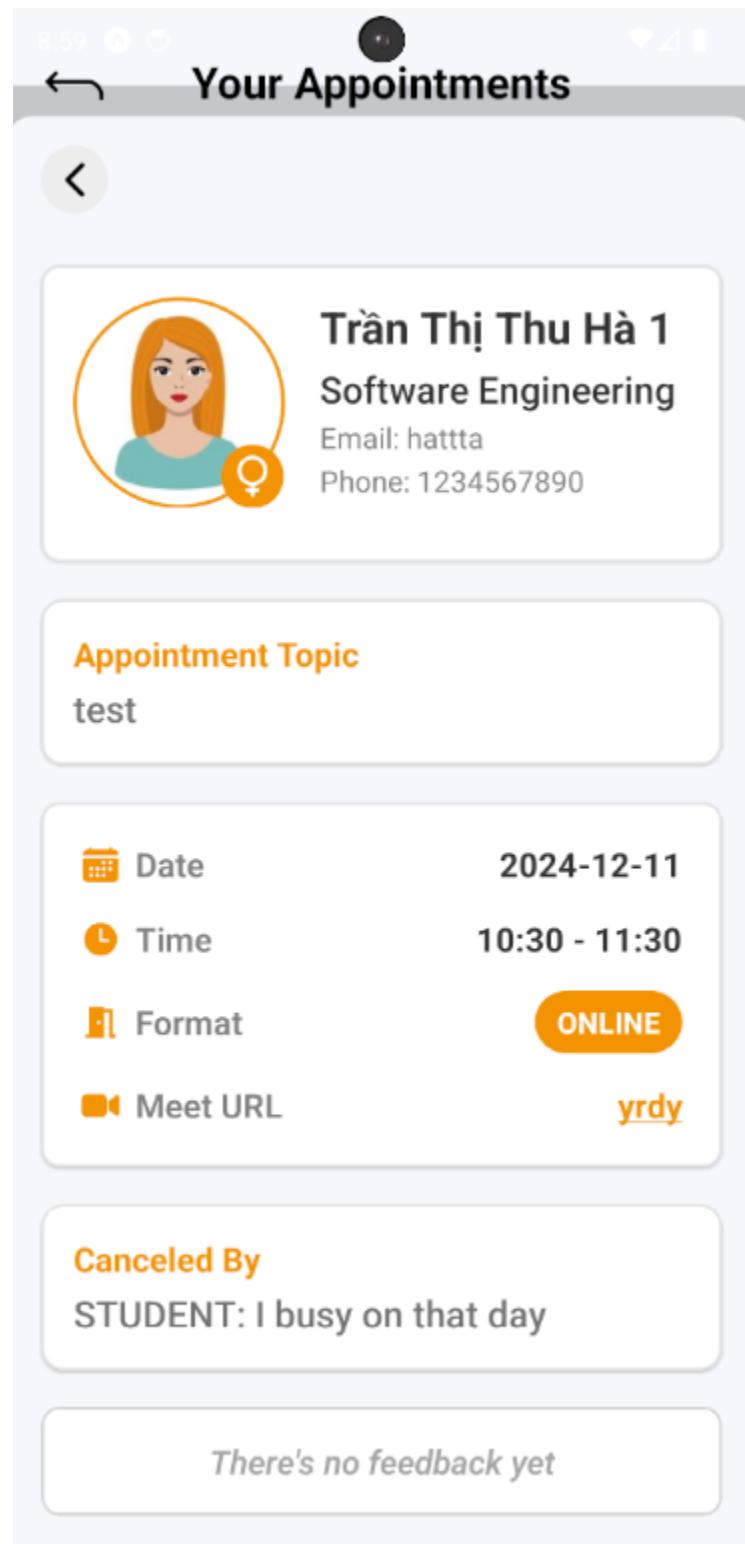


Figure 423 - User Manual - Mobile Feature 10 – Case 1 – Step 6.2

Case 2:

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the counselor account

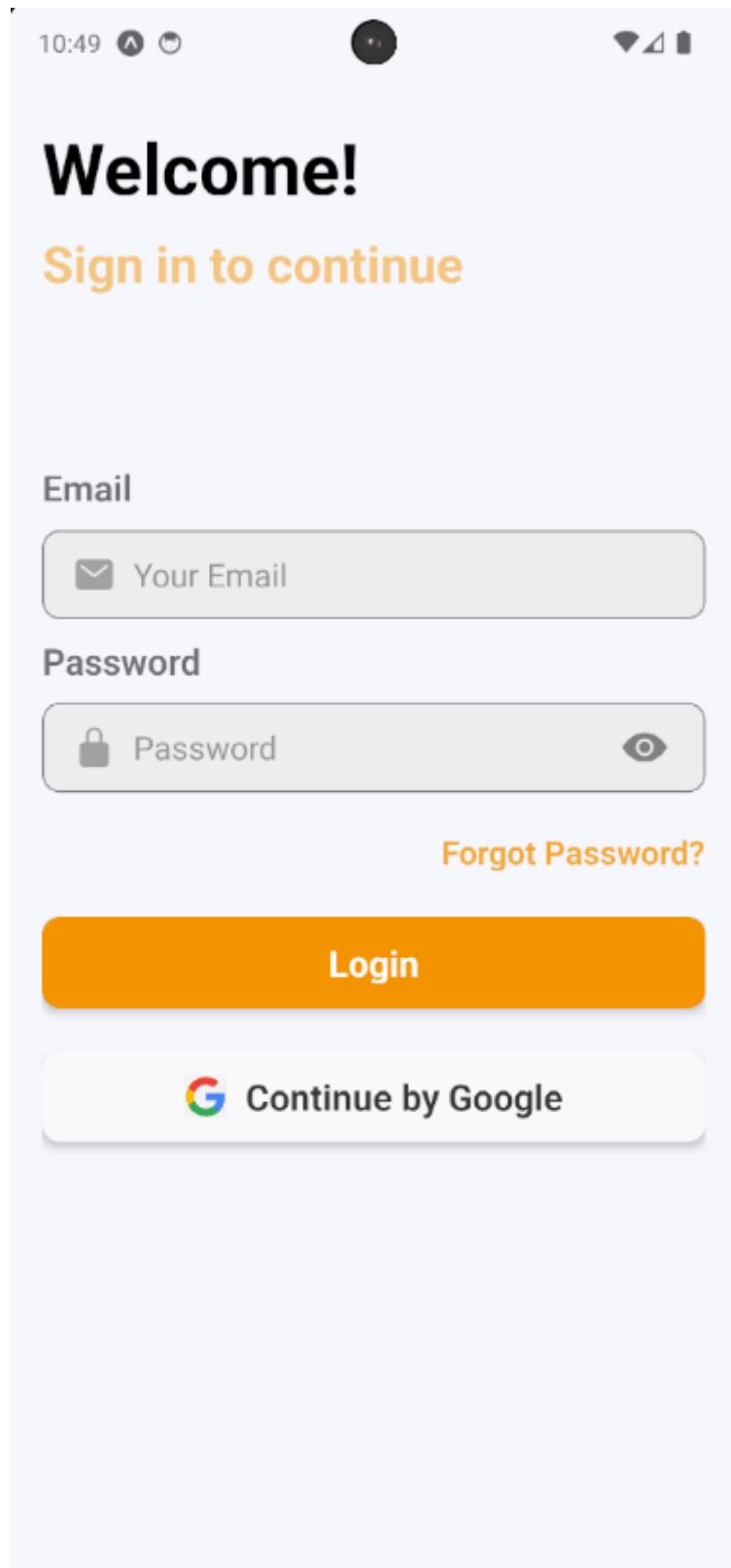


Figure 424 - User Manual - Mobile Feature 10 – Case 2 – Step 1

Step 2: Press “Login” Button

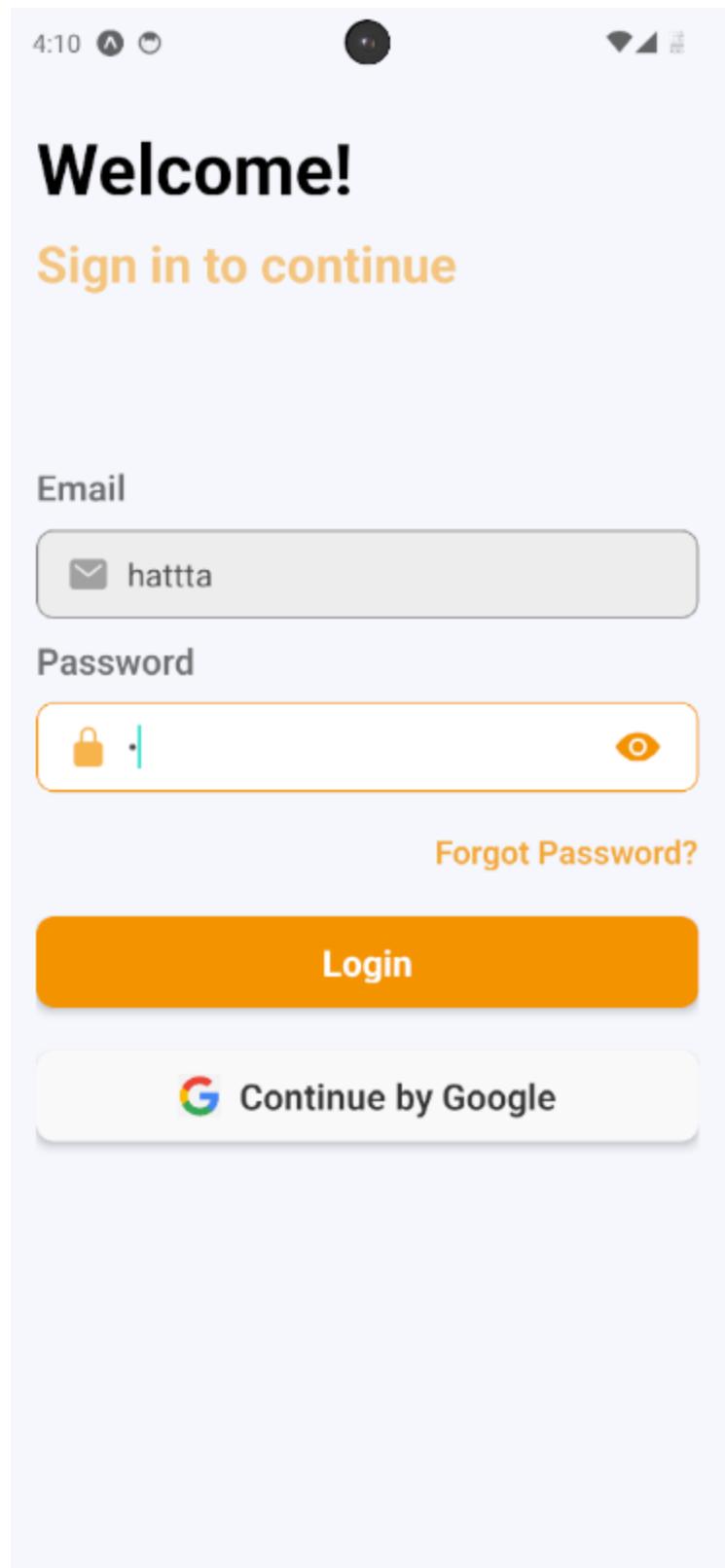


Figure 425 - User Manual - Mobile Feature 10 – Case 2 – Step 2

Step 3: From Home Screen:

Option 1: Choose Tab number 5 (personal icon) at the bottom of the screen to navigate to Personal Screen and from that screen will navigate to Appointment Screen

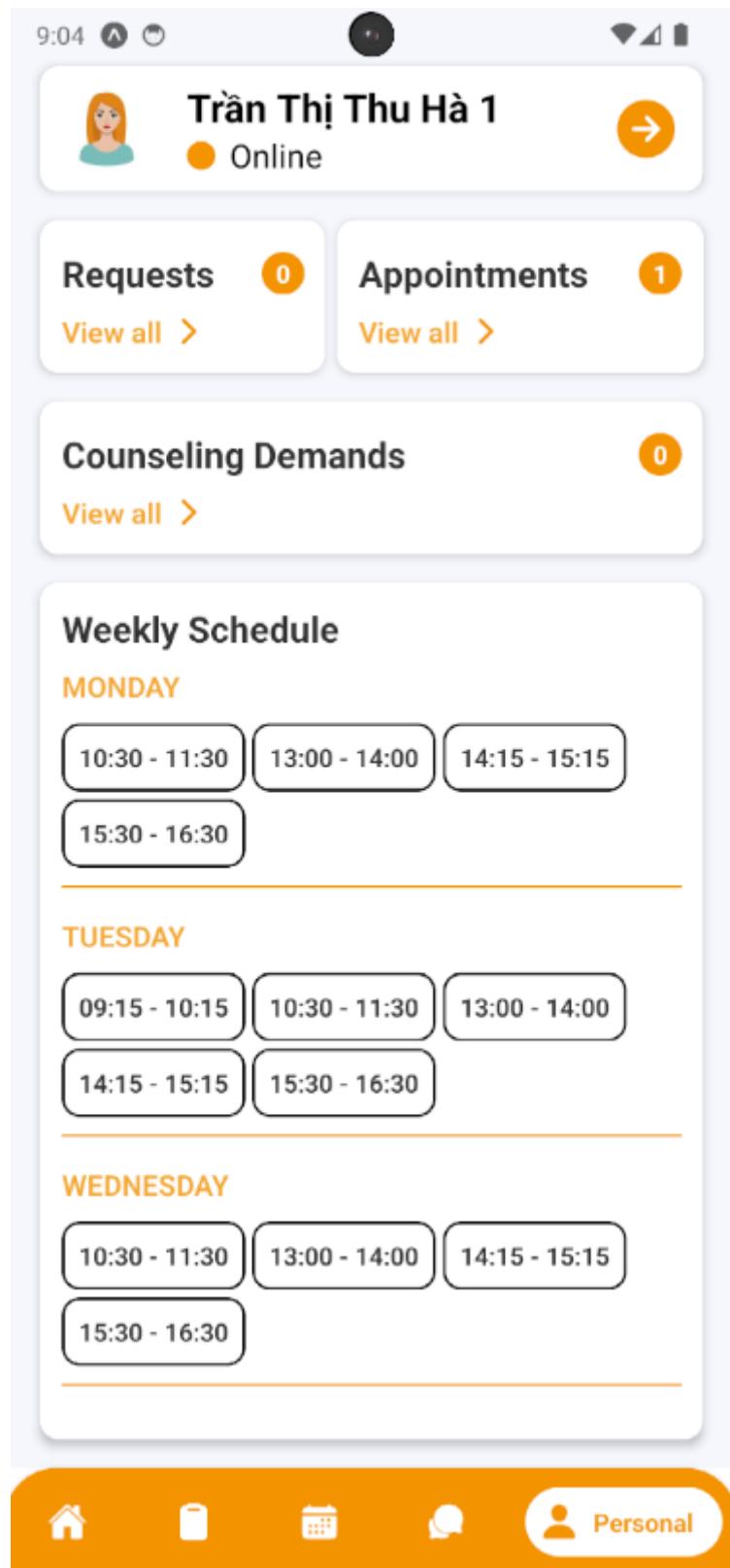


Figure 426 - User Manual - Mobile Feature 10 – Case 2 – Step 3 – Option 1

Option 2: For quick navigation, press View all at Upcoming Appointments to navigate to Appointment Screen

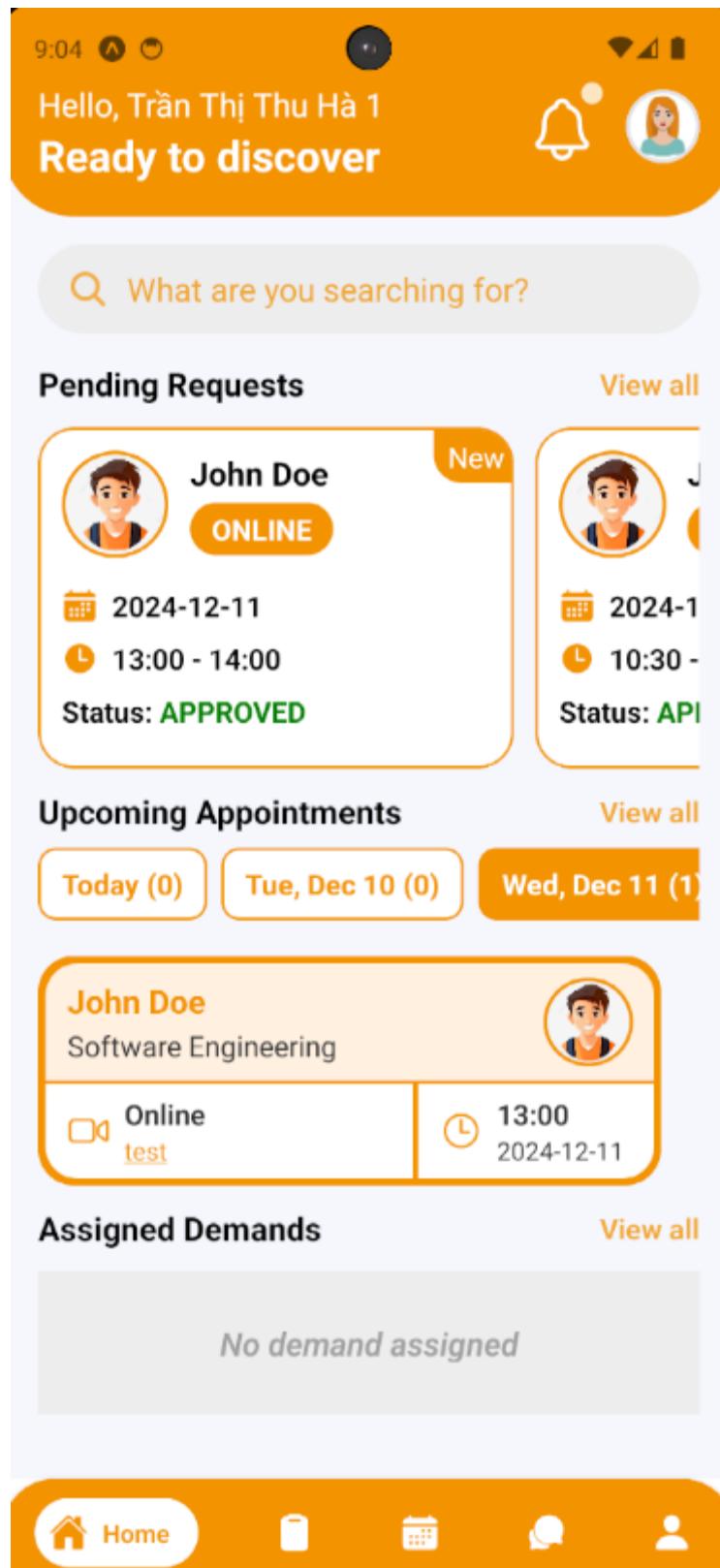


Figure 427 - User Manual - Mobile Feature 10 – Case 2 – Step 3 – Option 2

Step 4: In Appointment Screen, find an appointment using filter section by request date, and status

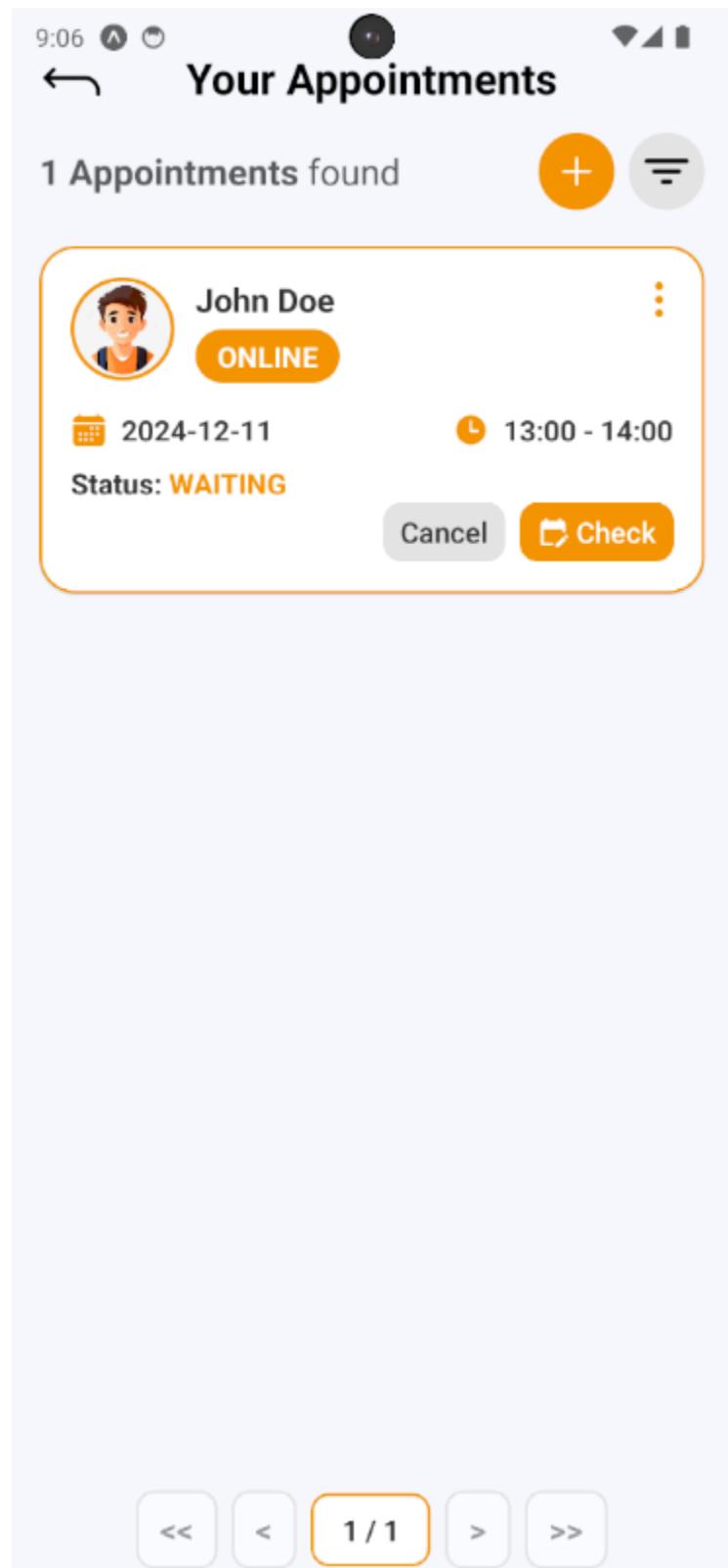


Figure 428 - User Manual - Mobile Feature 10 – Case 2 – Step 4

Step 5: After finding appointment, press “Cancel” Button to open Cancel Appointment section on appointment card, a cancel appointment confirmation will open. Fill in reason then press “Yes” Button to cancel appointment, and “No” Button to cancel confirmation

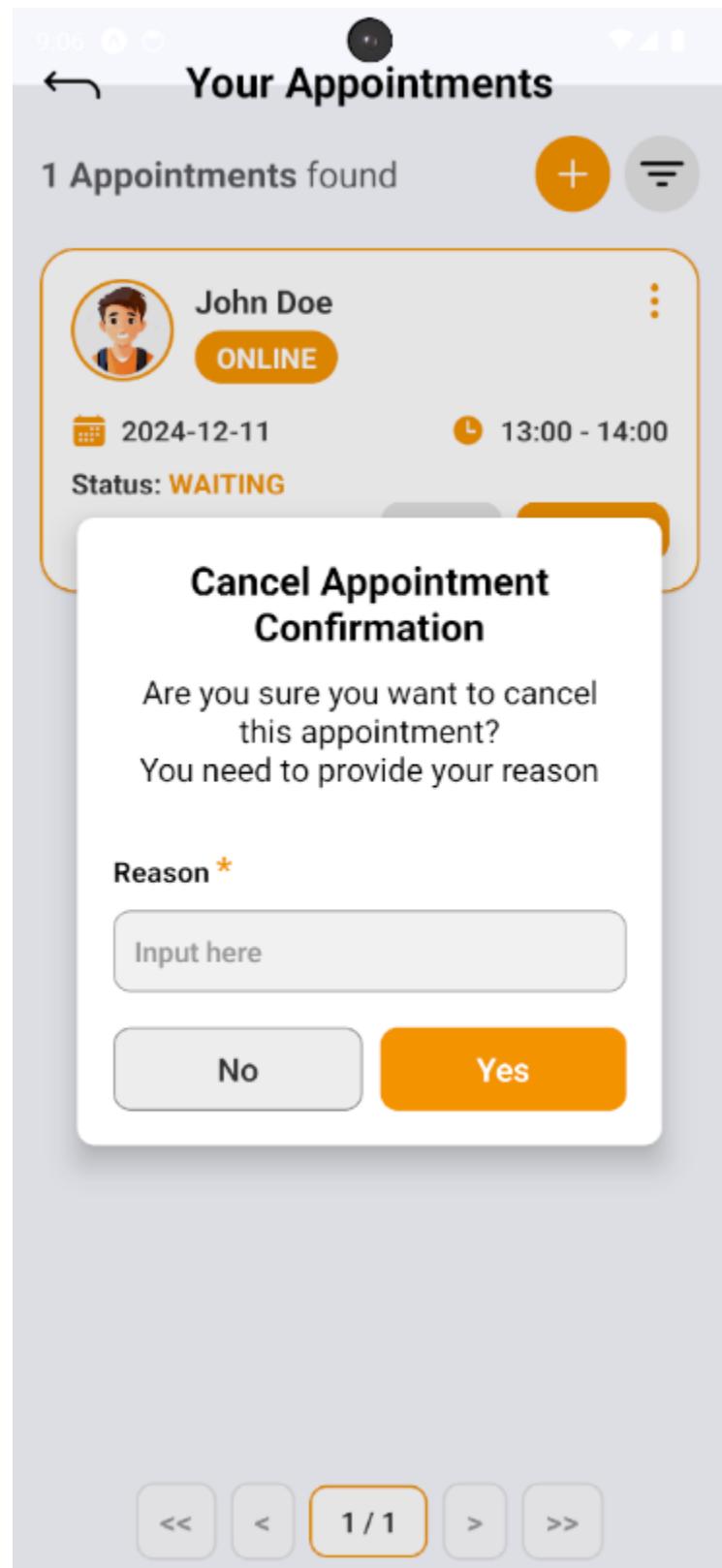


Figure 429 - User Manual - Mobile Feature 10 – Case 2 – Step 5

Step 6: After cancelling appointment successfully, the appointment's status change to "CANCELED", then press "Info" Button (shown as "vertical-ellipsis" icon) and view canceled reason

