



**FACULTY OF COMPUTER SCIENCE AND MATHEMATICS
BACHELOR OF INFORMATION SYSTEMS (HONS.) INFORMATION
SYSTEMS ENGINEERING**

**OCTOBER 2025 – FEBRUARY 2026
ENTERPRISE PROGRAMMING(CSC584)**

Student Counseling Appointment System (MyCounsel)

PREPARED BY:

2025117913 – MUHAMMAD HAFIZUDDIN BIN HANIPI

2025139315 – MUHAMMAD ZAMIR HARITH BIN GHADZALI

2025116953 – SHEIKH MUHAMMAD HAFIZUDDIN BIN SHEIKH MARZUKI

PREPARED FOR:

SIR MUHAMAD RIDHWAN BIN MOHAMAD RAZALI

PROFESSOR MADYA DR MARSHIMA BINTI MOHD ROSLI

SUBMISSION DATE :

21st JANUARY 2026

TABLE OF CONTENTS

1. INTRODUCTION	1
2. PROBLEM STATEMENT	1
3. OBJECTIVE	1
4. SYSTEM FEATURES	1
5. USER MANUAL	3
5.1 Login Page	3
5.2 STUDENT Pages	3
5.2.1 Register New Student	3
5.2.3 Student Dashboard (main page)	4
5.2.4 Book Appointment Page	5
5.2.5 Update Profile Page	6
5.3 COUNSELOR Pages	7
5.3.1 Counselor Dashboard - Pending Appointments (Main Page for counselor)	7
5.3.2 Counselor Dashboard - Accepted Appointments	8
5.3.3 Counselor Dashboard - Canceled Appointments	10
5.3 COUNSELOR (ADMIN) Pages	13
5.3.1 Counselor Management Page	13
5.3.2 Register New Counselor Page	14
Appendix A : Entity Relationship Diagram	15

1. INTRODUCTION

The Student Counseling Appointment System was chosen to support and enhance the delivery of counseling services within the university. The system provides a centralized and user-friendly platform that allows students to easily view counselor availability and schedule counseling appointments online. This helps students access counseling services in a convenient and organized manner. At the same time, the system supports counselors by providing tools to manage their schedules efficiently and keep track of appointments in a structured way. By digitizing the appointment process, the system improves the overall coordination of counseling sessions and promotes better time management. Overall, the Student Counseling Appointment System contributes to a more accessible, well-organized, and supportive counseling environment for both students and counselors.

2. PROBLEM STATEMENT

- Lack of a centralized system makes it hard for students to know counselor availability and suitable time slots.
- Communication gaps between students and counselors may lead to missed appointments or misunderstandings regarding session details.
- The current counseling appointment process in universities often relies on manual methods such as walk-ins, emails, or phone calls, which are inefficient and time-consuming.

3. OBJECTIVE

- To develop a centralized Student Counseling Appointment System that allows students to view counselor availability and suitable time slots in real time.
- To improve the efficiency of the counseling appointment process by minimizing time delays and scheduling conflicts.
- To enable students to easily book, reschedule, or cancel counseling appointments through a user friendly system.

