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|  | **MINISTRY OF EDUCATION AND TRAINING** |

**Capstone Project Report**

**Report 1 – Project Introduction**

– Ho Chi Minh, September 2024 –

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# **I. Record of Changes**

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| --- | --- | --- | --- |
| **Date** | **A\* M, D** | **In charge** | **Change Description** |
| 01/09/2024 | A | Trình Vĩnh Phát | Initialize document |
| 02/09/2024 | M | Đoàn Tiến Phát | Modified Overview |
| 01/09/2024 | A | Phạm Trần Sơn Nguyên | Added content:   * Software Product Vision * Project Scope & Limitations |
| 01/09/2024 | A | Vũ Ngọc Hải Đăng | Added content:   * Product Background * Business Opportunity |
| 01/09/2024 | A | Nguyễn An Khánh | Added Existing Systems |
| 01/09/2024 | A | Trình Vĩnh Phát | Added Introduction |

\*A - Added M - Modified D - Deleted

# **II. 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**

|  |  |  |  |
| --- | --- | --- | --- |
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## **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 students 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: The 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.