FACULTY OF COMPUTER SCIENCE AND MATHEMATHICS

BACHELOR OF INFORMATION SYSTEMS (HONS.) INFORMATION SYSTEMS ENGINEERING

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ENTERPRISE PROGRAMMING(CSC584)

Student Counseling Appointment System (MyCounsel)

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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)

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.

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

5.2.4 Book Appointment Page

i) From student dashboard page (Refer 5.2.3 Student Dashboard) click the "Book Appointment" nav bar button for redirect to Book Session page.

ii) 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
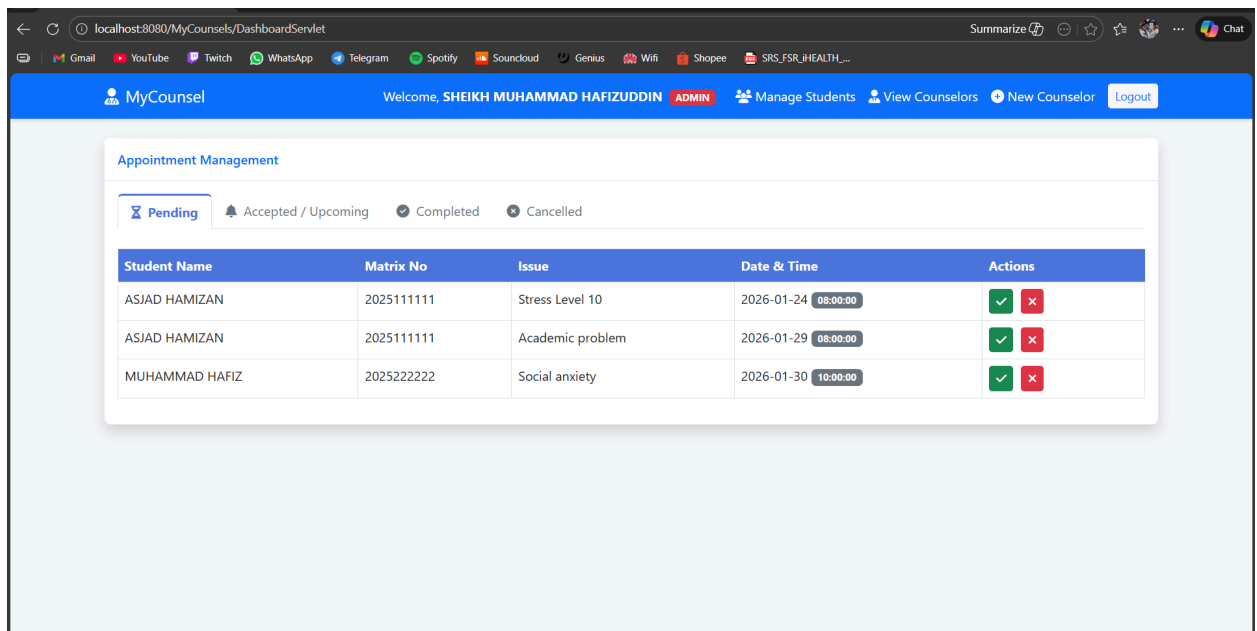
i) From student dashboard page (Refer 5.2.3 Student Dashboard) click the "Edit Profile" nav bar button for redirect to Update Profile page.

ii) Students can update their profile such as Full Name, email, Phone number and course code.

iii) Leave the password section empty if student dosen'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