4. SYSTEM FEATURES

Student Features

- Registration and login for students

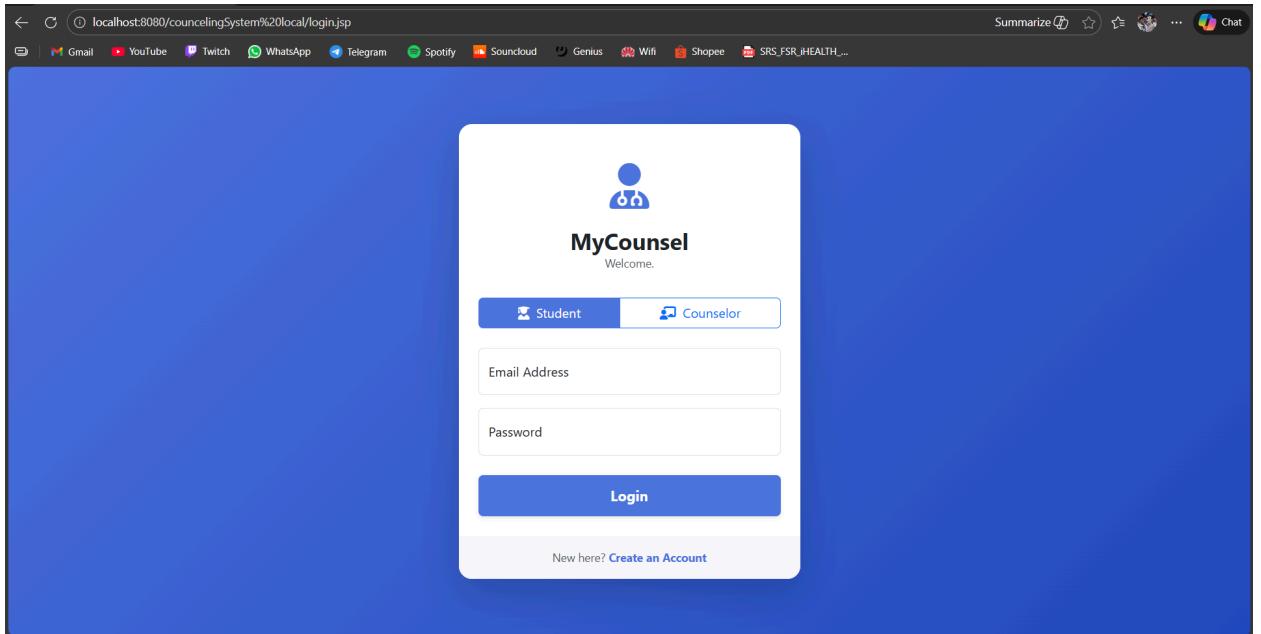
- Book counseling appointments
- Cancel appointments
- View appointment history and upcoming sessions
- Edit Profile

Counselor Features

- Login for counselors
- Manage booking and counseling schedules
- View and manage student appointment requests
- Accept, or reject appointments
- Access student appointment records
- Manage counselors (for ADMIN)

