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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

localhost:8080/counselingSystem%20local/login.jsp

Summarize Chat

Gmail YouTube Twitch WhatsApp Telegram Spotify Soundcloud Genius Wifi Shopee SRS_FSR_IHEALTH...

 **MyCounsel**
Welcome.

Student Counselor

Email Address

Password

Login

New here? [Create an Account](#)

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

localhost:8080/counselingSystem%20local/register.jsp

Summarize Chat

Gmail YouTube Twitch WhatsApp Telegram Spotify Soundcloud Genius Wifi Shopee SRS_FSR_IHEALTH...

 **Create Account**
Fill in your details to register as a student

Student ID (Matrix No) Full Name

Email Address Phone Number

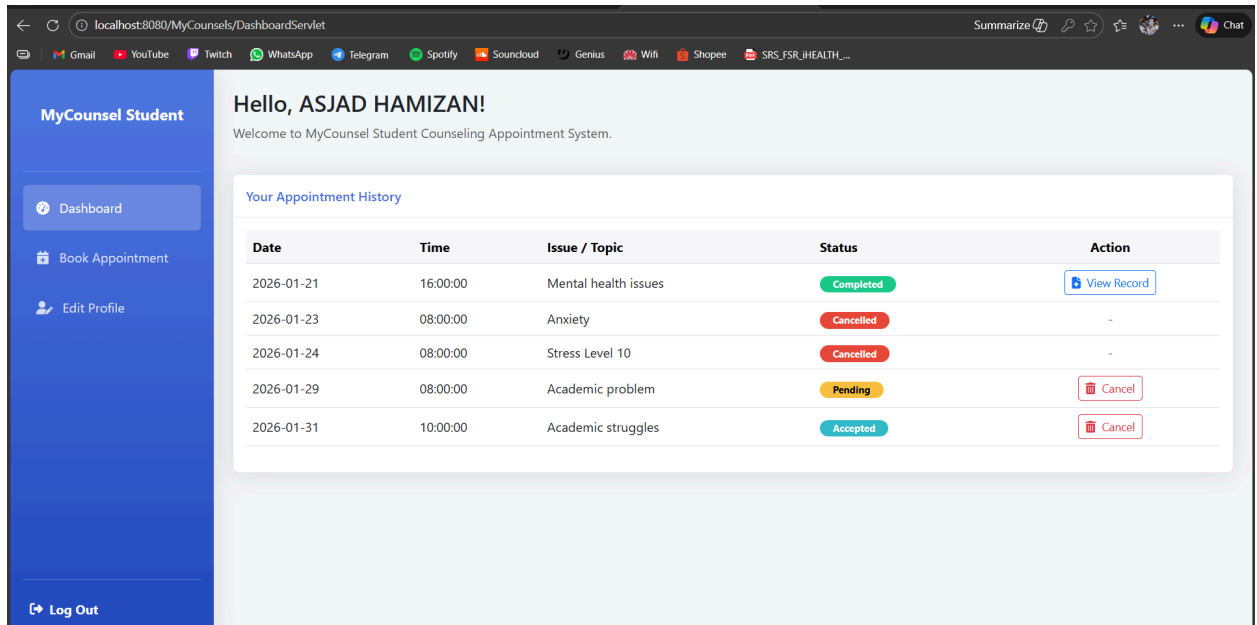
Course Code (e.g., CS110) Password

Register Now

Already have an account? [Back to Login](#)

- 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)



MyCounsel Student

Hello, ASJAD HAMIZAN!
Welcome to MyCounsel Student Counseling Appointment System.

Your Appointment History

Date	Time	Issue / Topic	Status	Action
2026-01-21	16:00:00	Mental health issues	Completed	View Record
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	Cancel
2026-01-31	10:00:00	Academic struggles	Accepted	Cancel

[Log Out](#)

- 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/MyCounsels/ViewRecordServlet?id=42`. The page displays two sections: 'Appointment Details' and 'Consultation Record'.

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

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

Below the consultation record is a green button labeled '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 has a blue background and a white form titled 'Book Session' with the subtitle 'Select a date and time slot'.

