REPUBLIC OF THE PHILIPPINES
EASTERN VISAYAS STATE UNIVERSITY
ORMOC CITY CAMPUS
ORMOC CITY

Online Academic Document Request System

A thesis proposal
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Chapter 1
INTRODUCTION

Time is one of the precious things in the world, as the time passed by technology is improving and by the help of the technology the life of every individual work or task of a person become easy. Saving time is important of every individual student or alumni, in order for them to have a time to their individual parts. Requesting an academic document in the registrar office are not automatically given scheduled, thru Online it became easy for the alumni or students to request and have exact scheduled. And regarding to the payment of request academic documents, the cashier will just notify about the payment and it also view the request of alumni or students.

The Online Academic Document Request System (OADRS) allows the student and alumni of EVSU-OCC to request Academic Document thru online. By using this platform, or by communicating online with the Registrar for such purpose. The Registrar Office prepares, maintains, and permanently retains a record of every students or alumni academic work. The academic transcript is a student(s) or alumni complete and permanent academic record and reflects all work completed at EVSU-OCC.

a. Background of the study

The Eastern Visayas State University – Ormoc Campus is a public university. It is located at Barangay Don Felipe Larrazabal, Ormoc City, Leyte. It is a product of merging of the two independent institutions; the Ormoc City School of Arts and Trades and the former Leyte Institute of Technology – Ormoc Satellite Campus in August 2004, the Philippine Congress enacted Republic Act No. 9311 converting Leyte Institute of Technology into Eastern Visayas State University, including the Ormoc Campus and other external campuses.

The purpose of this system entitled Online Academic Document Request that can request Academic Documents online is to make it easy for students or alumni to request and to have a schedule in claiming their academic Documents. Students or Alumni can request online and after that confirm in the registrar it will easy to release the academic record. Official documents will be processed or released to the student only upon signing the clearance. If the student(s) is unable to attend to the transaction himself or herself, he or she must provide a letter of authorization to his or her representative with a valid ID of the representative's. The Office of the Registrar is not authorized to receive payments for documents. Online facility allows Registrar to verify the identity of students or alumni.

In this study, Online Academic Document Request System for Eastern Visayas State University plans to implement the system. The study intends to provide an online registration portal home page in which it should contain the description and brief overview of the student academic records.

b. Statement of the problem

The general problem is how to develop a system that can request Academic Documents for the registrar's office in Eastern Visayas State University- Ormoc City Campus specially to solve the following problem;

- How to request Academics documents?

- How to know the releasing of the Academic documents?

- How to better improve the current system of Registrar's office? In requesting the academic documents?

c. Objective of the Study

The main objective of this study is to develop Online Academic Document Request System for Eastern Visayas State University- Ormoc City Campus that allows the student or the alumni request Academic Documents through online such as; Transcript of Record (TOR), Certificate of Grades, Certificate of Good moral and Honorable dismissal.

d. *Significance of the Study*

It will be a help to the **Registrar** to minimize their work. And they can work double not like in the current system. The registrar can determine if the request has no records or not yet scheduled. It will easy to the registrar to view the records of the students or the alumni.

To the **Students** or **Alumni**, through this proposed system, the student will be able to use the Online Academic Documents Request effective for their requesting academic documents such

as Transcript of Record (TOR), Certificated of grades and etc. It will also promote students or the alumni easy access to request their documents. And the student or the alumni will be able to minimize their task in requesting Academic Documents.

The **Cashier**, can also benefit in this proposed system. It is easy for them to process the payment because of the scheduling process in releasing the document. The cashier will notify that the Alumni or Students are paid.

The **Eastern Visayas State University- Ormoc City Campus** will benefit this proposed system, because by this proposed system it will minimized the problem of the school or the university. The said University will be advantage using this proposed system. So, by this it will minimized the said dilemma of the University.

The **future researchers** could gain knowledge from the study on the benefits, advantages and disadvantages, impact of developing web portals which they may apply to their research in the future. By improving on the portal in such a way that is being connected with inter-switch whereby student will be able to make any necessary request Transcript of Record (TOR), Certificates through the website.

e. *Scope and Limitation of the Study*

Online Academic Document Request System, has its own specific coverage also limitation. This system is design to be friendly system and it helps the user to easily get the request Academic documents through online by using the student number as a username. After signing the student or alumni can start to request academic documents.

