

3.0 Proposed Area And Strategy Of Improvement

3.1 Chat Support

The proposed chat support system for the FOCS website will be powered by advanced artificial intelligence, offering a range of benefits to users. This AI-driven chat feature will provide 24/7 availability, ensuring that prospective and current students can receive assistance at any time, regardless of time zones or office hours. The system will be capable of providing instant responses to a wide array of queries, significantly reducing wait times and improving user satisfaction. Moreover, the AI will be context-aware, offering suggestions and information based on the user's previous questions and current context within the website. This personalized approach will enhance the user experience by anticipating needs and providing relevant information proactively. By implementing this AI-powered chat support, FOCS will save users considerable time that would otherwise be spent manually searching for information across various pages of the website. This efficient and intelligent system will not only improve user engagement but also demonstrate FOCS's commitment to leveraging cutting-edge technology for student support.

3.2 Comparison of Programmes

The programme comparison feature will be a powerful tool designed to help prospective students make informed decisions about their academic futures. This feature will allow users to select two programmes for a side-by-side comparison, presenting crucial information in an easy-to-read table format. The comparison will include a comprehensive set of fields: programme ID, name, local and international fees, programme outline, minimum entry requirements for both local and international students, specific subject requirements, career prospects, programme descriptions, part-time and full-time durations, programme type, campus location and intake dates. By presenting this information in a structured and tabular format, students can easily identify similarities and differences between programmes, helping them to align their choices with their academic goals, financial considerations, and career aspirations. This feature will significantly enhance the user experience by consolidating key information that is currently scattered across multiple pages, thereby streamlining the decision-making process for prospective students.

3.3 Result Checker For Minimum Requirements

The Result Check for Minimum Requirements feature will be an interactive tool designed to help prospective students quickly determine their eligibility for FOCS programmes. This user-friendly system will allow applicants to input their preferred programme, select their qualification type including SPM, O-Levels, STPM, UEC, etc, and enter their results for each relevant subject. The system will then process this information and provide immediate feedback on whether the user meets the minimum requirements for their chosen programme. This feature will not only save

time for prospective students but also reduce the workload on administrative staff by automating the initial eligibility check. By providing instant feedback, this tool can help manage student expectations and guide them towards programmes for which they are qualified, potentially improving the quality of applications received by FOCS.

3.4 SPM Result Checker For Minimum Requirements (OCR)

The SPM Result Checker for Minimum Requirements (OCR) utilizes Optical Character Recognition (OCR) technology to allow prospective students to conveniently verify if their SPM results meet the minimum eligibility criteria for various FOCS programs, including Foundation in Computing, Diploma in Computer Science, and Diploma in Information Technology. By uploading their SPM result image, students can quickly determine whether they qualify for the selected program. The tool analyzes subjects such as Mathematics, Additional Mathematics, and English to ensure that all requirements are met. It also considers specific grade thresholds based on the program's entry requirements. This feature is designed to give students a preliminary assessment before the official submission process. If there are any uncertainties about the results, we encourage students to contact FOCS for further clarification.

3.5 Scheduling Appointment Chatbot

To further enhance user experience, the FOCS website will incorporate a scheduling appointment chatbot, seamlessly integrated with Google Calendar. This AI-driven chatbot will provide prospective and current users with an easy and efficient way to schedule appointments with TARUMT staffs. Users will simply interact with the chatbot, specifying their preferred dates and times, and the bot will access real-time availability from Google Calendar to suggest suitable slots. This feature will allow for instant appointment confirmations and reminders, reducing the likelihood of no-shows and ensuring that students receive timely assistance. Additionally, the integration with Google Calendar will enable students to synchronize their appointments with their personal calendars, further enhancing convenience and organization.

3.6 Language Translation

To enhance accessibility for international students and demonstrate FOCS's global outlook, the website will implement an automatic language translation feature based on the user's IP location. It is able to detect the user's geographical location through their IP address and automatically translate the website content into the predominant language of that region. This feature will make the FOCS website more welcoming and user-friendly for non-English speaking visitors, potentially increasing international student engagement and applications. The translation will cover all aspects of the website, ensuring that crucial information about programmes, admission requirements and campus life is accessible to a global audience. While automatic translation will

be the default, users will also have the option to manually select their preferred language, ensuring flexibility and accuracy in communication.

3.7 Currency Conversion

To provide clarity and convenience for international students, the FOCS website will implement an automatic currency conversion feature. It will detect the user's location based on their IP address and convert all fee information into the local currency of that region. This feature will apply to all programmes, displaying both local and international fees in the user's local currency. By providing fee information in familiar currency units, prospective international students can more easily understand the financial aspects of studying at FOCS, facilitating better financial planning and decision-making. This feature demonstrates FOCS's commitment to transparency and consideration for its international applicants, potentially making the institution more attractive to a global student body.

4.0 Summary

This report outlines proposed enhancements to the Faculty of Computing and Information Technology (FOCS) website at Tunku Abdul Rahman University of Management and Technology (TARUMT), aimed at improving accessibility, clarity and user engagement for prospective and current students.

The key improvements include AI-powered chat support to provide 24/7 assistance with personalized, instant responses, and a programme comparison tool that allows users to easily compare programmes based on fees, course content, and career prospects. Additionally, a minimum requirements checker will enable prospective students to input their qualifications and immediately determine eligibility for specific programmes, guiding them towards suitable academic paths. The report also proposes IP-based language translation, automatically displaying content in the user's language to enhance accessibility for international visitors and dynamic currency conversion to display fee information in local currencies, providing cost clarity for international applicants.

The proposed improvements align with current best practices in higher education website design and cater to the evolving needs of a diverse, tech-savvy student population. By addressing key pain points in the current website and introducing innovative features, FOCS is poised to enhance its digital presence significantly, potentially leading to increased student satisfaction, improved recruitment outcomes, and a strengthened position in the competitive landscape of higher education. Implementation of these features will require careful planning, development and testing to ensure seamless integration with the existing website infrastructure. Regular evaluation and refinement of these tools based on user feedback and usage data will be crucial to maintain their effectiveness and relevance over time.