The form contains the following fields:

- Preferred Date:** A text input field with the placeholder 'mm/dd/yyyy' and a calendar icon on the right.
- Time Slot:** A dropdown menu with the placeholder 'Select a time...' and a downward arrow.
- Reason for Consultation:** A large text area for entering the reason.

At the bottom of the form are two buttons: a blue 'Submit Request' button and a light gray 'Cancel' button.

- 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

Update Profile
Manage your personal information

PERSONAL DETAILS

Matrix Number (Read-only)
2025111111

Full Name
ASJAD HAMIZAN

Email Address
asjad@gmail.com

Phone Number
01912311231

Course Code
CDCS259

SECURITY SETTINGS

Leave these fields blank if you do not wish to change your password.

New Password

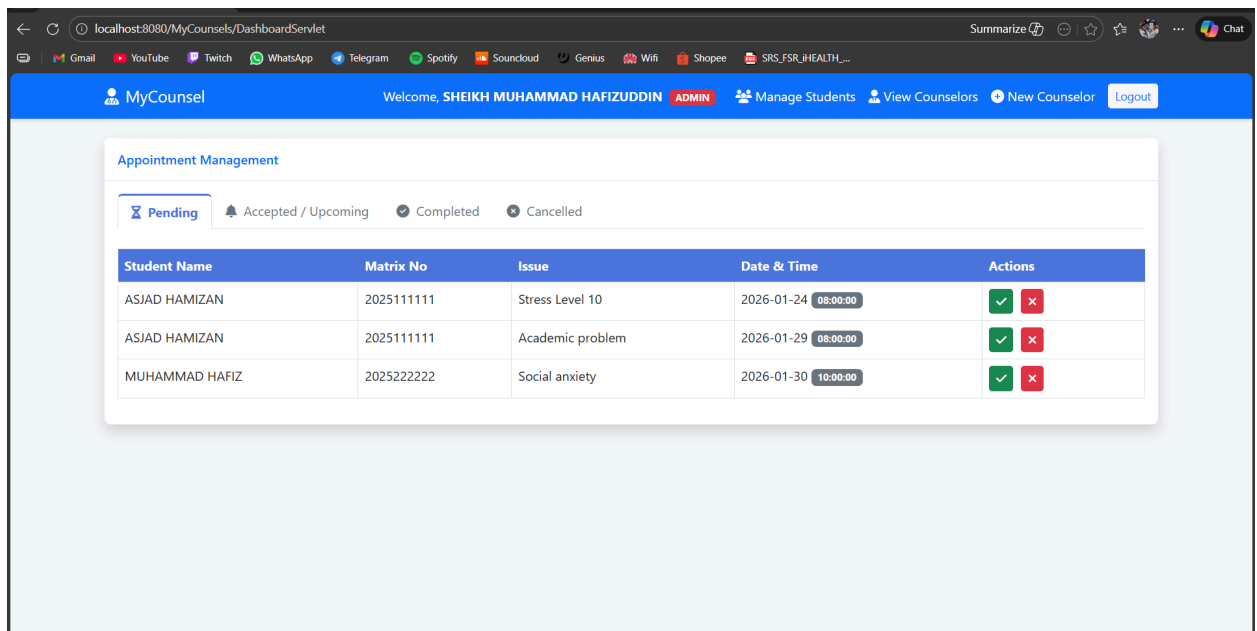
Confirm New Password

Cancel Save Changes







- 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)