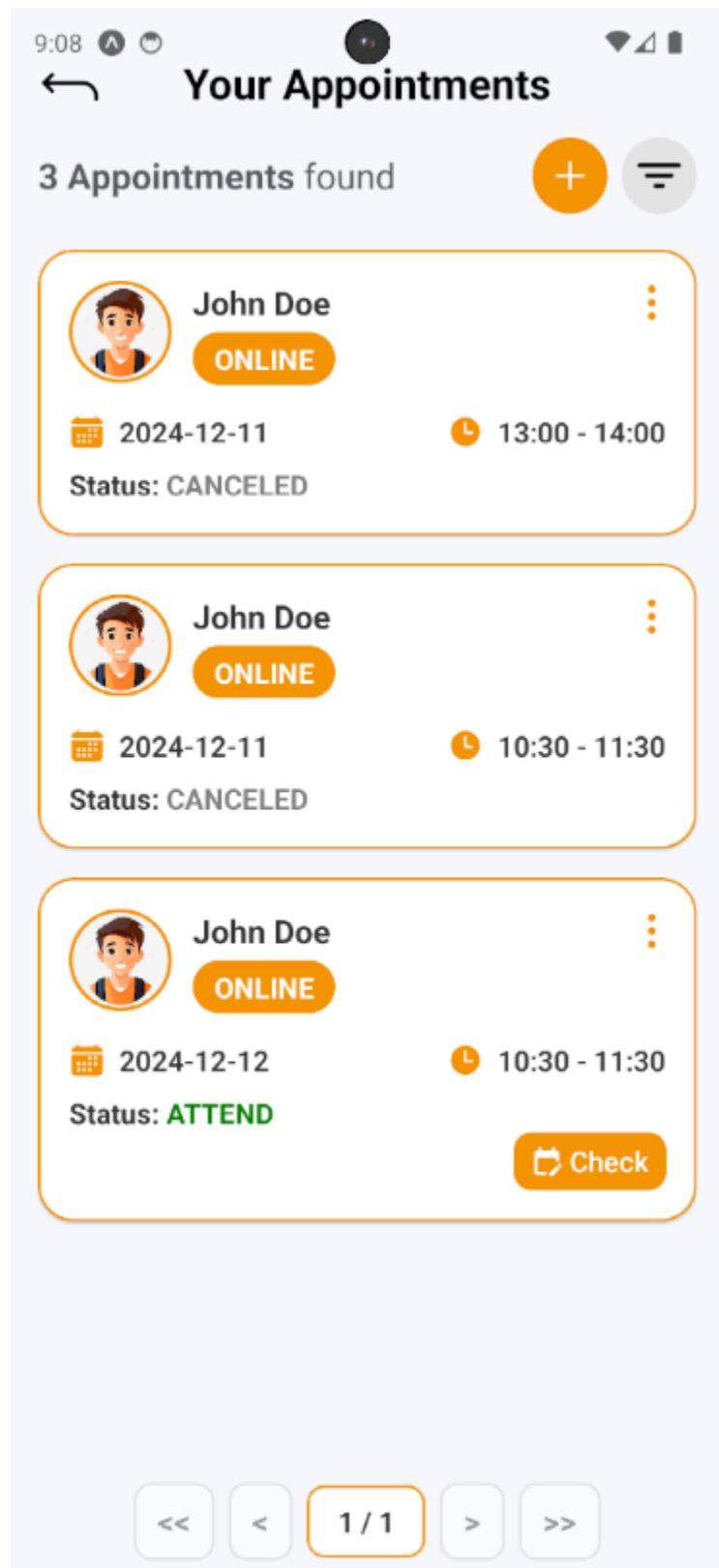


Figure 430 - User Manual - Mobile Feature 10 – Case 2 – Step 6.1

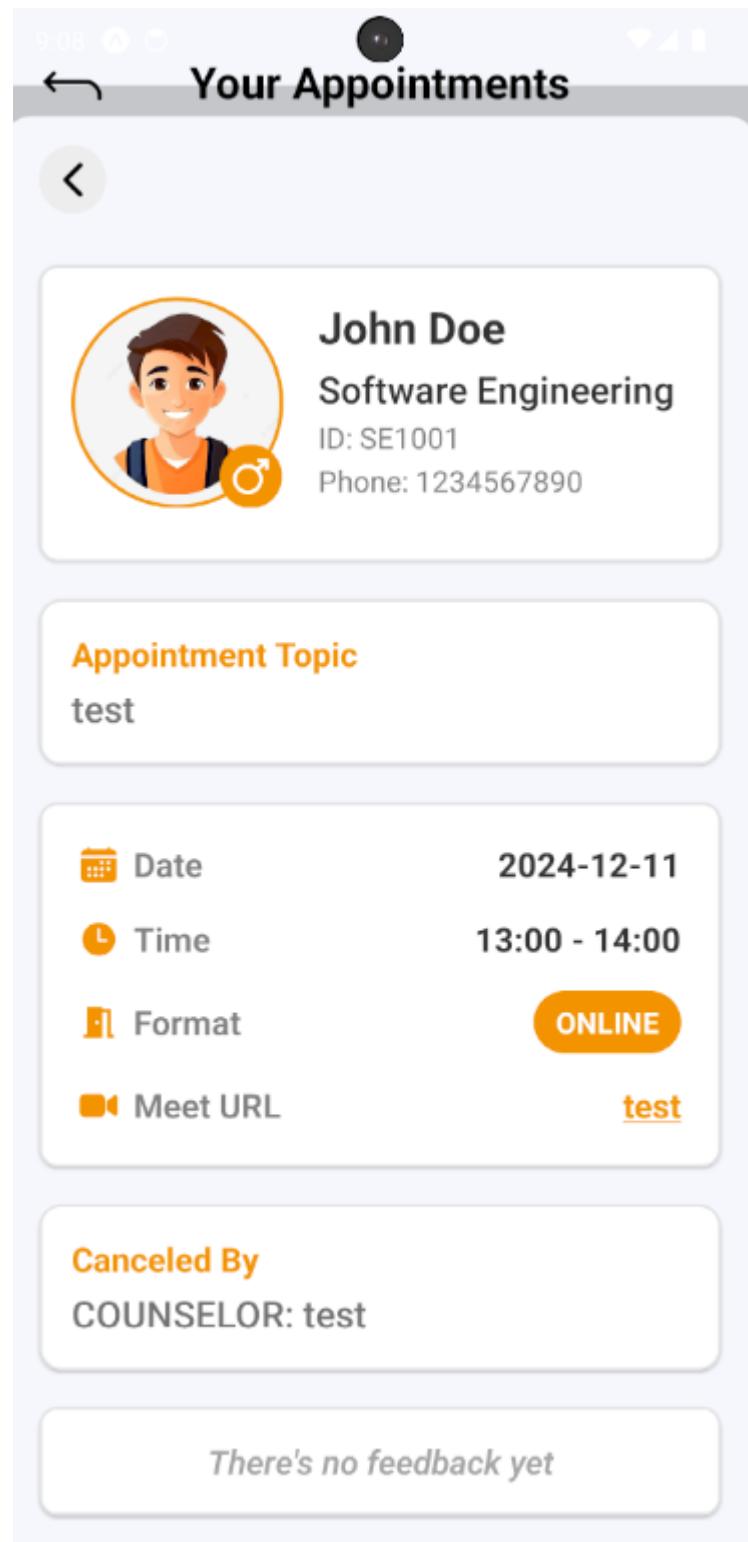


Figure 431 - User Manual - Mobile Feature 10 – Case 2 – Step 6.2

3.3.3. Question and Answer

3.3.3.1. Create a question

3.3.3.1.1. Description

Use this guideline to create a question for the counselor

3.3.3.1.2. Guide Steps

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the student account

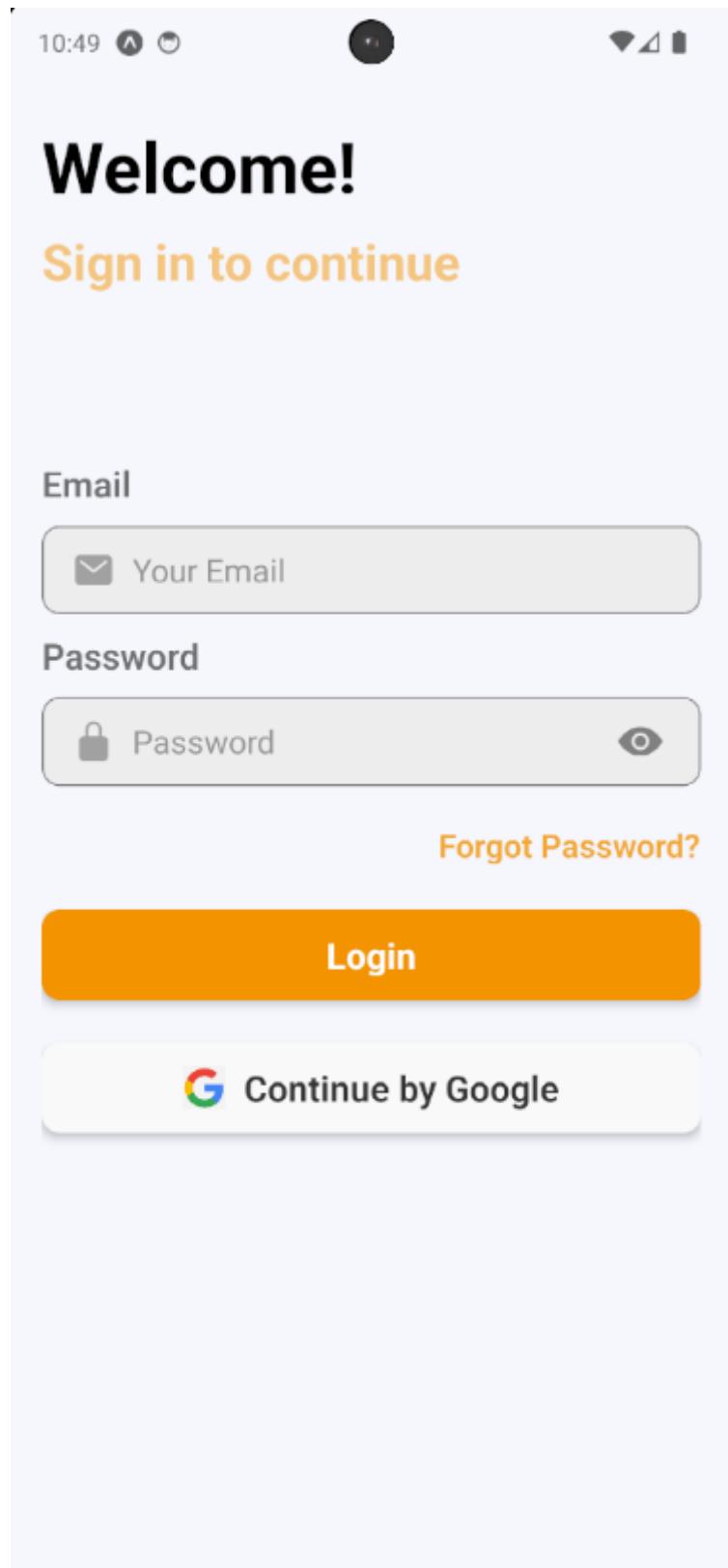


Figure 432 - User Manual - Mobile Feature 11 – Step 1

Step 2: Press “Login” Button

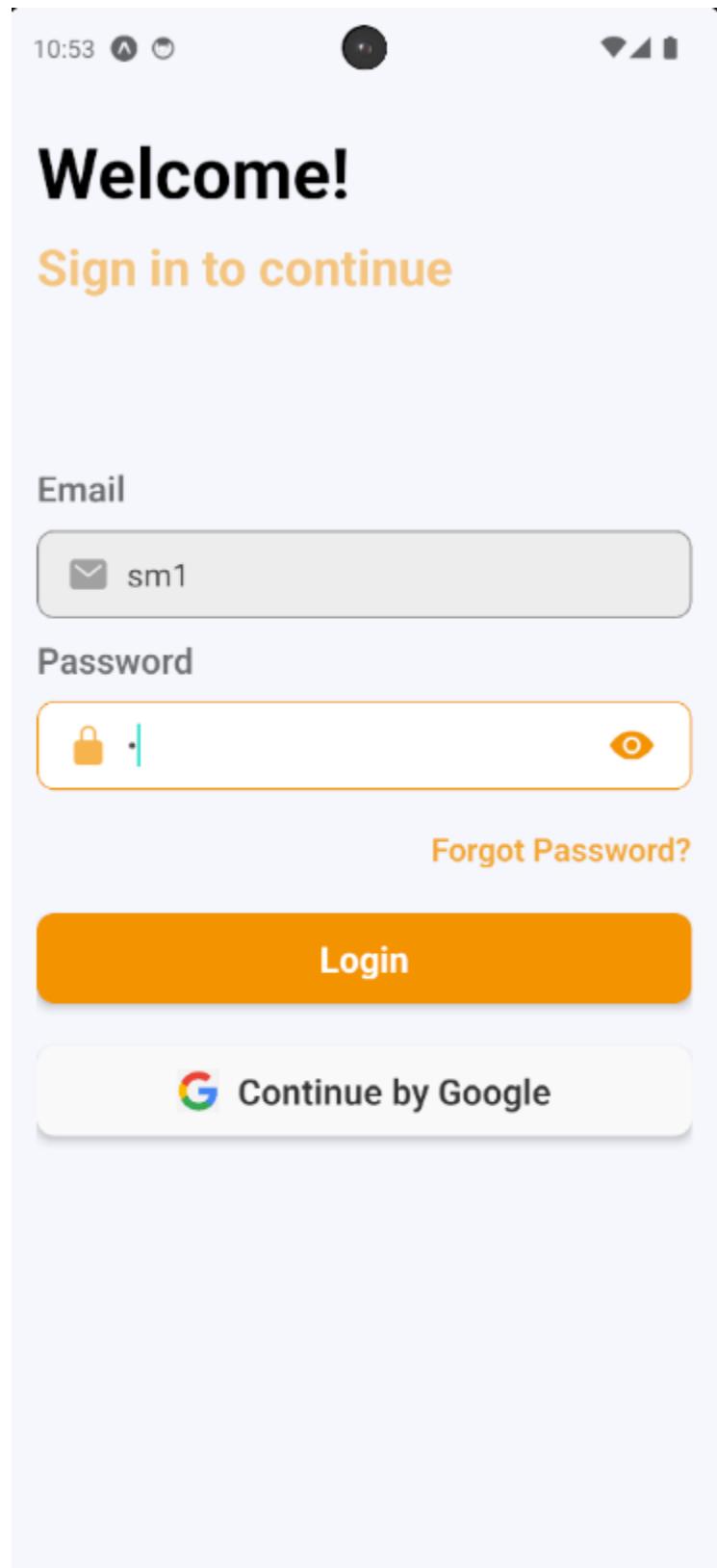


Figure 433 - User Manual - Mobile Feature 11 – Step 2

Step 3: From Home Screen, choose Tab number 4 (chat-bubble icon) at the bottom of the screen to navigate to My Q&A Screen

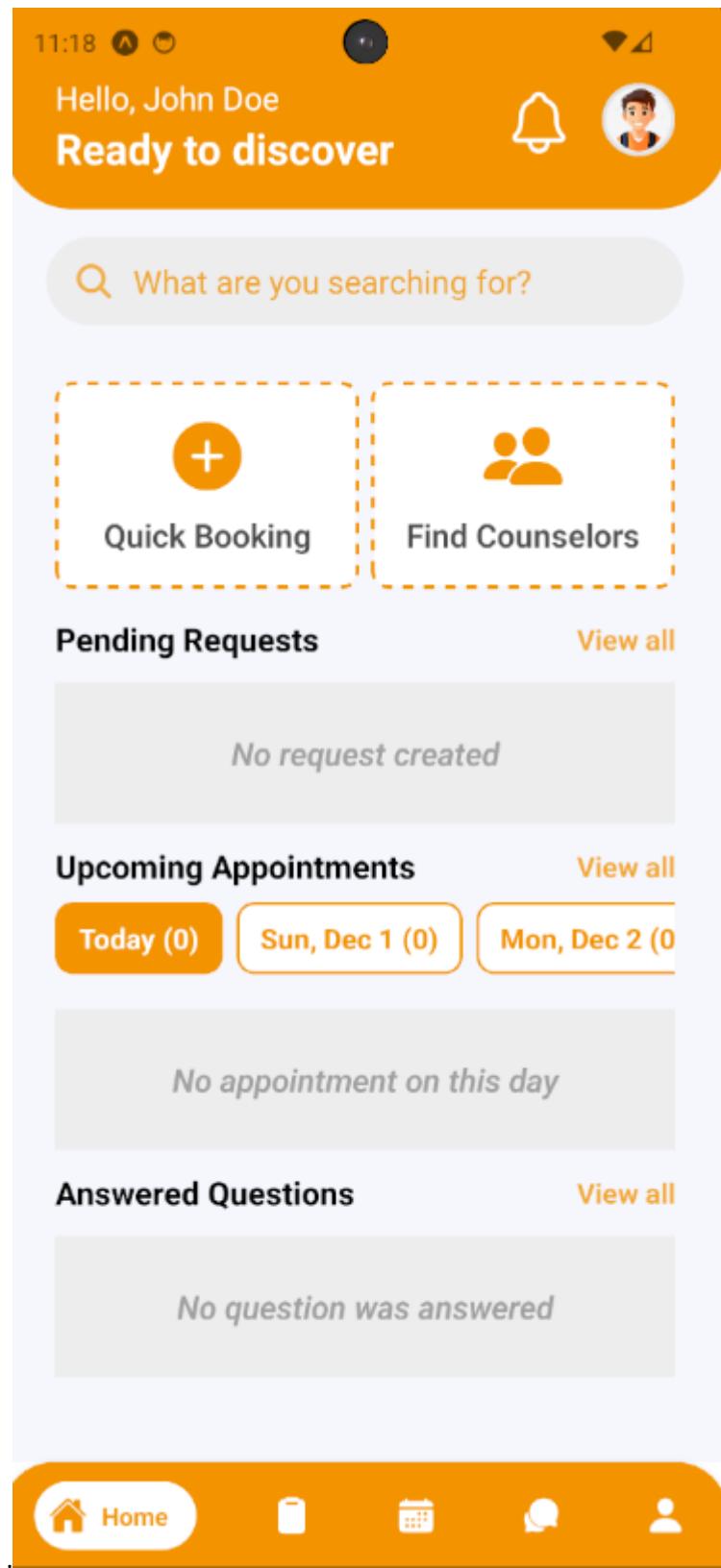


Figure 434 - User Manual - Mobile Feature 11 – Step 3

Step 4: In My Q&A Screen, press “Add” button (shown as an icon with the “+” symbol) to open Create Question section

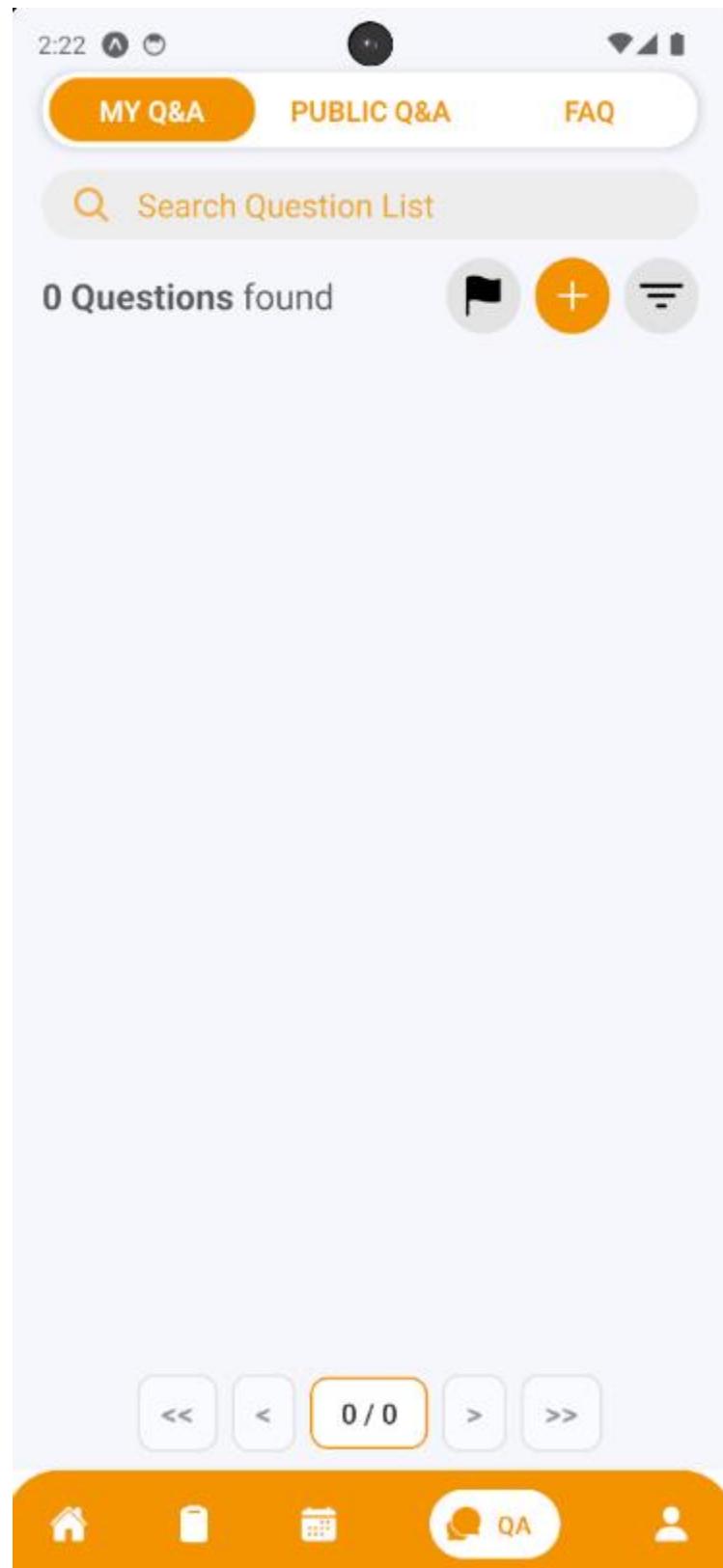


Figure 435 - User Manual - Mobile Feature 11 – Step 4

Step 5: Choose the question type and fill in the question title, content if there are similar questions, it will be suggested to students before submitting in case there are duplicate question. Then after fill all required fields, press “Create Question” Button

The screenshot shows a mobile application interface for asking a question. At the top, there is a navigation bar with three tabs: 'MY Q&A', 'PUBLIC Q&A', and 'FAQ'. Below the navigation bar is a yellow header bar with the text 'Ask a Question' on the left and a close button ('X') on the right. The main form area has several input fields and buttons:

- Title ***: A text input field containing the text "How to install .NET environment?".
- Your question ***: A text input field containing the text "I'm currently study a subject that require to use .NET as main programming language and I need some guide to install it".
- Question Type ***: A radio button group where the "Academic" option is selected (indicated by a checked checkbox).
- Department ***: A dropdown menu showing "Information Technology".
- Major ***: A dropdown menu showing "Software Engineering".
- Create Question**: A large orange button at the bottom of the form.

Figure 436 - User Manual - Mobile Feature 11 – Step 5

Step 6: View a list of suggestion questions that similar to your question, if you don't find satisfied answer, press “Continue to Proceed?” button

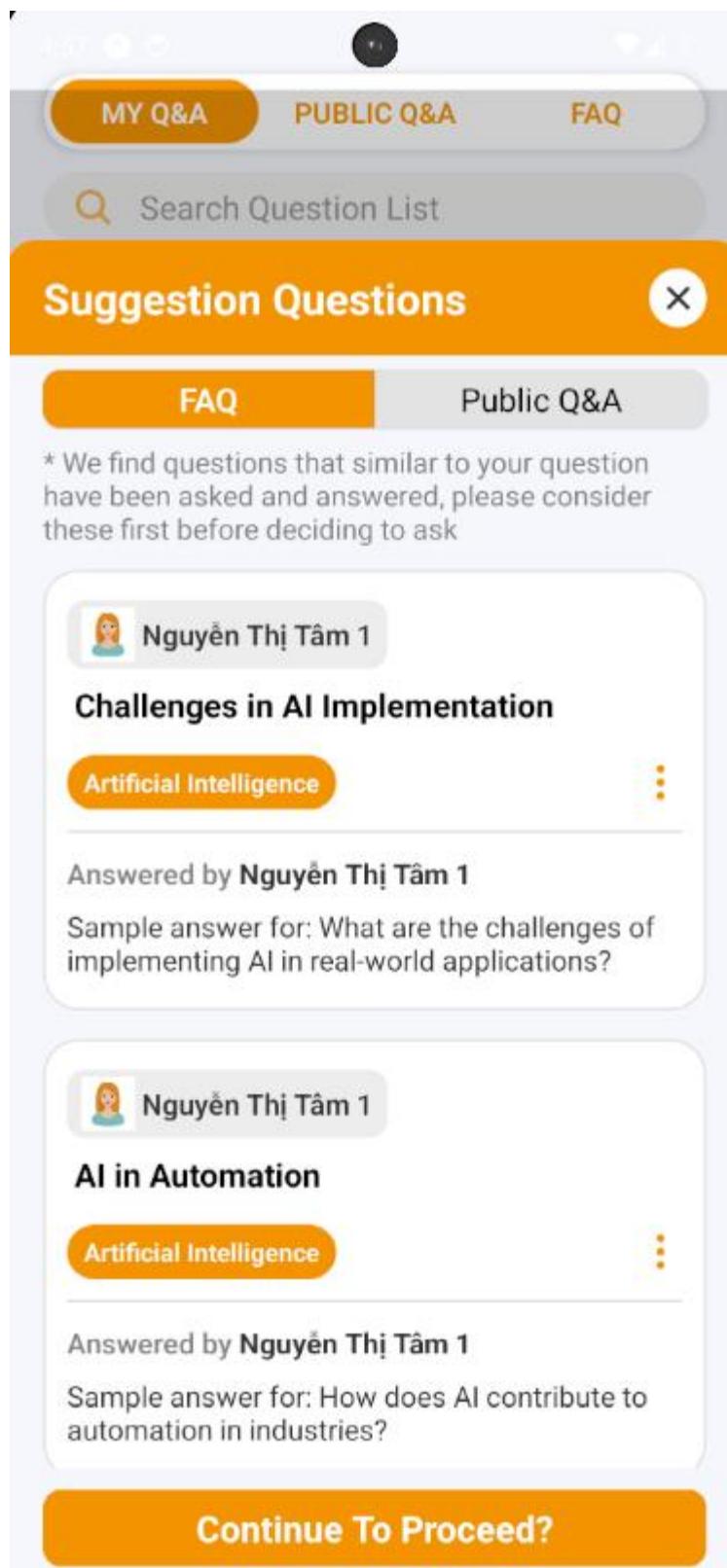


Figure 437 - User Manual - Mobile Feature 11 – Step 6

Step 7: A confirmation will open, press “Yes” to create question

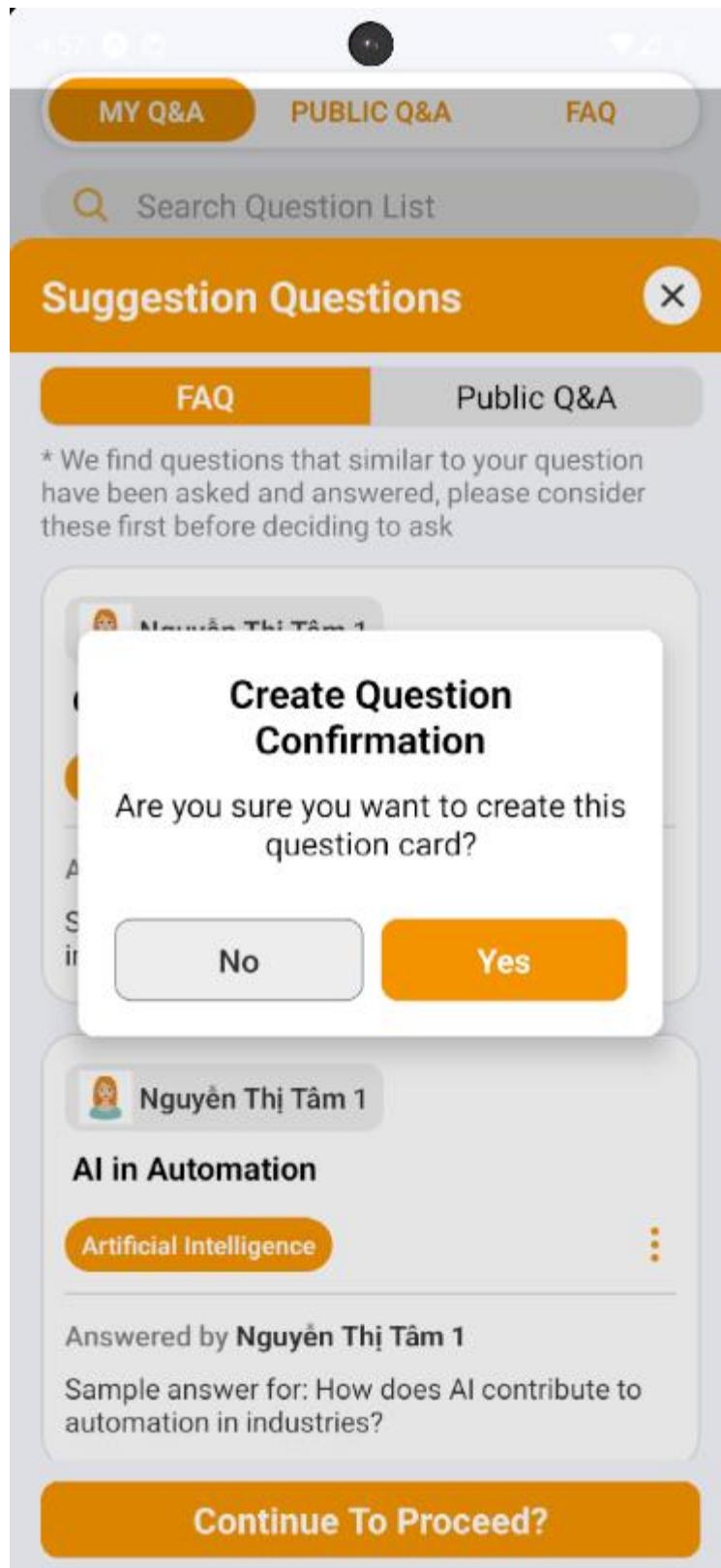


Figure 438 - User Manual - Mobile Feature 11 – Step 7

Step 8: View your created question, and information of counselor that currently in charge of this question.

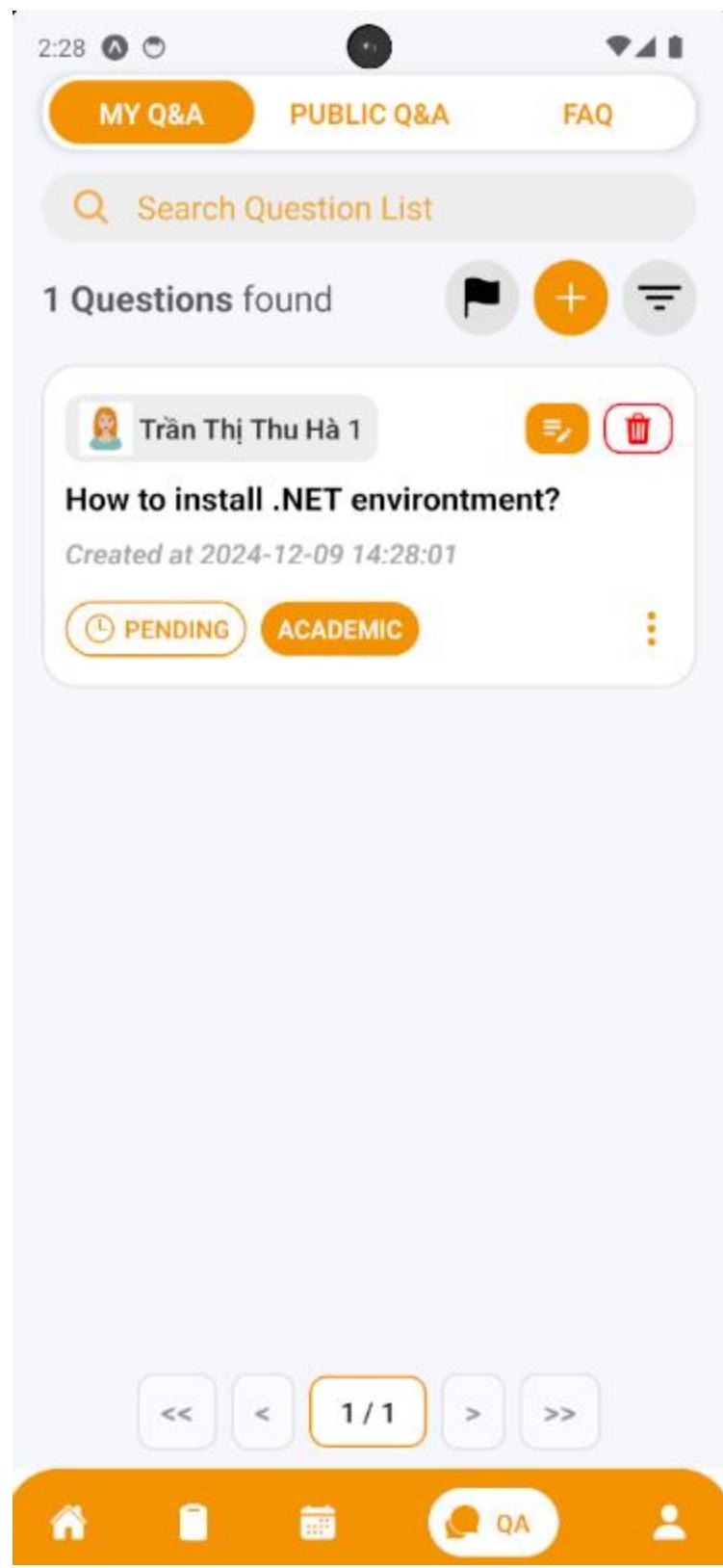


Figure 439 - User Manual - Mobile Feature 11 – Step 8.1

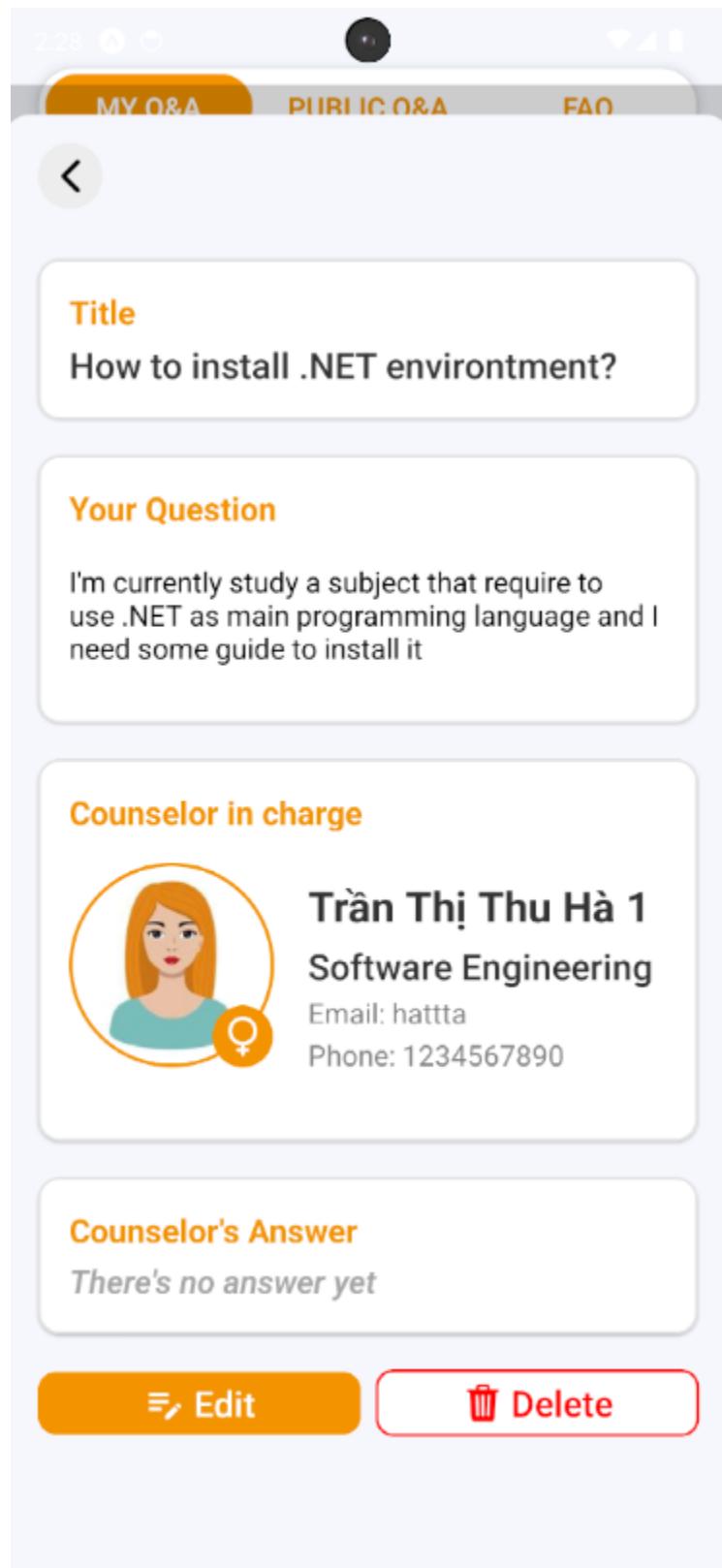


Figure 440 - User Manual - Mobile Feature 11 – Step 8.2

3.3.3.2. Edit a question

3.3.3.2.1. Description

Use this guideline to edit your question's content

3.3.3.2.2. Guide Steps:

Step 1: Access SCSS at mobile application with student account. Navigate to My Q&A screen, and press “Edit” (shown as “pencil-note” icon) to open Edit Question section that lay on the question card, or inside the information of question card