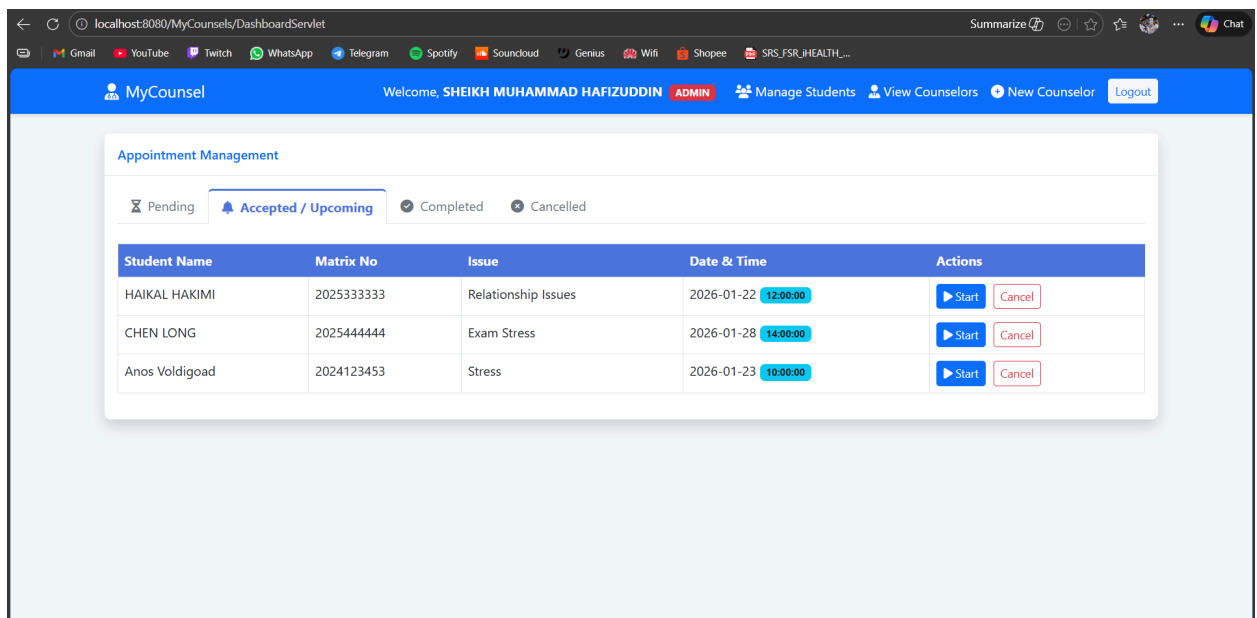### 5.3.1 Counselor Dashboard - Pending Appointments (Main Page for counselor)

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).
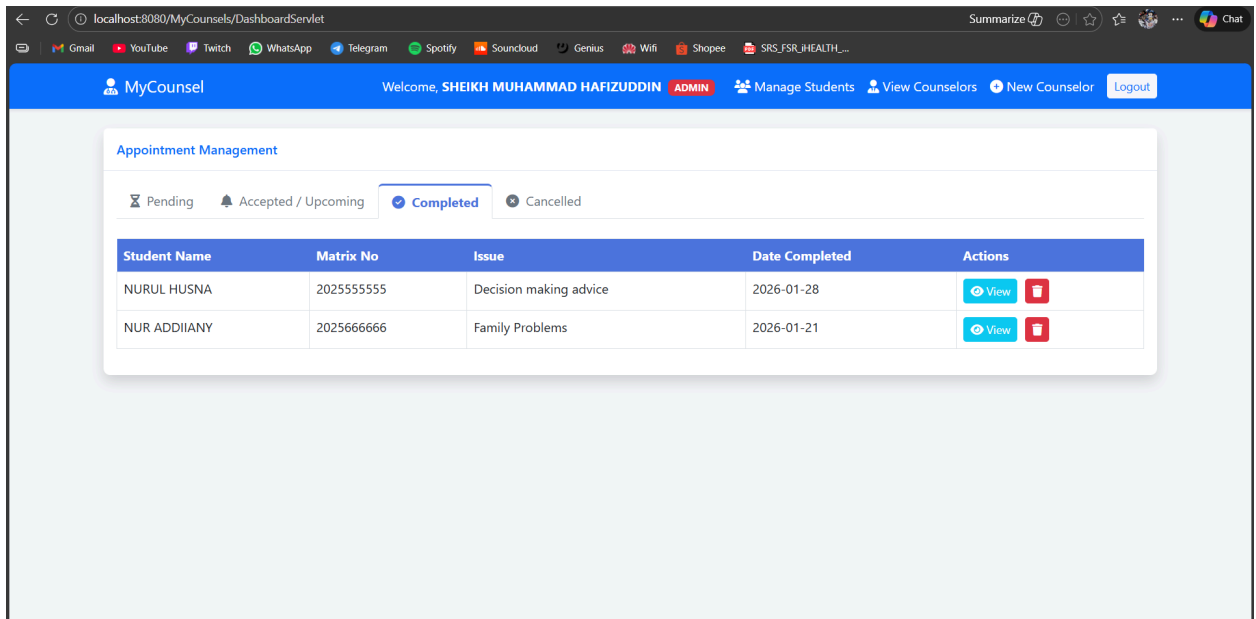
5.3.2 Counselor Dashboard - Accepted Appointments