5. USER MANUAL

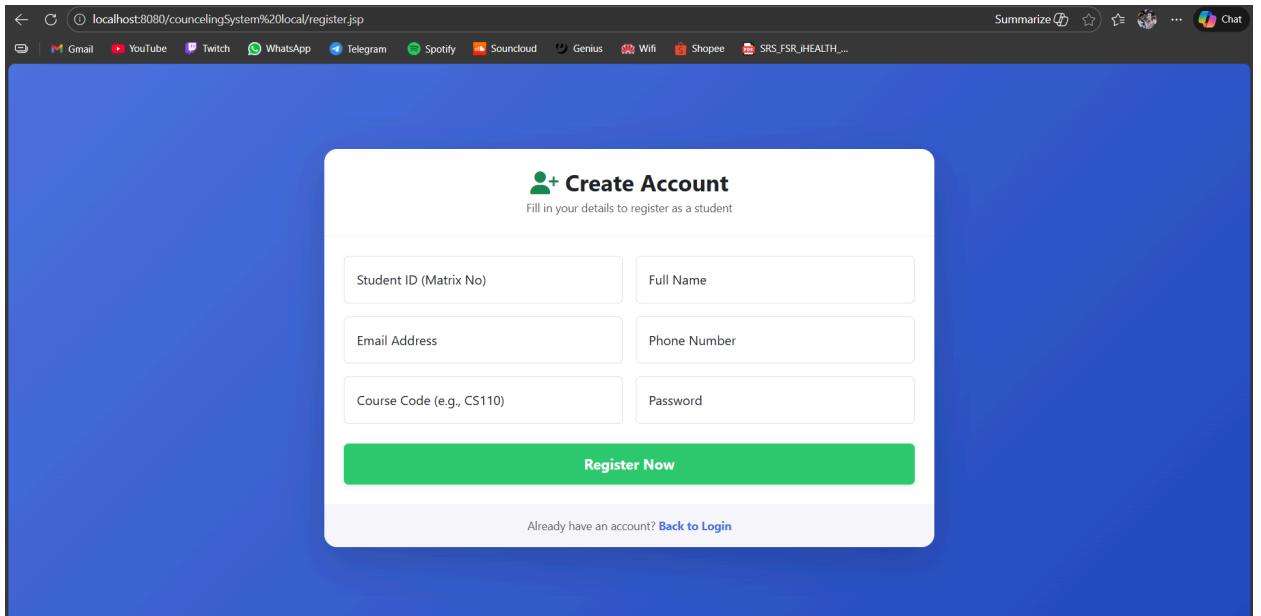
5.1 Login Page



- i) Enter an existing Email Address and Password and choose to login as student or counselor.

5.2 STUDENT Pages

5.2.1 Register New Student



- i) From the Login page (Refer 5.1 Login Page) click on “Create an Account” link to open this page.
- ii) Fill in information on register.jsp page such as StudentID(matrix No) , Full Name, Email Address, Phone Number, Course Code and password .
- iii) Check the information then click, “Register Now” button.

5.2.3 Student Dashboard (main page)

Date	Time	Issue / Topic	Status	Action
2026-01-21	16:00:00	Mental health issues	Completed	<button>View Record</button>
2026-01-23	08:00:00	Anxiety	Cancelled	-
2026-01-24	08:00:00	Stress Level 10	Cancelled	-
2026-01-29	08:00:00	Academic problem	Pending	<button>Cancel</button>
2026-01-31	10:00:00	Academic struggles	Accepted	<button>Cancel</button>

- i) After login as student (Refer 5.1 Login Page), the student dashboard will be the main page .
- ii) On the student dashboard, students can view the student appointment history .
- iii) Students can click the “View Record” button to view past records or click “Cancel” button to cancel the counseling appointment.
- iv) If the “View Record” button is clicked, it will redirect to the Appointment Details Page.

The screenshot shows a web browser window with the URL localhost:8080/MyCounselor/ViewRecordServlet?id=42. The page title is "Appointment Details". It displays the following information in a table:

Student Name	ASJAD HAMIZAN
Matrix Number	2025111111
Issue / Reason	Mental health issues
Date & Time	2026-01-21 at 16:00:00
Status	Completed

Below the table, there is a section titled "Consultation Record" with two rows:

Appointment Note	Student lose interest in hobbies. Tend to stay home all day.
Recommendation	Therapy

[Back to Dashboard](#)

v) If the “Cancel” button is clicked, the system will change the appointment. Status to Cancelled.

5.2.4 Book Appointment Page

The screenshot shows a web browser window with the URL localhost:8080/counselingSystem%20local/Student/make_appointment.jsp. The page title is "Book Session". The form fields are:

- Preferred Date: mm/dd/yyyy
- Time Slot: Select a time...
- Reason for Consultation: (text area)

[Submit Request](#) | [Cancel](#)

- From student dashboard page (Refer 5.2.3 Student Dashboard) click the “Book Appointment” nav bar button for redirect to Book Session page.
- Enter the Preferred Date and time slot with reason for consultation.

iii) Choosing a different time is recommended if the time slot is already taken by another student.

iv) If student satisfy the input, click “Submit Request” button for booking new appointment for counseling.