In conclusion, these proposed enhancements represent a strategic investment in FOCS's digital infrastructure, aimed at improving service delivery, user satisfaction and ultimately, the institution's ability to attract and retain high-quality students in an increasingly competitive global education market (Choudaha & Chang, 2012).

5.0 References

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6.0 Appendix

6.1 Chat Support

What is the Minimum Requirement for Diploma In Computer Science ?

Thank you for your question. The minimum entry requirements for the Diploma in Computer Science at FOCS are as follows:

1. SPM: 3 Credits in the relevant subjects AND SPM Credit in Additional Mathematics AND SPM Pass in English Language
2. UEC: 3 Grade B in the relevant subjects AND UEC Grade B in one mathematics subject AND UEC Grade C in English Language
3. O LEVEL: 3 Grade C in the relevant subjects AND (O Level Grade C in Mathematics-Additional OR (O Level Grade C in Mathematics AND Grade C in AMMS0204 Mathematics conducted by TARUMT)) AND O Level Grade E(Pass) in English Language

For more detailed information about this program and its requirements, please visit the FOCS website: [Diploma in Computer Science](#). If you need further assistance, please contact FOCS at 03-4145 0123 ext 3233, 011-1075 8554, or via email at focs@tarc.edu.my. You can also visit the 2nd Floor, Bangunan Tan Sri Khaw Kai Boh (Block A).

Figure 6.1.1 : Asking the Minimum Requirement for Diploma in Computer Science

What is the Fee of Bachelor of Degree in Software Engineering ?

Based on the provided context, the estimated fees for the Bachelor of Software Engineering (Honours) programme are as follows:

1. Local Students: RM37,800
2. International Students: RM65,700

For more details, please visit the FOCS website: [Bachelor of Software Engineering \(Honours\)](#).

If you have further questions or need additional assistance, please contact FOCS at 03-4145 0123 ext 3233, 011-1075 8554, or via email at focs@tarc.edu.my. You can also visit the 2nd Floor, Bangunan Tan Sri Khaw Kai Boh (Block A).

Figure 6.1.2: Asking What is the Fee of Bachelor of Degree in Software Engineering

What is the Intake month for Foundation in Computing ?

The intake months for the Foundation in Computing programme are as follows:

1. Kuala Lumpur: February, June, and October
2. Penang: June

For more information, please visit the programme's website: [Foundation in Computing](#).

If you have any further questions or need additional assistance, please contact FOCS at 03-4145 0123 ext 3233, 011-1075 8554, or via email at focs@tarc.edu.my. You can also visit the FOCS office on the 2nd Floor, Bangunan Tan Sri Khaw Kai Boh (Block A). Thank you.

Figure 6.1.3: Asking What is the intake month for Foundation in Computing

Give me Comparison between Diploma in Computer Science and Foundation in Computing in term of minimum requirement

Comparison between Diploma in Computer Science and Foundation in Computing in terms of minimum entry requirements:

1. Foundation in Computing:
 - a. SPM: 5 Credits in the relevant subjects including 1 mathematics subject AND SPM Pass in English Language
 - b. UEC: 3 Grade B in the relevant subjects including 1 mathematics subject AND UEC Grade C in English Language
 - c. O LEVEL: 5 Grade C in the relevant subjects including 1 mathematics subject AND O Level Grade E(Pass) in English Language
2. Diploma in Computer Science:
 - a. SPM: 3 Credits in the relevant subjects AND SPM Credit in Additional Mathematics AND SPM Pass in English Language
 - b. UEC: 3 Grade B in the relevant subjects AND UEC Grade B in one mathematics subject AND UEC Grade C in English Language
 - c. O LEVEL: 3 Grade C in the relevant subjects AND (O Level Grade C in Mathematics-Additional OR (O Level Grade C in Mathematics AND Grade C in AMMS0204 Mathematics conducted by TARUMT)) AND O Level Grade E(Pass) in English Language

For more details, please visit the FOCS website: [FOCS Programmes](#). If you have any further questions, please contact FOCS at 03-4145 0123 ext 3233, 011-1075 8554, or via email at focs@tarc.edu.my. You can also visit the 2nd Floor, Bangunan Tan Sri Khaw Kai Boh (Block A) for more information.

23:31  Copy

Figure 6.1.4: Comparison between Diploma in Computer Science and Foundation in Computing in term of Minimum Requirement

6.2 Comparison of Programmes

The screenshot shows a web-based programme comparison tool. At the top, there is a yellow header bar with the TAR UMT logo and a navigation menu containing links for Home, Chat, Compare, Min Req, SPM Check, Programmes, About Us, and Facilities. Below the header, a message displays the user's IP address: "Your IP Address: 2001:d08:c2:febb:31a5:f576:801d:83fc (Malaysia)". The main content area is titled "Programme Comparison" and includes a descriptive text: "Explore a side-by-side comparison of two academic programs, highlighting both the general admission requirements and specific subject-related criteria. You can easily compare the qualifications and prerequisites for each program, ensuring you make an informed decision based on your academic goals." Below this text is a table with two columns. The left column contains programme details, and the right column contains corresponding details for a second programme. The table rows include: Programme (dropdown), Programme ID, Description, Local Student Fees, International Student Fees, Programme Outline, Minimum Requirements (Local), Minimum Requirements (International), Career Prospects, Full-Time Duration, Part-Time Duration, Type, Campus, and Intake.