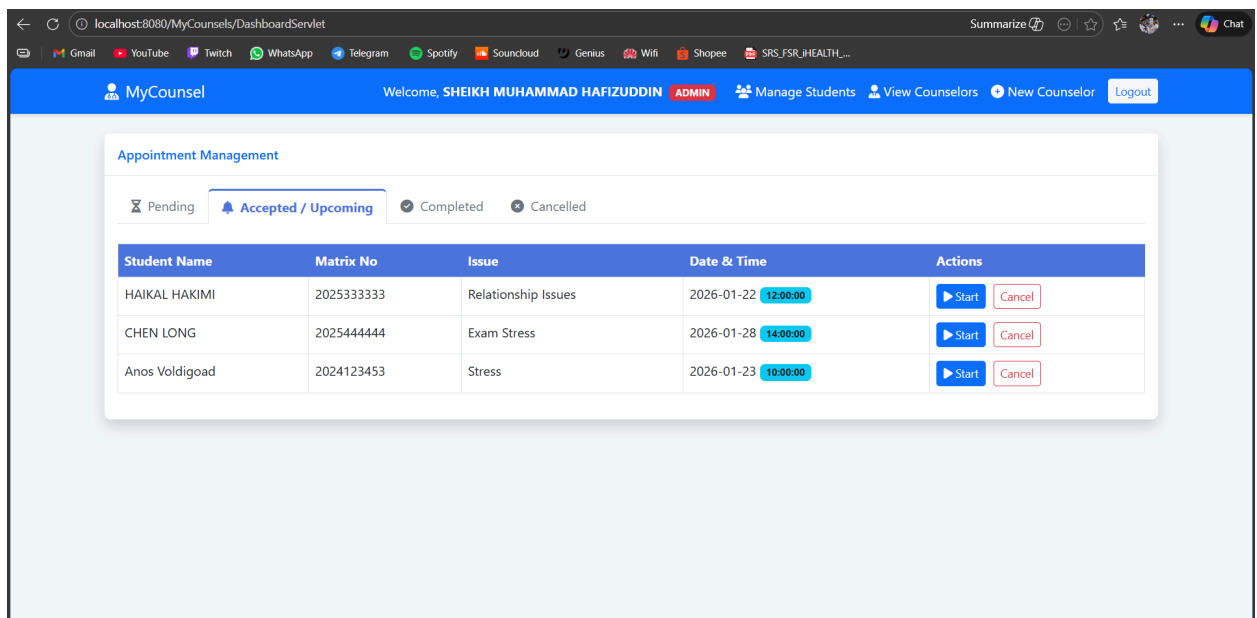


The screenshot displays the 'Appointment Management' section of the 'MyCounselor' dashboard. It features a navigation bar with the user's name 'SHEIKH MUHAMMAD HAFIZUDDIN' and role 'ADMIN'. Below the navigation bar, there are tabs for 'Pending', 'Accepted / Upcoming', 'Completed', and 'Cancelled'. The 'Pending' tab is active, showing a table of pending appointments.

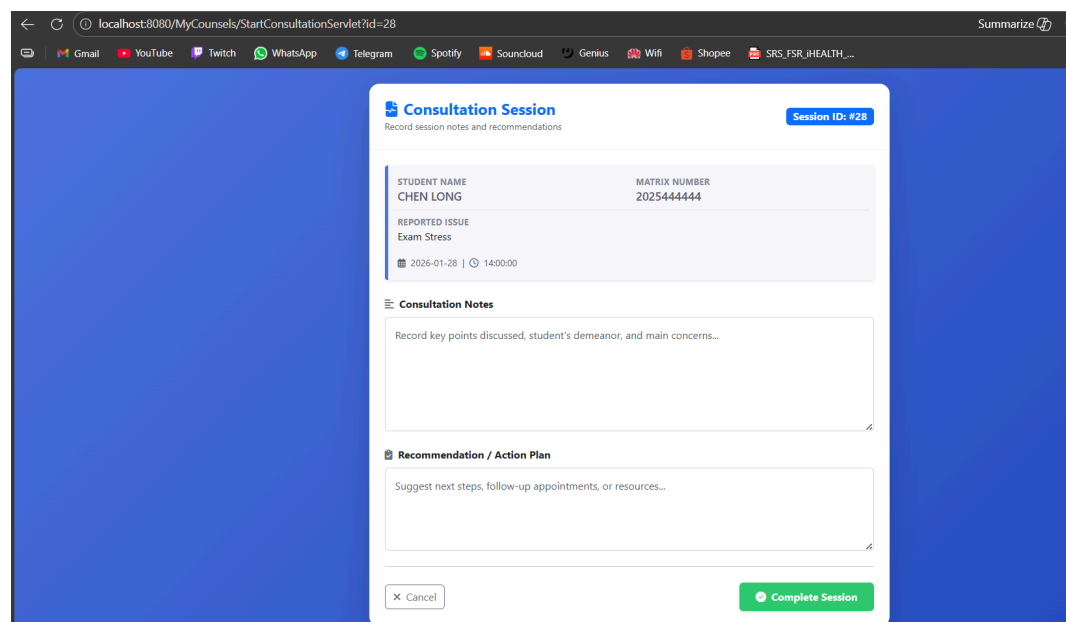
Student Name	Matrix No	Issue	Date & Time	Actions
ASJAD HAMIZAN	2025111111	Stress Level 10	2026-01-24 08:00:00	 
ASJAD HAMIZAN	2025111111	Academic problem	2026-01-29 08:00:00	 
MUHAMMAD HAFIZ	2025222222	Social anxiety	2026-01-30 10:00:00	 