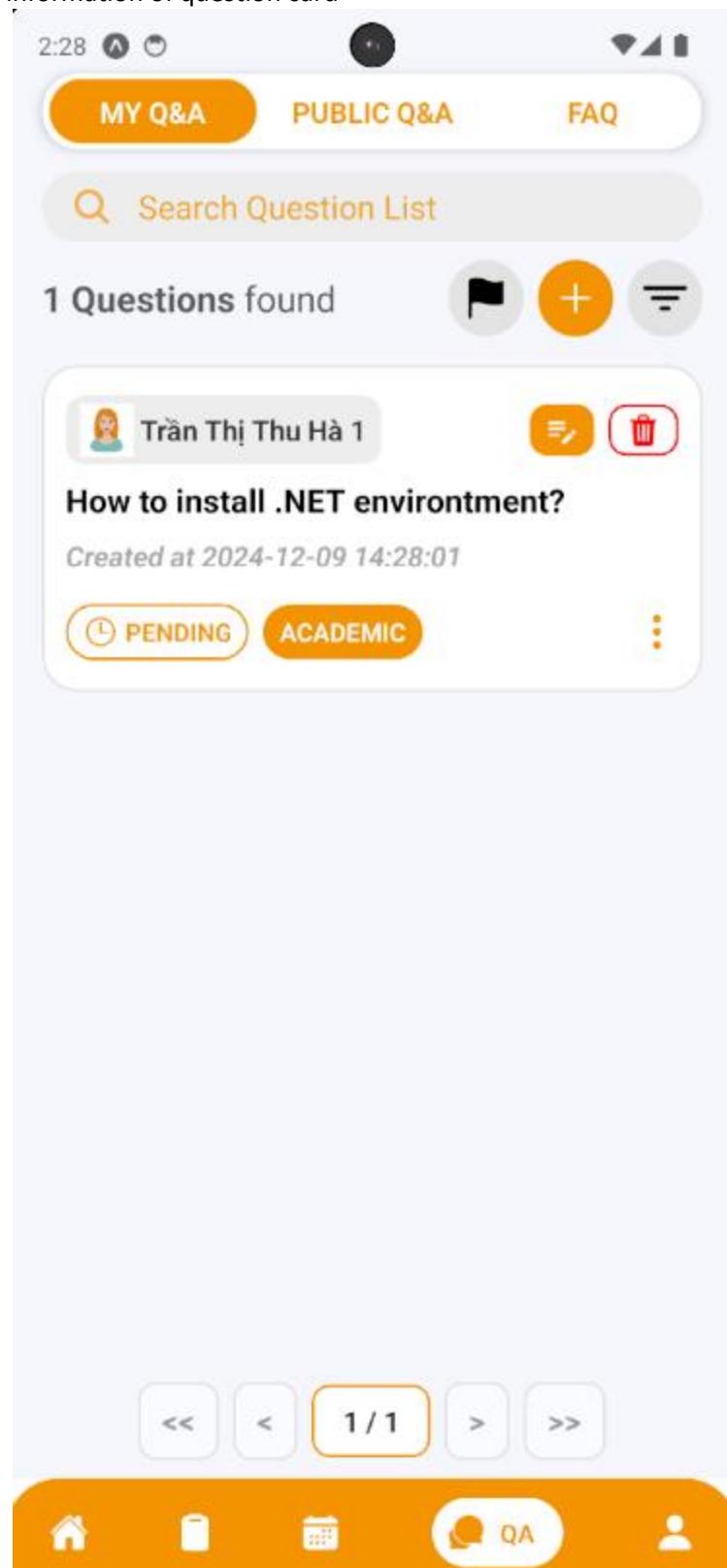


Figure 441 - User Manual - Mobile Feature 12 – Step 1.1

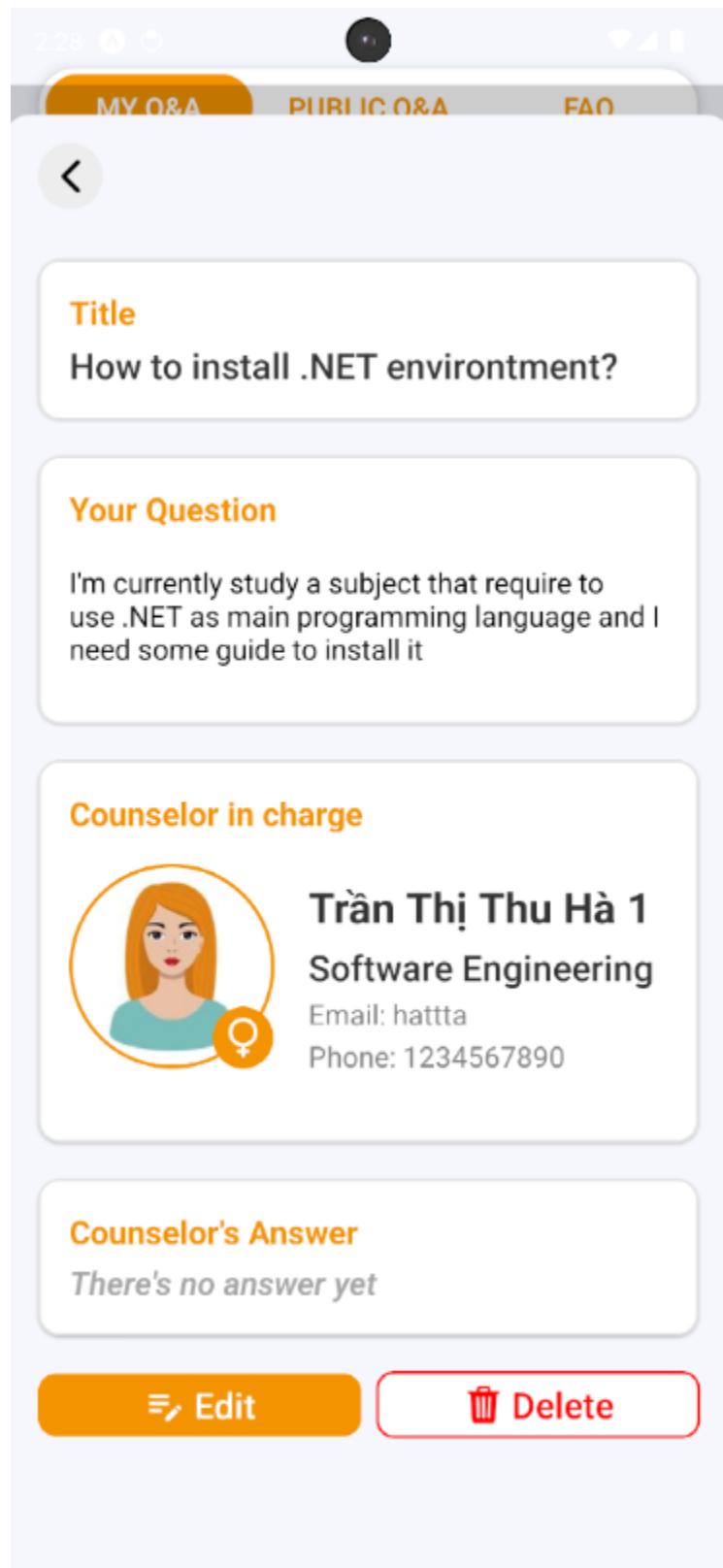


Figure 442 - User Manual - Mobile Feature 12 – Step 1.1

Step 2: You can see current question information inside these input field and you can change it (some fields are required, so it can not empty). Then after fill all required fields, press “Edit” Button.

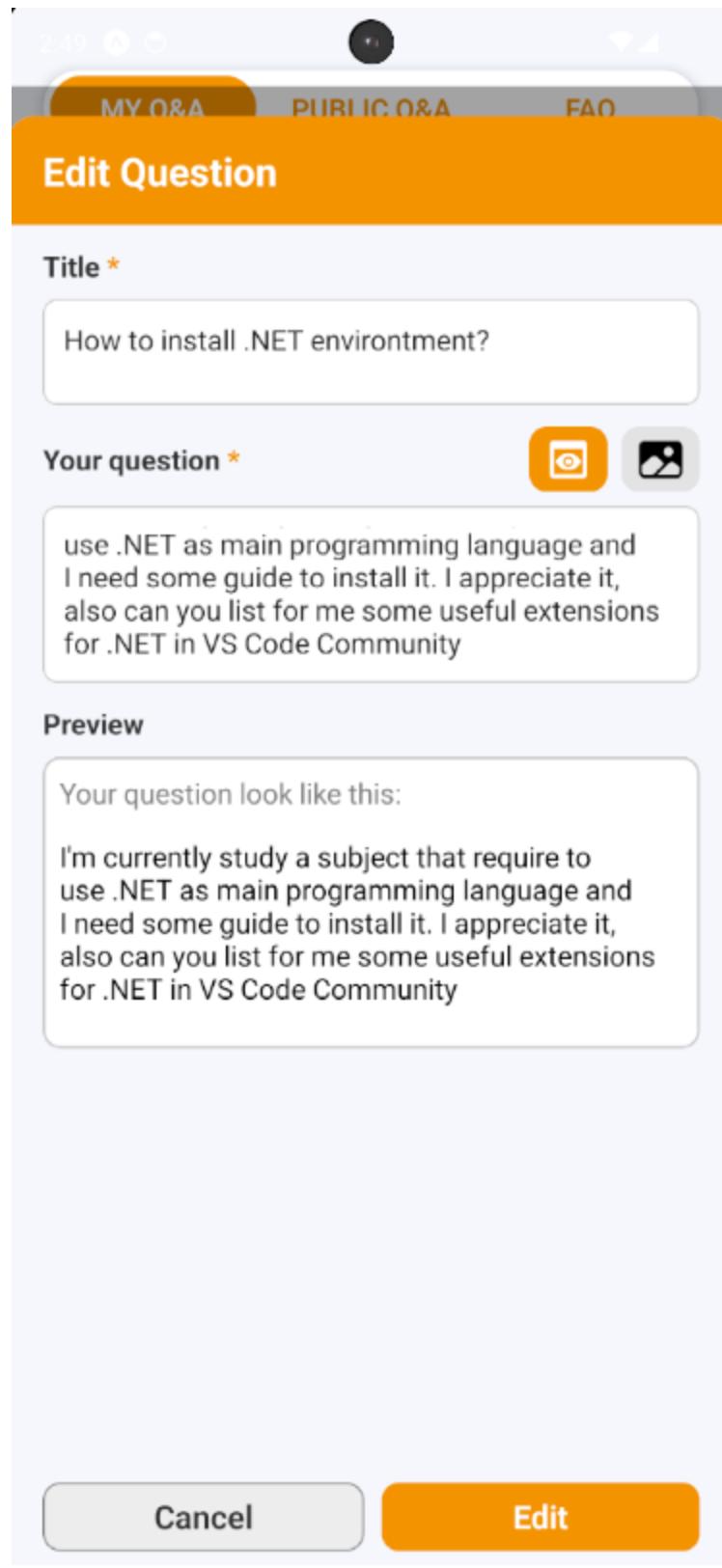


Figure 443 - User Manual - Mobile Feature 12 – Step 2

Step 3: View your question after editing.

Title

How to install .NET environment?

Your Question

I'm currently study a subject that require to use .NET as main programming language and I need some guide to install it. I appreciate it, also can you list for me some useful extensions for .NET in VS Code Community

Counselor in charge

Trần Thị Thu Hà 1
Software Engineering
Email: hattta
Phone: 1234567890

Counselor's Answer

There's no answer yet

Edit **Delete**

Figure 444 - User Manual - Mobile Feature 12 – Step 3

3.3.3.3. Delete a question

3.3.3.3.1. Description

Use this guideline to delete your question

3.3.3.3.2. Guide Steps:

Step 1: Access SCSS at mobile application with student account. Navigate to My Q&A screen, and press “Delete” (shown as an icon with the “trash” symbol) to open Delete Question section that lay on the question card, or inside the information of question card

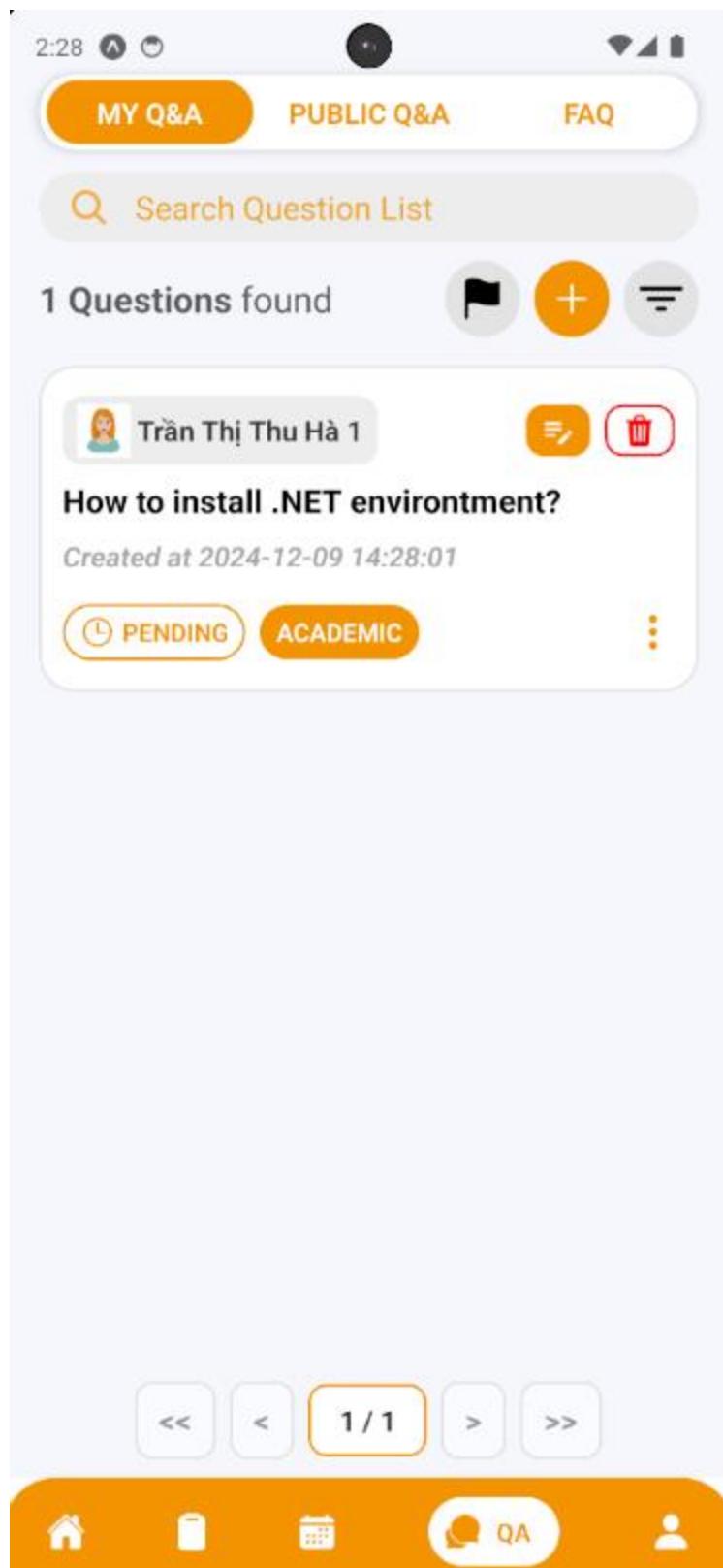


Figure 445 - User Manual - Mobile Feature 13 – Step 1.1

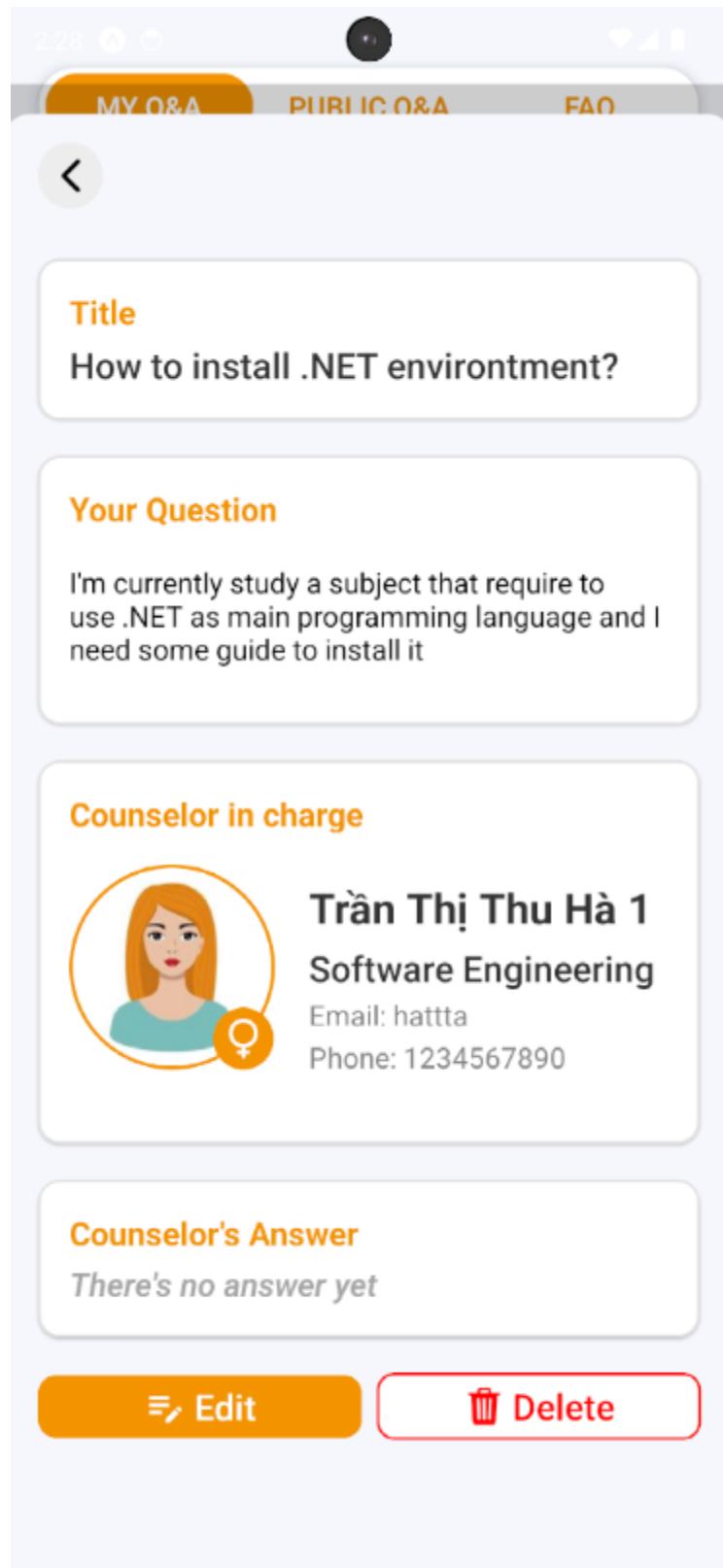


Figure 446 - User Manual - Mobile Feature 13 – Step 1.1

Step 2: After pressing, Delete Question Confirmation will open. If you want to delete your question press “Yes” Button to delete it, and “No” Button if not. After deleting successfully, that question will be disappear of My Q&A screen

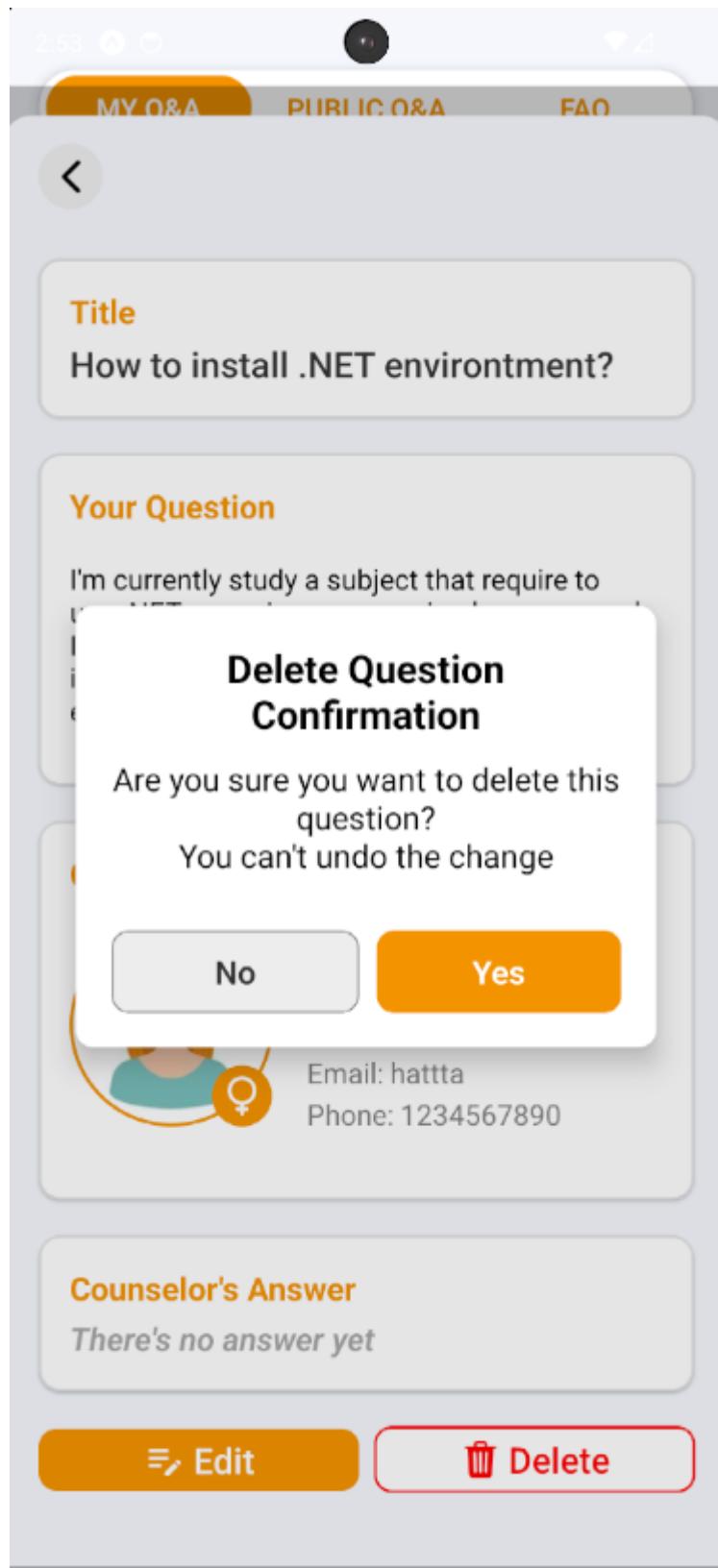


Figure 447 - User Manual - Mobile Feature 13 – Step 2

3.3.3.4. Answer a question

3.3.3.4.1. Description

Use this guideline to answer a question

3.3.3.4.2. Guide Steps

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the counselor account

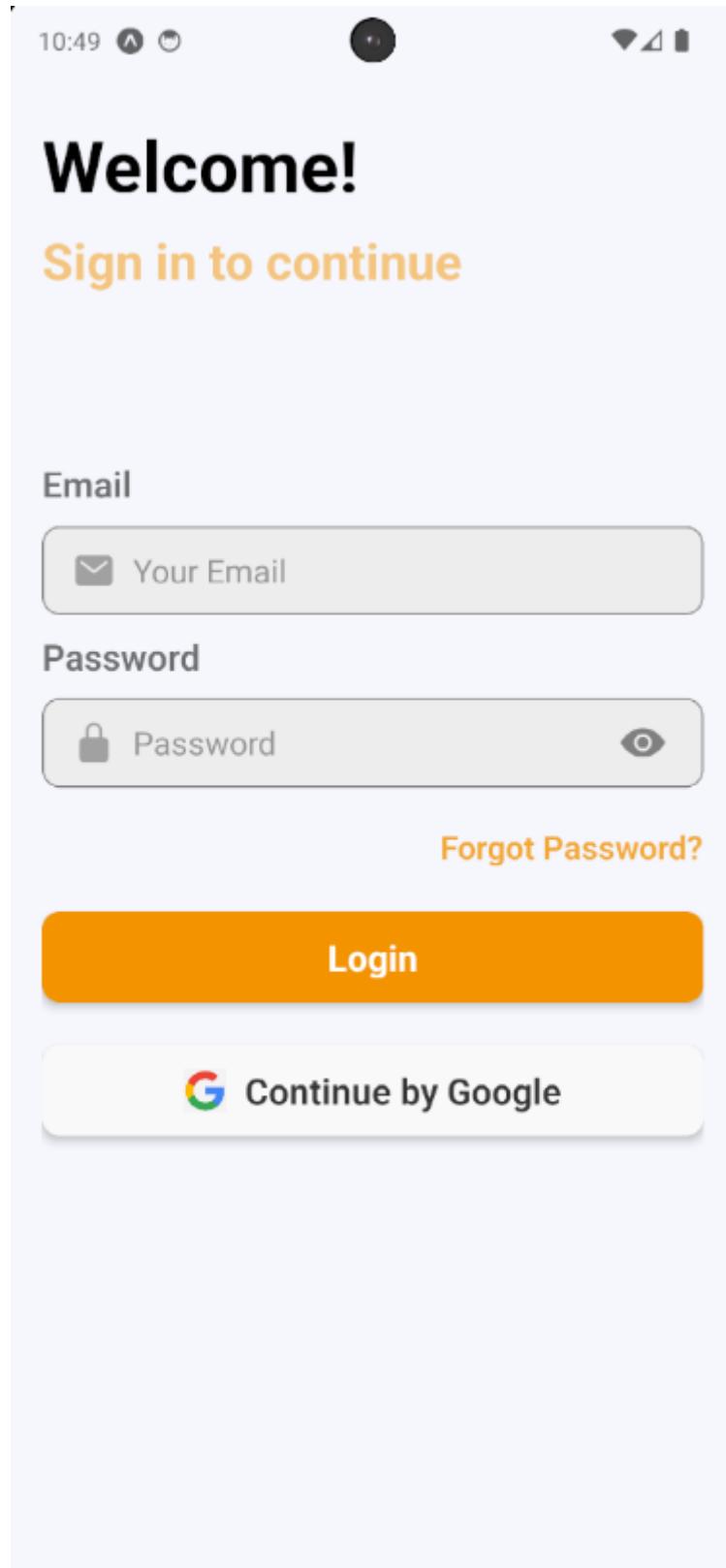


Figure 448 - User Manual - Mobile Feature 14 – Step 1

Step 2: Press “Login” Button

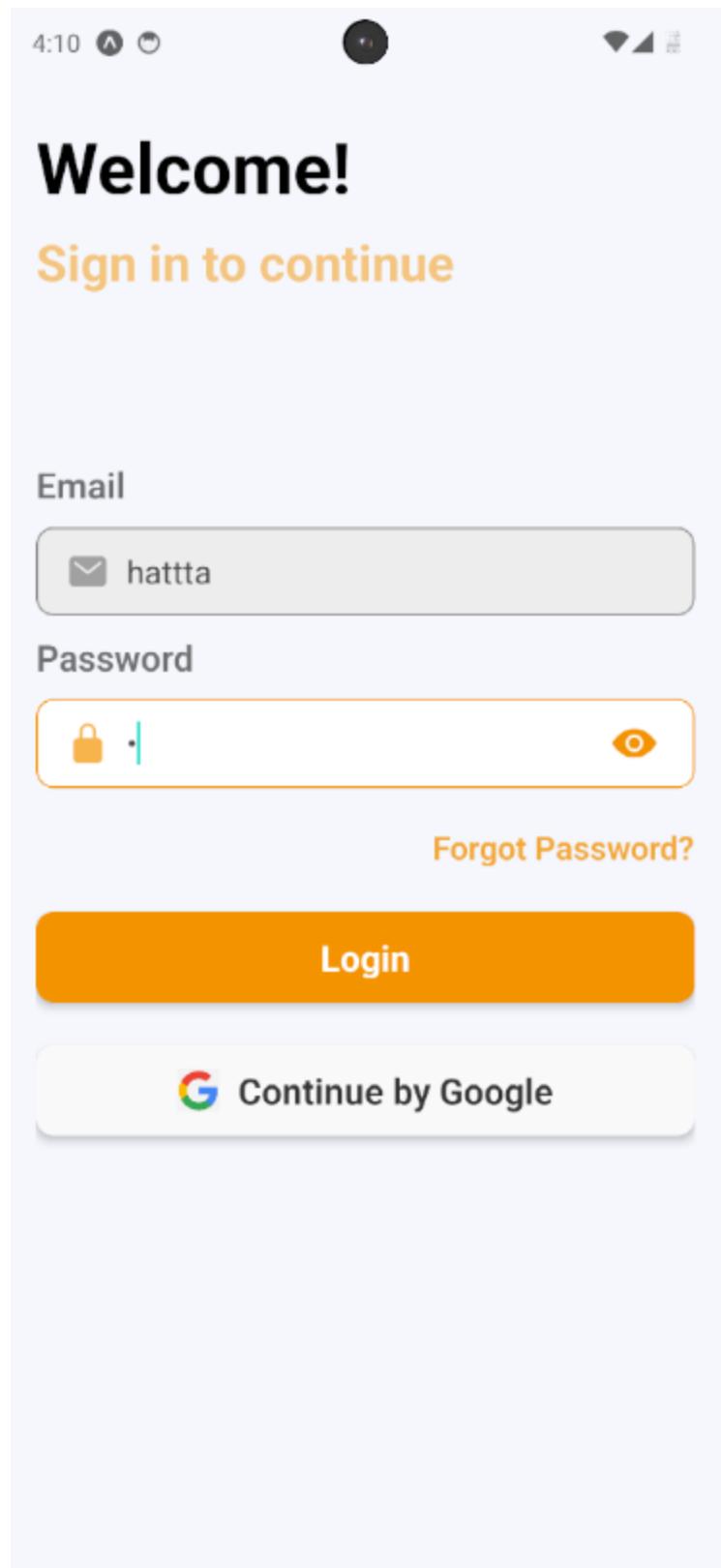


Figure 449 - User Manual - Mobile Feature 14 – Step 2

Step 3: From Home Screen, choose Tab number 4 (chat-bubble icon) at the bottom of the screen to navigate to My Q&A Screen

