UniReserve: A Mobile-Based Examination Slot Reservation for SUAST Takers and Frontline Service Transaction at Davao Oriental State University

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1.5 Scope and Limitation

The main focus of the project is to improve the SUAST slot reservation, student profile processes, and frontline services to ensure more dependable and efficient pre-registration, admission, and transactions. Thus, the implementation of the application is bound to the following scopes:

FOR *FRONTLINE SERVICE TRANSACTION:*

These are the following frontline service transactions:

1. Human Resource Management Office (HRMO)

2. Accounting Office

3. Registrar’s Office (pending if maapil pa ba sya or dili)

SCOPE OF EACH SERVICES IN HRMO:

CLIENT SIDE: (Issuance of Service Record and Certification)

1. In the Human Resources Management Office side, the client/user can be able to request a service record and certification by filling out a form (information in the form: EMPLOYEE ID, FULL NAME, FACULTY/INSTITUTE NAME). After filling out the form, there should be a confirmation screen with confirmation message saying "Your request has been submitted successfully."

2. The client/user must be able to see the estimated processing time of their request and there should be an option to view their request details after the transaction.

AGENCY SIDE: (Issuance of Service Record and Certification)

1. Frontline personnel/admin should be able to view and verify the requesting employee's information upon request. They will also be the one to process their request by signing the requested document and the client shall be able claim their requested document at the HRMO office.

CLIENT SIDE: (APPLICATION FOR LEAVE)

1. The client shall be able to apply an application for leave by filling out a form (information in the form: EMPLOYEE ID, FULL NAME, FACULTY/INSTITUTE NAME, EMAIL ADDRESS (main Gmail acc)) and upload a softcopy document of their application for leave (specifically the APPLICATION FOR LEAVE CS FORM NO. 6, REVISED 2020 document).

2. The client must be able to record the number of days applied in the leave card and compute leave balance in the form. The client should also certify and sign their application for leave before submitting. After uploading the form, there should be a confirmation screen with confirmation message saying "Your leave application form has been submitted successfully."

3. The client should be notified whether their application for leave is monetized or not by the HRMO personnel. They should be able to receive the monetized application for leave document through email (if applicable).

4. After monetization of leave is applied, the client should be able to compute the money value of the number of days applies and prepare details of computation.

5. The client should be able to certify and submit again the softcopy of their monetized application for leave document for approval of authorized officials.

6. The client should go the HRMO office to claim their approved application for leave.

AGENCY SIDE: (APPLICATION FOR LEAVE)

1. The HRMO personnel should be able to receive the application for leave document, record the applied leave in the leave cards, and after indicating the leave balances, the HRMO head will digitally sign and certify the form, endorse the form to the authorized official for approval, then send the softcopy of approved application for leave document to the provided email address of the client.

CLIENT SIDE: (PERSONNEL-RELATED MATTERS):

1. There should be a text field where the client can submit a question or inquiry to the HRMO personnel (whether it is regarding to the CSC, GSIS, PHIC, PAG-IBIG and other HR-related matters). After typing their question/inquiry, there should be a submit button for them to submit. After filling out the text field with their question/inquiry, there should be a confirmation screen with message "Your inquiry has been submitted successfully".

2. The client should be notified and be able to view the HRMO personnel's response to their inquiries. The client should also be able to view their submitted inquiries.

Note: (Kani na part is pwede ra sya ma chat inbox / messaging section where the client and personnel could message one another if ever the client has queries/inquiries to the HRMO peronnel).

AGENCY SIDE: (PERSONNEL-RELATED MATTERS)

1. The HRMO personnel should be able to reply to the inquiry/question of the client and provide assistance to the requesting employees. The HRMO should also be able to coordinate with the agency concerned for information and appropriate action.

SCOPE FOR ACCOUNTING OFFICE SERVICE:

CLIENT SIDE (RELEASING OF EXAMINATION PERMITS/CLEARANCE FORMS):

1. The client should be able to fill out a form for online queuing of student permit/clearance form. (Information the form: ID number, Last Name, First Name, Middle Name, Faculty, Degree Program, Year Level, and Campus) or access this google form link for reference:

FOR REGISTRATION:

https://docs.google.com/forms/d/e/1FAIpQLSefwXeo70DFEUDOmH2ma-y4t8U0HUaLtA_NJmqwY7qKCFoJVg/viewform?fbclid=IwY2xjawIhBpZleHRuA2FlbQIxMAABHVvnJNxTUKh-n2q_I0-WskT8vOAPWJCmV1EnPafnD7ZOvgQNVO8MIW9-Wg_aem_hWphvxYDfkPo5i8yPnjVhw

FOR STATUS/FEEDBACK:

https://docs.google.com/spreadsheets/d/1aukPXu5bYbdaDI20-a4LTJxnSzypZhOBYXKmfG3JelY/edit?fbclid=IwY2xjawIhBqpleHRuA2FlbQIxMAABHVNBx_FfEz8PevRetBYVWnzDiKf1ix1aFvNF6gM4YMf2atbFNAz3yYbz2A_aem_WU1JIQRY42ORCa6xpy_i7w&gid=0#gid=0

2. Client should be notified about the accounting personnel's feedback regarding their current balance and status/remark.

AGENCY SIDE (RELEASING OF EXAMINATION PERMITS/CLEARANCE FORMS):

1. The student account in-charge should send feedback to the client if they have an existing balance. If the client has no existing balance, the student account in charge prints and signs the client's permit/clearance form and the client can claim it at the accounting office, however if the client has an existing balance, the client can print the student permit/clearance form and write their balances at the back of the documents. (or basin naay alternative for this na ma implement sa system like pwede ma digitalize ang pag claim sa student permit/clearance form).

For Both:

- Like any automated system, there’s a risk of errors (e.g., double reservation/appointment, incorrect data) so regular monitoring and quality control is essential.
- The mobile application is intended for the DOrSU Frontline Service Clients and Personnel only.