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



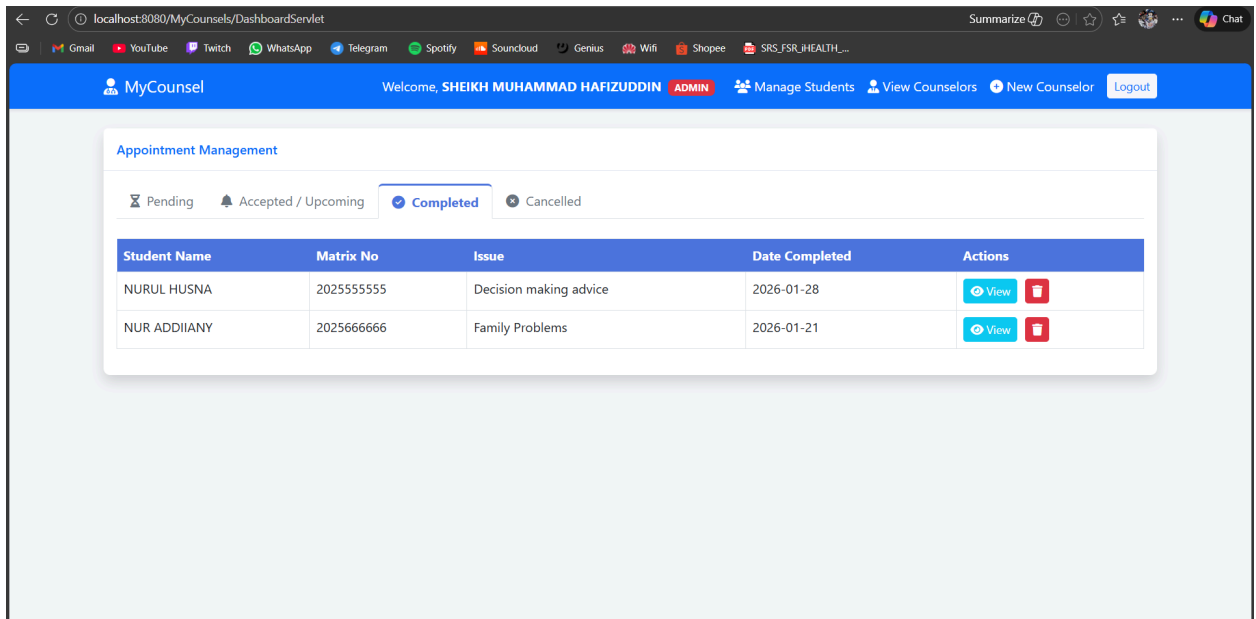
- i) From the main page (Refer 5.3.1 Counselor Dashboard - Pending Appointments), click on “Accepted/Upcoming”.
- ii) A table will display a list of accepted appointments by the counselor.
- iii) A counselor can start a consultation by clicking the “▶ Start” or cancel an appointment by clicking "Cancel".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