5.2.5 Update Profile Page

The screenshot shows the 'Update Profile' page of a web application. The URL in the address bar is 'localhost:8080/counselingSystem%20local/Student/edit_profile.jsp'. The page has a blue header with various icons for social media and tools. The main content area has a white background. It features two main sections: 'PERSONAL DETAILS' and 'SECURITY SETTINGS'. In the 'PERSONAL DETAILS' section, there are four input fields: 'Matrix Number (Read-only)' containing '2025111111', 'Full Name' containing 'ASJAD HAMIZAN', 'Email Address' containing 'asjad@gmail.com', and 'Phone Number' containing '01912311231'. Below these is a 'Course Code' field containing 'CDCS259'. In the 'SECURITY SETTINGS' section, there is a note: 'Leave these fields blank if you do not wish to change your password.' followed by two empty input fields for 'New Password' and 'Confirm New Password'. At the bottom right are two buttons: 'Cancel' and a green 'Save Changes' button with a checkmark icon.

- i) From student dashboard page (Refer 5.2.3 Student Dashboard) click the “Edit Profile” nav bar button for redirect to Update Profile page.
- ii) Students can update their profile such as Full Name, email, Phone number and course code.
- iii) Leave the password section empty if student doesn't want to update the password.
- iv) fill the selected information to update and click “Save Changes” button to update student profile.

5.3 COUNSELOR Pages

5.3.1 Counselor Dashboard - Pending Appointments (Main Page for counselor)

The screenshot shows a web browser window for 'MyCounselor'. The URL is 'localhost:8080/MyCounselor/DashboardServlet'. The page title is 'Welcome, SHEIKH MUHAMMAD HAFIZUDDIN ADMIN'. Navigation links include 'Manage Students', 'View Counselors', 'New Counselor', and 'Logout'. The main content area is titled 'Appointment Management' and shows a table of pending appointments. The table has columns: Student Name, Matrix No, Issue, Date & Time, and Actions. There are three rows of data:

Student Name	Matrix No	Issue	Date & Time	Actions
ASJAD HAMIZAN	2025111111	Stress Level 10	2026-01-24 08:00:00	<input checked="" type="checkbox"/> <input type="checkbox"/>
ASJAD HAMIZAN	2025111111	Academic problem	2026-01-29 08:00:00	<input checked="" type="checkbox"/> <input type="checkbox"/>
MUHAMMAD HAFIZ	2025222222	Social anxiety	2026-01-30 10:00:00	<input checked="" type="checkbox"/> <input type="checkbox"/>

- i) After logging in as a Counselor, The pending Appointments will be the main page.
- ii) A table will display the pending list of appointments that have been requested by the student.
- iii) A counselor can accept it or reject it by clicking “” button or “”button.
- iv) If “” button clicked the appointment will be sent to Accepted Appointment page (Refer 5.3.2 Counselor Dashboard - Accepted Appointments).
- v) If “” button the appointment will be sent to Canceled Appointment page (Refer 5.3.3 Counselor Dashboard - Canceled Appointments).

5.3.2 Counselor Dashboard - Accepted Appointments

Student Name	Matrix No	Issue	Date & Time	Actions
HAIKAL HAKIMI	2025333333	Relationship Issues	2026-01-22 12:00:00	▶ Start Cancel
CHEN LONG	2025444444	Exam Stress	2026-01-28 14:00:00	▶ Start Cancel
Anos Voldigoad	2024123453	Stress	2026-01-23 10:00:00	▶ Start Cancel

- i) From the main page (Refer 5.3.1 Counselor Dashboard - Pending Appointments), click on “Accepted/Upcoming”.
- ii) A table will display a list of accepted appointments by the counselor.
- iii) A counselor can start a consultation by clicking the “▶ Start” or cancel an appointment by clicking "Cancel".
- iv) If “▶ Start” is clicked, it will redirect to the consultation page.

Session ID: #28

STUDENT NAME: CHEN LONG
MATRIX NUMBER: 2025444444
REPORTED ISSUE: Exam Stress
2026-01-28 | 14:00:00

Consultation Notes
Record key points discussed, student's demeanor, and main concerns...

Recommendation / Action Plan
Suggest next steps, follow-up appointments, or resources...