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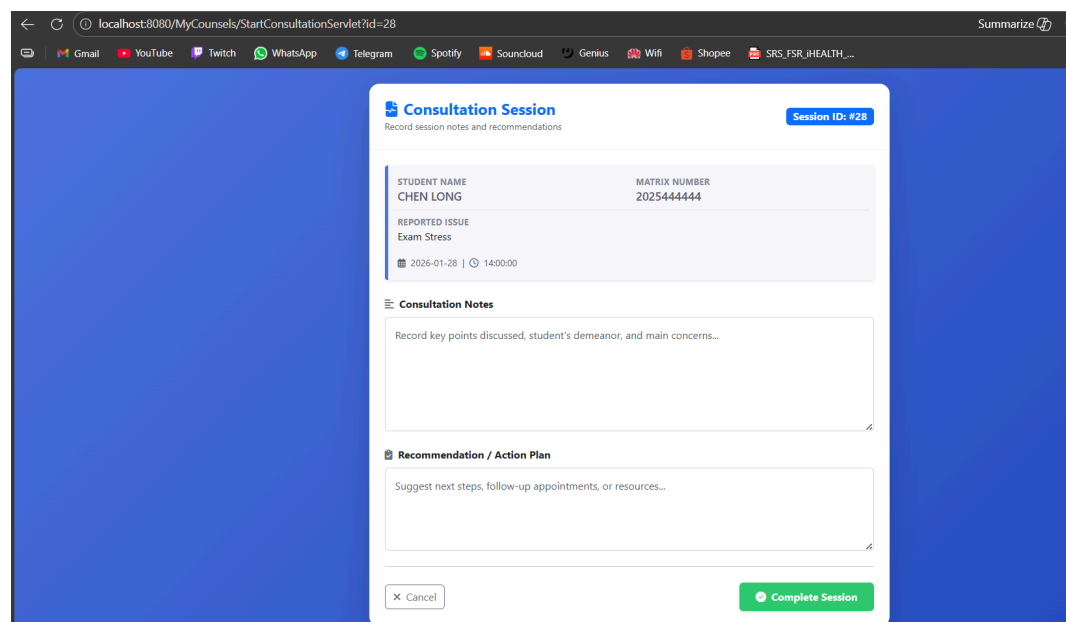
Then, the counselor can enter the consultation notes and the recommendation.

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).
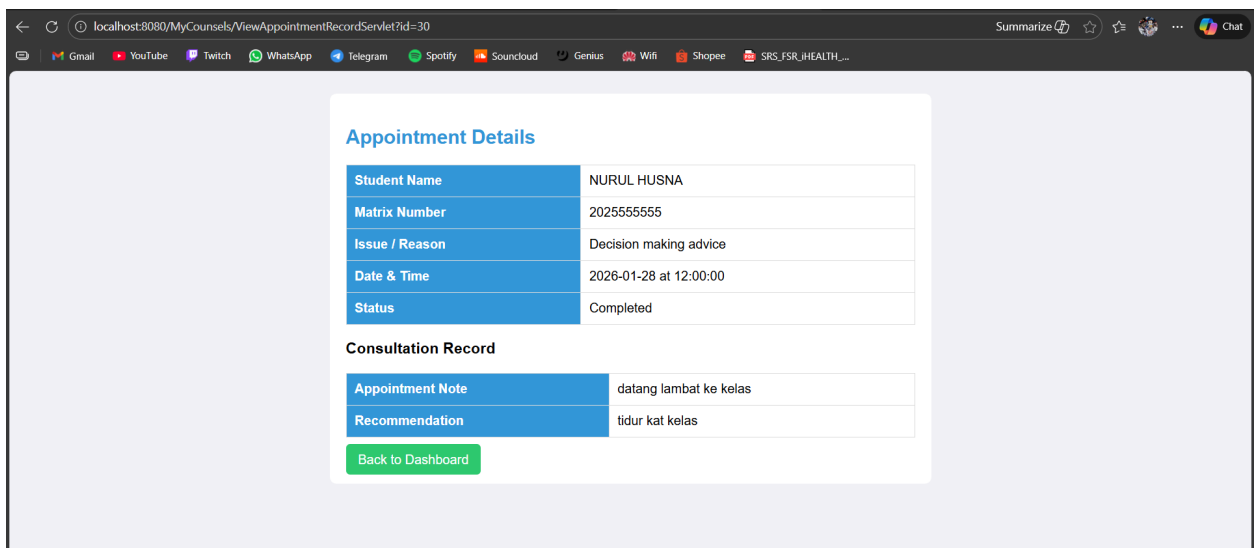
5.3.2 Counselor Dashboard - Completed Appointments

i) From the main page (Refer 5.3.1 Counselor Dashboard - Pending Appointments), click on "Completed".