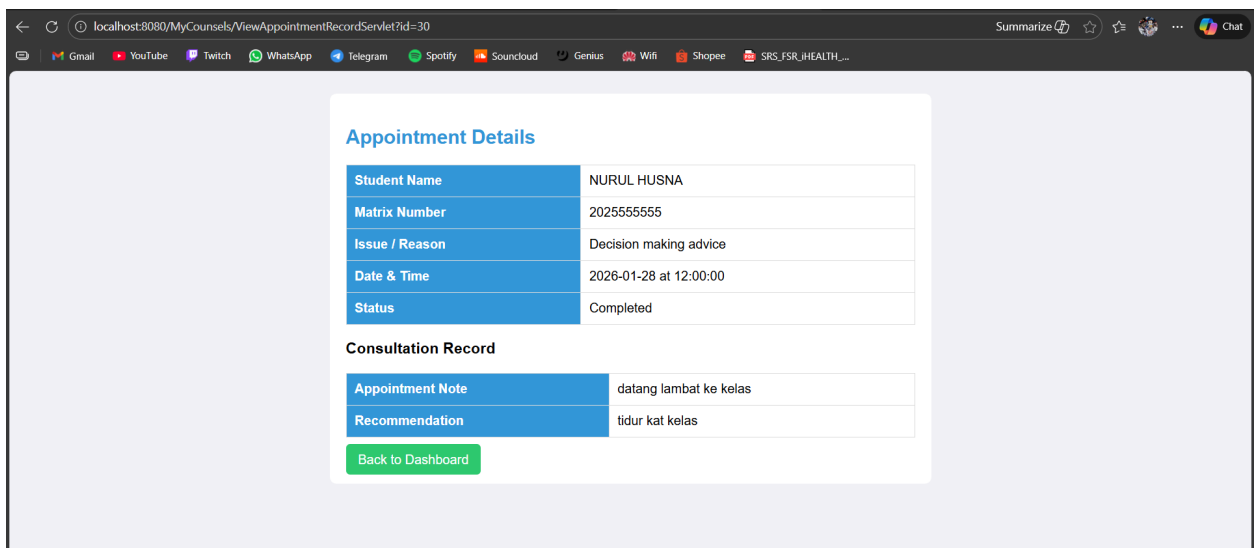
5.3.2 Counselor Dashboard - Completed Appointments



The screenshot shows the 'MyCounselor' dashboard for user SHEIKH MUHAMMAD HAFIZUDDIN (ADMIN). The 'Appointment Management' section has tabs for Pending, Accepted / Upcoming, Completed (selected), and Cancelled. A table displays completed appointments:

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

- 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.



The screenshot shows the 'Appointment Details' page for the appointment with Student Name NURUL HUSNA and Matrix Number 2025555555. The details are as follows:

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

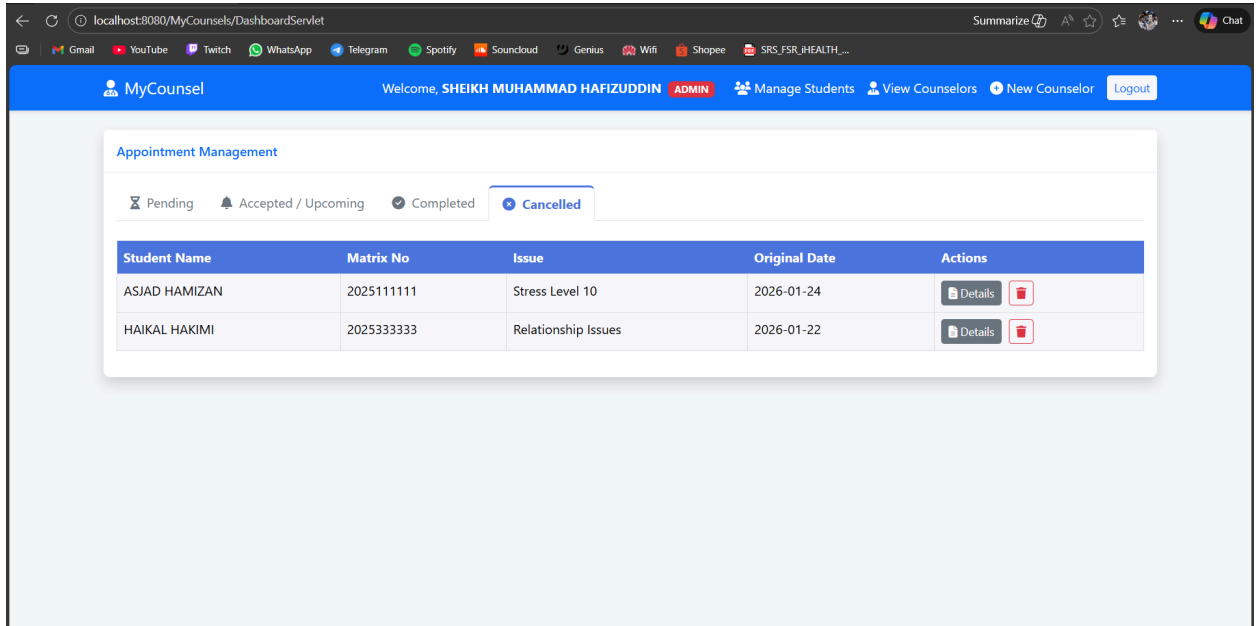
Consultation Record

Appointment Note	datang lambat ke kelas
Recommendation	tidur kat kelas

[Back to Dashboard](#)

iv) If “🗑️” is clicked, it will delete the appointment and the appointment record from the database.

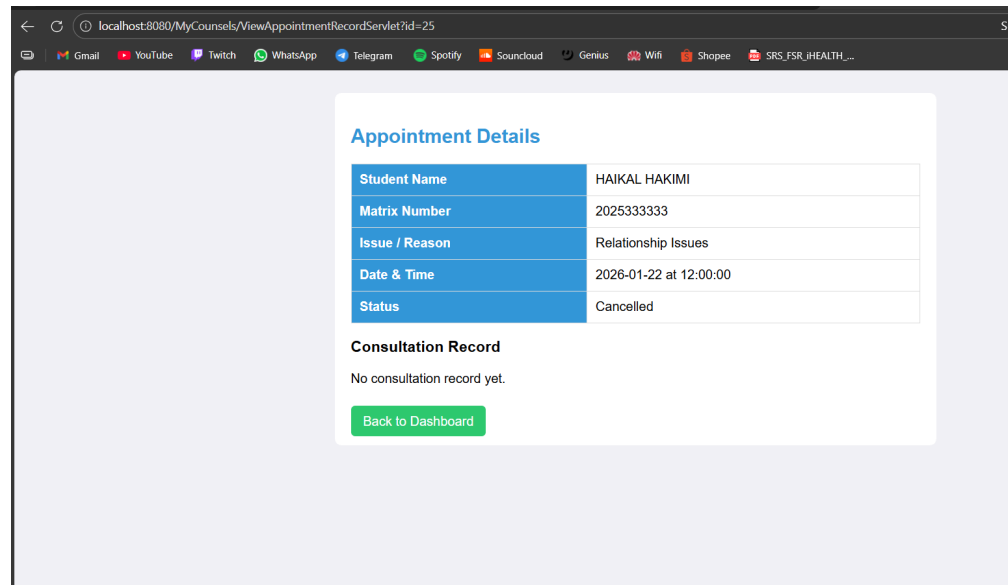
5.3.3 Counselor Dashboard - Canceled Appointments