X Cancel Complete Session

Then, the counselor can enter the consultation notes and the recommendation.

- iv) If “**Cancel**” is clicked, the appointment will be sent to the Counselor Dashboard - Canceled Appointments page (Refer 5.3.3 Counselor Dashboard - Canceled Appointments).

5.3.2 Counselor Dashboard - Completed Appointments

Student Name	Matrix No	Issue	Date Completed	Actions
NURUL HUSNA	2025555555	Decision making advice	2026-01-28	View Delete
NUR ADDIANY	2025666666	Family Problems	2026-01-21	View Delete

- From the main page (Refer 5.3.1 Counselor Dashboard - Pending Appointments), click on “Completed”.
- A table will display a list of completed appointments.
- If “View” is clicked, it will redirect to the Appointment Details page.

Student Name	NURUL HUSNA
Matrix Number	2025555555
Issue / Reason	Decision making advice
Date & Time	2026-01-28 at 12:00:00
Status	Completed

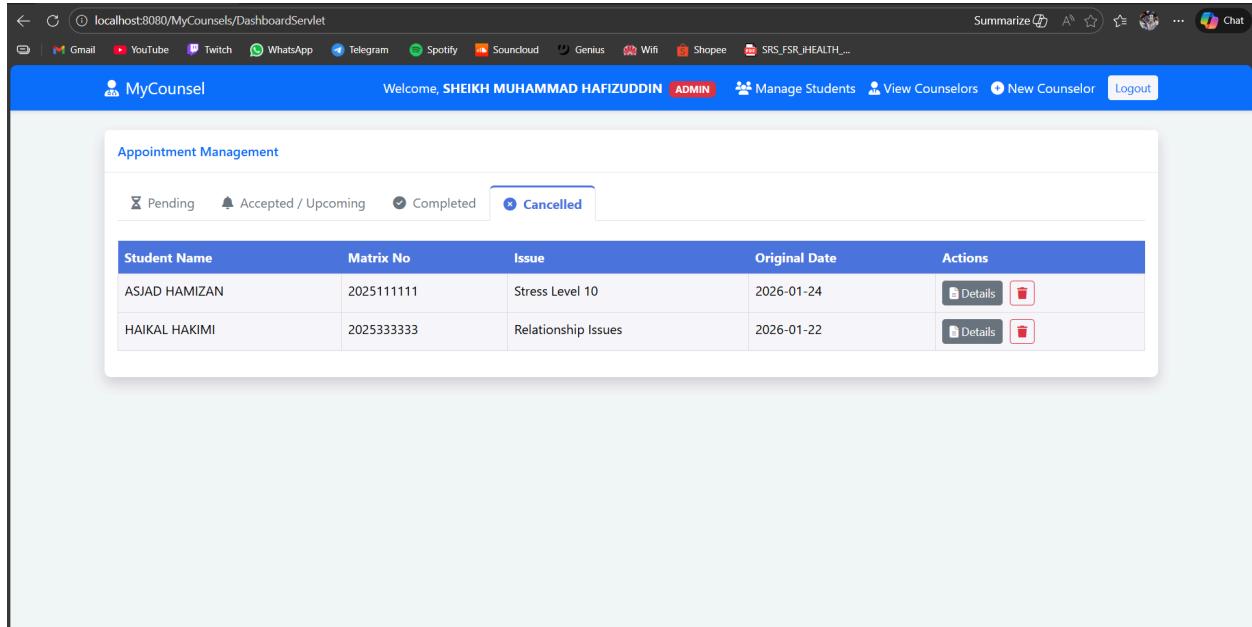
Consultation Record

Appointment Note	datang lambat ke kelas
Recommendation	tidur kat kelas

[Back to Dashboard](#)