ii) A table will display a list of completed appointments.

iii) If "View" is clicked, it will redirect to the Appointment Details page.
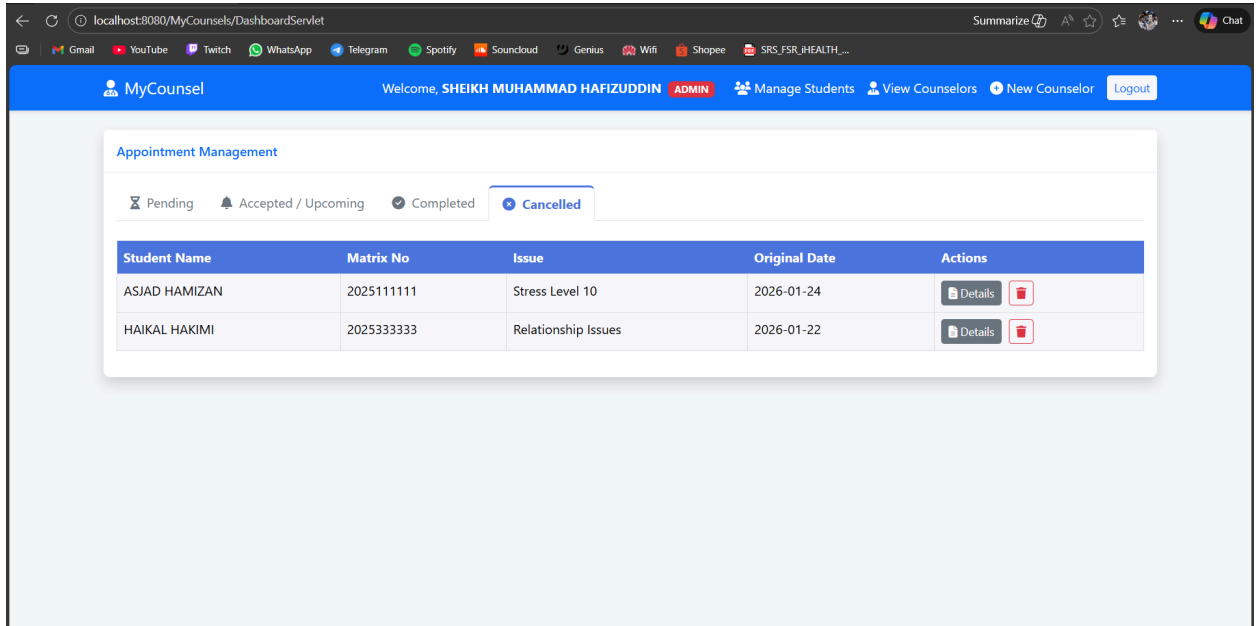
iv) If "🗑" is clicked, it will delete the appointment and the appointment record from the database.