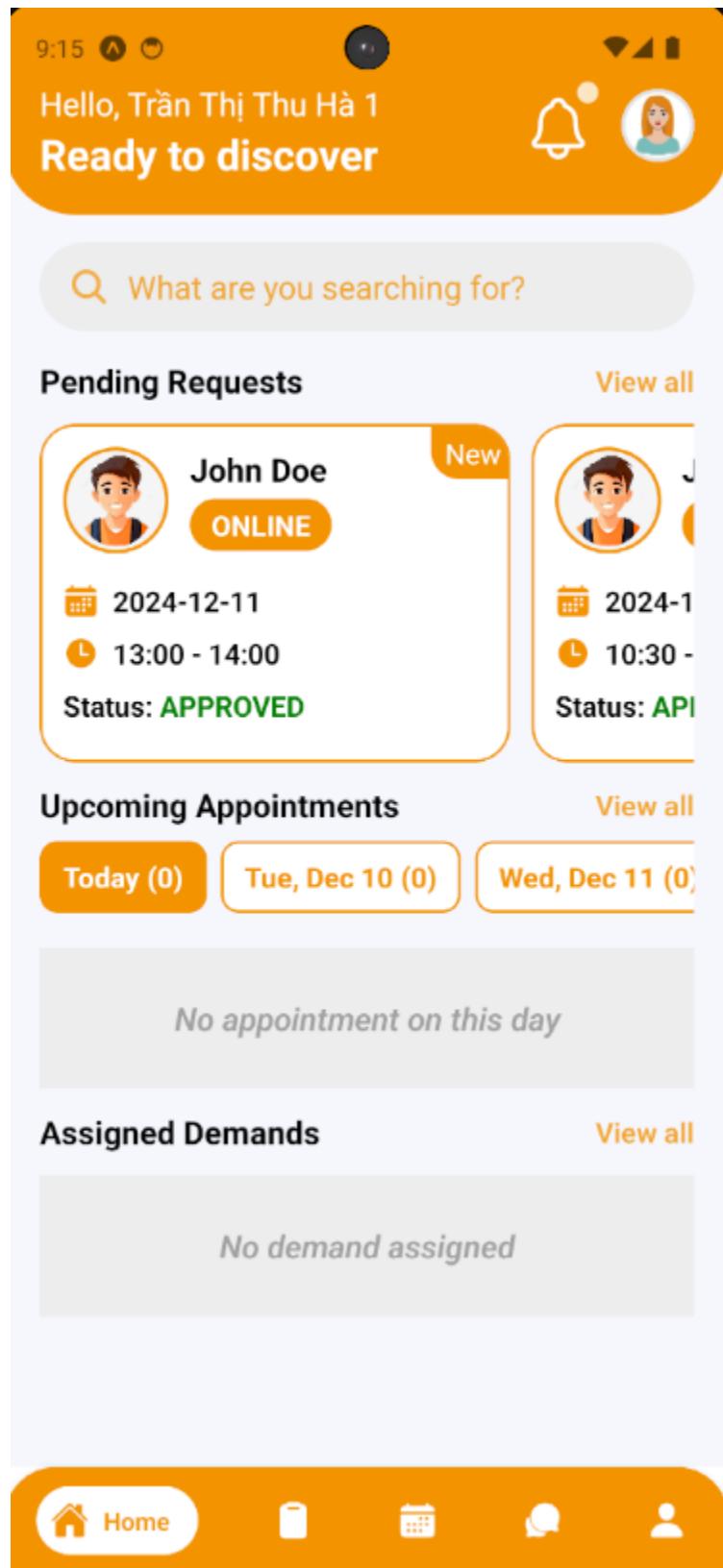


Figure 450 - User Manual - Mobile Feature 14 – Step 3

Step 4: In My Q&A Screen, find a question using filter section by student code

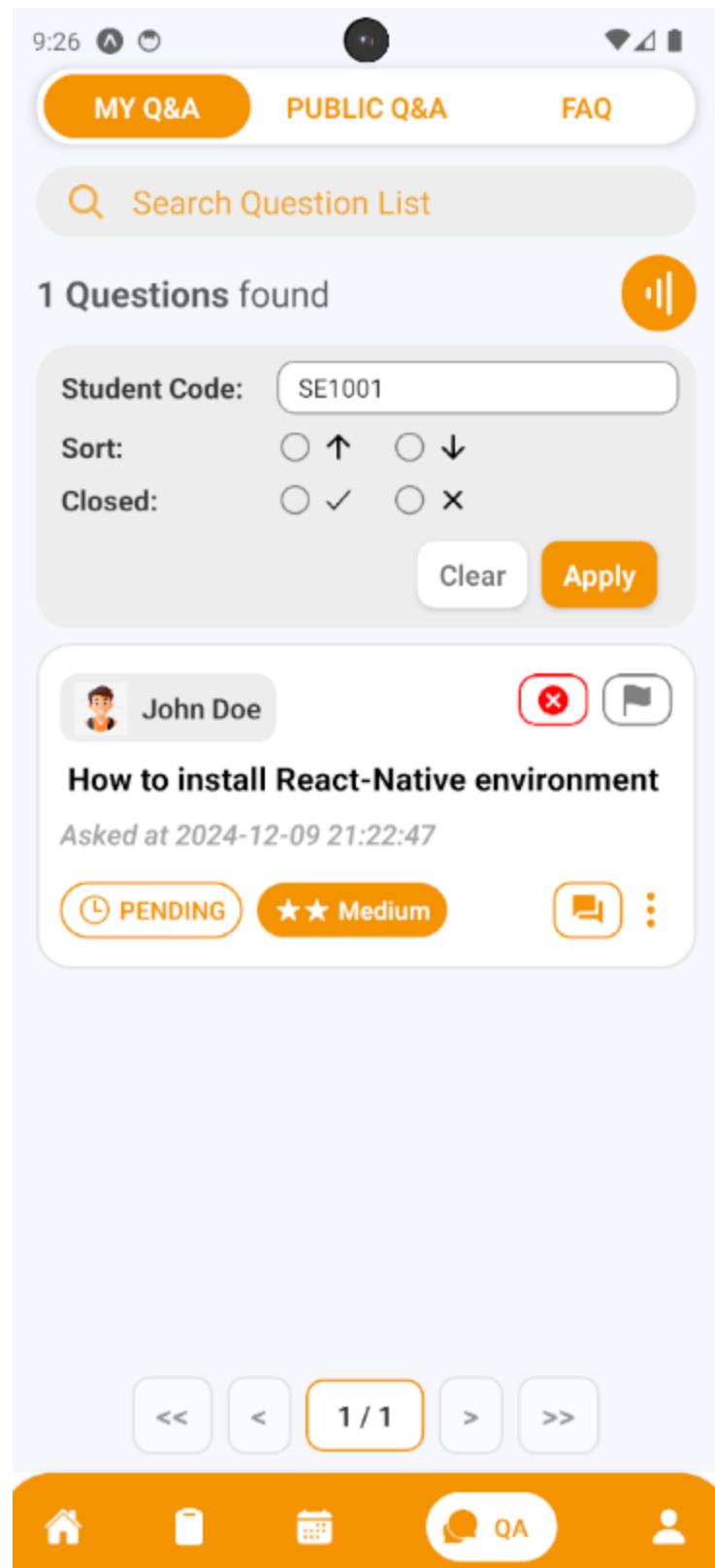


Figure 451 - User Manual - Mobile Feature 14 – Step 4

Step 5: After finding question, press “Answer” Button (shown as “text-box” icon) to open Answer Question section.

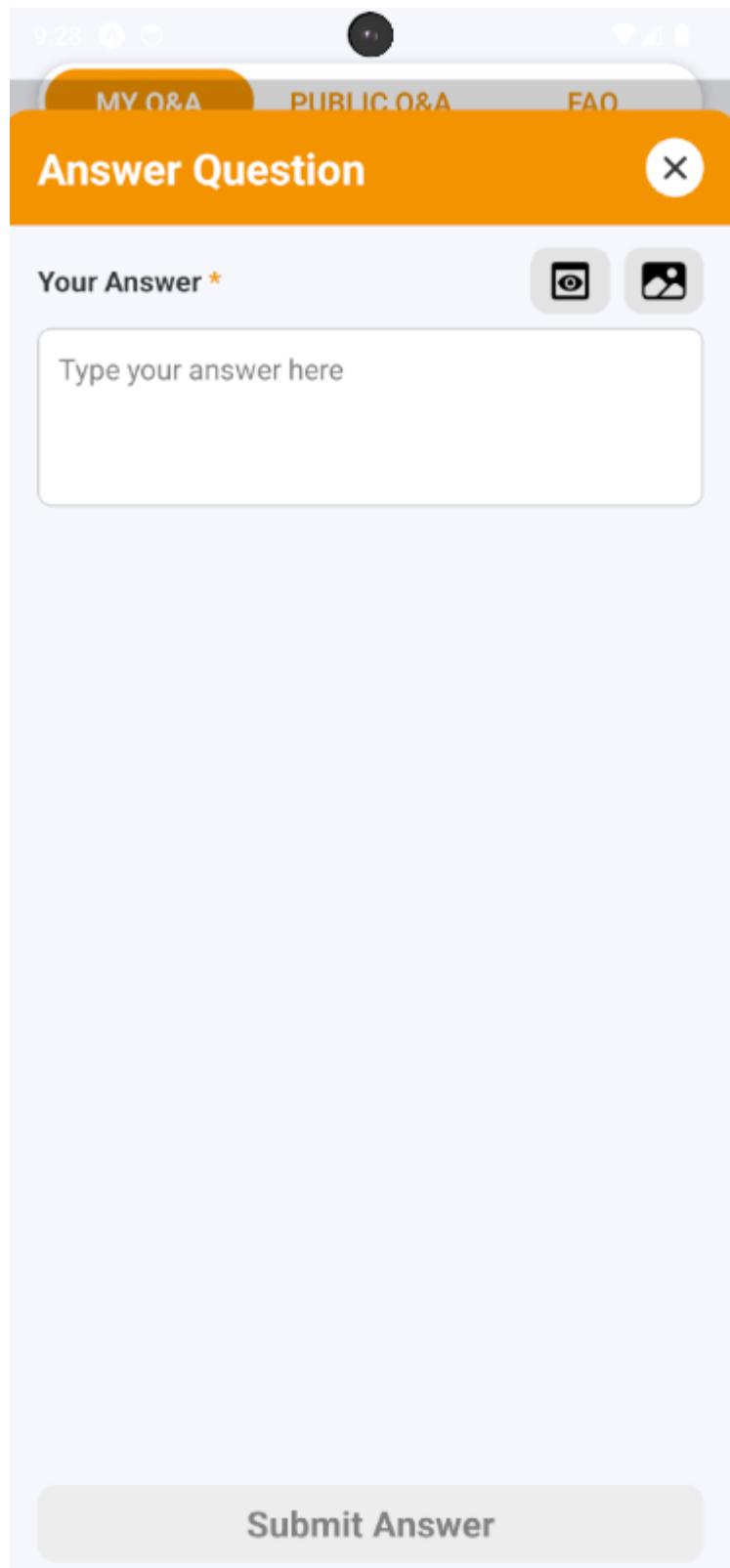


Figure 452 - User Manual - Mobile Feature 14 – Step 5

Step 6: After filling answer, press “Submit Answer” Button to submit answer for the chosen question

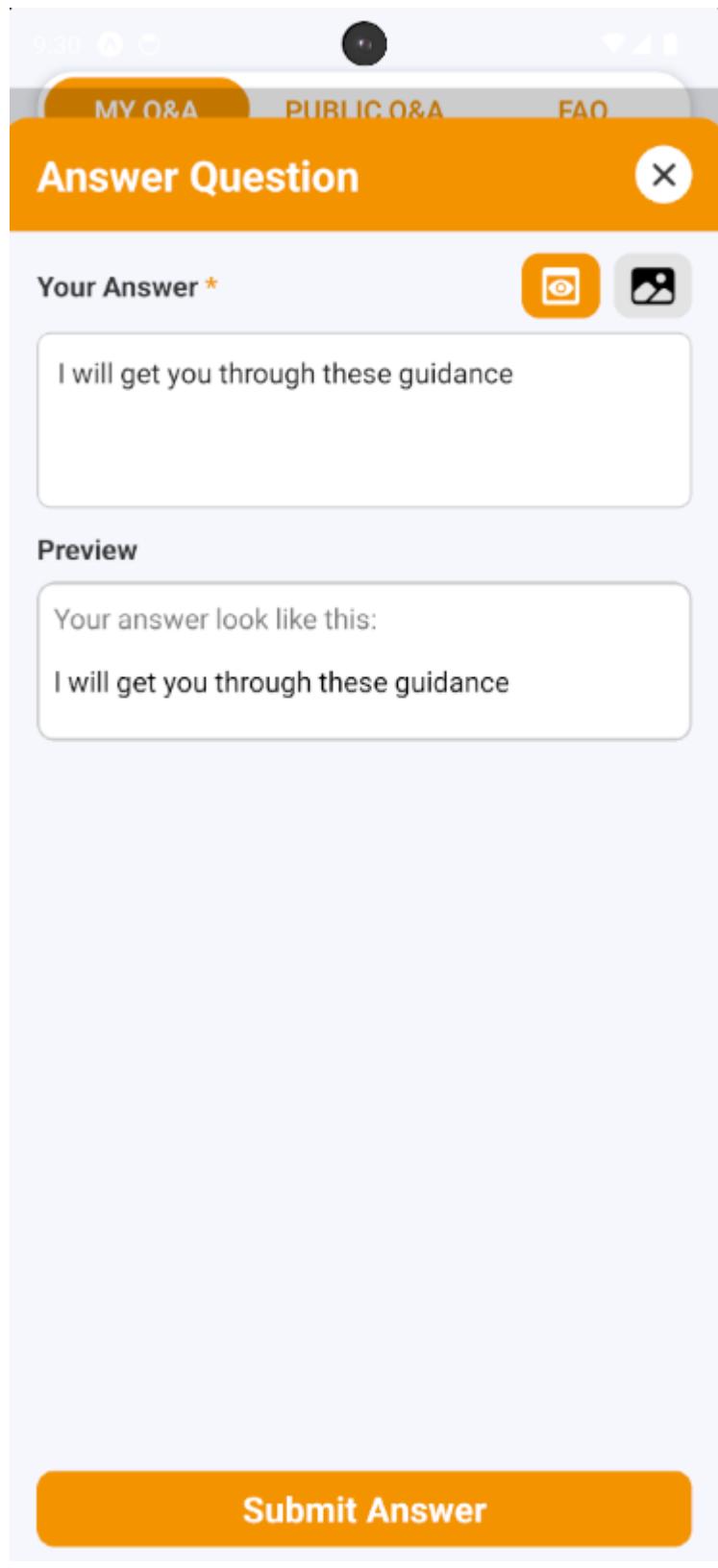


Figure 453 - User Manual - Mobile Feature 14 – Step 6

Step 7: After answering question, view your answer on the question card or by pressing “Info” Button (shown as “vertical-ellipsis” icon) to show question information

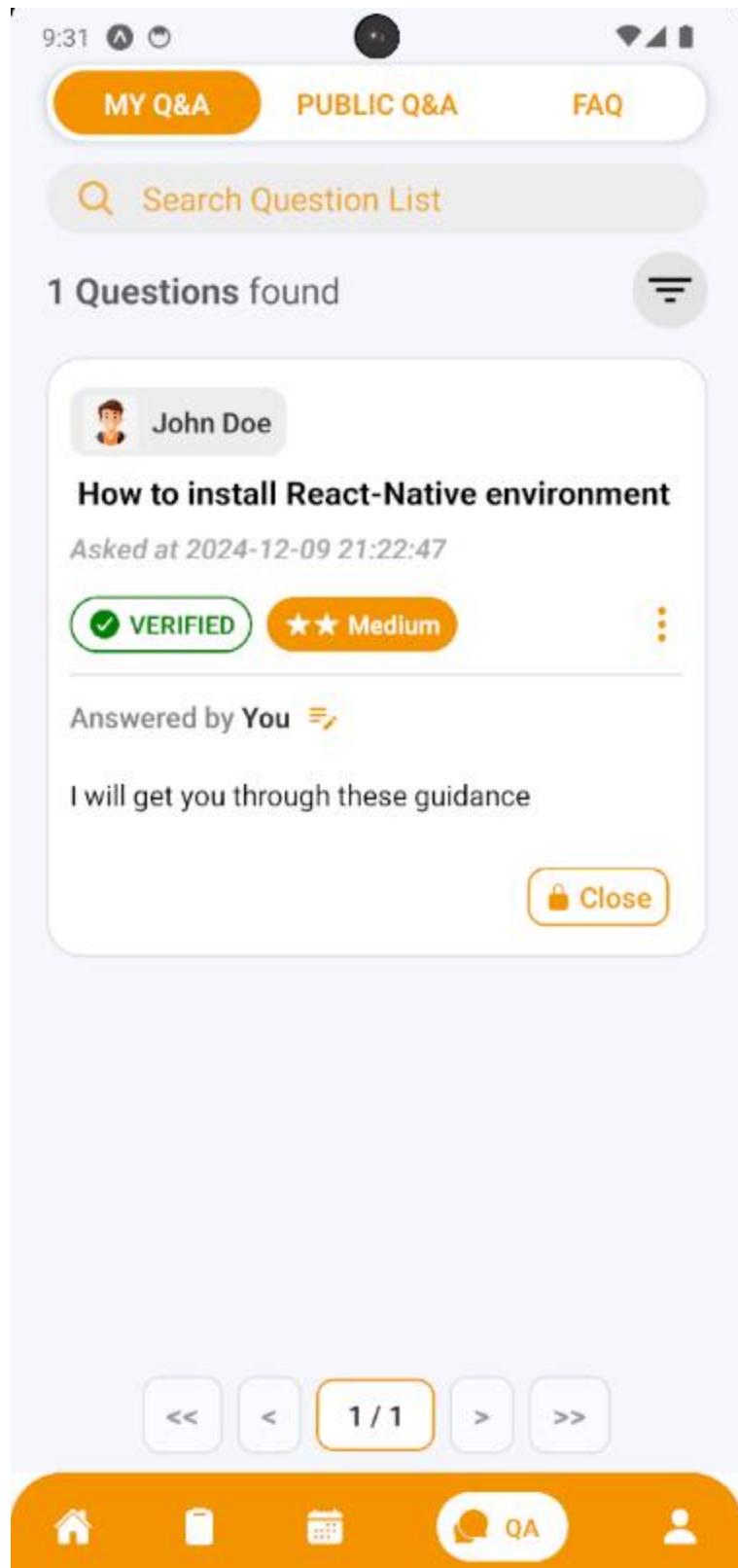


Figure 454 - User Manual - Mobile Feature 14 – Step 7

3.3.3.5. Edit Answer of a question

3.3.3.5.1. Description

Use this guideline to edit answer of a question

3.3.3.5.2. Guide Steps:

Step 1: Access SCSS at mobile application with counselor account. Navigate to My Q&A screen, and press “Edit” (shown as “pencil” icon) to open Edit Answer section that lay on the question card

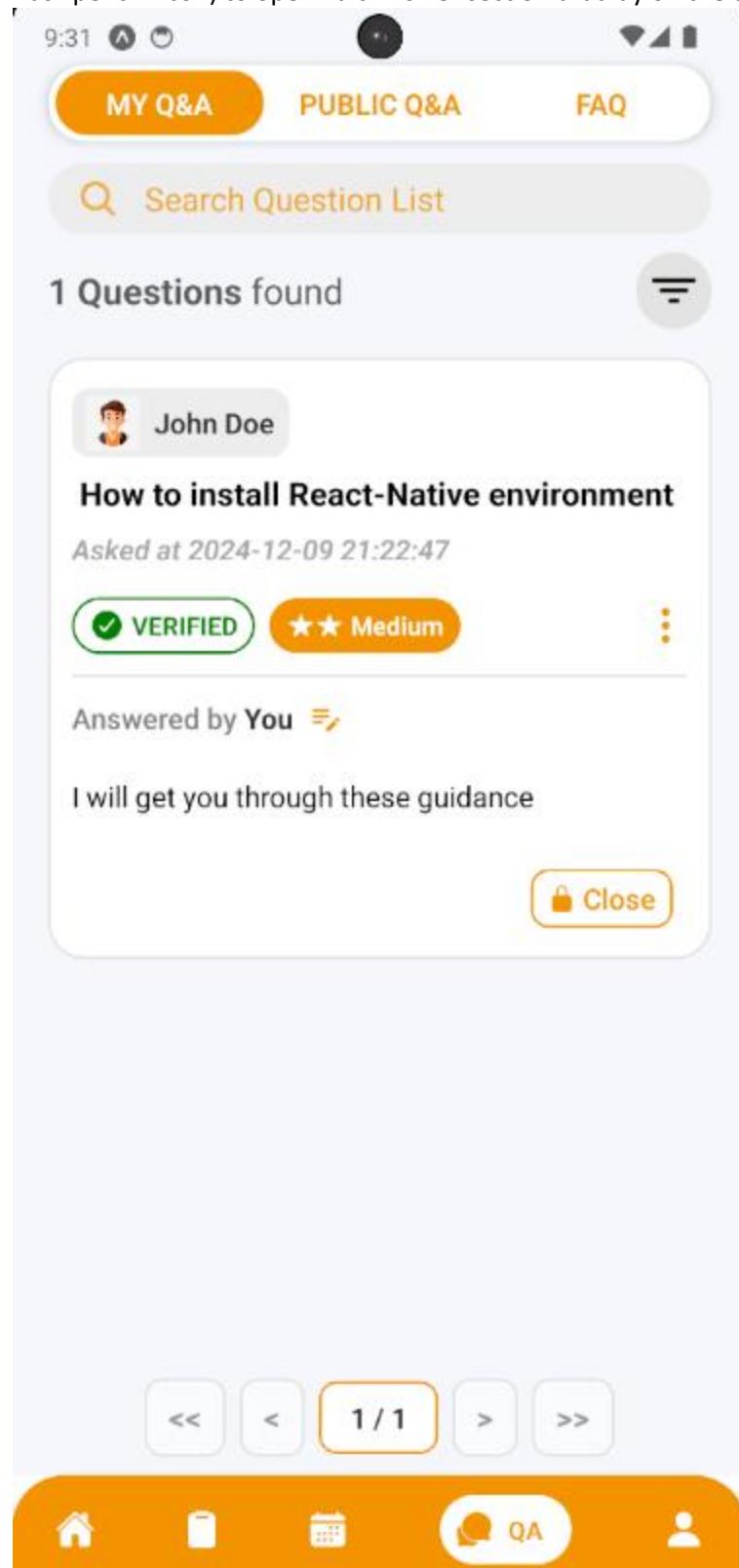


Figure 455 - User Manual - Mobile Feature 15 – Step 1

Step 2: You can see current answer information inside this input field and you can change it (this field is required, so it can not empty). Then after fill all required fields, press “Edit” Button.

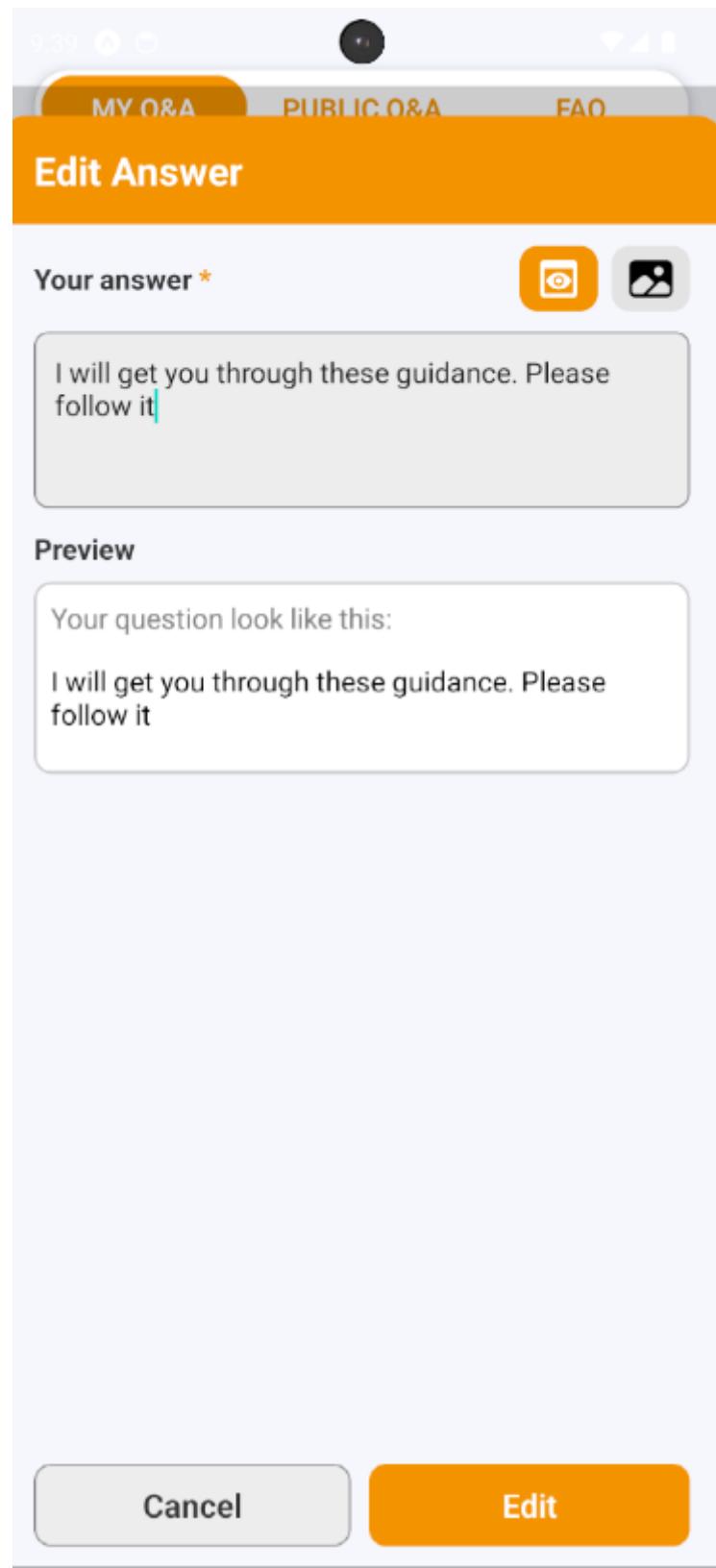


Figure 456 - User Manual - Mobile Feature 15 – Step 2

Step 3: View your answer after editing.

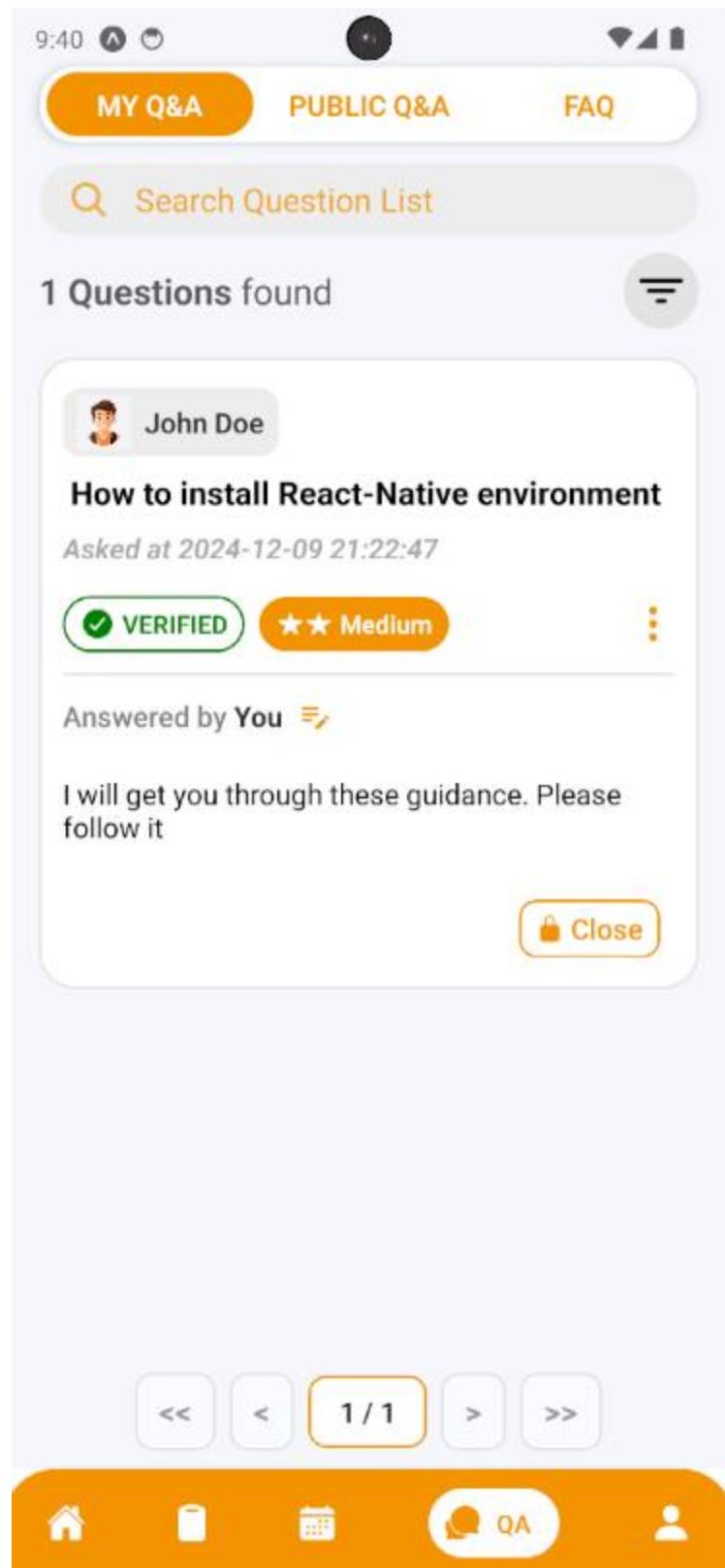


Figure 457 - User Manual - Mobile Feature 15 – Step 3

3.3.3.6. Create a chat session

3.3.3.6.1. Description

Use this guideline to create a chat session for your question

3.3.3.6.2. Guide Steps

Step 1: Access SCSS at mobile application with student account. Navigate to My Q&A screen, and press “Start a chat” (shown as “chat-bubble” icon) to open Create Chat Session section that lay on the question card (this button will only show when this question is verified and has already answered by counselor in charge)

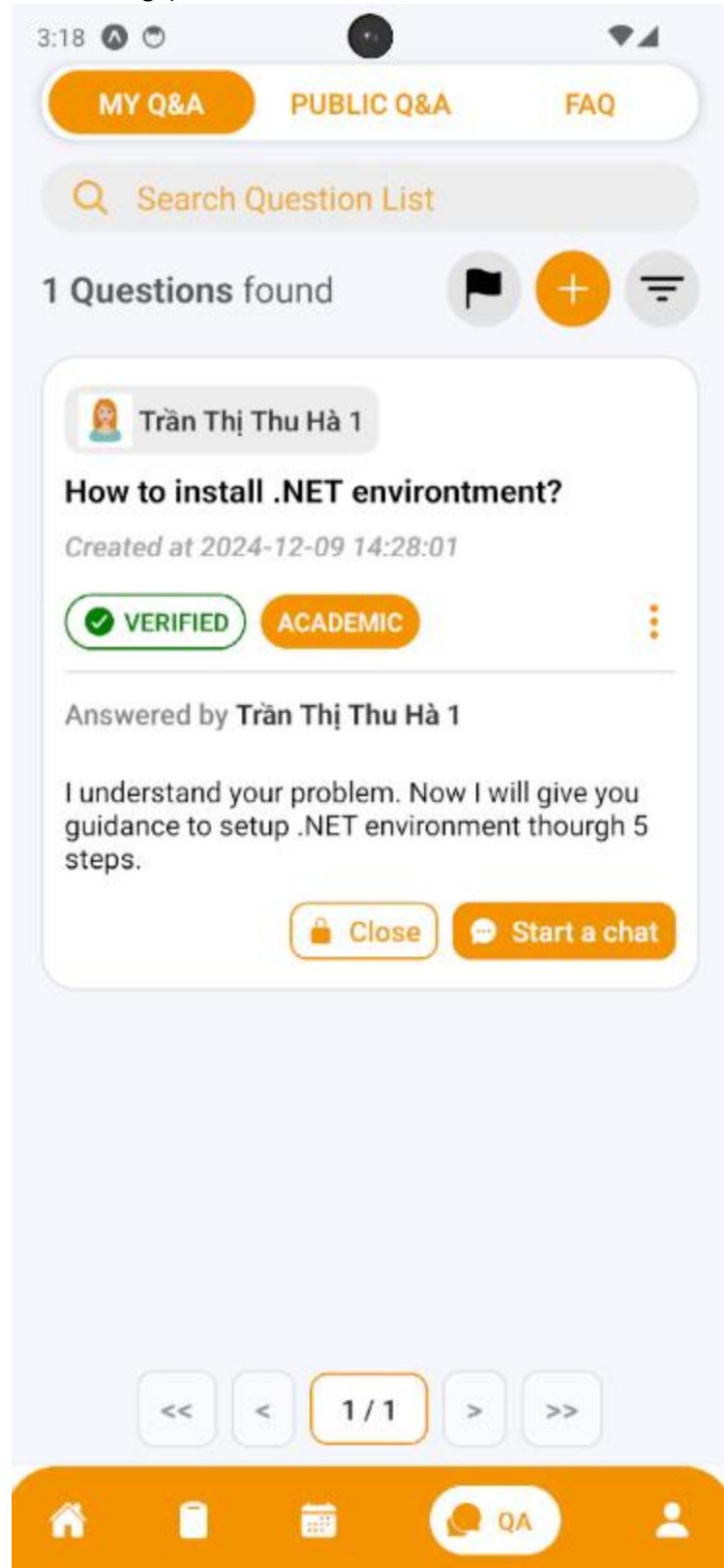


Figure 458 - User Manual - Mobile Feature 16 – Step 1

Step 2: After pressing, Start a Conversation Session Confirmation will open. If you want to start a chat inside your question press “Yes” Button to create it, and “No” Button if not. After creating successfully, that chat session will show on the screen and can be open through Chat Button.