Figure 6.2.1 : Programme Comparison Design(Compare in 2)

This screenshot is similar to Figure 6.2.1 but focuses on the "Programme" dropdown menu. The dropdown is open, showing a list of academic programmes. The first item in the list, "Bachelor of Information Technology (Honours) in Information Security", is highlighted with a blue background. Other visible items in the list include "Bachelor of Computer Science (Honours) in Interactive Software Technology", "Diploma in Computer Science", "Diploma in Information Technology", "Foundation in Computing", "Master of Computer Science", "Master of Information Technology", "Doctor of Philosophy in Computer Science", and "Doctor of Philosophy (Information Technology)". The rest of the interface, including the programme comparison table and the yellow header bar, remains consistent with Figure 6.2.1.

Figure 6.2.2 : Programme Comparison Design(Compare in 2)

Programme Comparison

Explore a side-by-side comparison of two academic programs, highlighting both the general admission requirements and specific subject-related criteria. You can easily compare the qualifications and prerequisites for each program, ensuring you make an informed decision based on your academic goals.

Programme	Foundation in Computing	Diploma in Computer Science
Programme ID	FIC	DCS
Description	The Foundation in Computing programme is the recommended pathway for students wishing to pursue bachelors' degree programmes in Computer Science, Information Technology, Information System, or Software Engineering.	The Diploma in Computer Science programme is designed to equip students with both theoretical knowledge and practical skills in the analysis, design, and development of software and applications. The program includes 20 weeks of industrial training, providing students with valuable hands-on experience and exposure to real-world applications in the industry.
Local Student Fees	RM 10200.00	RM 19300.00
International Student Fees	RM 18400.00	RM 36100.00
Programme Outline	English Language Introduction to Programming Introduction to Computer Networks Information Technology Essentials Mathematics Data Management Web Development Statistics English for Communication Introduction to Multimedia	Problem Solving and Programming Computer Architecture Systems Analysis and Design Ethics in Computing Calculus and Algebra Database Development and Applications Software Development Fundamentals Probability and Statistics Fundamentals of Computer Networks Discrete Mathematics

Figure 6.2.3 : Comparison between Foundation in Computing and Diploma in Computer Science

6.3 Result Checker For Minimum Requirements

The screenshot shows the homepage of TARUMT (Tun Abdul Razak Higher Education University of Management and Technology). At the top, there is a yellow header bar with the university's logo and navigation links: Home, Chat, Compare, Min Req, Programmes, About Us, and Facilities. Below the header, a message displays the user's IP address: "Your IP Address: 2001:d08:c2:febb:31a5:f576:801d:83fc (Malaysia)". The main content area features a white box titled "Programme Requirement Checker". Inside this box, there is a "Programme" dropdown menu labeled "Select a Programme" and a green "Check Requirements" button. A blue circular icon with a white speech bubble is located in the bottom right corner of the main content area.

Figure 6.3.1 : Programme Requirements Checker Design

The screenshot shows the "Programme Requirement Checker" page. The header and IP address display are identical to Figure 6.3.1. The main content area now includes two dropdown menus: "Programme" set to "Bachelor of Computer Science (Honours) in Interactive Software Technology" and "Qualification Type" set to "STPM". Below these, under the heading "Subjects and Grades", there are two entries: "Subject 1: English Grade 1: A" and "Subject 2: Mathematics Grade 2 [A-]". To the left of these entries is a blue "Add More Subject" button, and to the right is a red "Remove Last Subject" button. A green "Check Requirements" button is at the bottom of the form. A blue circular icon with a white speech bubble is located in the bottom right corner.

Figure 6.3.2 : Programme Requirements Checker, can add and remove subject

Your IP Address: 2001:d08:c2:febb:31a5:f576:801d:83fc (Malaysia)

Programme Requirement Checker

Programme	<input type="text" value="Doctor of Philosophy in Computer Science"/>
Select MQF Level	<input type="text" value="Level 9"/>
<input style="background-color: #009640; color: white; border: none; padding: 5px 20px; border-radius: 5px; font-weight: bold; width: fit-content; margin: auto;" type="button" value="Check Requirements"/>	
Congratulations! You meet the minimum requirements.	

Figure 6.3.3 : Programme Requirements Checker, can check by select MQF Level

Your IP Address: 2001:d08:c2:febb:31a5:f576:801d:83fc (Malaysia)