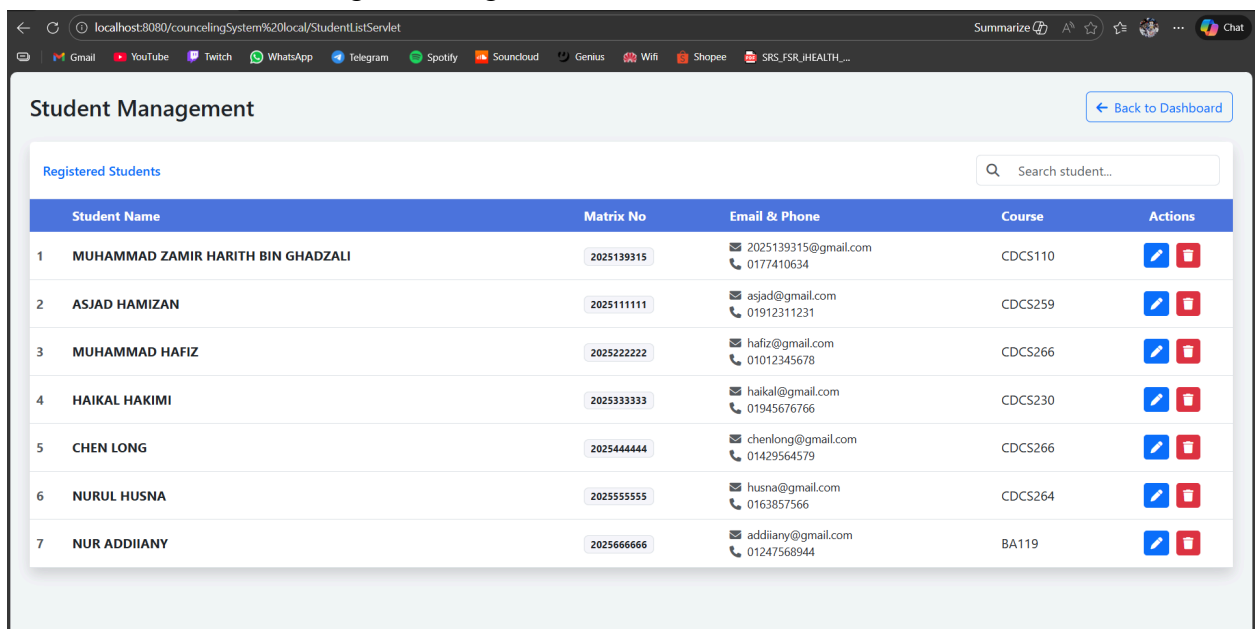
The screenshot shows a web application interface for 'MyCounselor'. The top navigation bar includes a welcome message for 'SHEIKH MUHAMMAD HAFIZUDDIN' with an 'ADMIN' role, and links for 'Manage Students', 'View Counselors', 'New Counselor', and 'Logout'. The main content area is titled 'Appointment Management' and features four tabs: 'Pending', 'Accepted / Upcoming', 'Completed', and 'Cancelled'. The 'Cancelled' tab is currently selected. Below the tabs is a table with the following data:


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

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



5.3.4 Student Management Page



- 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
<input type="text" value="MUHAMMAD ZAMIR HARITH BIN GHADZALI"/>	<input type="text" value="2025139315"/>
Email Address	Phone Number
<input type="text" value="2025139315@gmail.com"/>	<input type="text" value="0177410634"/>
Course / Program	
<input type="text" value="CDCS110"/>	

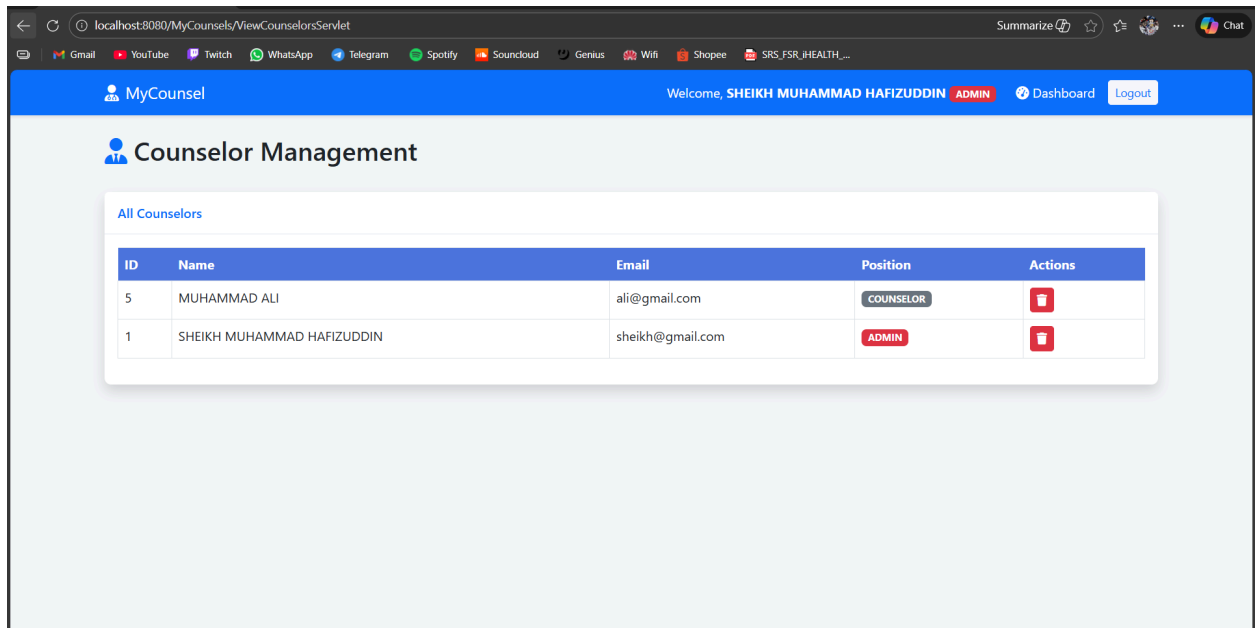
Then, counselor can edit student details and save the changes by clicking “Update Student”