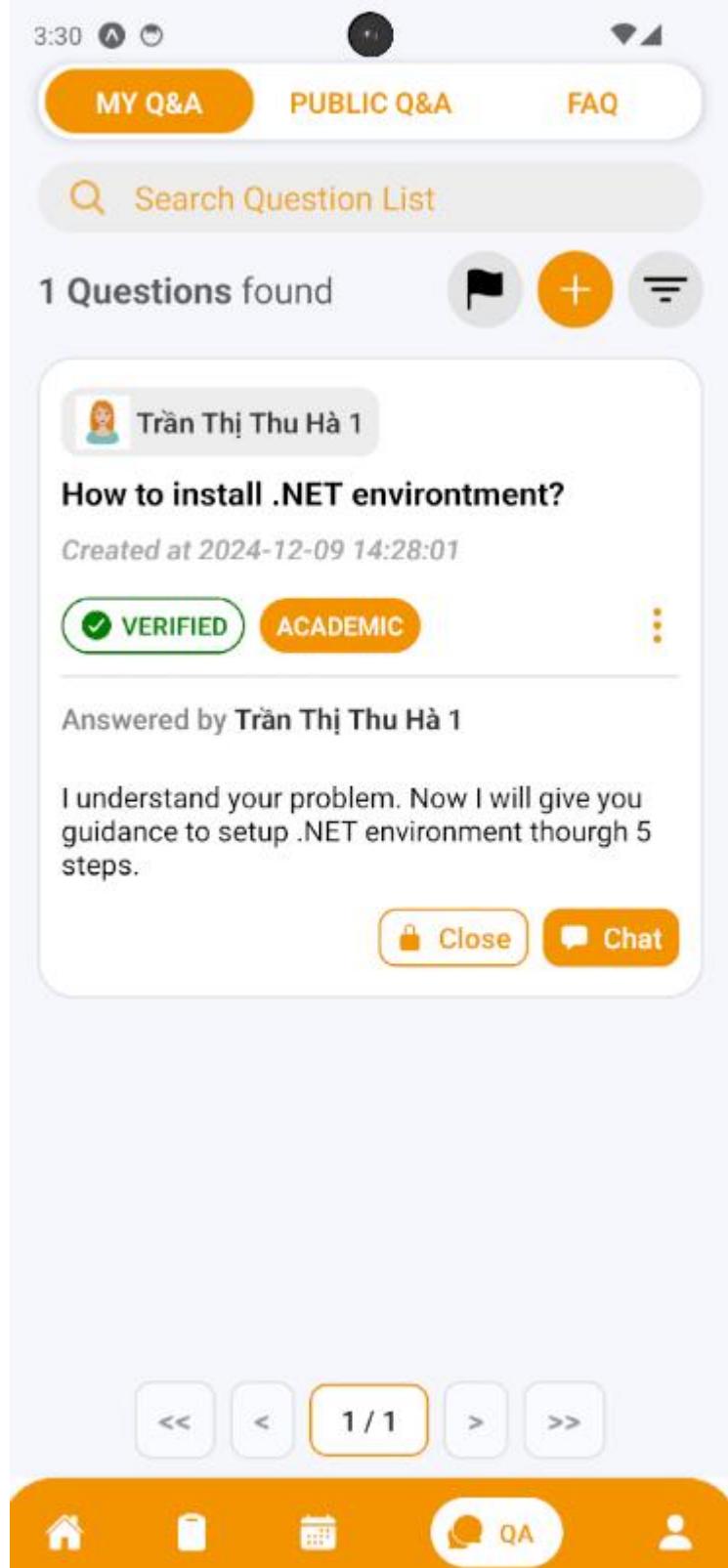


Figure 459 - User Manual - Mobile Feature 16 – Step 2.1

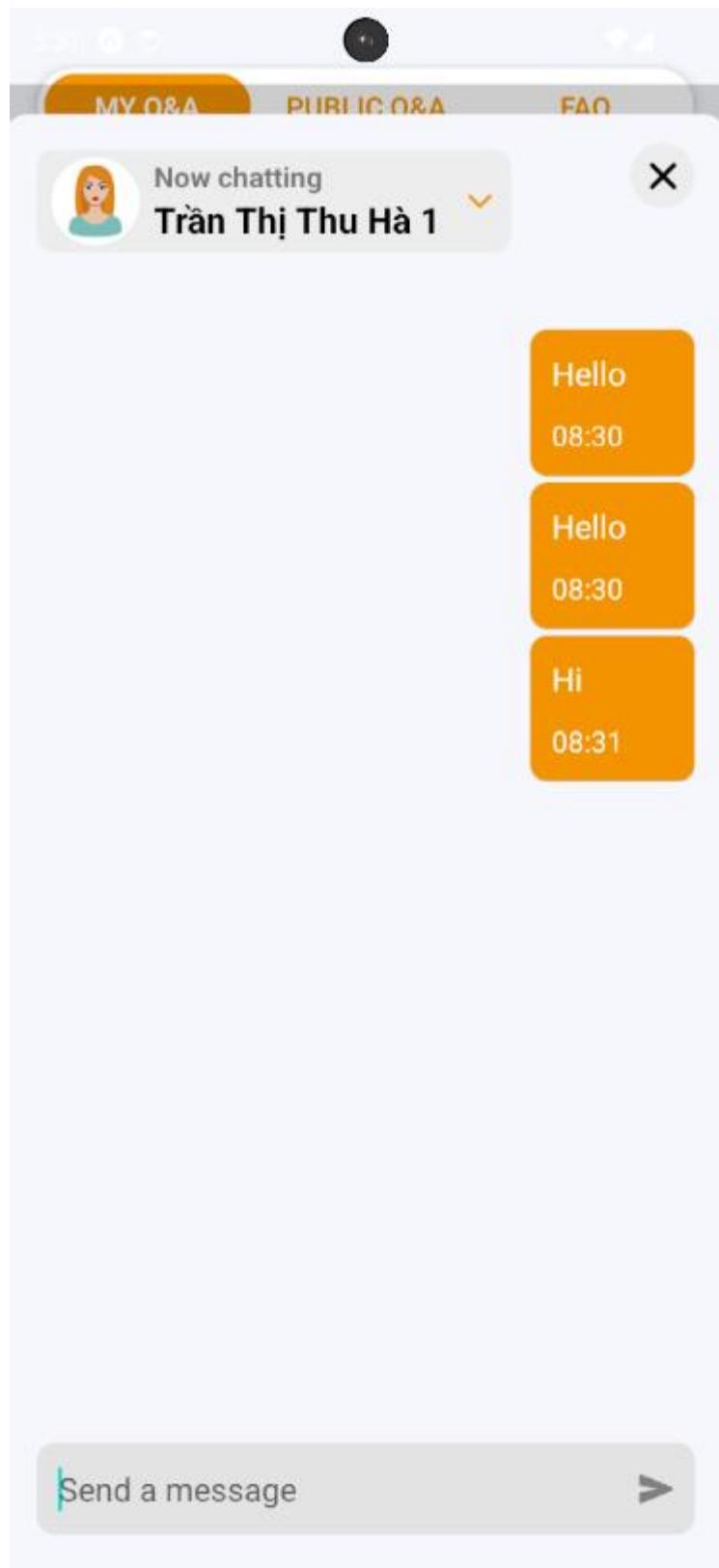


Figure 460 - User Manual - Mobile Feature 16 – Step 2.2

3.3.3.7. Accept a question's answer

3.3.3.7.1. Description

Use this guideline to close your question

3.3.3.7.2. Guide Steps

Step 1: Access SCSS at mobile application with student account. Navigate to My Q&A screen, and press “Accept Answer” to open Accept Answer section that lay on the question card

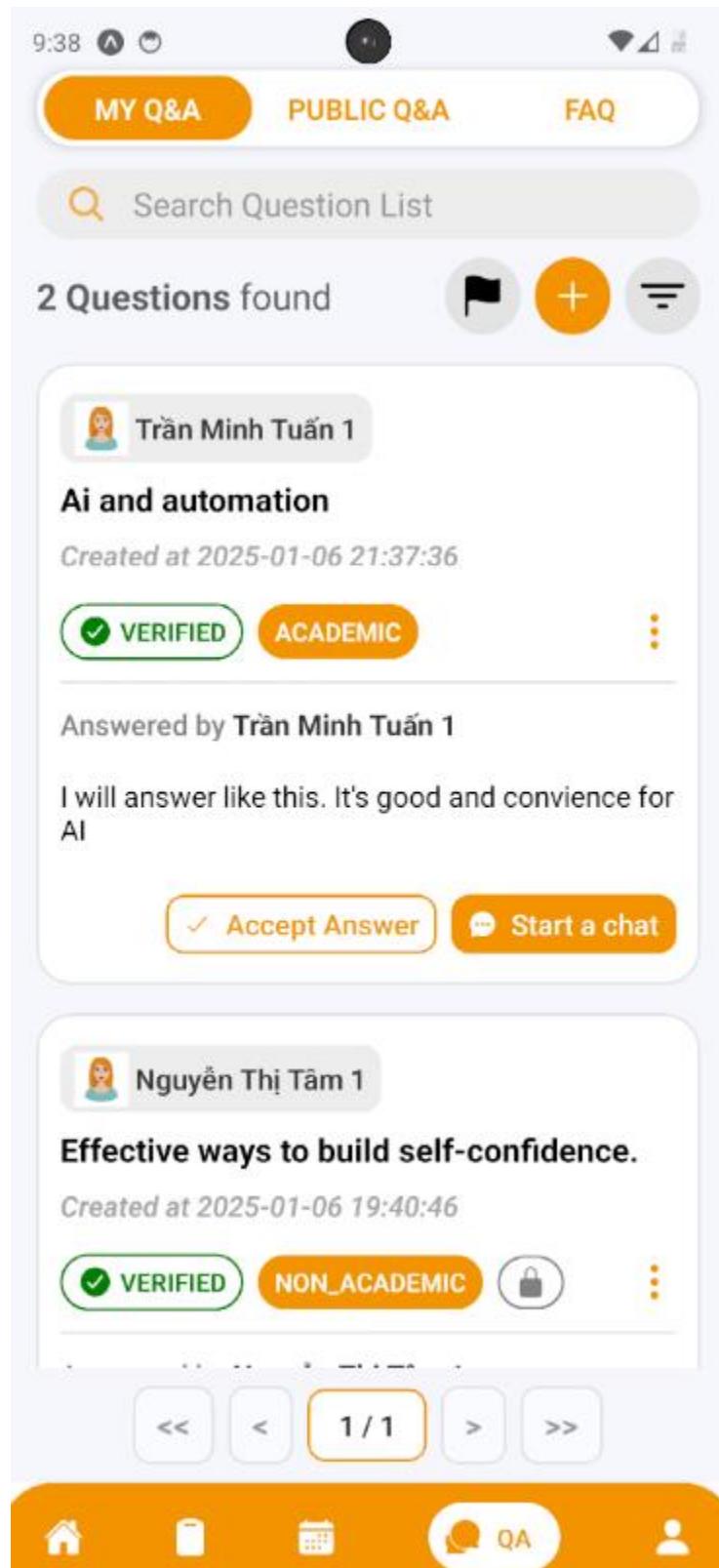


Figure 461 - User Manual - Mobile Feature 17 – Step 1

Step 2: After pressing, Accept Answer Confirmation will open. If you want to accept the question’s answer press “Yes” Button to accept it, and “No” Button if not.

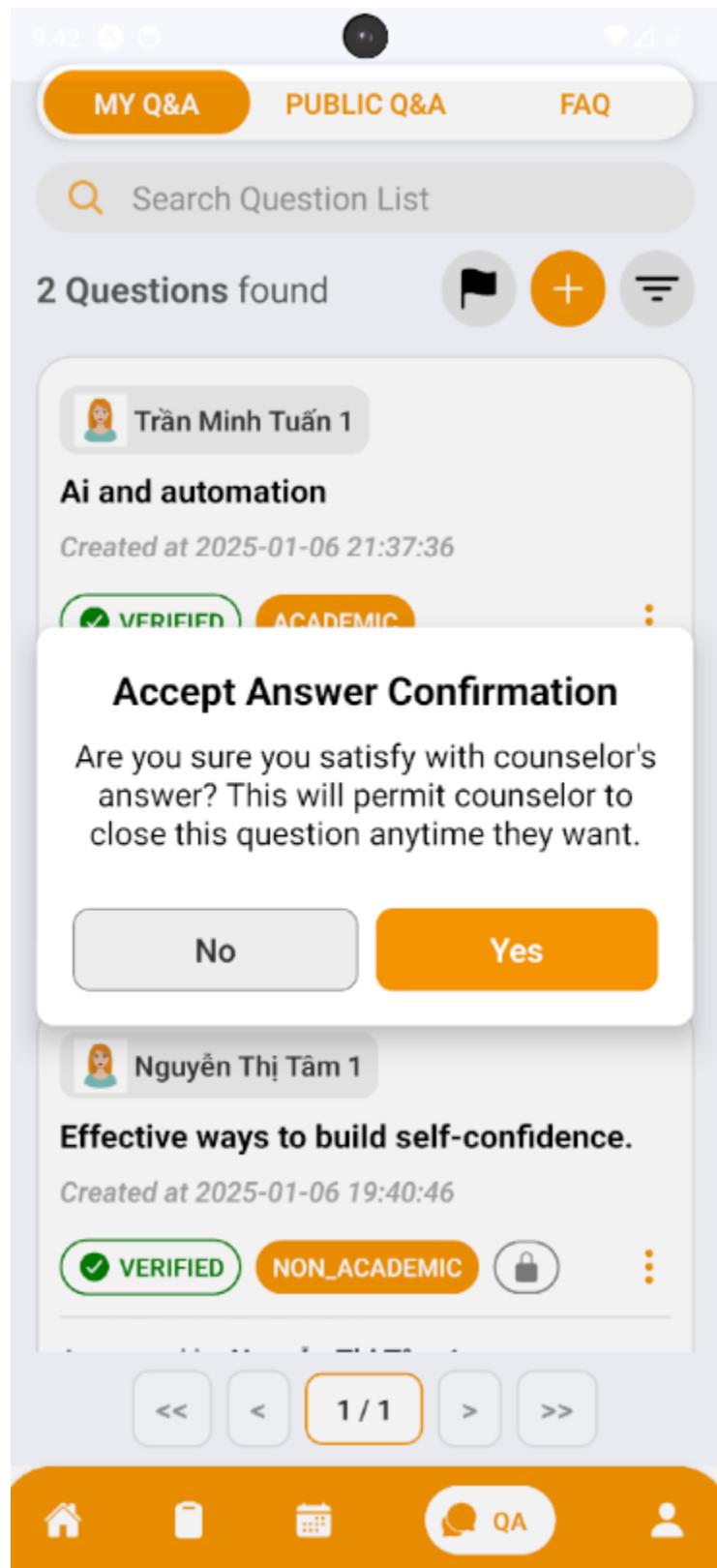


Figure 462 - User Manual - Mobile Feature 17 – Step 2

Step 3: After accepting answer, Counselor will receive accepted question's answer from Student, then Counselor can ready to close question

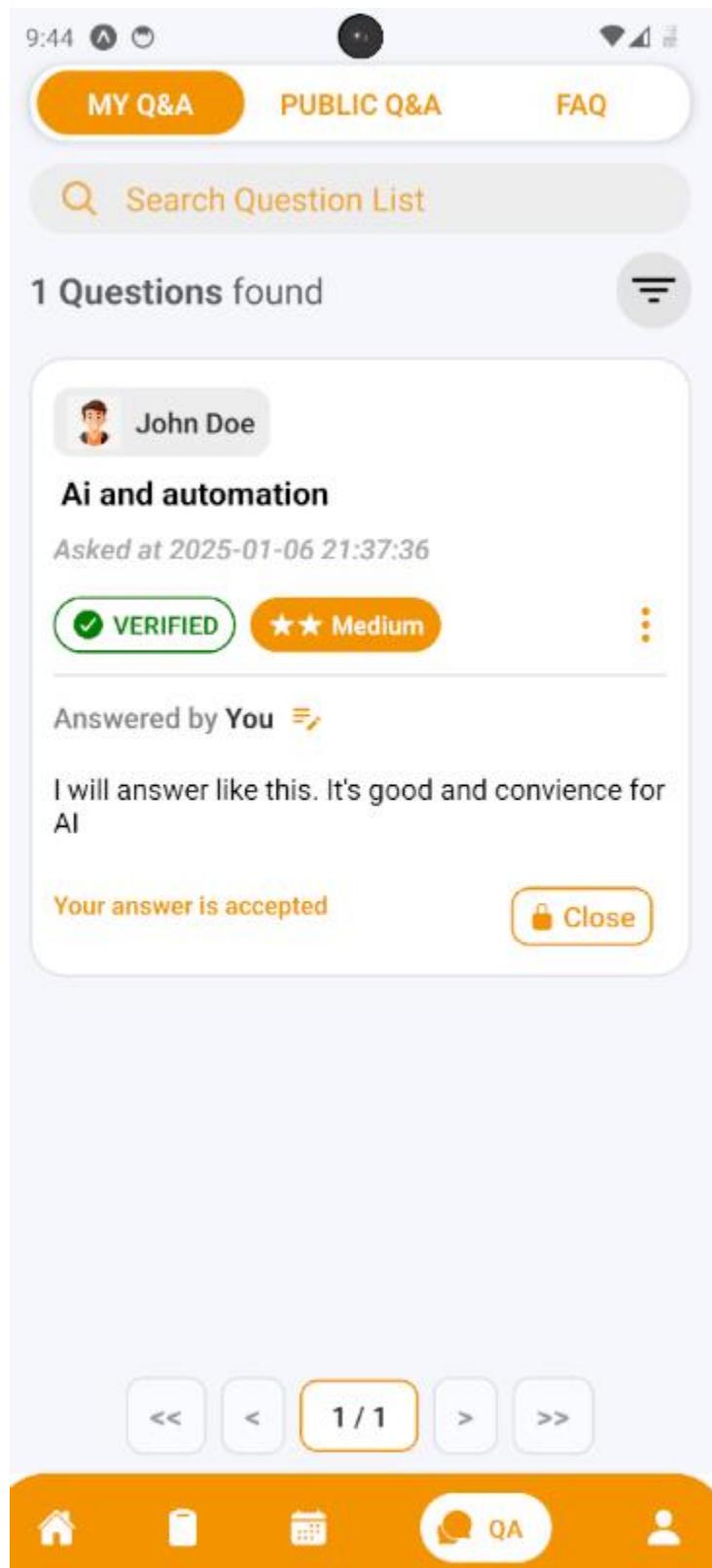


Figure 463 - User Manual - Mobile Feature 17 – Step 3

3.3.3.8. Close a question

3.3.3.8.1. Description

Use this guideline to close your question

3.3.3.8.2. Guide Steps

Case 1:

Step 1: Access SCSS at mobile application with student account. Navigate to My Q&A screen, and press “Close” (shown as “lock” icon) to open Close Question section that lay on the question card, or inside the information of question card

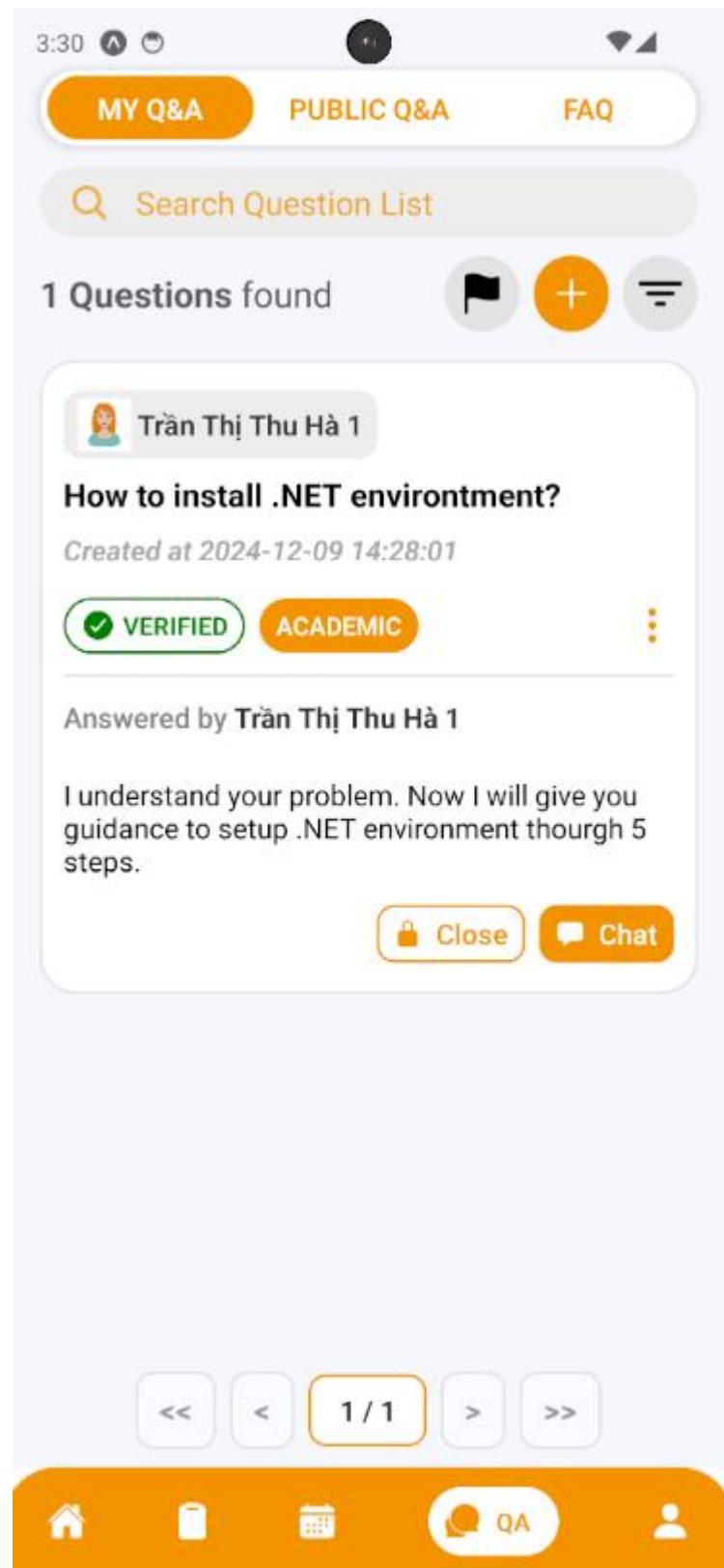


Figure 464 - User Manual - Mobile Feature 18 – Case 1 - Step 1.1

3:33 0:00

MY Q&A PUBLIC Q&A FAQ

<

How to install .NET environment?

Your Question

I'm currently study a subject that require to use .NET as main programming language and I need some guide to install it. I appreciate it, also can you list for me some useful extensions for .NET in VS Code Community

Counselor in charge



Trần Thị Thu Hà 1
Software Engineering
Email: hattta
Phone: 1234567890

Counselor's Answer

I understand your problem. Now I will give you guidance to setup .NET environment through 5 steps.

 **Close Question**

Figure 465 - User Manual - Mobile Feature 18 – Case 1 - Step 1.2

Step 2: After pressing, Close Question Confirmation will open. If you want to close your question press "Yes" Button to close it, and "No" Button if not.

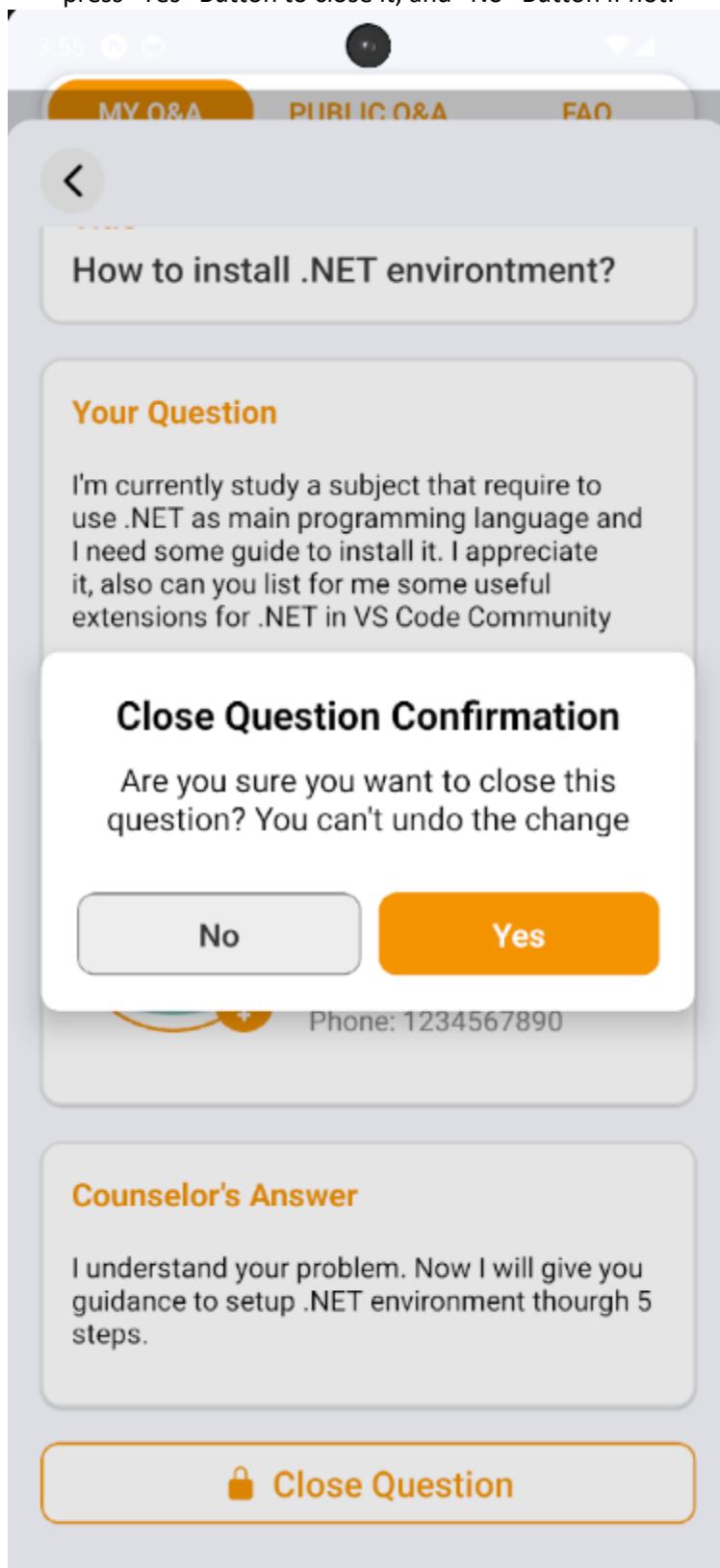


Figure 466 - User Manual - Mobile Feature 18 – Case 1 - Step 2

Step 3: After closing successfully, that question will be closed, and cannot chat anymore

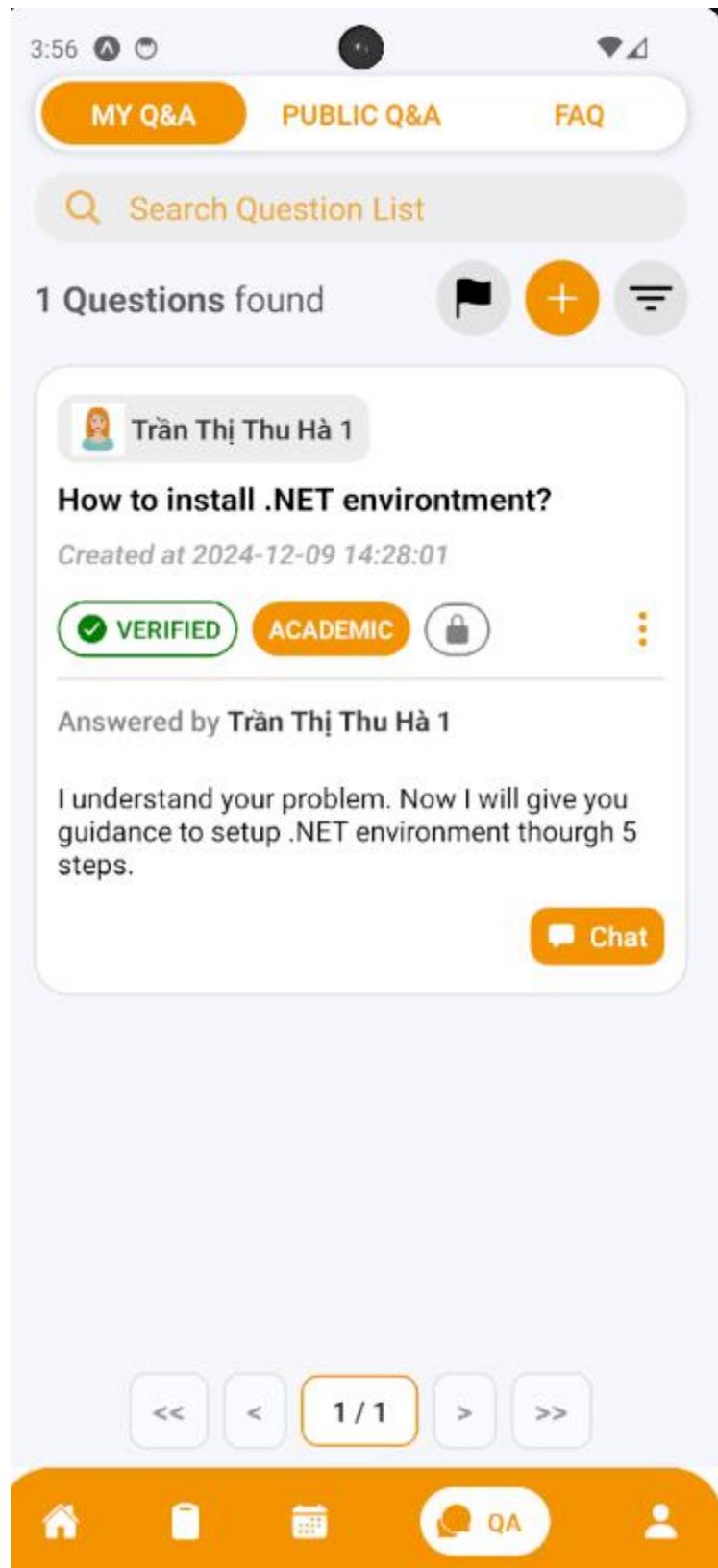


Figure 467 - User Manual - Mobile Feature 18 – Case 1 - Step 3.1

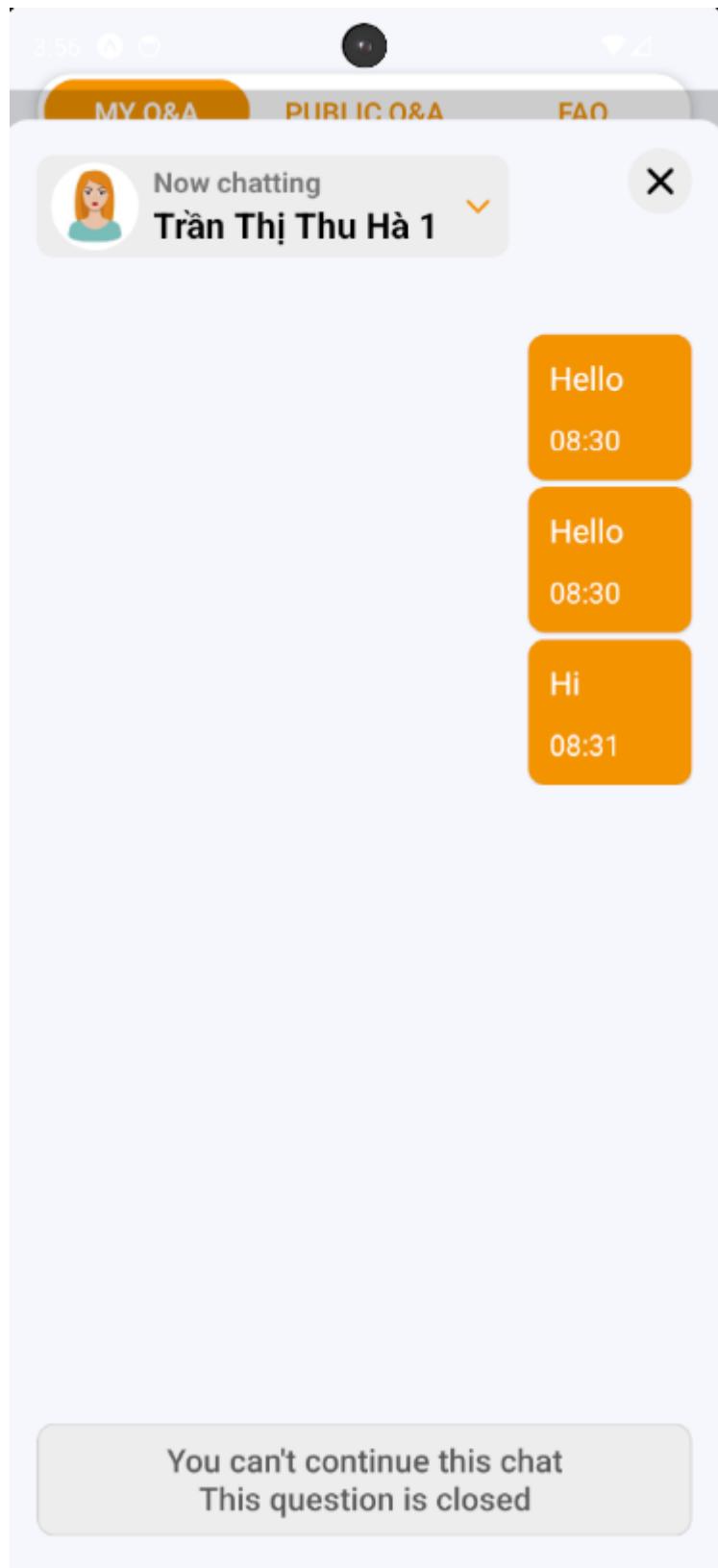


Figure 468 - User Manual - Mobile Feature 18 – Case 1 - Step 3.1

Case 2:

Step 1: Access SCSS at mobile application with counselor account. Navigate to My Q&A screen, and press “Close” (shown as “lock” icon) to open Close Question section that lay on the question card, or inside the information of question card

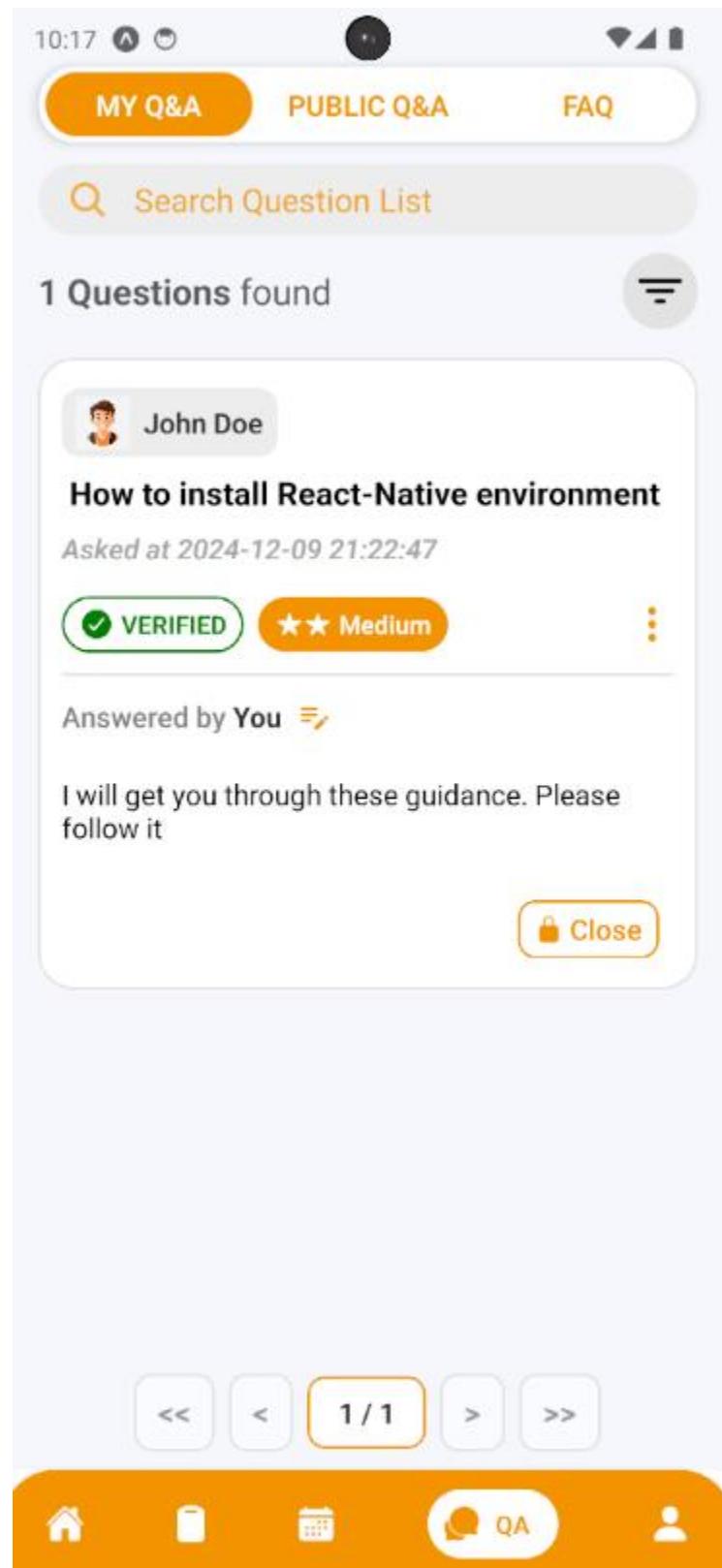


Figure 469 - User Manual - Mobile Feature 18 – Case 2 - Step 1.1

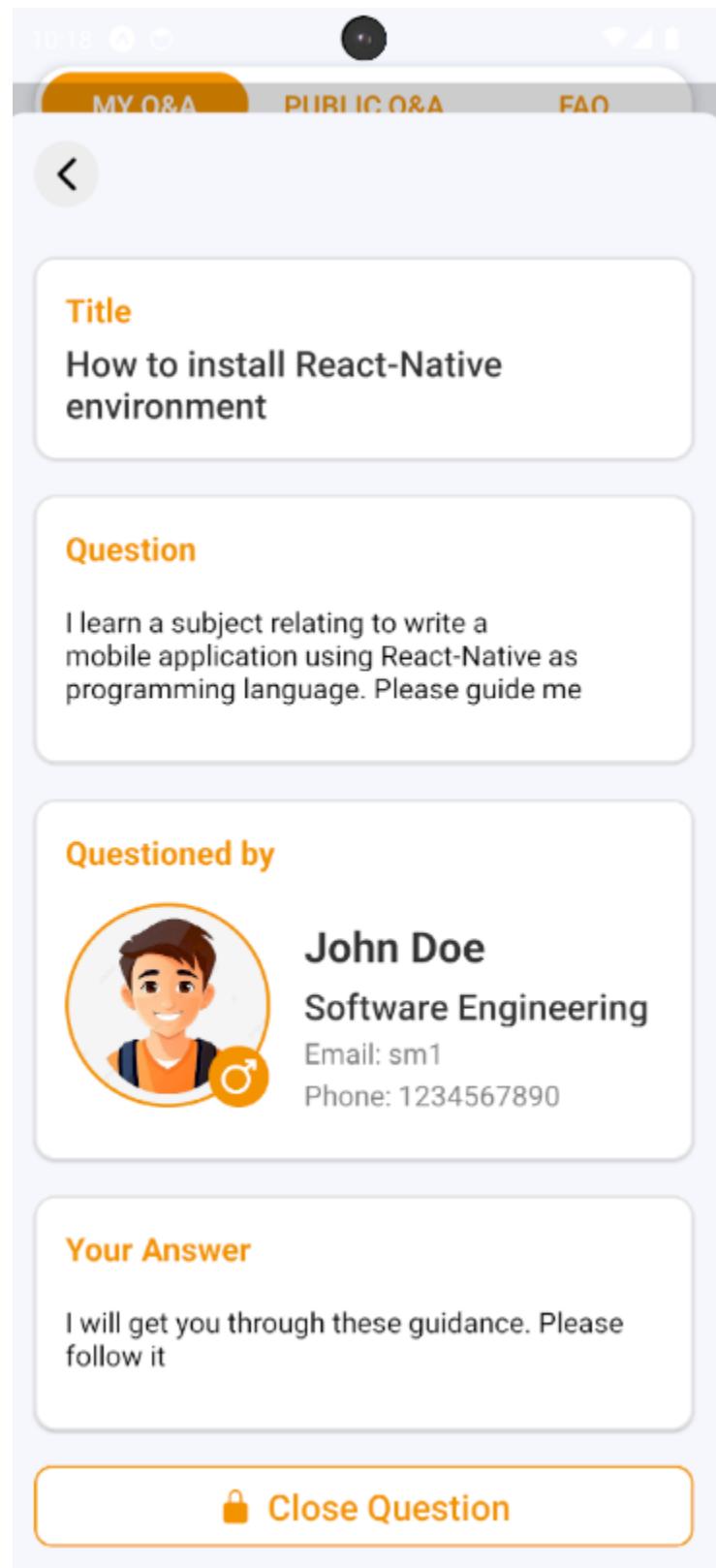


Figure 470 - User Manual - Mobile Feature 18 – Case 2 - Step 1.1

Step 2: After pressing, Close Question Confirmation will open. If you want to close your question press “Yes” Button to close it, and “No” Button if not.

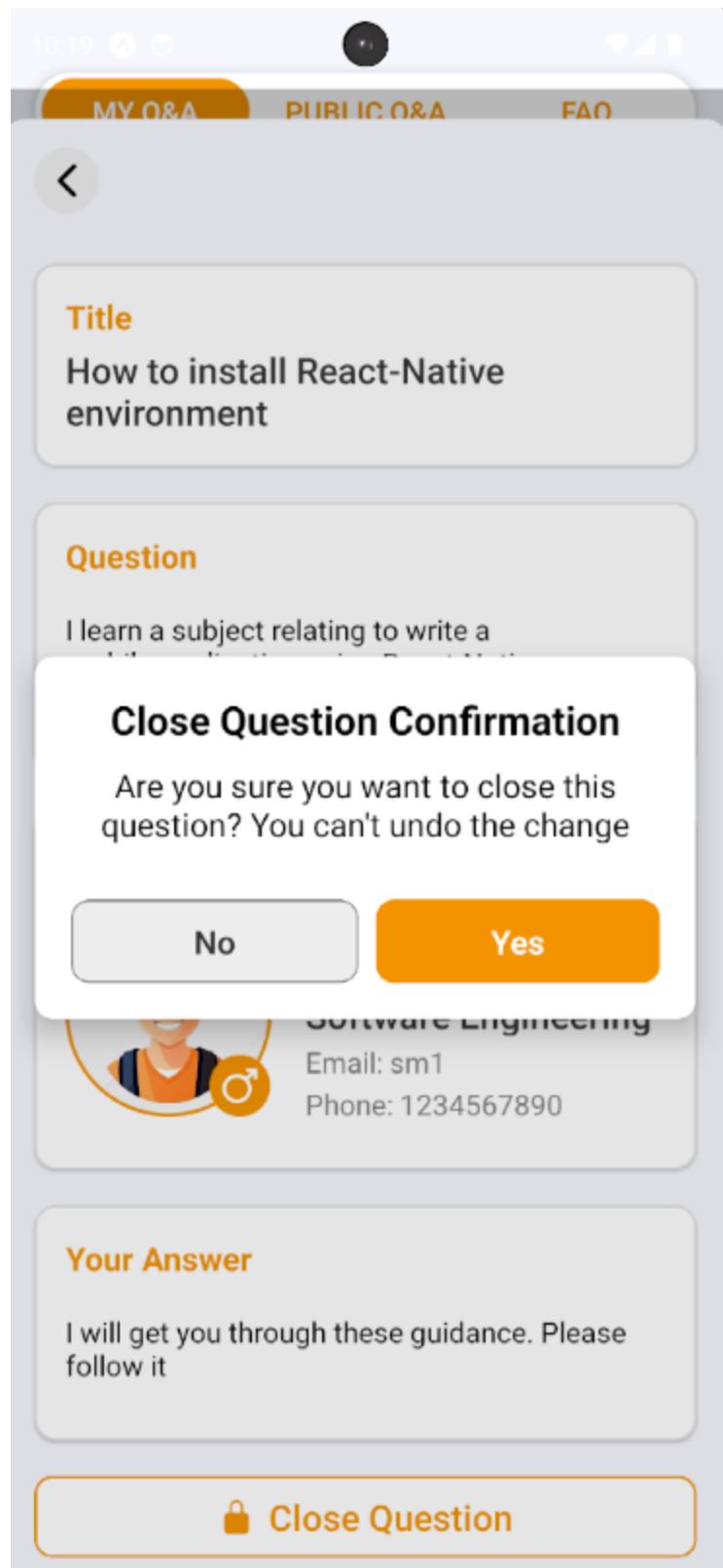


Figure 471 - User Manual - Mobile Feature 18 – Case 2 - Step 2

Step 3: After closing successfully, that question will be closed, and cannot chat anymore

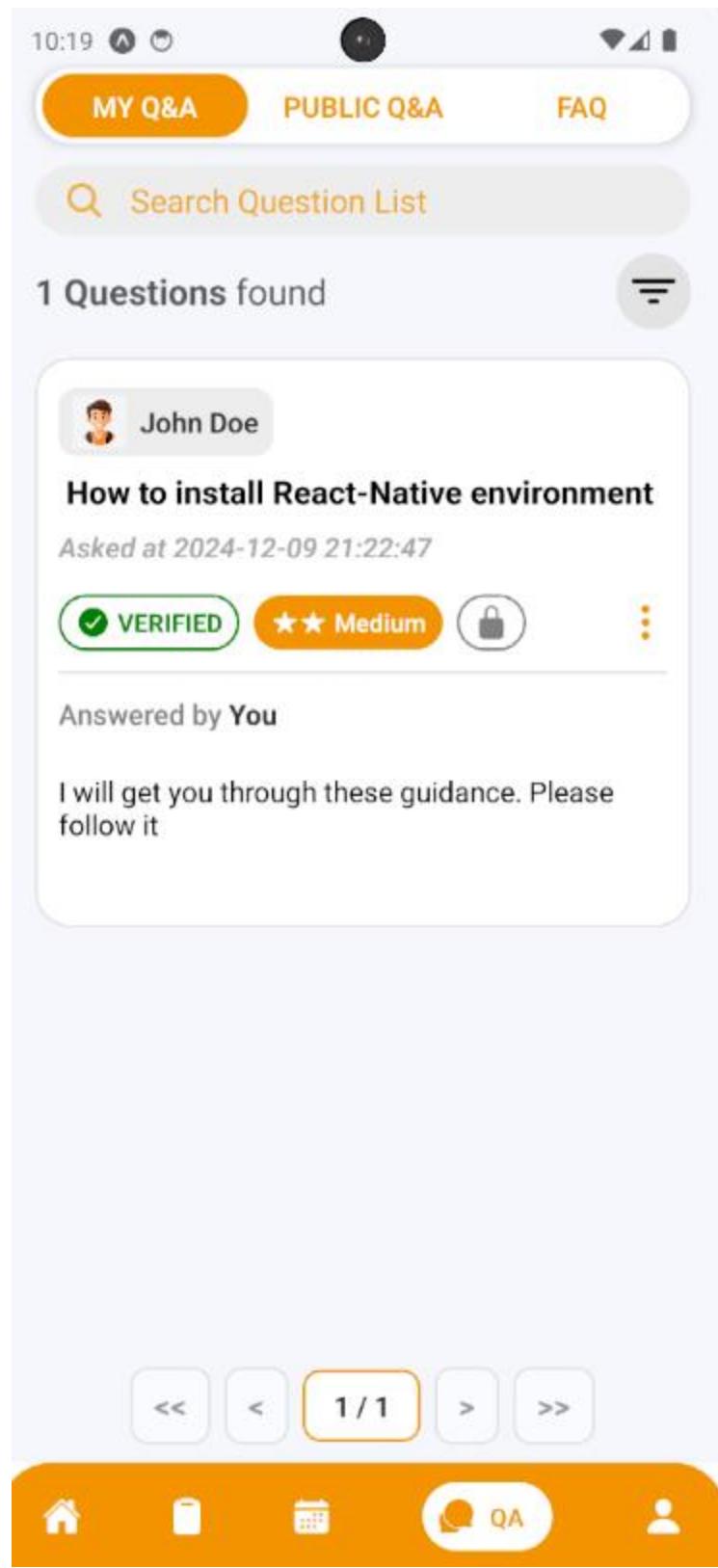


Figure 472 - User Manual - Mobile Feature 18 – Case 2 - Step 3

3.3.3.9. Create a contribution question

3.3.3.9.1. Description

Use this guideline to create a contribution question

3.3.3.9.2. Guide Steps

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the counselor account

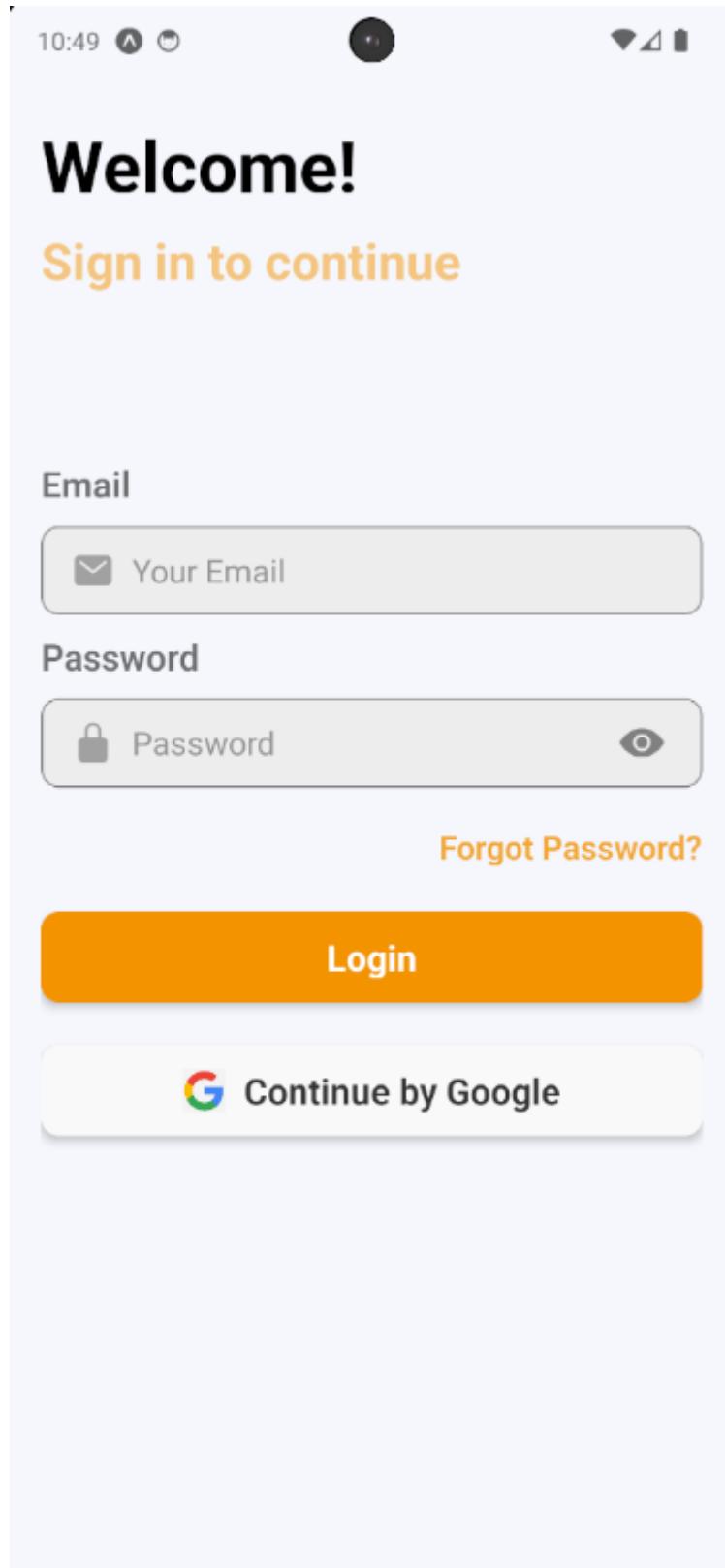


Figure 473 - User Manual - Mobile Feature 19 - Step 1

Step 2: Press “Login” Button

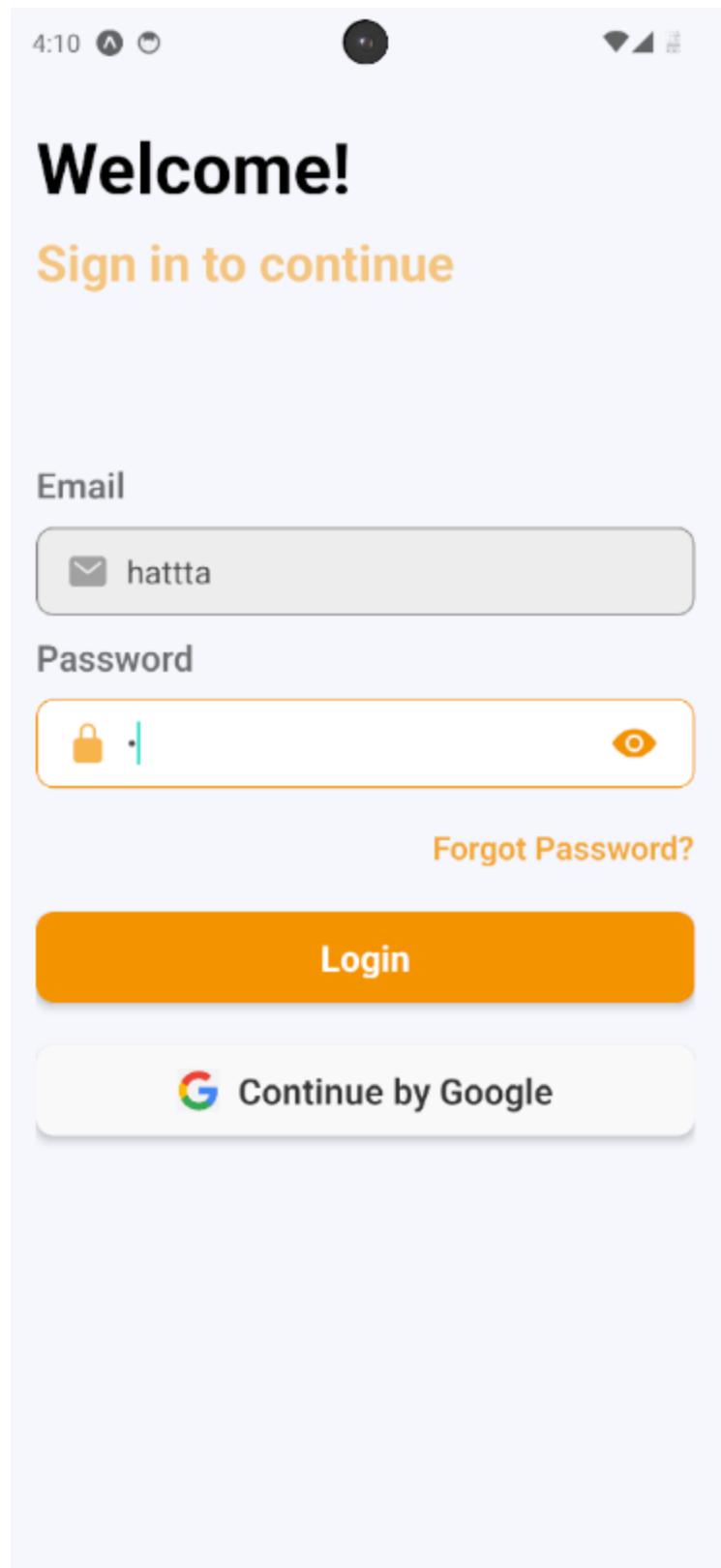


Figure 474 - User Manual - Mobile Feature 19 - Step 2

Step 3: From Home Screen, choose Tab number 4 (chat-bubble icon) at the bottom of the screen to navigate to My Q&A Screen

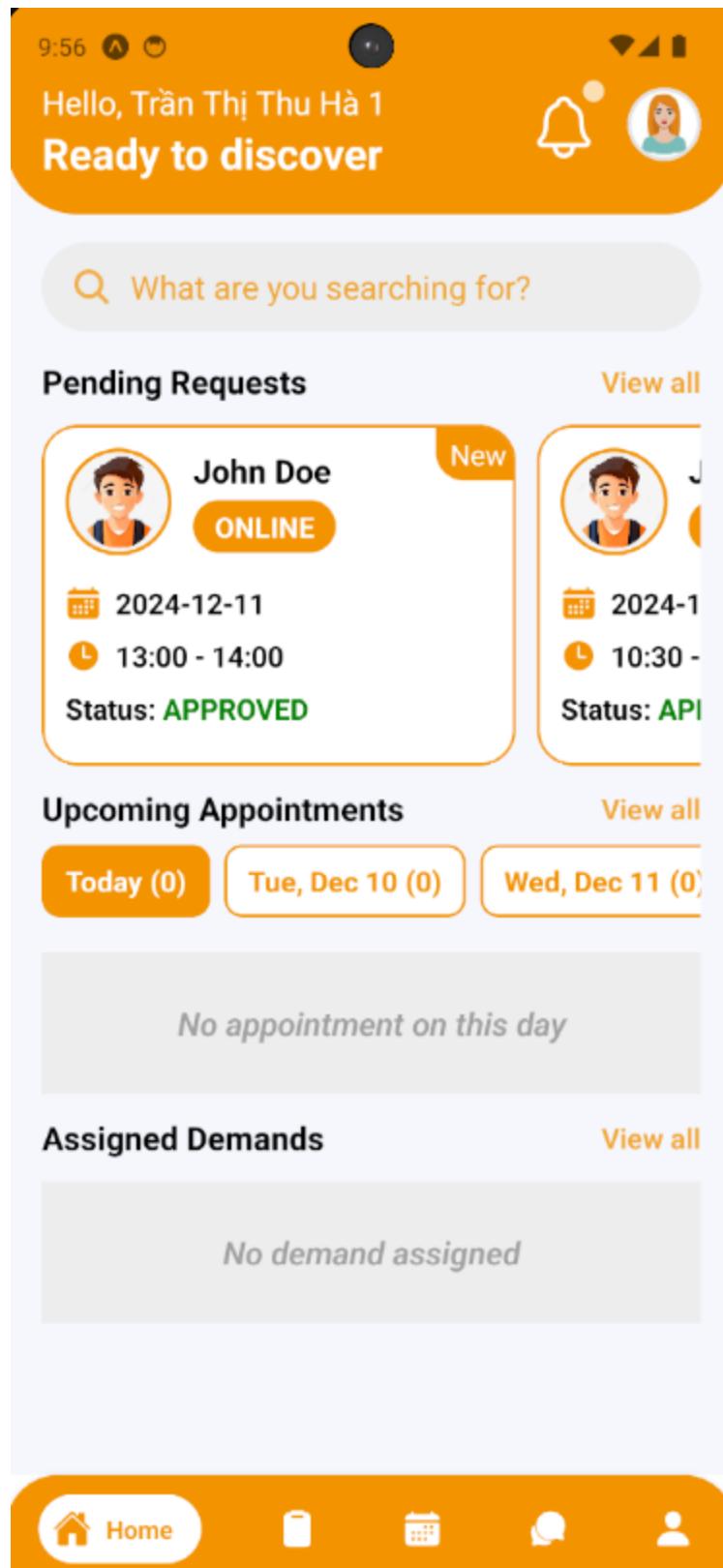


Figure 475 - User Manual - Mobile Feature 19 - Step 3

Step 4: In My Q&A Screen, swipe to the right to navigate to FAQ Screen

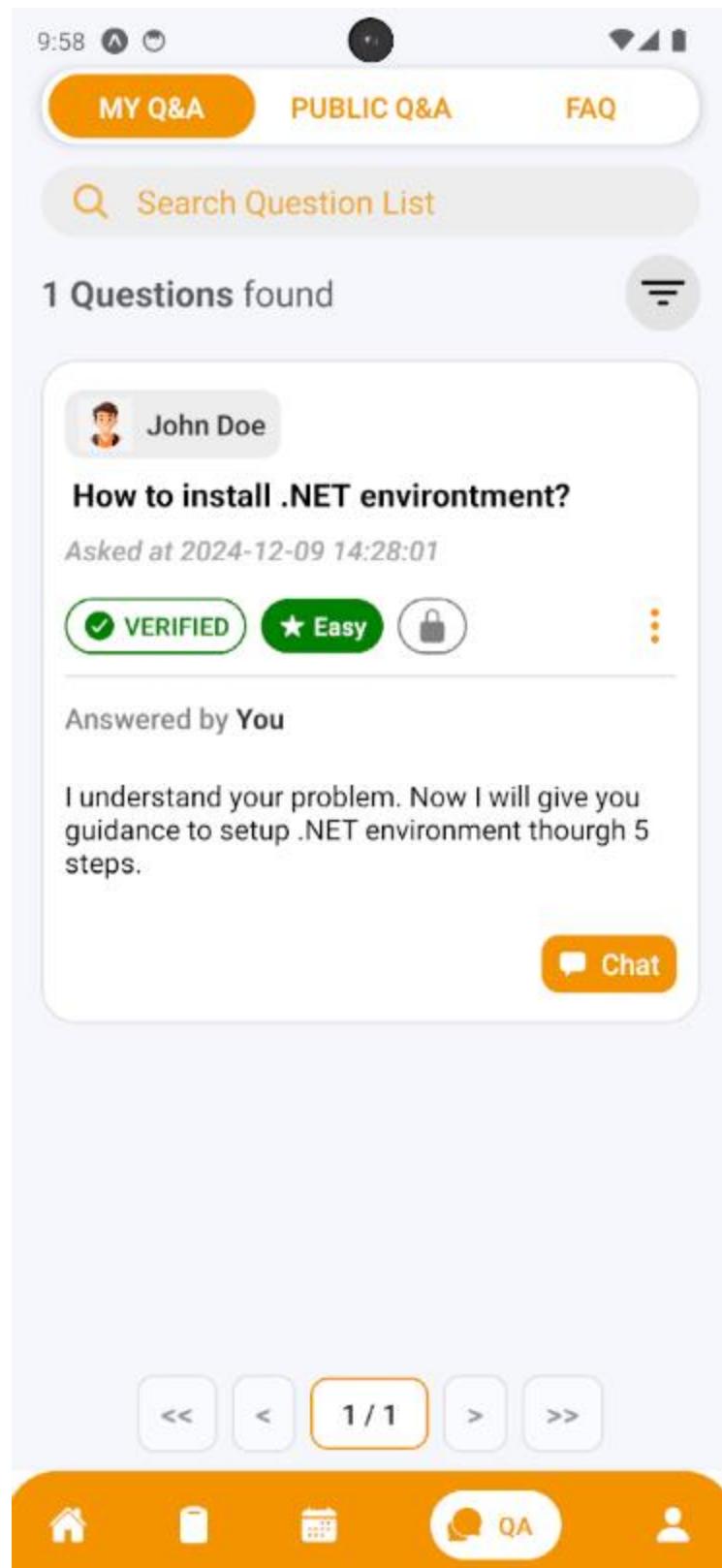


Figure 476 - User Manual - Mobile Feature 19 - Step 4

Step 5: In FAQ Screen, press “Add” button (shown as an icon with the “+” symbol) to open Contribute Question section

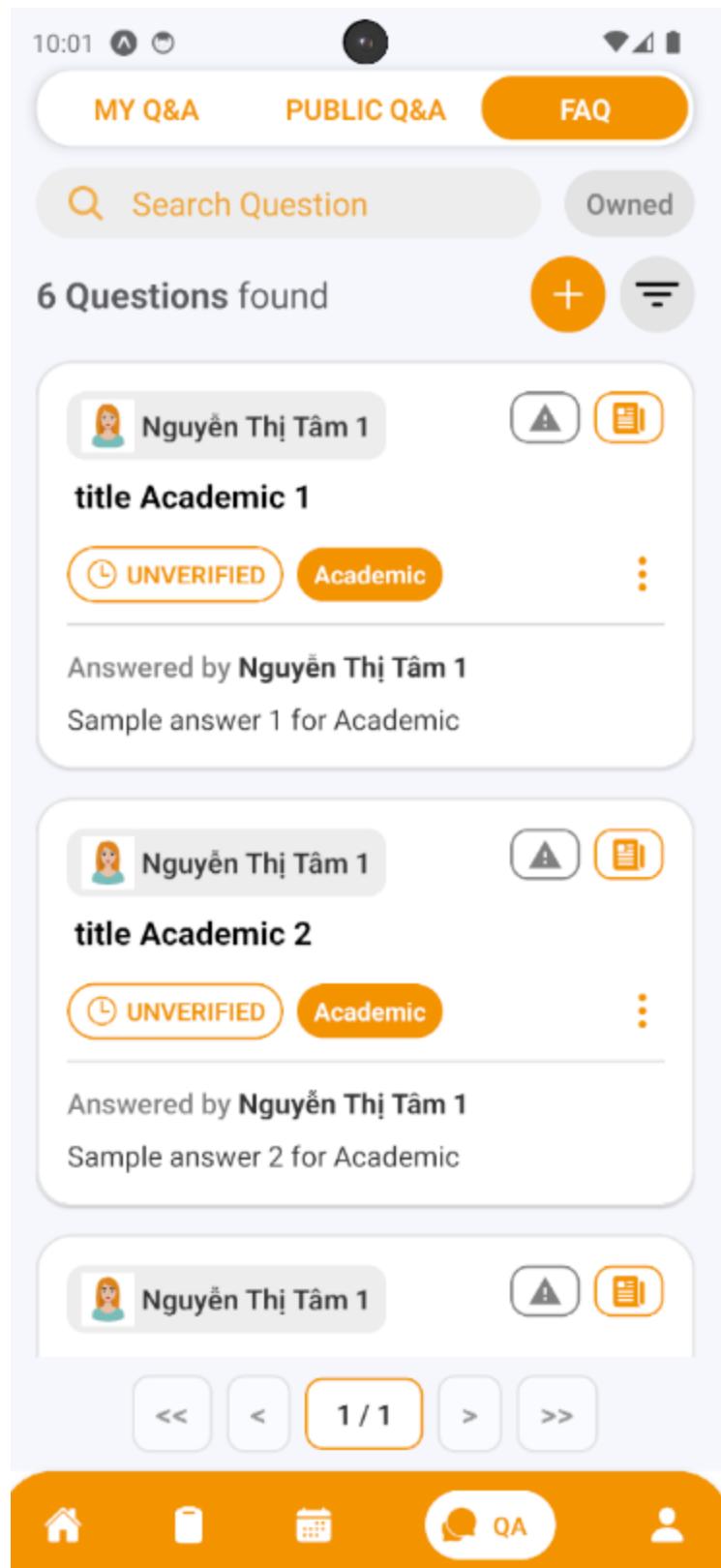


Figure 477 - User Manual - Mobile Feature 19 - Step 5

Step 6: Choose the question type and fill in the question title, content, category and answer if there are similar questions, it will be suggested to students before submitting in case there are duplicate question. Then after fill all required fields, press “Create Question” Button

10:05

MY Q&A PUBLIC Q&A FAQ

Contribute Question X

Title *

How to create Python file?