Programme Requirement Checker

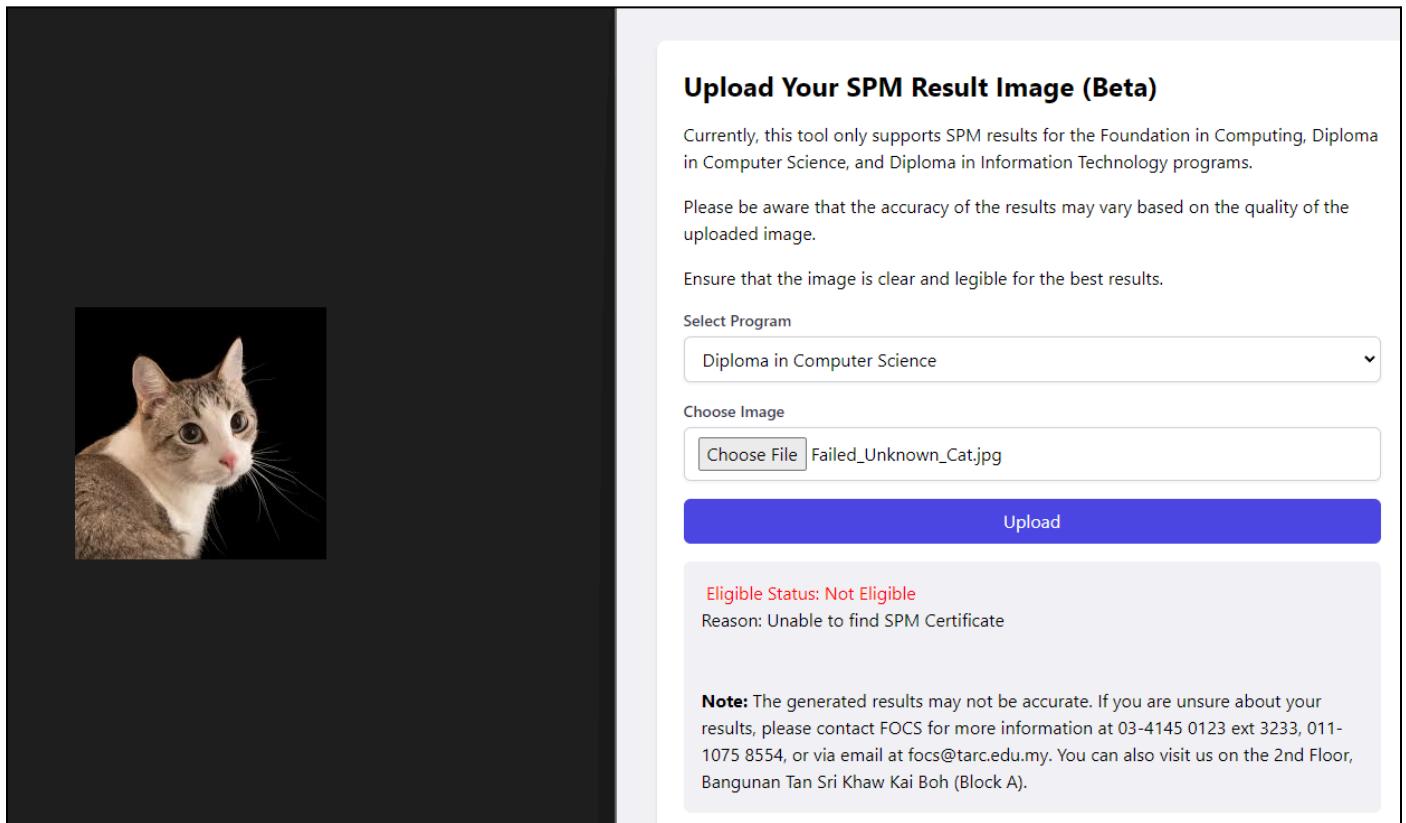
Programme	<input type="text" value="Bachelor of Computer Science (Honours) in Interactive Software Technology"/>
Qualification Type	<input type="text" value="TARUMT/TAR UC"/>
Enter CGPA	<input type="text" value="3.75"/>
<input style="background-color: #009640; color: white; border: none; padding: 5px 20px; border-radius: 5px; font-weight: bold; width: fit-content; margin: auto;" type="button" value="Check Requirements"/>	
Congratulations! You meet the minimum requirements.	

Figure 6.3.4 : Programme Requirements Checker, can check by select Qualification Type and the CGPA

6.4 SPM Result Checker For Minimum Requirements

The image shows a composite of two screenshots. On the left is a scanned copy of a Malaysian Sijil Pelajaran Malaysia (SPM) certificate. The certificate is pinkish-beige with a crest at the top. It lists subjects and their grades: BAHASA MELAYU (A), BAHASA INGGERIS (B+), PENDIDIKAN MORAL (A), SEJARAH (A+), MATHEMATICS (A+), ADDITIONAL MATHEMATICS (A+), PRINSIP PERAKAUNAN (A), PHYSICS (A+), CHEMISTRY (A), and BAHASA CINA (B+). On the right is a screenshot of a web-based application titled 'Upload Your SPM Result Image (Beta)'. It has a dropdown menu 'Select Program' set to 'Diploma in Computer Science', a file input field 'Choose Image' containing 'Success.png', and a large blue 'Upload' button. Below the upload area, a message states 'Eligible Status: Eligible' and provides a reason: 'Reason: The applicant has 3 Credits in relevant subjects (Mathematics A+, Additional Mathematics A, Physics A), a Credit in Additional Mathematics (A), and a Pass in English Language (KEPUJIAN TERTINGGI).'. A note at the bottom cautions: 'Note: The generated results may not be accurate. If you are unsure about your results, please contact FOCS for more information at 03-4145 0123 ext 3233, 011-1075 8554, or via email at focs@tarc.edu.my. You can also visit us on the 2nd Floor, Bangunan Tan Sri Khaw Kai Boh (Block A).'

Figure 6.4.1: Upload an SPM result that meets the minimum requirements for the Diploma in Computer Science, which includes at least 3 credits and 1 credit in Additional Mathematics



Upload Your SPM Result Image (Beta)

Currently, this tool only supports SPM results for the Foundation in Computing, Diploma in Computer Science, and Diploma in Information Technology programs.

Please be aware that the accuracy of the results may vary based on the quality of the uploaded image.

Ensure that the image is clear and legible for the best results.

Select Program

Diploma in Computer Science

Choose Image

Choose File Failed_Unknown_Cat.jpg

Upload

Eligible Status: Not Eligible
Reason: Unable to find SPM Certificate

Note: The generated results may not be accurate. If you are unsure about your results, please contact FOCS for more information at 03-4145 0123 ext 3233, 011-1075 8554, or via email at focs@tarc.edu.my. You can also visit us on the 2nd Floor, Bangunan Tan Sri Khaw Kai Boh (Block A).

Figure 6.4.2: Upload a Cat Image to Test the Failure Case

LEMBAGA PEPERIKSAAN
EXAMINATIONS SYNDICATE

Calon yang namanya tercatat di bawah telah menduduki peperiksaan Sijil Pelajaran Malaysia (SPM) dan layak dianugerahi

SIJIL PELAJARAN MALAYSIA

Mata Pelajaran
Subject

BAHASA MELAYU
BAHASA INGGERIS

Gred
Grade

A (CEMERLANG TINGGI)
B+ (KEPUJIAN TERTINGGI)

Upload Your SPM Result Image (Beta)

Currently, this tool only supports SPM results for the Foundation in Computing, Diploma in Computer Science, and Diploma in Information Technology programs.

Please be aware that the accuracy of the results may vary based on the quality of the uploaded image.