- iv) If “

5.3.3 Counselor Dashboard - Canceled Appointments



The screenshot shows a web browser window for 'localhost:8080/MyCounsel/DashboardServlet'. The title bar says 'localhost:8080/MyCounsel'. The main content area has a blue header bar with the text 'MyCounsel' and 'Welcome, SHEIKH MUHAMMAD HAFIZUDDIN ADMIN'. Below this are navigation links: 'Manage Students', 'View Counselors', 'New Counselor', and 'Logout'. The main content area is titled 'Appointment Management' and features a table. At the top of the table are tabs: 'Pending', 'Accepted / Upcoming', 'Completed', and 'Cancelled'. The 'Cancelled' tab is selected. The table has columns: 'Student Name', 'Matrix No', 'Issue', 'Original Date', and 'Actions'. It contains two rows:

Student Name	Matrix No	Issue	Original Date	Actions
ASJAD HAMIZAN	2025111111	Stress Level 10	2026-01-24	 
HAIKAL HAKIMI	2025333333	Relationship Issues	2026-01-22	 

- i) From the main page (Refer 5.3.1 Counselor Dashboard - Pending Appointments), click on “Cancelled”.
- ii) A table will display a list of cancelled appointments by the student or counselor.
- iii) If “Details” is clicked, it will redirect to the Cancelled Appointment Details page.

The screenshot shows a web page titled "Appointment Details". It displays the following student information in a table:

Student Name	HAIKAL HAKIMI
Matrix Number	2025333333
Issue / Reason	Relationship Issues
Date & Time	2026-01-22 at 12:00:00
Status	Cancelled

Below the table, there is a section titled "Consultation Record" which states "No consultation record yet." A green "Back to Dashboard" button is located at the bottom of the page.

5.3.4 Student Management Page

The screenshot shows a web page titled "Student Management". It displays a table of "Registered Students" with the following data:

	Student Name	Matrix No	Email & Phone	Course	Actions
1	MUHAMMAD ZAMIR HARITH BIN GHADZALI	2025139315	✉ 2025139315@gmail.com 📞 0177410634	CDCS110	
2	ASJAD HAMIZAN	2025111111	✉ asjad@gmail.com 📞 01912311231	CDCS259	
3	MUHAMMAD HAFIZ	2025222222	✉ hafiz@gmail.com 📞 01012345678	CDCS266	
4	HAIKAL HAKIMI	2025333333	✉ haikal@gmail.com 📞 01945676766	CDCS230	
5	CHEN LONG	2025444444	✉ chenlong@gmail.com 📞 01429564579	CDCS266	
6	NURUL HUSNA	2025555555	✉ husna@gmail.com 📞 0163857566	CDCS264	
7	NUR ADDIANY	2025666666	✉ addiany@gmail.com 📞 01247568944	BA119	

- From the main page (Refer 5.3.1 Counselor Dashboard - Pending Appointments), click on “Manage Students” on the navbar.
- A table will display registered students and their details.
- If “” is clicked, it will redirect to the Edit Student Details page.

← Back to Student List

Edit Student Details

Student Name	Matrix Number
MUHAMMAD ZAMIR HARITH BIN GHADZALI	2025139315
Email Address	Phone Number
2025139315@gmail.com	0177410634
Course / Program	
CDCS110	