The system can view the students list of request documents. Also, it can add student, edit the profile of a student. It will show the pending and the request Academic documents that is or are requested. It can also generate the total amount of the listed request. The system has SMS and Gmail notification that can notify the alumni or student to Log in username, password given and can also notify the releasing document after the process. This study also has a limitation don't have softcopy to process and does not involve online payment transaction only for requesting academic documents, bogus users are not covered by this proposed system. Also, in claiming the academic documents, there must a valid ID for the one who will claim the Academic Documents Request, either the student, alumni or the authorized person.

f. Definition of terms

The **Notification** is something that gives official information to someone. By this, all user that has an account in the official website will get notification in every transaction that has made. It is used to inform the user regarding to request Academic Documents.

Administration it can access and controls the whole system the process of the requesting and can edit the information and viewed.

Database is a collection of data neatly organized which stores the operational records. Where all the inputted data are stored will be viewed.

Academic Documents refer to the permanent documents of the student or alumni in the school or University.

The **Transaction** is between registrar and cashier the process is easily proceed upon requesting documents, it automatically notify and confirming the data.

Chapter II

METHODOLOGY

This chapter presents the method or the different technique use on how to gather data. Interview, research, survey and observation, are the techniques in gathering data.

Interview one of the techniques in gathering data. Using this technique, the proponents can gain information and a real resource in gathering data. The researches, researched some information to use on how to improve the proposed system and to make the proposed system a better one. Survey, also a technique in gathering data, using this technique the proponents will identify the percentage of the student / alumni who experience the dilemma of requesting academic documents in registrar(s) office in the registrar. Observation, using the senses of the proponents, this technique will use by the proponents to have an idea on how to make the proposed system a useful and helpful.

a. Review of Related Literature and Studies

The Office of the Registrar, the custodian of the students' academic records, launched its website last October 24, 2016, providing graduates and employers a portal through which they can apply for records and verify the authenticity of credentials, respectively.

Academic records can now be requested online by alumni. Further, employers or third party verifiers can now verify records of graduates who graduated from year 2000 onwards, through the website, without compromising integrity and quality.

The website is accessible via http://registrar.ust.edu.ph

The verification of records, as another feature of the website, addresses the need to counter-check if an applicant is a graduate of the University. In contrast to the traditional system of requesting a copy of the Official Transcript of Records (OTR) from the applicant and then calling the Office of the Registrar for verification, the employer can now just access website, key in the Hologram Serial reflected on the applicant's submitted OTR, then verify the authenticity whether the applicant is a graduate of UST or not.

Documents and certifications can also be requested through the website. Steps are being undertaken to maintain security and establish the identity of the requesting party. Payments are accepted through Metrobrank and BPI. This is either through over-the-counter bank transactions or the online banking system using the bank's smartphone app. Upon completion of the procedures for application, the document is made available within 5 working days for pick-up. The applicant may opt for delivery, which will be within 7-8 working days. The number of working days for the processing start as soon as the payment is acknowledged and the official receipt number is e-mailed back to the applicant by the Office of the Registrar staff. Using the official receipt number e-mailed

to the requesting party, the applicant can track and monitor via the website the progress of the requested document.

The Computer Team of the Office of the Registrar conceptualized this with the goal of giving better and improved services to the Thomasian community. With the assistance of the Santo Tomas e-Service Providers (StePs), the website was developed and implemented in coordination with the Treasury Department.

http://www.ust.edu.ph/uwide-news/registrar-launches-online-application-verification-website/

Registrar's Office

The Office of the University Registrar of the Aquinas University of Legazpi is the repository of students' school records. The basic responsibility of the Registrar lies in preserving and safeguarding the accuracy, integrity, confidentiality, and security of the students' information and academic records.

The registrar's office serves as the restoring data of every academic document.

Where all of the academic documents of every come and go student, was kept by the registrar. All academic documents are available at the registrar's office.

Request Transcript

The transcript of record is the student's complete and permanent academic record. The Office of the Registrar is tasked to prepare, maintain and retain this academic record. Since it contains important information of the student, no other person or institution could claim the transcript of records.

If you wish to apply for your transcript, you need to follow these steps:

- Know your student # and fill-up the application form completely.

- Seek clearance and pay the necessary fees.

- **n.b.:** *Re-issuance of TOR/Diploma requires only clearance/approval from Finance Division and Dean's office.*

- Submit one latest 2 x 2 photo & one piece of documentary stamp.

- File accomplished application form for processing.

- Ask for the "Claim Stub." The claim stub indicates when to follow-up/receive your request, and it should be presented when claiming for the request

The processing duration of the transcript takes one month. To be sure, you can follow up your request after the third week of your application.

http://www.aq.edu.ph/index.php?taskId=home

b. Conceptual Framework

The proponents gather Information through interviews. The development of the system, are usually it takes an effort study to have a good output. So it should be better in understanding improved the process of requesting documents in the registrar of Eastern Visayas State University-Ormoc City Campus.The documents are confidential that's why the proponents careful gathered data each process is carefully taken. Every collected data is important to the research topic.