Ensure that the image is clear and legible for the best results.

Select Program

Foundation in Computing

Choose Image

Choose File Failed_2_Credit.png

Upload

Eligible Status: Not Eligible

Reason: Unable to find sufficient grades to meet the minimum requirements. The applicant does not have the required 5 credits including a mathematics subject.

Note: The generated results may not be accurate. If you are unsure about your results, please contact FOCS for more information at 03-4145 0123 ext 3233, 011-1075 8554, or via email at fochs@tarc.edu.my. You can also visit us on the 2nd Floor, Bangunan Tan Sri Khaw Kai Boh (Block A).

Figure 6.4.3: Uploading an SPM result that does not meet the minimum requirements for the Foundation in Computing program, as it only has 2 credits.

LEMBAGA PEPERIKSAAN
EXAMINATIONS SYNDICATE

Calon yang namanya tercatat di bawah telah menduduki peperiksaan Sijil Pelajaran Malaysia (SPM) dan layak dianugerahi

SIJIL PELAJARAN MALAYSIA

Mata Pelajaran Subject	Gred Grade
BAHASA MELAYU	A (CEMERLANG TINGGI)
BAHASA INGGERIS	B+ (KEPUJIAN TERTINGGI)
PENDIDIKAN MORAL	A (CEMERLANG TINGGI)
SEJARAH	A+ (CEMERLANG TERTINGGI)
MATHEMATICS	A+ (CEMERLANG TERTINGGI)

Upload Your SPM Result Image (Beta)

Currently, this tool only supports SPM results for the Foundation in Computing, Diploma in Computer Science, and Diploma in Information Technology programs.

Please be aware that the accuracy of the results may vary based on the quality of the uploaded image.

Ensure that the image is clear and legible for the best results.

Select Program: Diploma in Computer Science

Choose Image: Choose File Diploma_In_CS_Failed_No_AddMath.png

Upload

Eligible Status: Not Eligible
Reason: Additional Mathematics grade not found

Note: The generated results may not be accurate. If you are unsure about your results, please contact FOCS for more information at 03-4145 0123 ext 3233, 011-1075 8554, or via email at focs@tarc.edu.my. You can also visit us on the 2nd Floor, Bangunan Tan Sri Khaw Kai Boh (Block A).

Figure 6.4.4: Uploading an SPM result that does not meet the minimum requirements for the Diploma in Computer Science program, as it lacks a credit in Additional Mathematics.