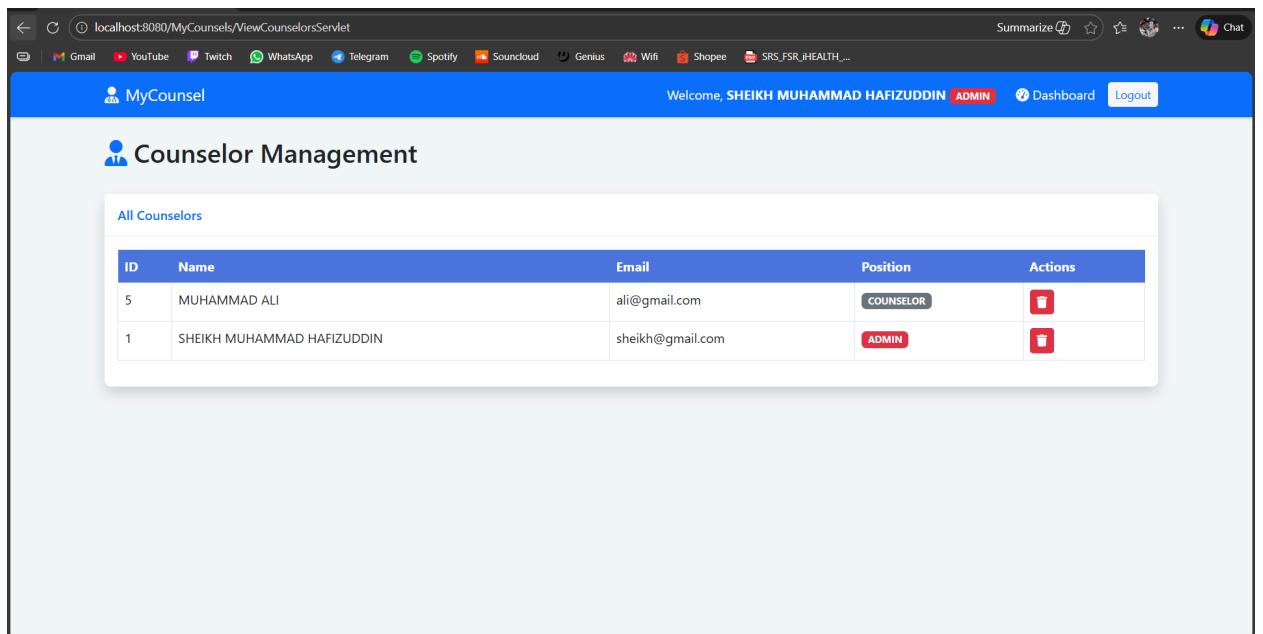
Then, counselor can edit student details and save the changes by clicking “Update Student”

iv) If “” is clicked, it will delete the student

5.3 COUNSELOR (ADMIN) Pages

The ADMIN role is an extended part of the Counselor role. Admins can perform all daily counseling tasks (accepting/canceling appointments) while also being able to add, view, or delete counselor profiles within the system.

5.3.1 Counselor Management Page



The screenshot shows a web browser window with the URL `localhost:8080/MyCounsel/ViewCounselorsServlet`. The page title is "MyCounsel". The main content area is titled "Counselor Management" and contains a table titled "All Counselors". The table has columns: ID, Name, Email, Position, and Actions. There are two rows of data:

ID	Name	Email	Position	Actions
5	MUHAMMAD ALI	ali@gmail.com	COUNSELOR	
1	SHEIKH MUHAMMAD HAFIZUDDIN	sheikh@gmail.com	ADMIN	

- i) From the Dashboard Counselor page (Refer 5.3.1 Counselor Dashboard), click on the “View Counselor” button on the navbar.
- ii) The table will list all counselors that have been created.
- iii) To remove/delete counselor, click “” button to delete the selected counselor.

5.3.2 Register New Counselor Page

The screenshot shows a web browser window with a blue header bar containing various icons and links. The main content area has a white background with a central form titled "Add Staff Member". The form is for registering a new Counselor or Admin. It includes three input fields: "Full Name", "Email Address", and "Password". Below these is a section titled "ASSIGN POSITION" with two buttons: "Counselor" (blue) and "Admin" (red). A green "Register Counselor" button is at the bottom. At the very bottom of the form is a link "← Back to Dashboard".

- i) From Dashboard Counselor page(refer 5.3.1 Counselor Dashboard), click on “New Counselor” button on nav bar
- ii) Fill the related information and choose to be ‘Counselor’ or ‘Admin’
- iii) click the “Register Counselor” button after filling the information to create a new counselor.

Appendix A : Entity Relationship Diagram