After the interview and survey the proponents analyze of the information have gathered. And planning that how propose system will work through to research and interviews. So, the researcher decided to think first the flow how it goes and analyze what would happen next.

c. Documentation of Current System

In the current system the student / alumni will personally go to the Registrar's office to request an academic documents. The student or alumni will first ask the registrar what are those requirements to be needed in requesting Academic Documents. If, there is a problem of the student or the alumni profile, the student or the alumni will fulfill the requirements or the other references in requesting Academic Documents before the student or alumni can claim their request Academic Documents.

After those request scheduled or have the amount to pay the student were notify and will pay to the cashier . Then the alumni or student can claim their request after paying the cashier. If the alumni or student cannot get their academic documents request the date of schedule. They still can have it in claiming the documents, the authorize person must have a valid ID.

c .1 Description of the Current System

The registrar staff will give the permit to pay that the amount of their payment and after that they have to go to the cashier to pay the documents, they want to request together with the permit to pay. The cashier will accept the permit to pay and they manually record it to the student information and they will make a receipt of what the student paid.

The current system of the cashier at Eastern Visayas State University is delaying in processing the papers or scheduling the request documents. As the registrar experienced when it comes to process of the record must be cleared so they can request the academic request.

c. 2 Personnel/Equipment Used by the Current System

The current system also has the following personnel and equipment to be used in processing the request document.

Personnel(s)

Head of the Registrar's office is the first to be approach by the student or the alumni in requesting the Academic document(s). Also, it will give the amount to be paid in the cashier regarding the request Academic Document(s).

Cashier will accept the payment of the document request of the student or the alumni.

Equipement(s)

Computer is used for the information or the account reference that is able to take information (input). And process it to make new information (output)

Receipt the output of the inputed information in the computer and transfer the information to paper, usually to standard size sheets of paper. The payment includes the date of payment, receipt number, amount of pay, and the name of the payor.

Printer – is a machine that can print the receipt payment. Printer is use in printing the Academic Documents also the use by printing the receipt.

d. Data Gathering Procedures

Interview, the proponents gather the data needed for the proposal system by personally interview the registrar, cashier in the Eastern Visayas State University where proponents are planning to make the process of requesting Academic Documents be convenience. Proponents interviewed the registrar first if releasing Academic Documents is really hassle in individual work of the staff in the registrar's offic. And if releasing the Academic Documents can affect the individual task of the staff in the registrar's office Also, the researcher collects some ideas on how to improve the process of requesting the Academic Records.

Observation the proponents used this method of observation for it to understand that how the study will work.The observation was done during the interviews that we conducted at Eastern Visayas State Univeraity- Ormoc City Campus (EVSU-OCC). The proponents observe the work of the staffs that how they process.

Researcher, research a study on how to improve the process of requesting the Academic Document(s). By this proposed system the student or the alumni can request Academic Documents without visiting the said Campus.

Chapter III

REQUIREMENTS ANALYSIS SPECIFICATION

This chapter explains how the researcher(s) obtained all the data that be needed in making the proposed system "Online Academic Document Request System" and explains the result of each activity made. It will present the problem(s) identified, how the problem(s) were solved and how the objectives of the study were achieved. Also it will discuss the data flow diagram, flowchart of the proposed system. It will also discuss the requirement(s) and resource that be needed in the proposed system.

a. Answers and gives explanation to the problem presented in the Statement of the problem.

To develop the Online Academic Document Request System to help minimized the problem of requesting Academic Document(s). The proponents have gather information to have a better reference. The proponents collecting ideas as much as possible to have a good outcome. As the researcher, it conducts research for further reference and to expand the ideas of the researcher.

To solve the problem, the proponents must conduct a strong survey in order to have a better reference. Conduct interview to have a better idea to improve the proposed system. Researched is a must in every project that will be made. Not to have a good source, but the researcher must research to expand the knowledge in everything the researcher does.

In every problem the proponents must have a solid reference to ease the problem. The proponents must think a way to have a better output. Online Academic Document Request System is one way to ease the problems that are turning in decades. Someday Online Academic Document Request System will be notice because as of now the student in Eastern Visayas State University is getting more than expected.

b. Answers the Explanation to the Objective of the study.

Develop and implement the Online Academic Document Request System to solve the problem. By this, the transaction of requesting documents will be easy to claim the academic document request. And also it will give a notification to the cashier of the list of the payee. As the students or alumni also, they will get notify in the second time they log in for their request.

In this system, the objective is to improve the process of requesting Academic Documents of students or alumni to easily release the academic records, because that is the goal of the proponents.

c. Presents the results and explains how the data was gathered and analyzed.