6.5 Scheduling Appointment Chatbot

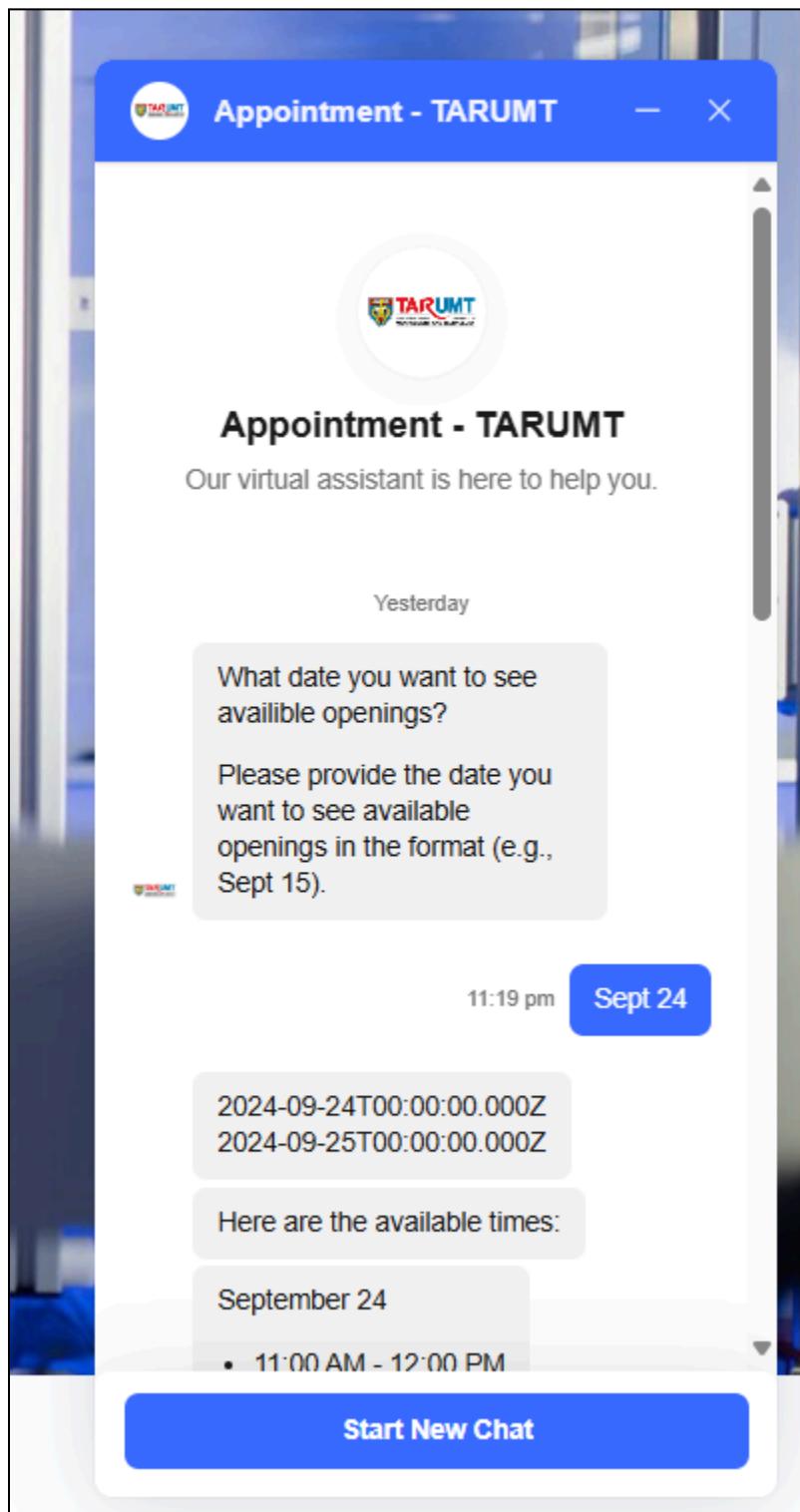


Figure 6.5.1: Input the Appointment Date

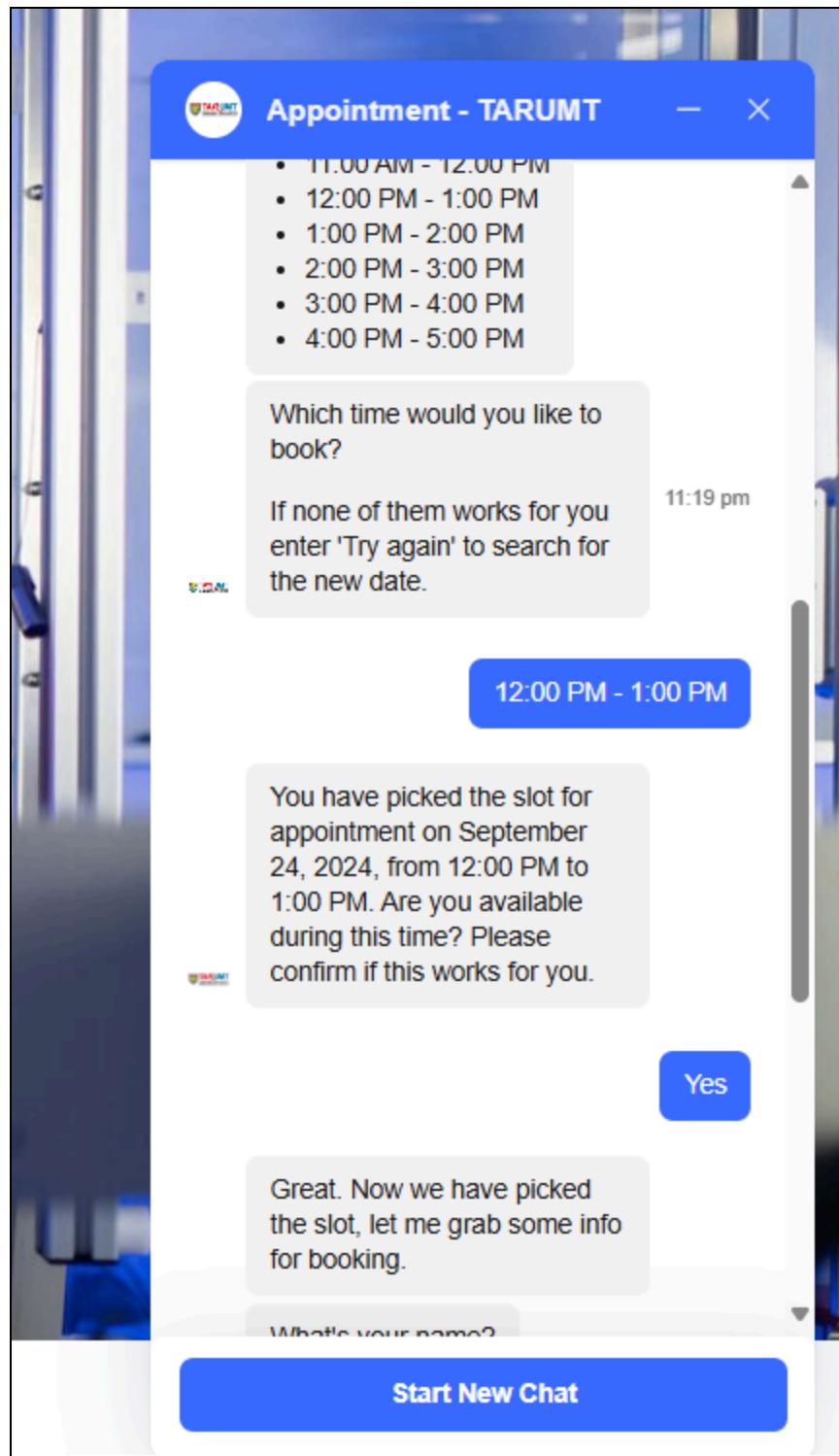


Figure 6.5.2: Input the Appointment Time

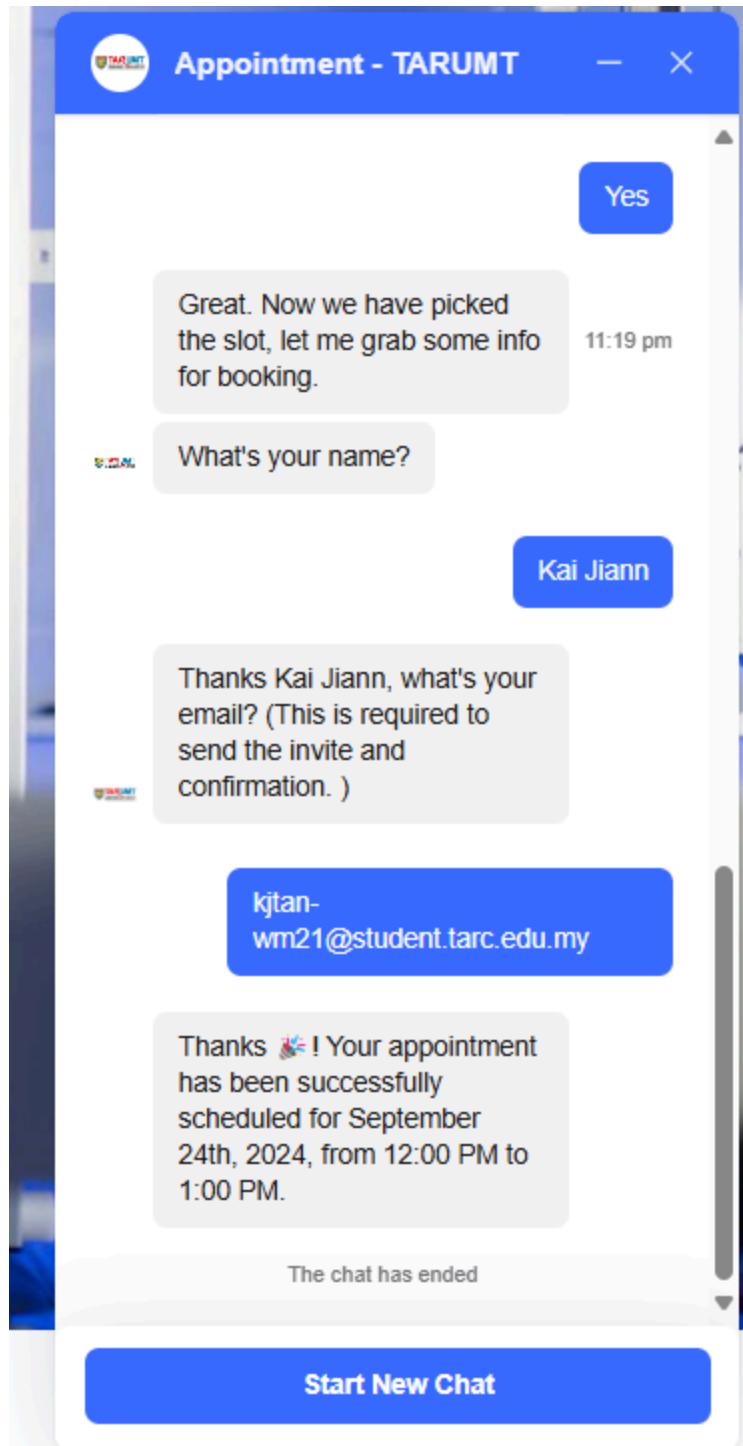


Figure 6.5.3: Input individual booking name and email

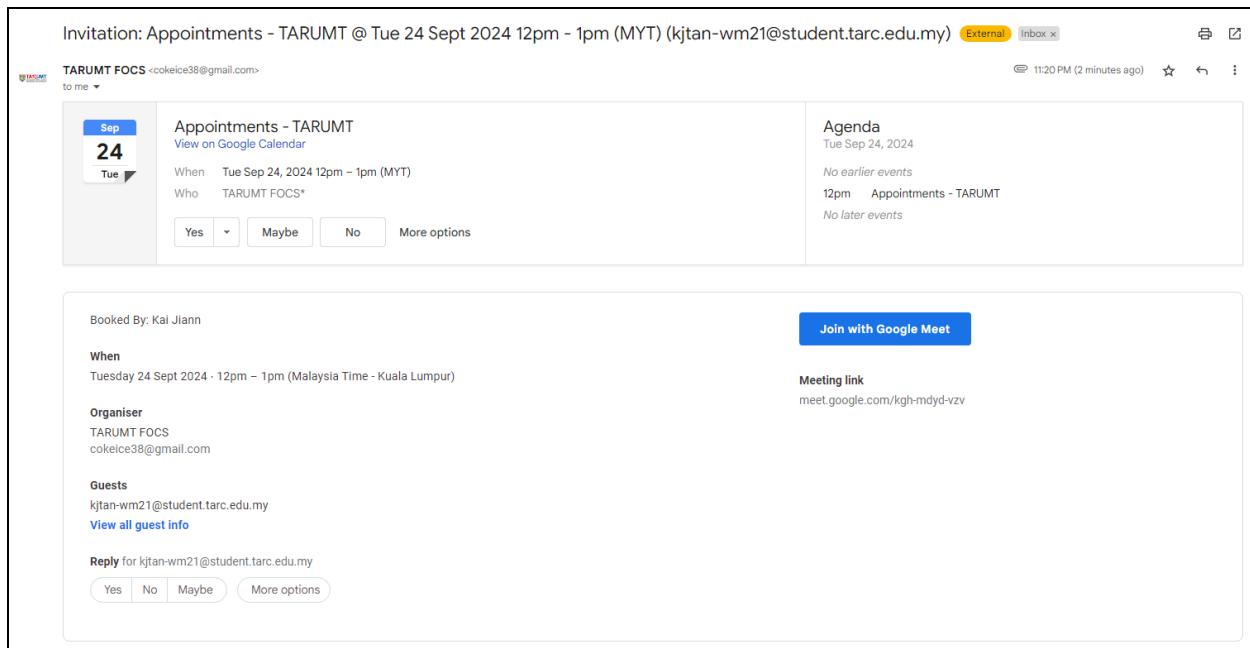


Figure 6.5.4: Gmail Appointment Notification

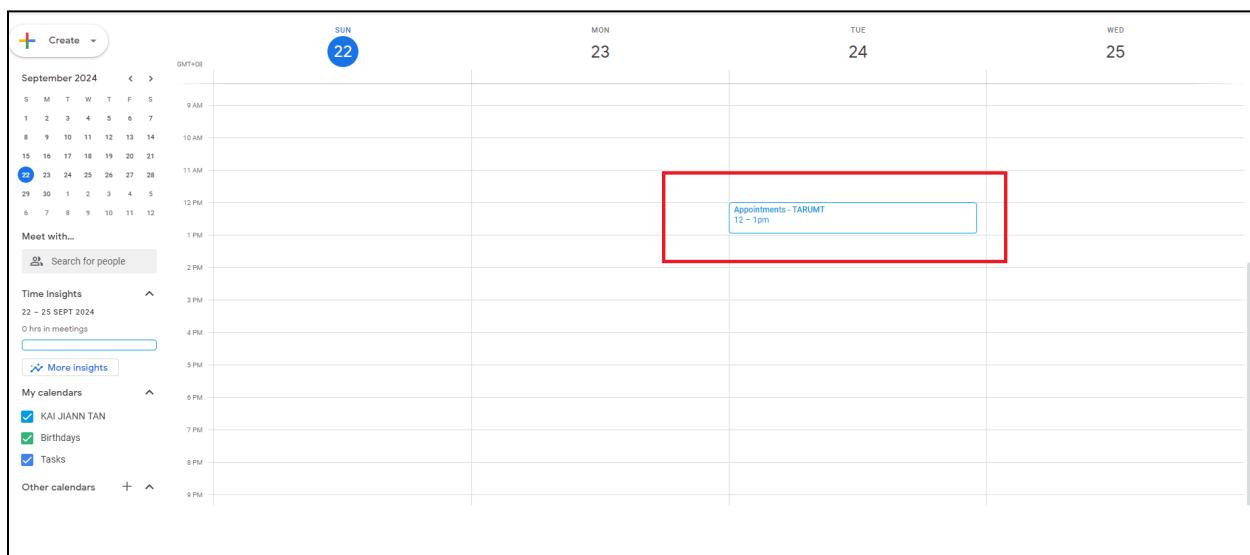


Figure 6.5.5: Google Calendar Notification

6.6 Language Translation

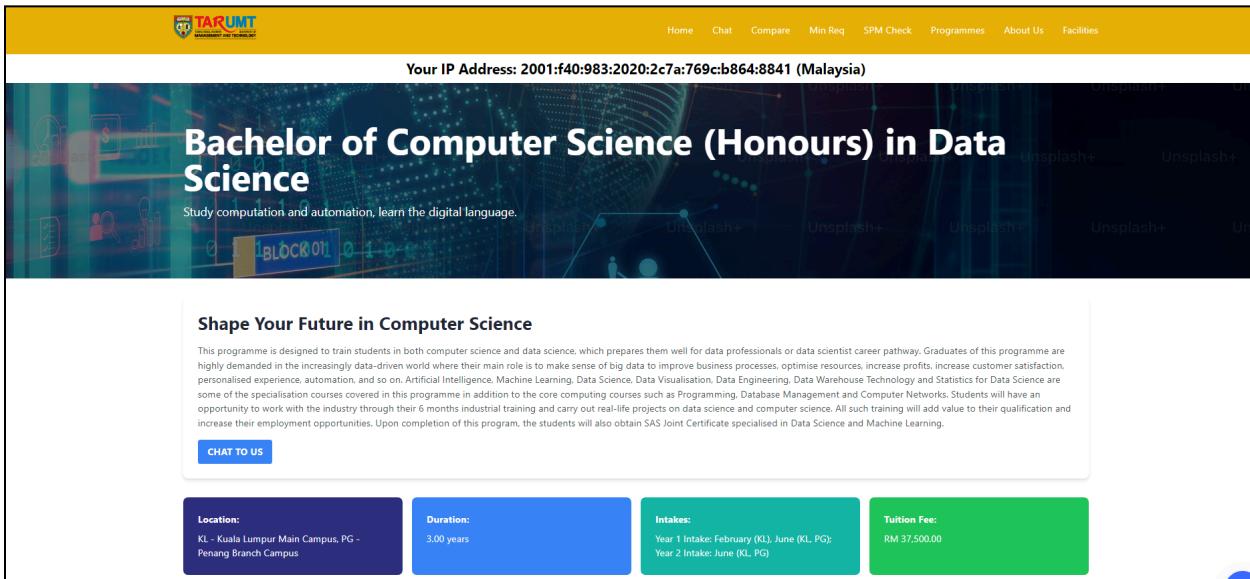