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

5.3 COUNSELOR (ADMIN) Pages

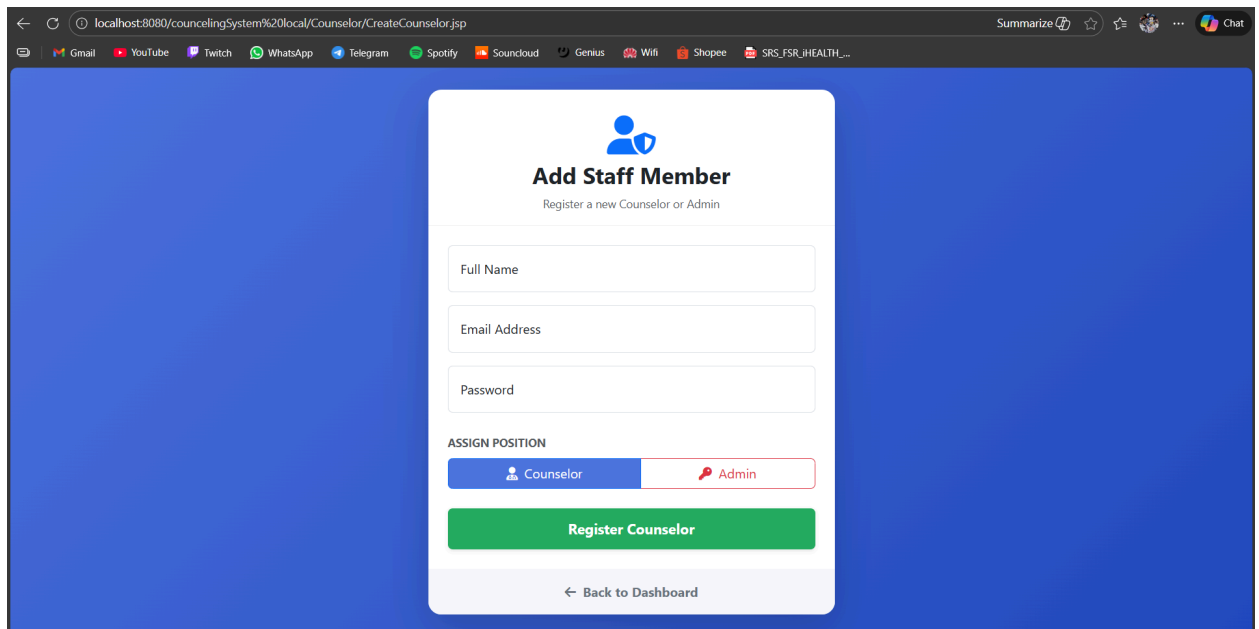
The ADMIN role is an extended part of the Counselor role. Admins can perform all daily counseling tasks (accepting/canceling appointments) while also being able to add, view, or delete counselor profiles within the system.

5.3.1 Counselor Management Page



- 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 the URL `localhost:8080/counselingSystem%20local/Counselor/CreateCounselor.jsp`. The page has a blue background and a white central form titled "Add Staff Member" with the subtitle "Register a new Counselor or Admin". The form contains three input fields: "Full Name", "Email Address", and "Password". Below these is a section labeled "ASSIGN POSITION" with two radio buttons: "Counselor" (selected) and "Admin". At the bottom of the form is a green "Register Counselor" button and a link to "Back to Dashboard". The browser's address bar and various extension icons are visible at the top.

- 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