5.3.3 Counselor Dashboard - Canceled Appointments
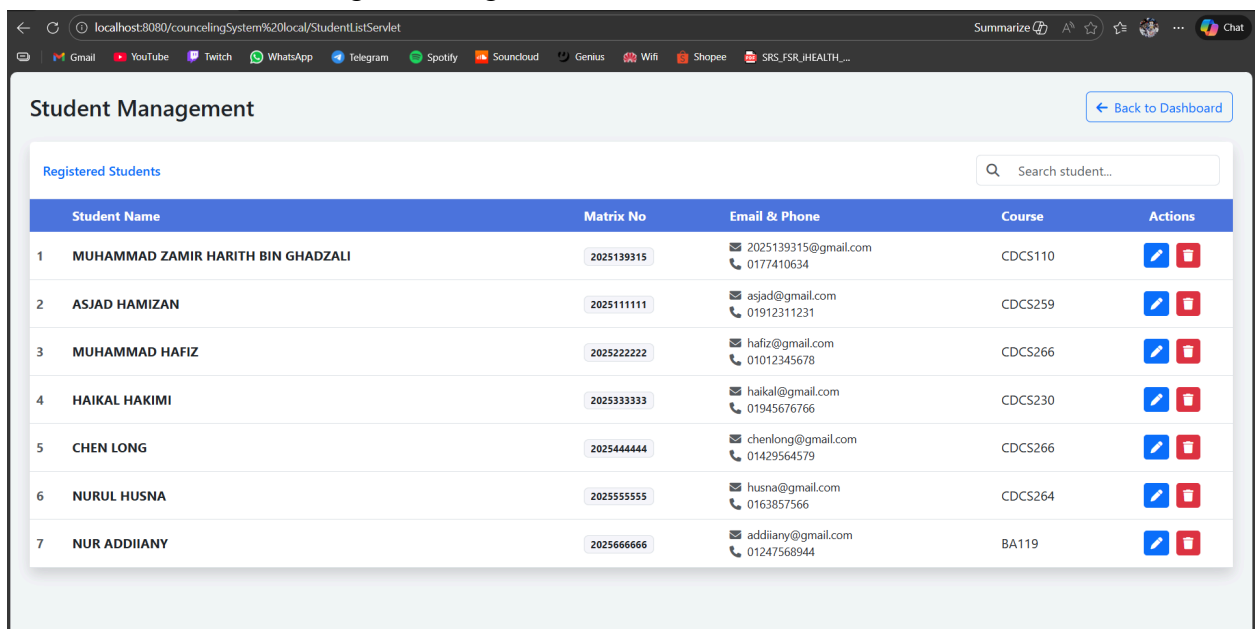

i) From the main page (Refer 5.3.1 Counselor Dashboard - Pending Appointments), click on "Cancelled".

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.
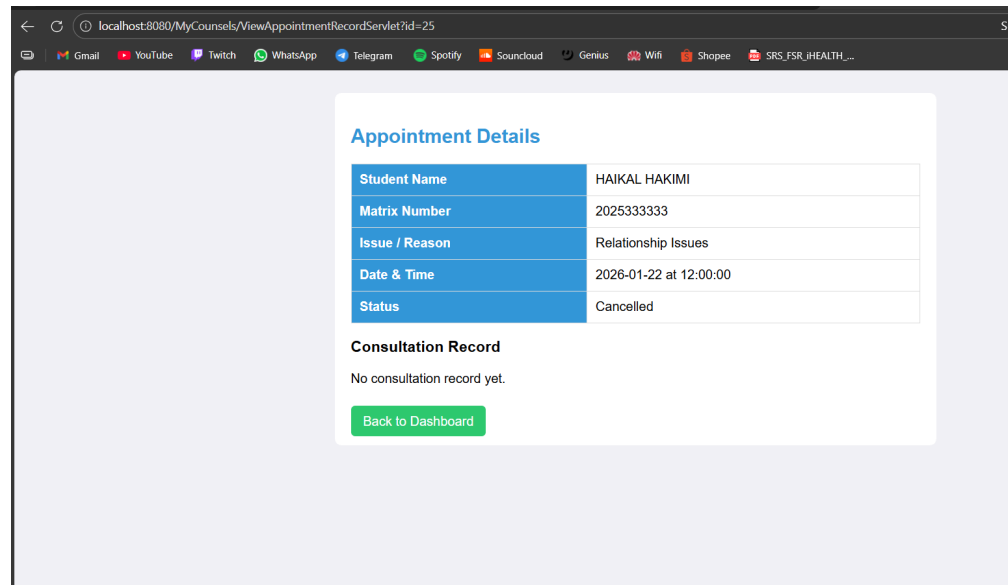
5.3.4 Student Management Page

i) From the main page (Refer 5.3.1 Counselor Dashboard - Pending Appointments), click on "Manage Students" on the navbar.

ii) A table will display registered students and their details.

iii) If "✏️" is clicked, it will redirect to the Edit Student Details page.