Figure 6.6.1 IP Address Malaysia Detected

Translated into: [Japanese](#) | Show original

あなたのIPアドレス: 103.125.146.38 (日本)

データサイエンスにおけるコンピュータサイエンス学士 (優等学位)

計算と自動化を学び、デジタル言語を学びます。

コンピュータサイエンスで未来を作れる

このプログラムは、学生にコンピュータサイエンスとデータサイエンスの両方を訓練するように設計されており、データ専門家やデータサイエンティストのキャリアパスに向けて十分に準備します。このプログラムの卒業生は、ますますデータ主導の世界で大きな需要があり、彼らの主な役割は、ビッグデータを理解し、ビジネスプロセスを改善し、リソースを最適化し、利益を増やし、顧客満足度、パーソナライズされたエクスペリエンス、自動化などを向上させることです。人口知識、機械学習、データサイエンス、データ視覚化、データエンジニアリング、データウェアハウス技術、データサイエンスの統計は、プログラミング、データベース管理、コンピュータネットワークなどのコアコンピューティングコースに加えて、このプログラムでカバーされる専門コースの一部です。学生は、6か月の産業トレーニングを通じて業界で働き、データサイエンスとコンピュータサイエンスに関する実際のプロジェクトを実行する機会があります。このようなトレーニングはすべて、資格の価値を高め、雇用機会を増やします。このプログラムを修了すると、学生はデータサイエンスと機械学習に特化したSAS共同証明書も取得します。

チャットでお問い合わせください

位置:	期間:	受講料:
KL - クアラルンプール メイン キャンパス、 PG - ペナンブランチ キャンパス	3.00 年	1年目の入学: 2月 (KL), 6月 (KL, PG); 2年 目の入学: 6月 (KL, PG) RM 65,200.00 あなたの地域の換算料金: 2237501.00 JPY

Figure 6.6.2 IP Address Japan Detected and Auto Translate to Japanese

6.7 Currency Conversion



Figure 6.7.1 Exchange rate of Malaysian Ringgit to Japanese Yen



Figure 6.7.2 Exchange rate of Malaysian Ringgit to Korean Wons