Your question *

Lots of students ask me about this. To solve this I need to write a question here to guide them.

Type

Academic Non-academic

Category *

Academic ▾

Your answer *

So here are 2 ways to create Python file. 1 is go to VS Code and new file with format filename.py or go to window explorer, create new text file, and save as .py file format

Create Question

Figure 478 - User Manual - Mobile Feature 19 - Step 6

Step 7: View your created question, and information of this question.

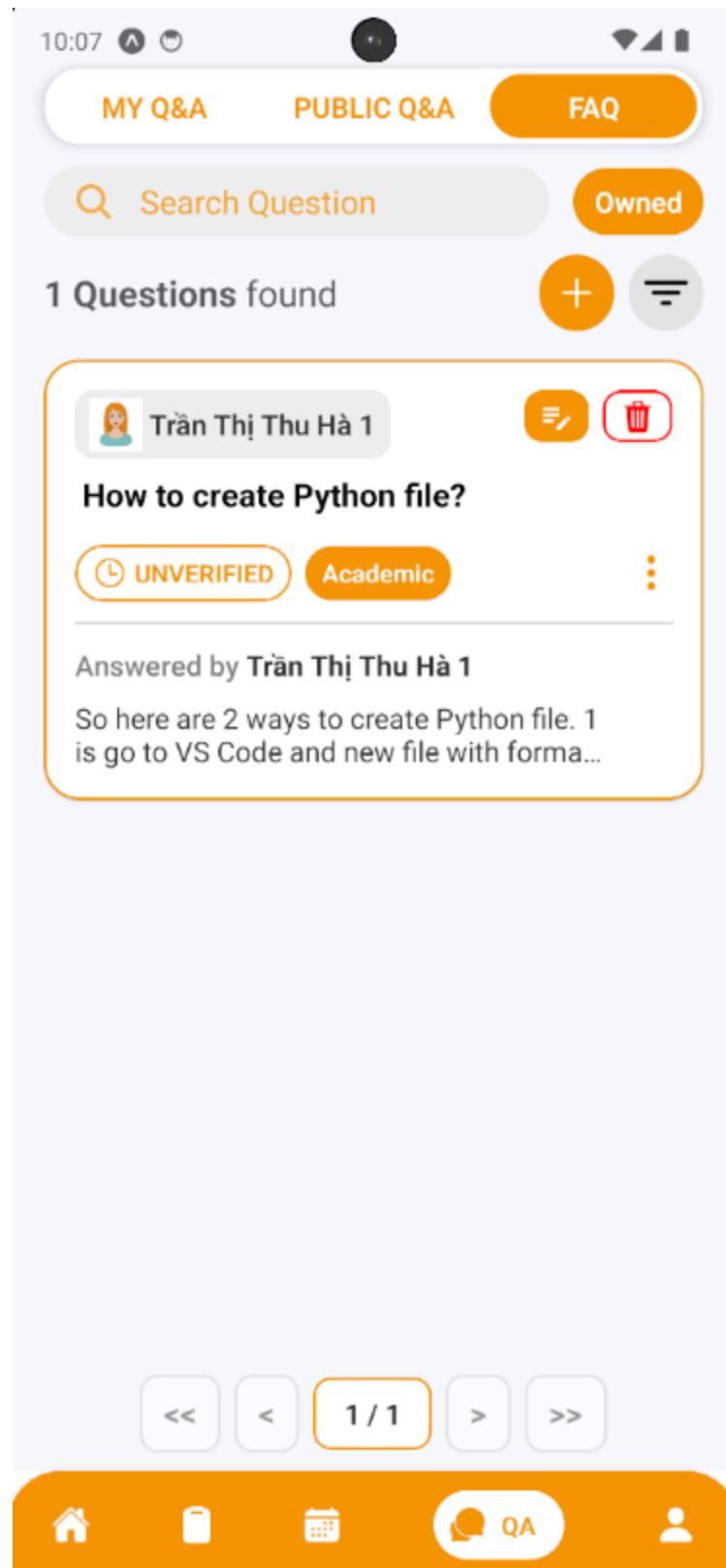


Figure 479 - User Manual - Mobile Feature 19 - Step 7

3.3.3.10. Edit a contribution question

3.3.3.10.1. Description

Use this guideline to edit your contribution question

3.3.3.10.2. Guide Steps:

Step 1: Access SCSS at mobile application with counselor account. Navigate to My Q&A screen, then swipe to the right to navigate to FAQ Screen and press “Edit” (shown as “pencil-note” icon) to open Edit Question section that lay on the question card, or inside the information of question card

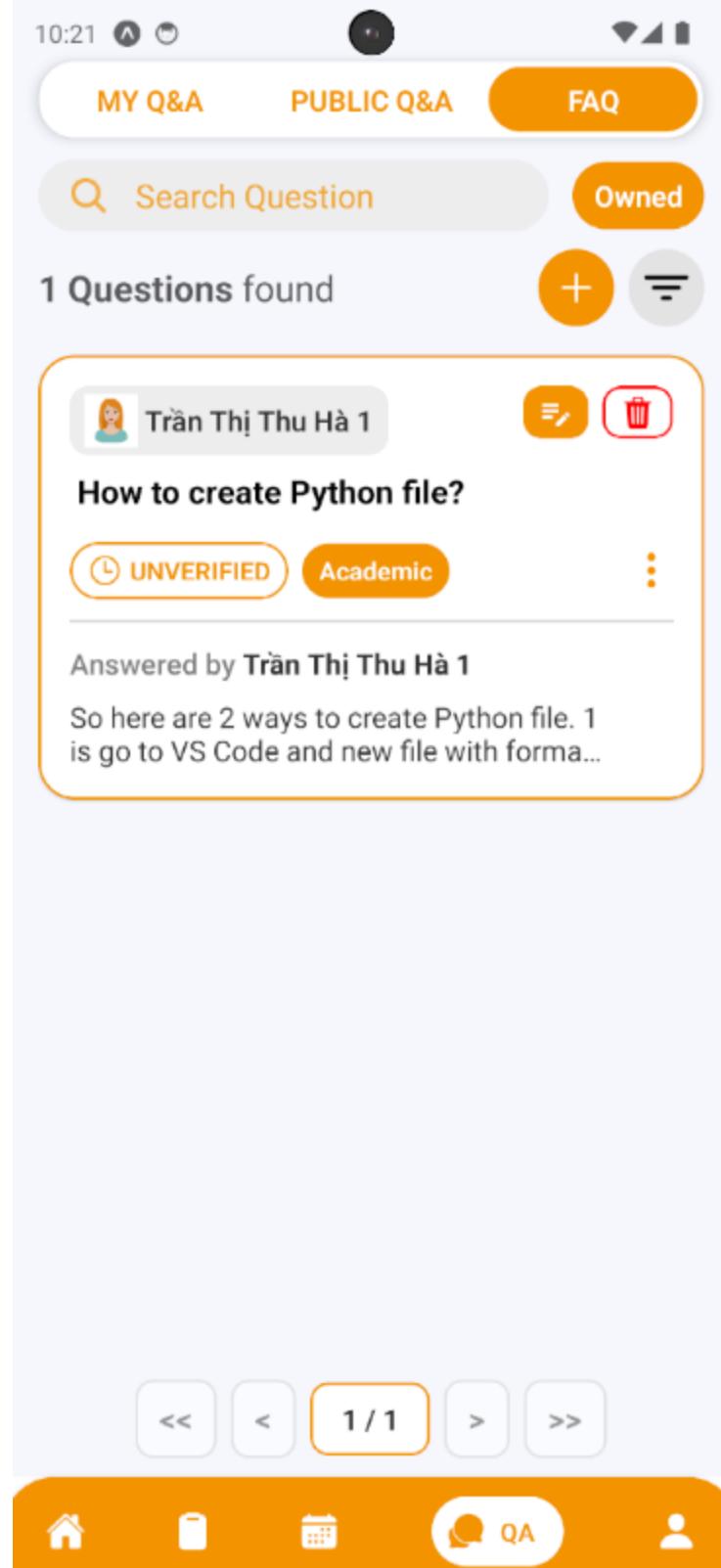


Figure 480 - User Manual - Mobile Feature 20 - Step 1

Step 2: You can see current question information inside these input field and you can change it (some fields are required, so it can not empty). Then after fill all required fields, press “Edit” Button.

The screenshot shows a mobile application interface for editing a question. At the top, there are three tabs: "MY Q&A", "PUBLIC Q&A", and "FAQ". Below the tabs, the title "Edit Question" is displayed. The form fields include:

- Title ***: A text input containing the text "How to create Python file? And how many ways are there?"
- Your question ***: A text input containing the text "this I need to write a question here to guide them. Maybe they won't ask the same question again and help them faster in processing this procedure, I think"
- Preview**: A section showing the preview of the question: "Your question look like this:
Lots of students ask me about this. To solve this I need to write a question here to guide them. Maybe they won't ask the same question again and help them faster in processing this procedure, I think"
- Type**: A selection button with two options: "Academic" (selected, indicated by a checked checkbox) and "Non-academic" (unchecked)
- Category ***: A dropdown menu set to "Academic"
- Your answer ***: A text input containing the text "So here are 2 ways to create Python file. 1 is go"
- Buttons**: "Cancel" and "Edit" buttons at the bottom right

Figure 481 - User Manual - Mobile Feature 20 - Step 2

Step 3: View your question after editing.

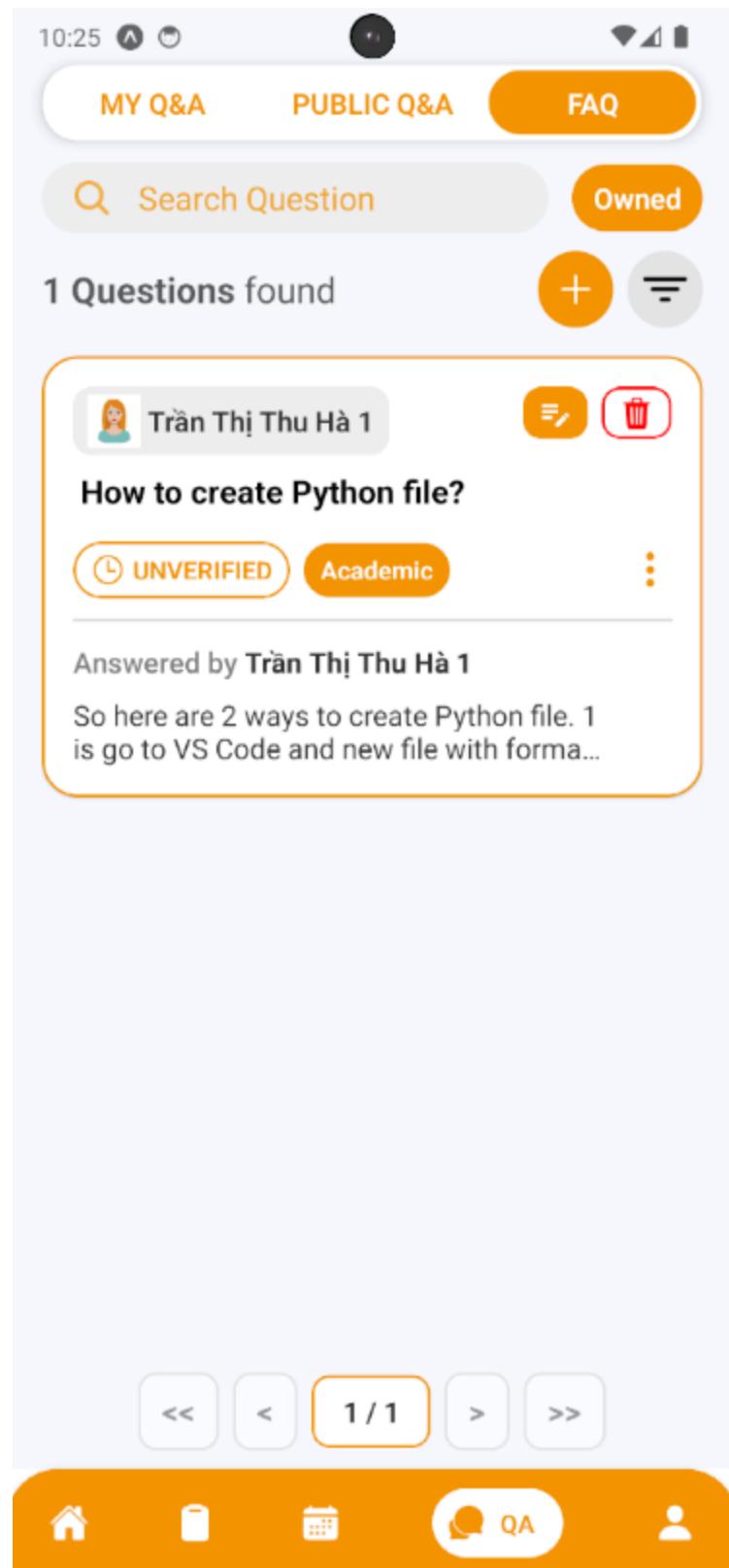


Figure 482 - User Manual - Mobile Feature 20 - Step 3.1

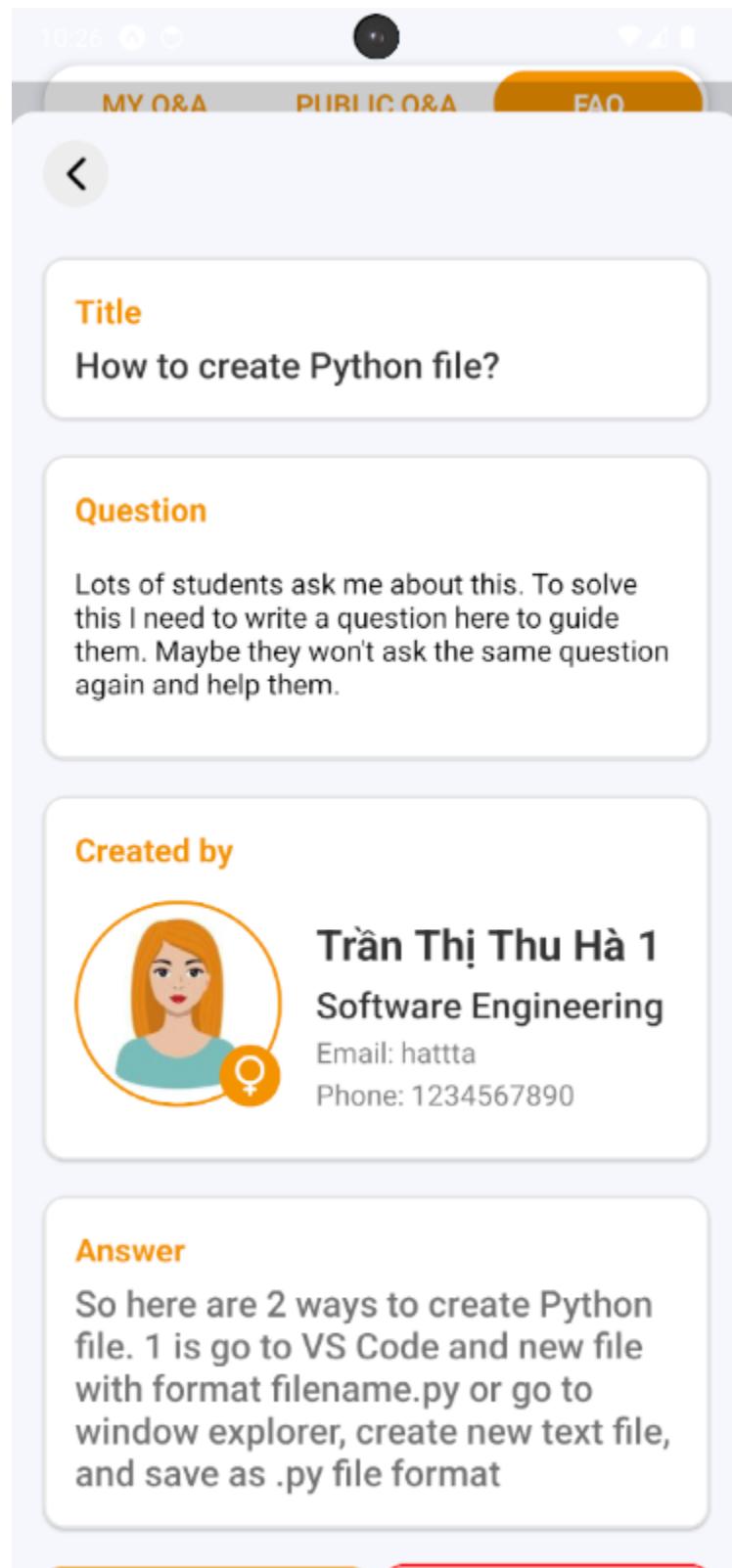


Figure 483 - User Manual - Mobile Feature 20 - Step 3.2

3.3.3.11. Delete a contribution question

3.3.3.11.1. Description

Use this guideline to delete your contribution question

3.3.3.11.2. Guide Steps

Step 1: Access SCSS at mobile application with counselor account. Navigate to My Q&A screen, then swipe to the right to navigate to FAQ Screen and press “Delete” (shown as an icon with the “trash” symbol) to open Delete Question section that lay on the question card, or inside the information of question card

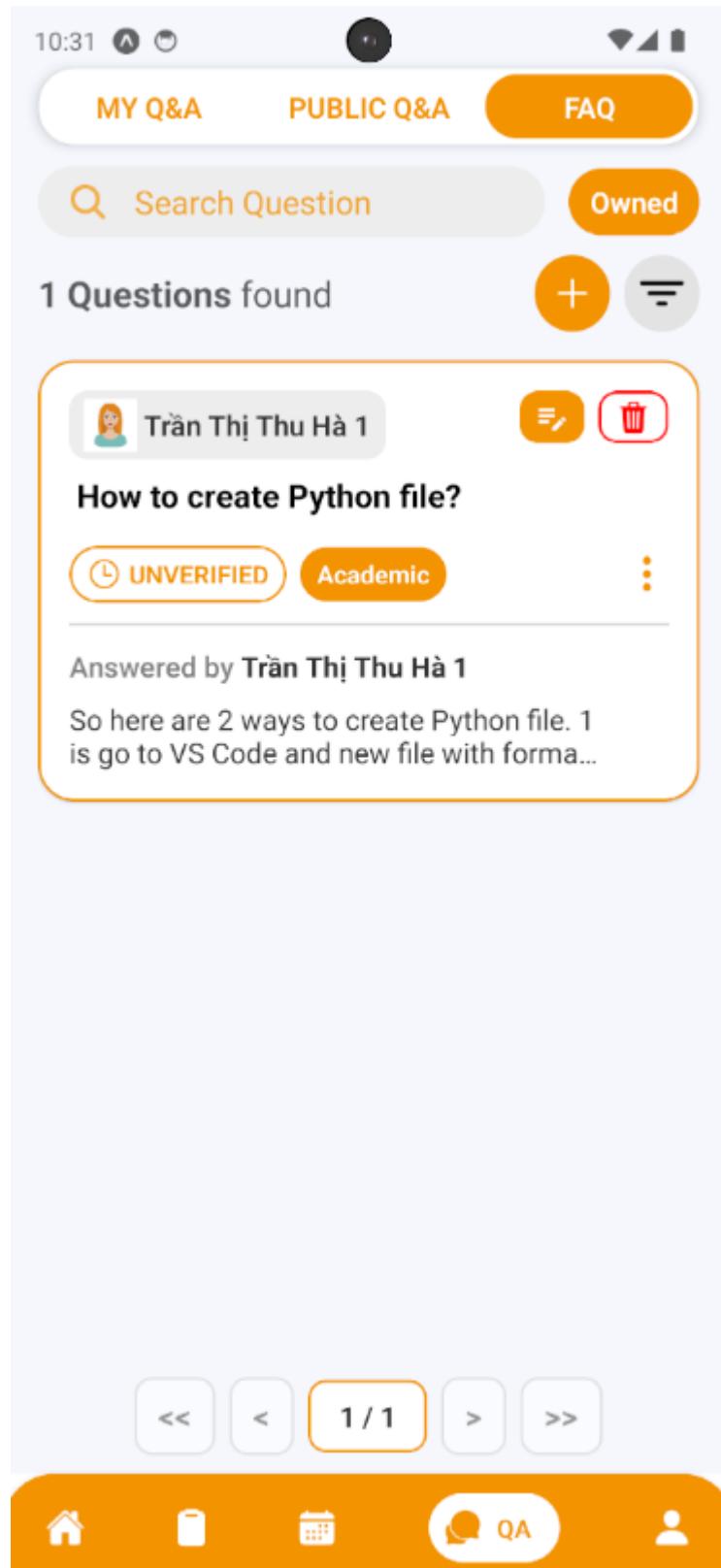


Figure 484 - User Manual - Mobile Feature 21 - Step 1.1

The screenshot shows a mobile application interface for a question-and-answer platform. At the top, there are three tabs: "MY Q&A", "PUBLIC Q&A" (which is currently selected), and "FAQ". Below the tabs, there is a back arrow icon and the title "How to create Python file?".

Question:

Lots of students ask me about this. To solve this I need to write a question here to guide them. Maybe they won't ask the same question again and help them.

Created by:

 **Trần Thị Thu Hà 1**
Software Engineering
Email: hattta
Phone: 1234567890

Answer:

So here are 2 ways to create Python file. 1 is go to VS Code and new file with format filename.py or go to window explorer, create new text file, and save as .py file format

Edit **Delete**

Figure 485 - User Manual - Mobile Feature 20 - Step 1.1

Step 2: After pressing, Delete Question Confirmation will open. If you want to delete your question press “Yes” Button to delete it, and “No” Button if not. After deleting successfully, that question will be disappear of FAQ screen

3.3.4. Counseling Demands

3.3.4.1. View Demands List

3.3.4.1.1. Description

Use this guideline to view demands list that assigned to specific counselor

3.3.4.1.2. Guide Steps

Step 1: Access SCSS at mobile application. Then fill in “Email” and “Password” of the counselor account

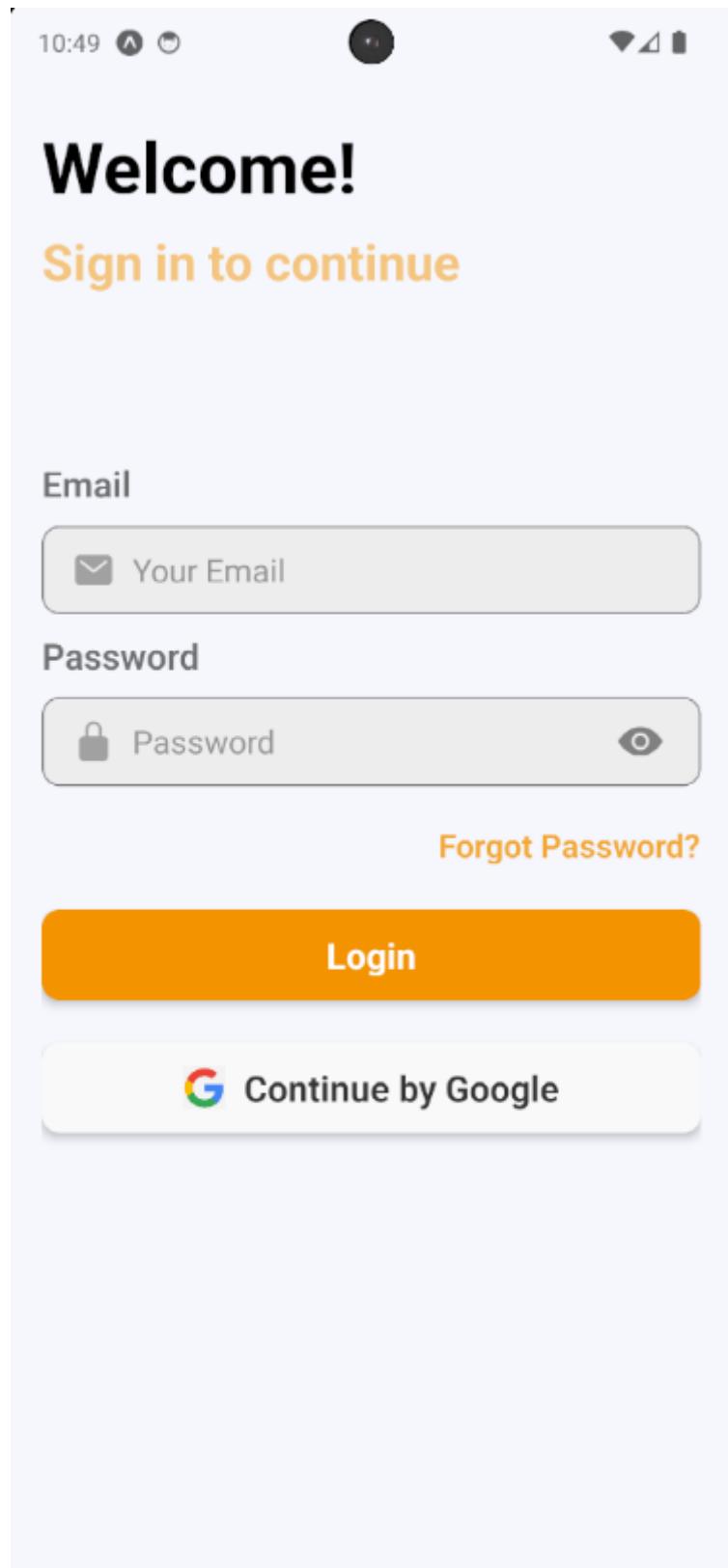


Figure 486 - User Manual - Mobile Feature 21- Step 1

Step 2: Press "Login" Button

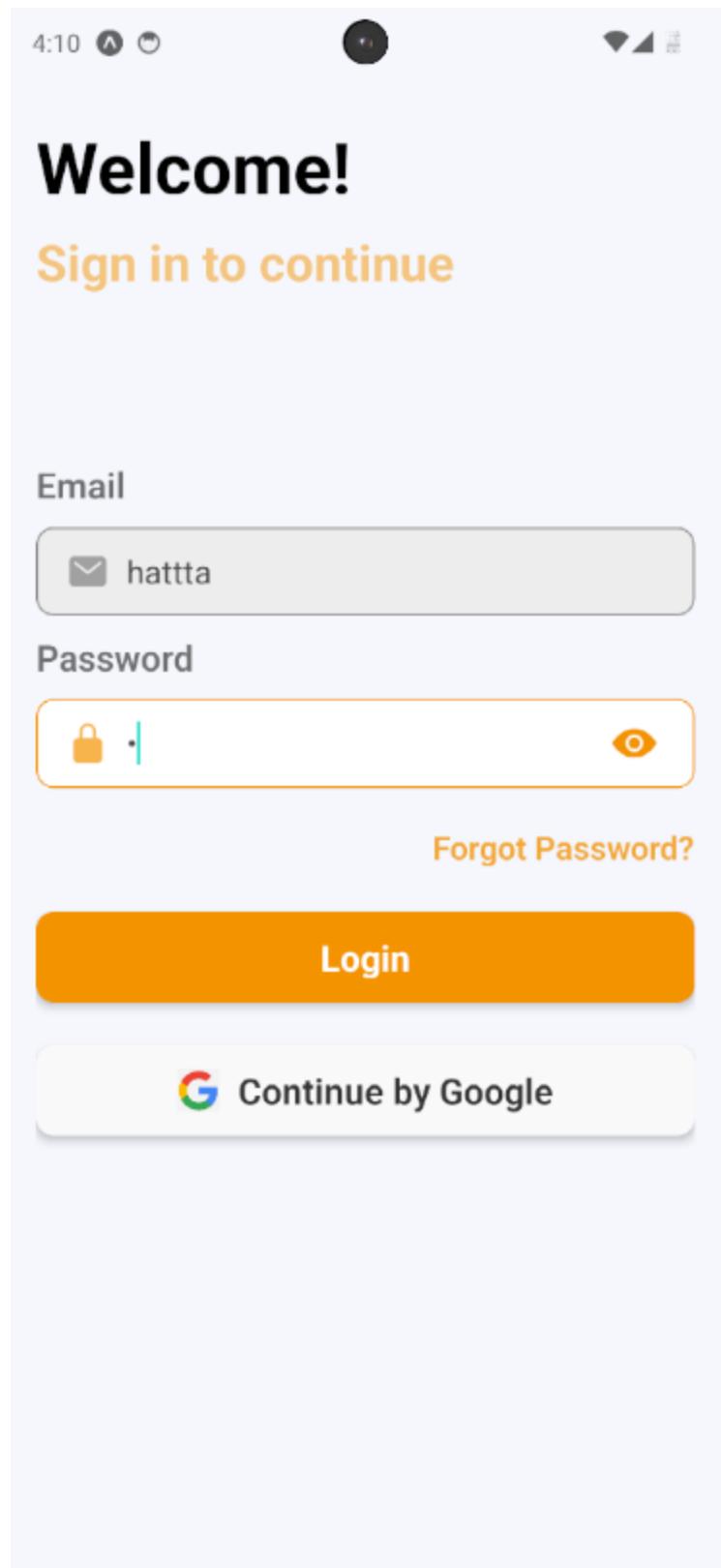


Figure 487 - User Manual - Mobile Feature 21 - Step 2

Step 3:

Option 1: Choose Tab number 5 (personal icon) at the bottom of the screen to navigate to Personal Screen and from that screen will navigate to Counseling Demands Screen

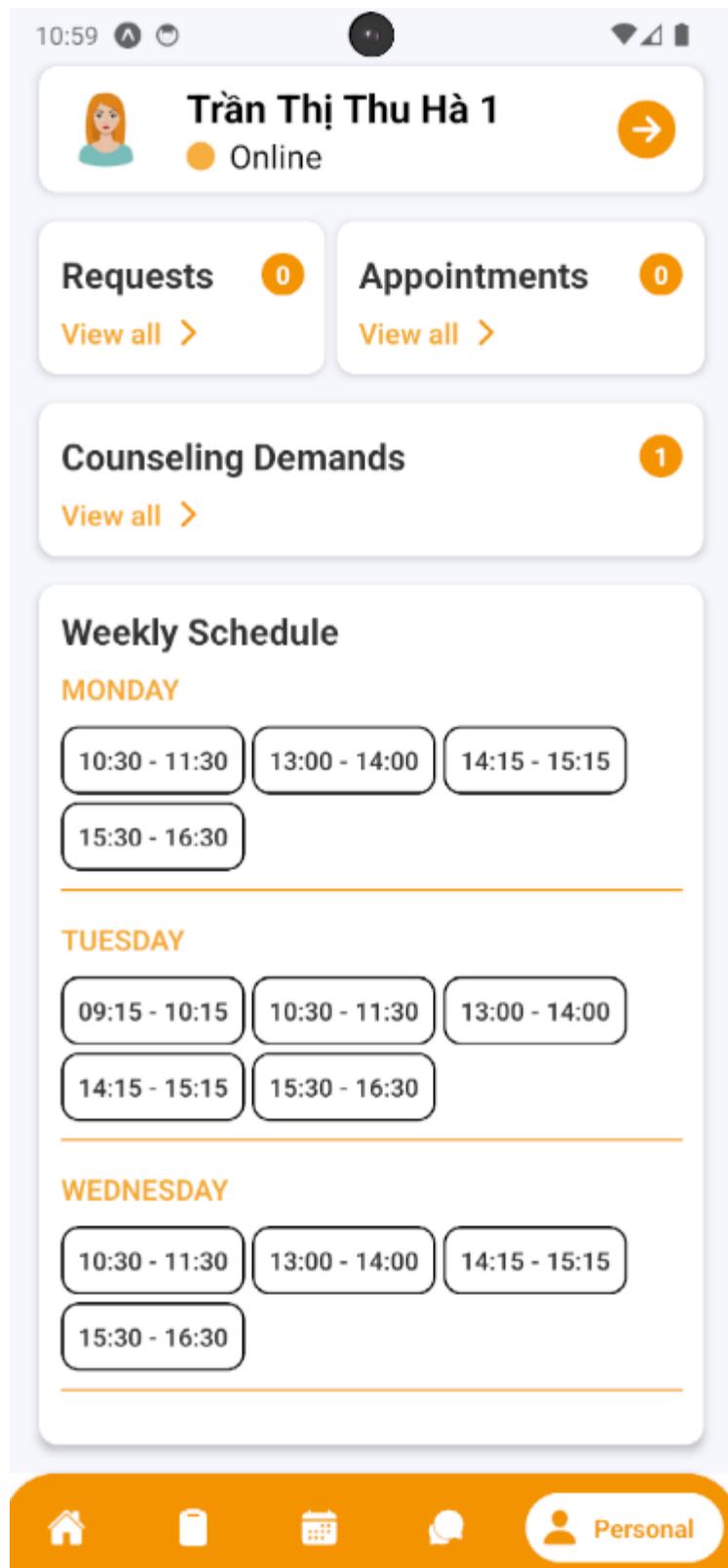


Figure 488 - User Manual - Mobile Feature 21 - Step 3 – Option1

Option 2: For quick navigation, press View all at Assigned to navigate to Counseling Demands Screen

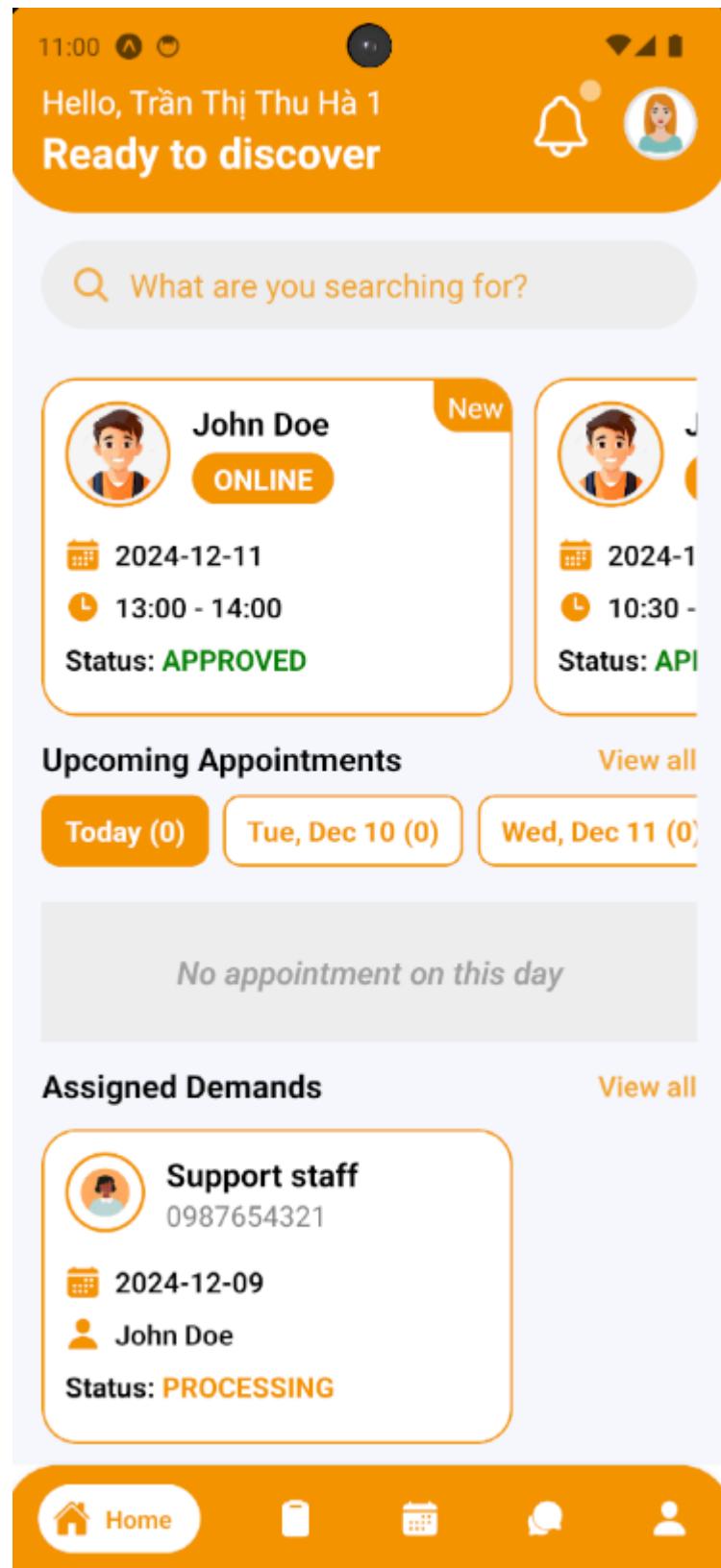


Figure 489 - User Manual - Mobile Feature 21 - Step 3 – Option 2

Step 4: In Counseling Demands Screen, find a demand using filter section by status

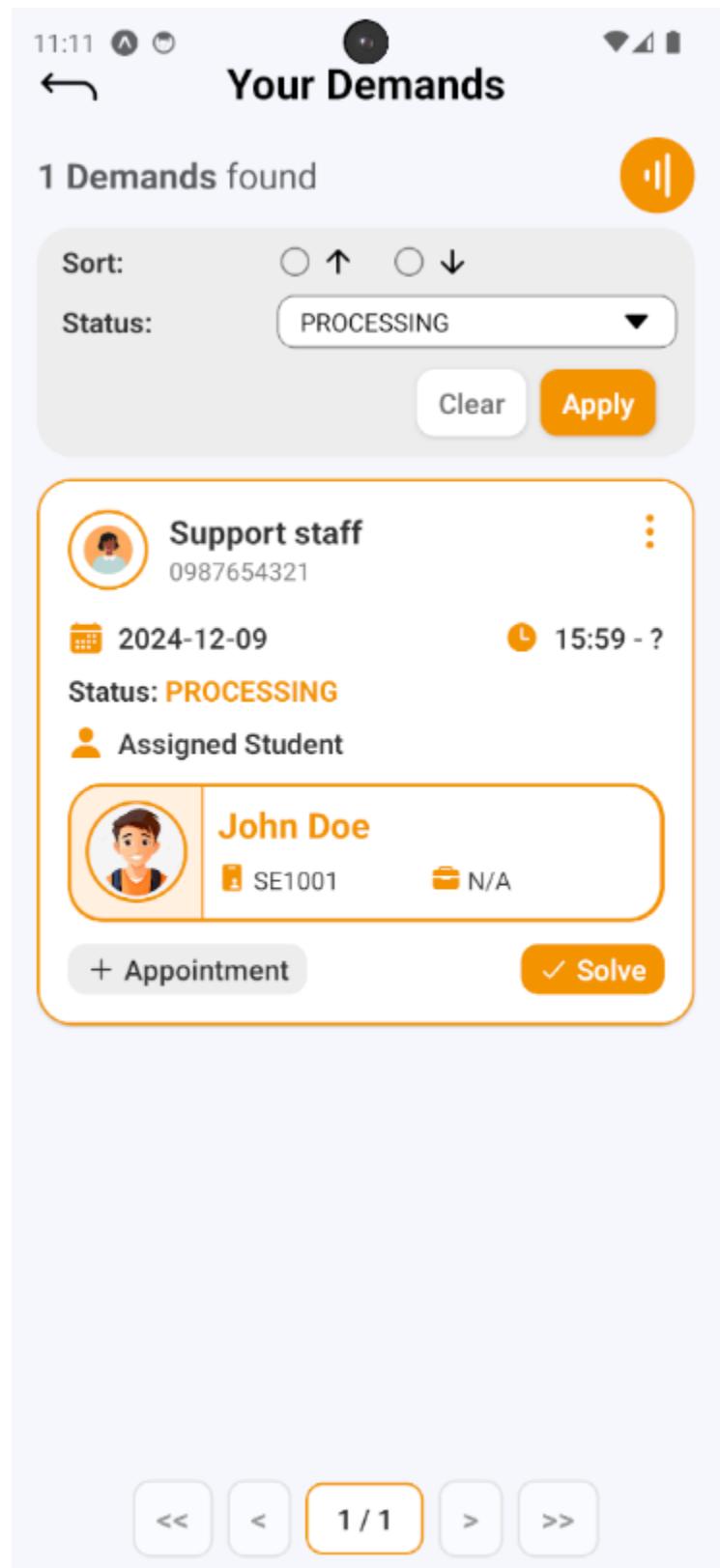


Figure 490 - User Manual - Mobile Feature 21 - Step 4

3.3.4.2. Create Appointment through Demand

3.3.4.2.1. Description

Use this guideline to create appointment through demand

3.3.4.2.2. Guide Steps

Step 1: After finding demand, press “Create Appointment” Button on demand card to open Create Appointment section.

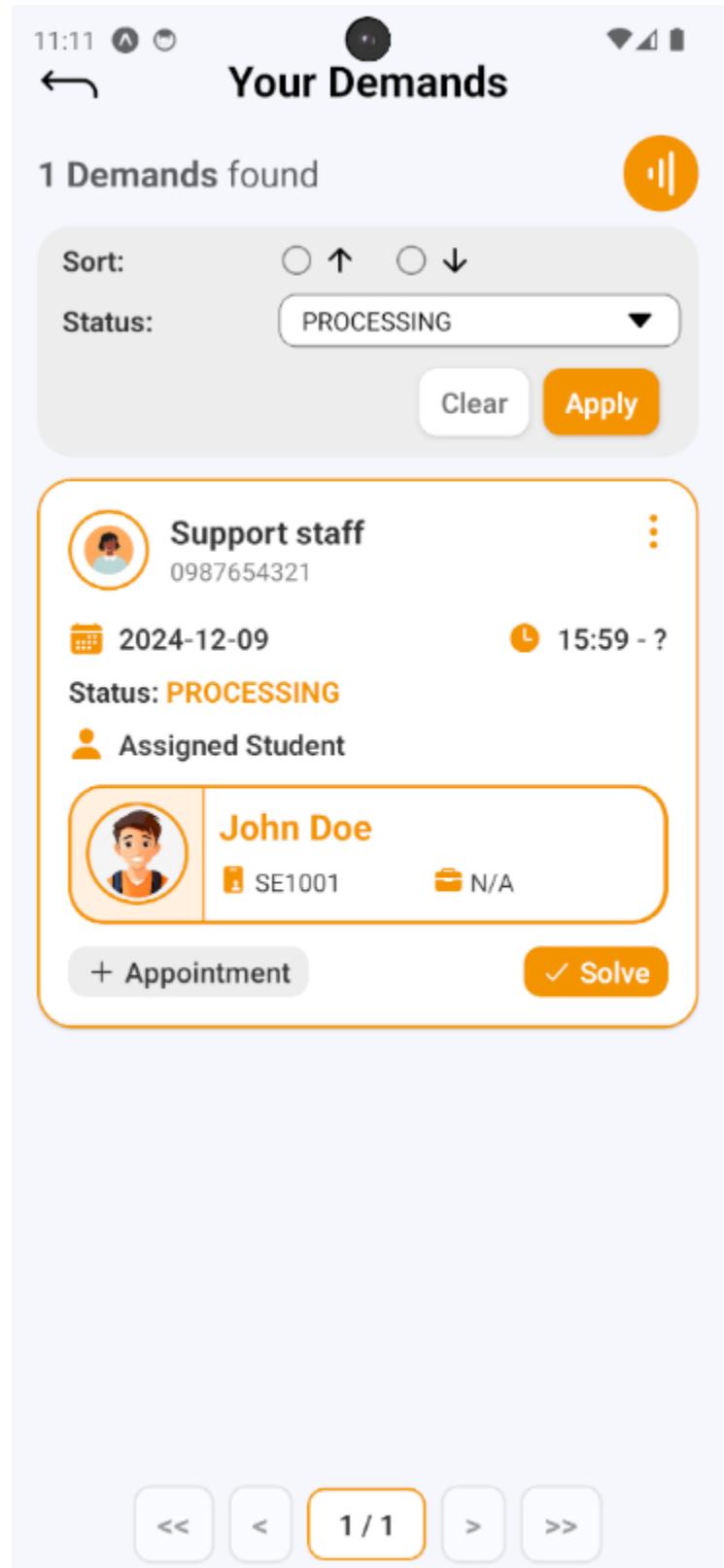


Figure 491 - User Manual - Mobile Feature 22 - Step 1

Step 2: Filling all required fields including date, time, meeting method, Meet Url/Address, Purpose and Student information (assigned through demand). After filling done, press “Create Appointment” Button to create appointment.

The screenshot shows a mobile application titled "Your Demands". At the top, there is a navigation bar with a back arrow and the title "Your Demands". Below the title is a date selector showing "2024-12-11" with a calendar icon. A weekly calendar grid for December 2024 is displayed, with Wednesday the 11th highlighted in orange. Below the calendar, a section titled "Select a slot *" lists several time slots: "10:30 - 11:30" (selected and highlighted in orange), "13:00 - 14:00", "14:15 - 15:15", and "15:30 - 16:30". The next section, "Meeting method *", has two options: "Online" (selected and highlighted in orange) and "Offline". The "Enter Meet URL *" field contains the URL "https://meet.google.com/abd-zyhj-dvn". The "What is the purpose of this appointment? *" field contains the text "I need to check your mentality". The final section, "Assigned student *", has a dropdown menu with a single item visible. At the bottom is a large orange button labeled "Create Appointment >".

Figure 492 - User Manual - Mobile Feature 22 - Step 2

Step 3: View new appointment created in Appointment Screen

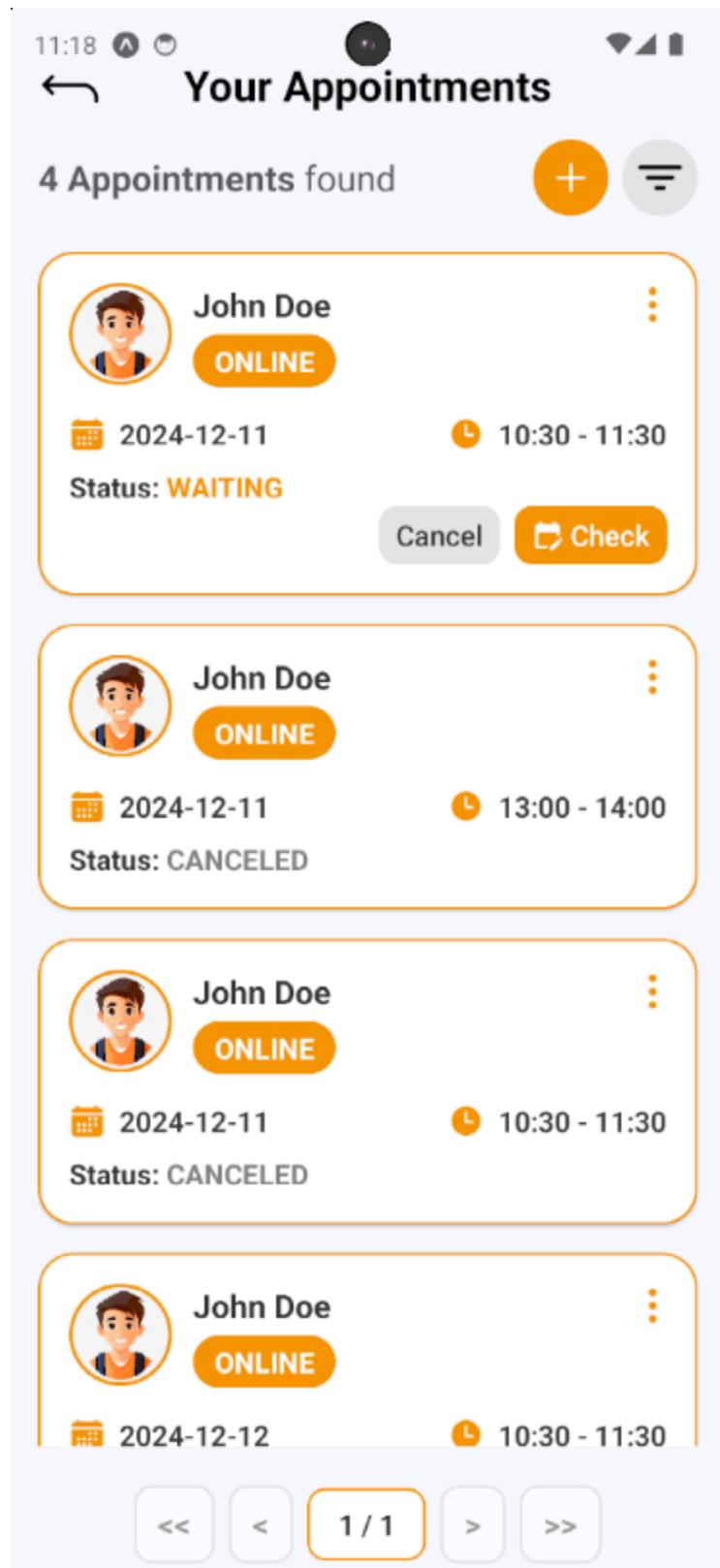


Figure 493 - User Manual - Mobile Feature 22 - Step 3

3.3.4.3. Solve Demand

3.3.4.3.1. Description

Use this guideline to solve demand

3.3.4.3.2. Guide Steps:

Step 1: After finding demand, press “Solve” Button on demand card to open Solve Demand section.

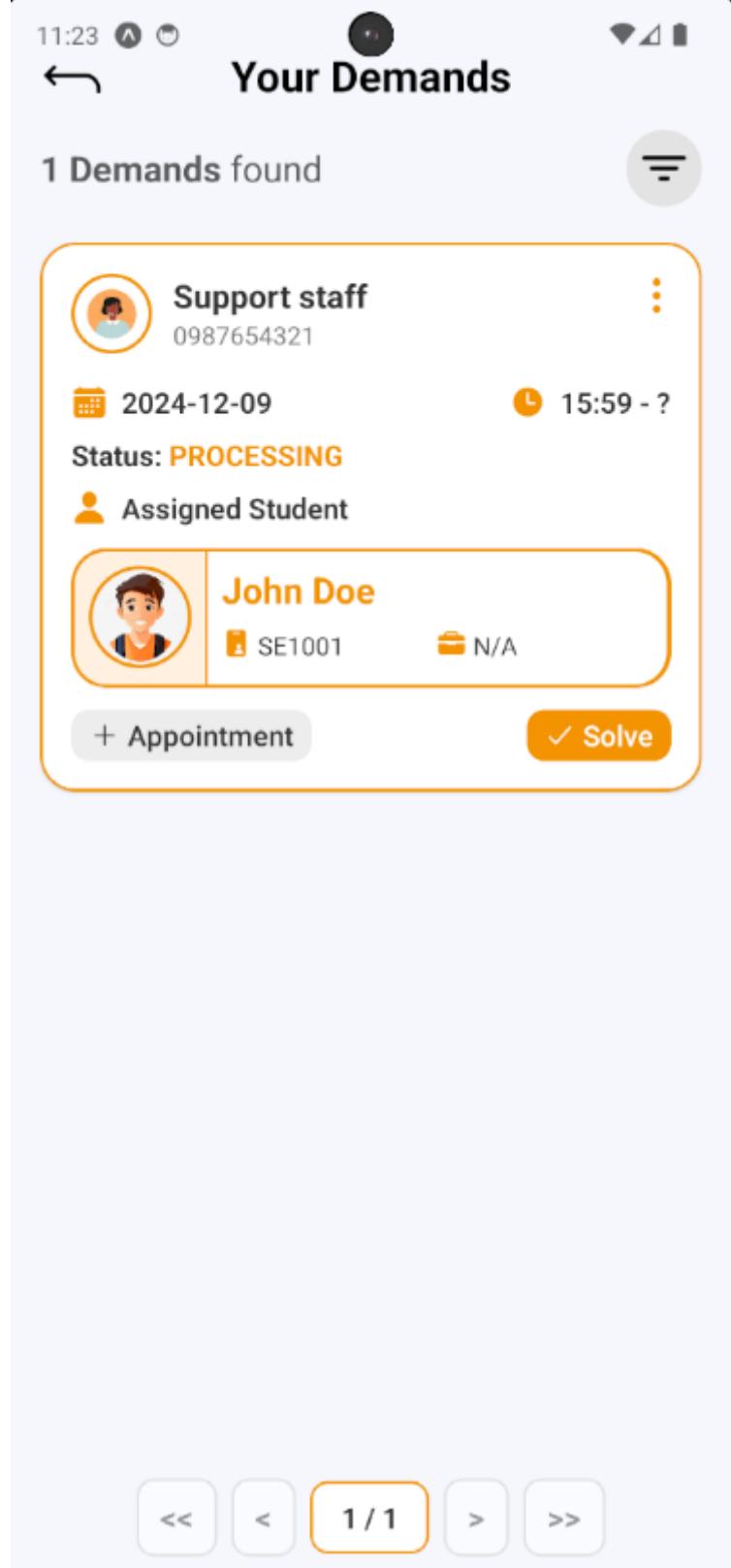


Figure 494 - User Manual - Mobile Feature 23 - Step 1

Step 2: After pressing, a Solve Demand Confirmation will open, fill your note, then press “Yes” Button to solve this demand, and “No” Button to cancel solve

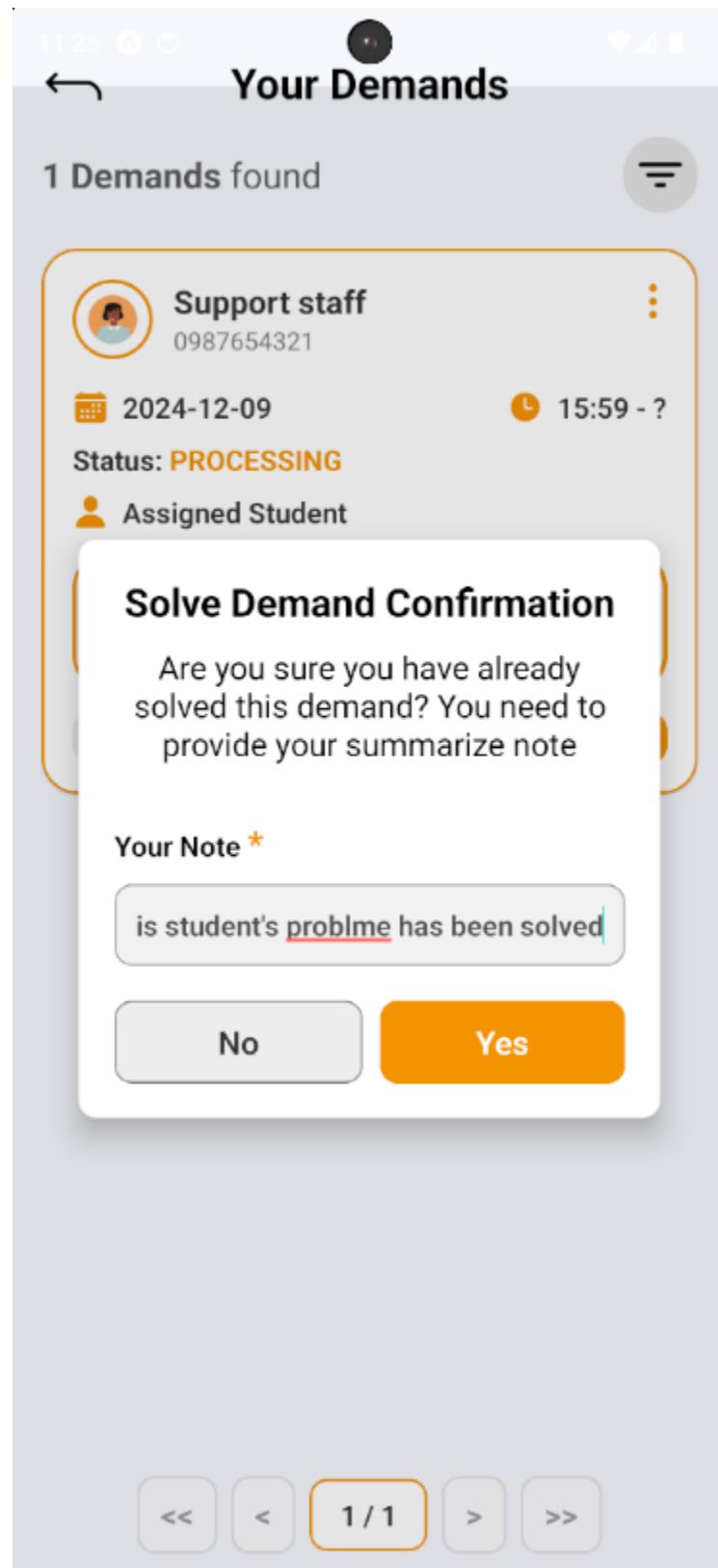


Figure 495 - User Manual - Mobile Feature 23 - Step 2

Step 3: The solved demand will be marked with “DONE” status

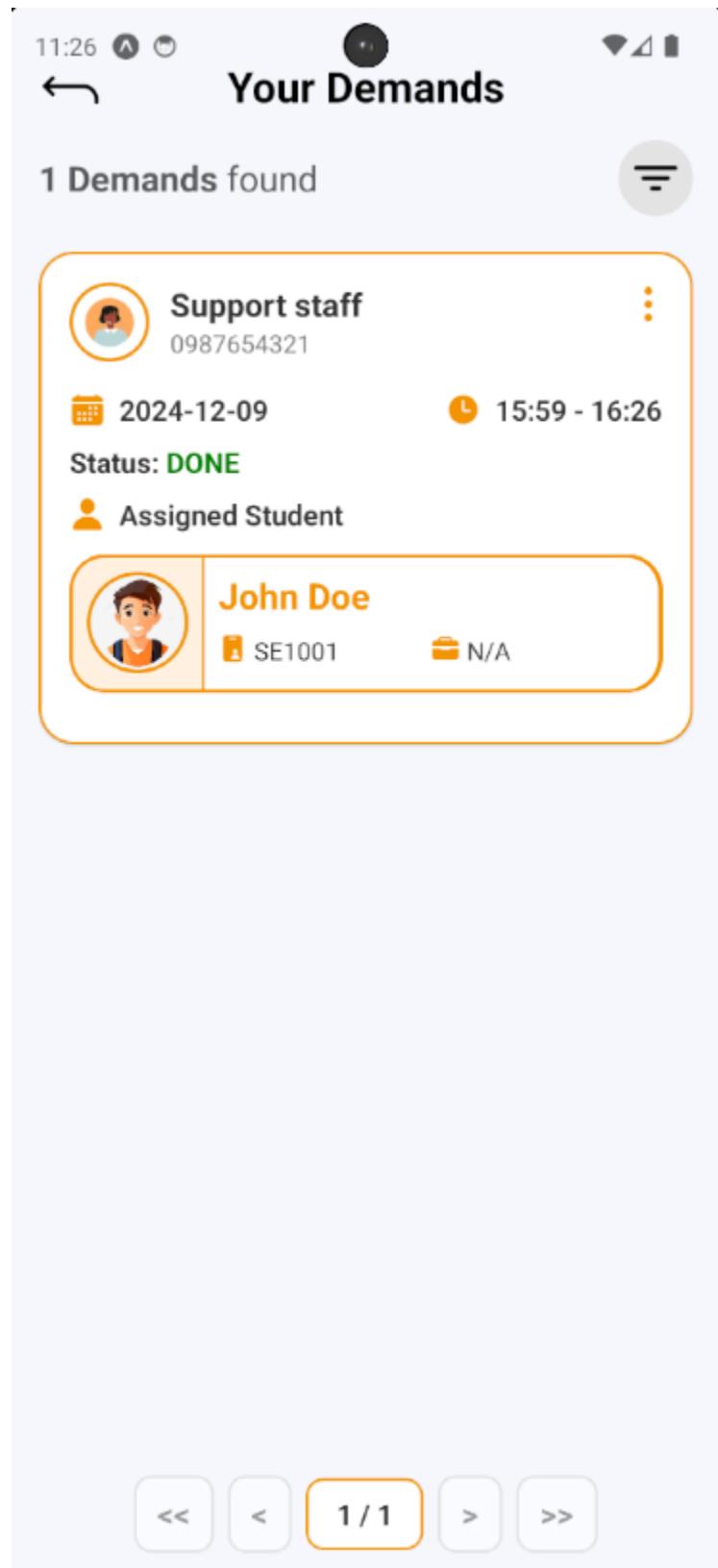


Figure 496 - User Manual - Mobile Feature 23 - Step 3