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

iv) If "🗑" is clicked, it will delete the student
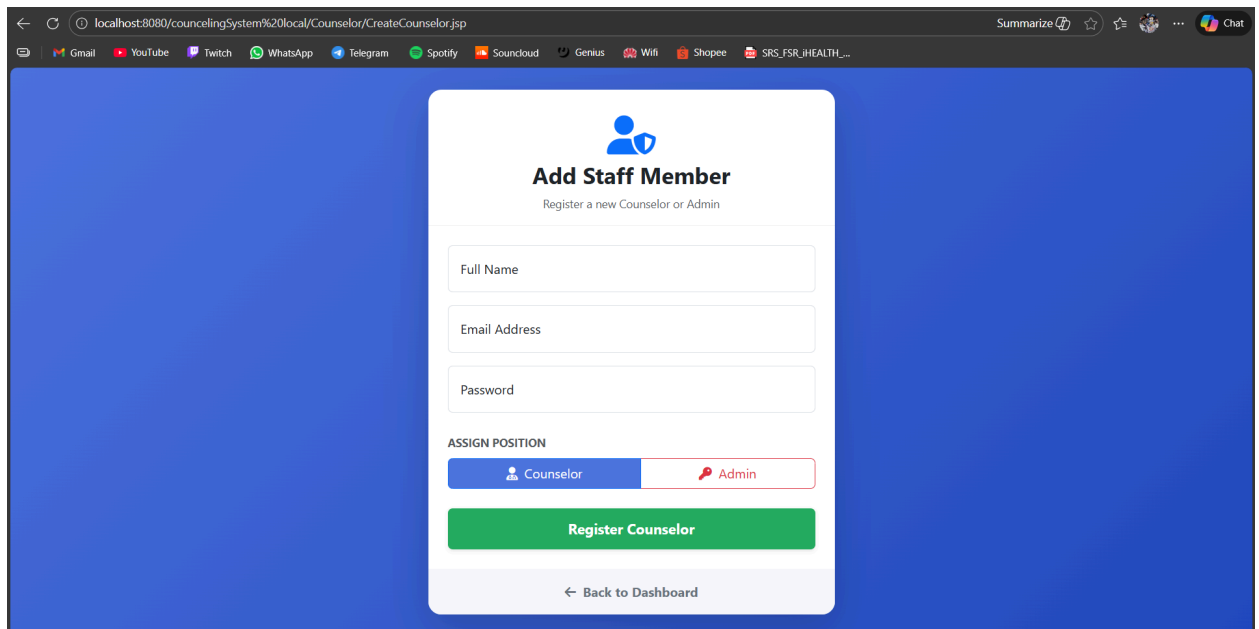
5.3 COUNSELOR (ADMIN) Pages

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
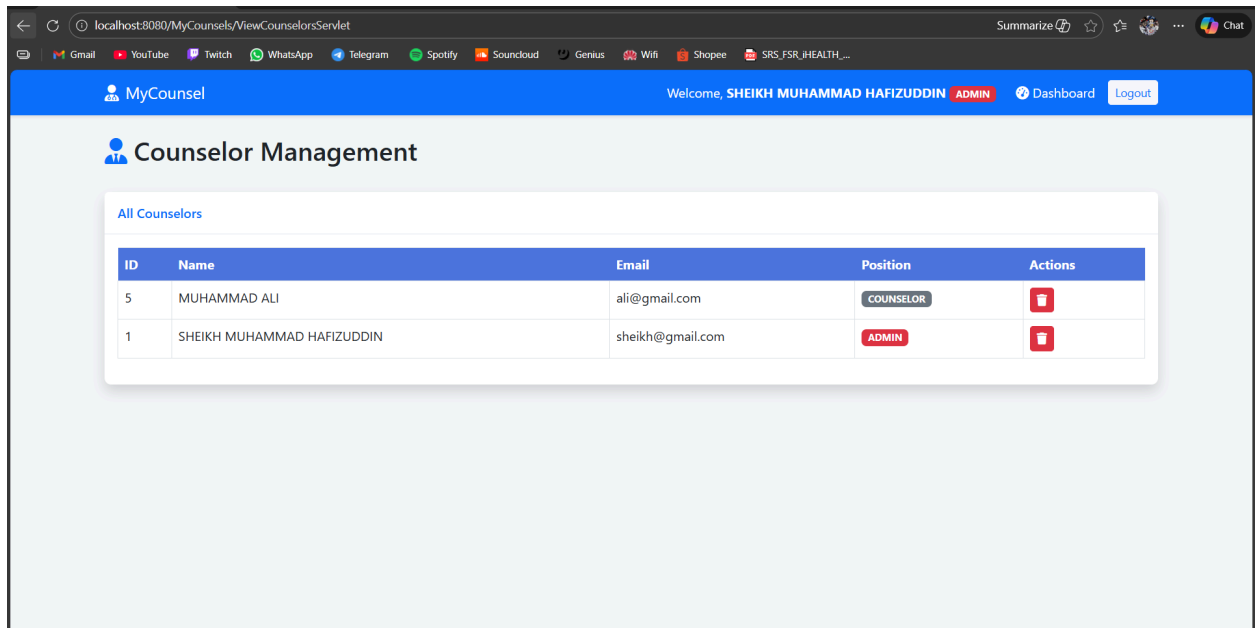
i) From the Dashboard Counselor page (Refer 5.3.1 Counselor Dashboard), click on the "View Counselor" button on the navbar.

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

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