This data was gathered by the used of different method which is interview, survey, observation and research. And by this data the proponents can analyze and solved the said problem. The proponents gather the data that be needed in the proposed system by personally interview the cashier office in Eastern Visayas State University and the registrar where the proponents are planning to make the process of request(s) be convenience. By this technique, the proponents observed and have an idea to be added to the study, and analyzed the problem by the used of data that are gathered.

As the proponents gathered the data most of the respondents encountered the said problem in the current system.

d. Over – all analysis of the proposed system

The proponents develop a system to improve the current system, that can easily release the request(s), and to solve the problem in the current system. The database where all the data are restored will generate information regarding to the payment and list of the request. This information will let the cashier know the status of their system. And the student will able to know their amount of pay without going to the registrar's section.

The student or the alumni should login first using their student ID number in order to request in this proposed system. And in order to verify if that particular user is a certified student of Eastern Visayas State University – Ormoc City Campus. This data will automatically restore in the database

When the student or alumni is already login it will shows the types of Academic Document that can be requested. And after that, the student or alumni can proceed using the proposed system. Also, the student or alumni can edit or change their information. Once the student or alumni is successfully registered it will show the status of her or his assessment and the mode of payment. In that data the user can monitor his or her assessment.

e. System Design Specification

The proponents develop a system that will improve the current system to manage the operation and processes of requesting Academic Document(s). There are interface of the Online Academic Document Request System. The system has a username to log in to access the in the system. The system helps to reduce the number of students and alumni who will personally request the Academic Document(s) in the registrar(s) office. Interface and data required of the system to satisfy specified requirements.

In system design the following techniques were used process, database design. Using Online Academic Document Request System for requesting Academic Document Request system it will provide the students or alumni with the convenience of requesting of Academic Documents at any time.

f. Hardware Requirement

This chapter specifies the different hardware that is needed for the proposed system. The hardware needed does not require any brand. As much as it matches the minimum specification required. The spects is important for the smooth operation of the system.

A **COMPUTER** is main hardware component of the system. A **Laptop** and desktop computer will work. It is also need internet connection for payment. This hardware will allow multiple PC's to communicate. This hardware needs internet connection. Confidently promote ACTIVE Network's secure operating environment for data and payments.

Printer- It is very needed in the process because it will be the one to print out the receipt. They print the all over amount of the student fees that been paid.

g. Software Requirement

The software ensures the hassle free and paperless fee management almost saving time of manual work. It is remarkably user friendly and easy to pay. There are different browsers out there and the user can use anything. The recommended browsers are Google Chrome, Mozilla Firedox, and Internet Explorer.

This software MySQL will be used for storing information on database. The system will use this store its data inputs. XAMMP software is recommended. The other software are HTML, PHP, and Bootstraps.

The software includes the programs that are dedicated to managing the computer itself, such as the operating system. There are different Operating System available. It is recommended to use Windows 10 because it is the latest version of OS during the development of the system.

h.Human Resource Complement

The proposed system has **Admin** .The admin will be manage the flow of the system. In the Log-in of student they must use the new student ID number. And after log-in It will show the list of request documents and the alumni/ students.

In the **Cashier** there must be an active staff that will updated the information of students. Then it will automatically record and notify into the registrar. By the use of Online Academic Document Request System easy for them and cannot waste of time.

The use of this system is to help the office of registrar of Eastern Visayas State University (EVSU-OCC). The user should know how to use a computer. **Online user** which is student / Alumni. They can request Academic Documents Request and view their schedule by using the student ID number to log-in in the online website.

Chapter IV

SUMMARY, CONCLUSION AND RECOMMEDATION

In this chapter, the statement of the problem and objectives of the proposed system will be presented briefly. The effectiveness, efficiency, and the economic advantages of the proposed system will also be discussed. Also, this portion discusses the necessary measures or steps to be undertaken to make the system fully operational.

a. *Summary*.

The main objective of the study is to develop an Online Academic Document Request System with SMS notification for the alumni or student at the university. The system is an online it can easily request academic documents. The features that could develop the current system are SMS Notification that can help the alumni or student notify the approve and releasing of documents. It can also generate the amount of listed request documents. Report that can determine the overall records of data by monthly. By using the proposed system, it will be easier to request the Academic documents.

The system can notify the Alumni or students of the approved from the registrar and total amount of listed request. And the releasing of the documents the registrar will also notify to alumni or students for ready to release. The system automatically generate the payments of alumni or students. The system has a report after all the process that the information of alumni or student will not deleted.

Name: _____   Course: _____

SURVEY QUESTIONAIRE

1. How many years has it been since you last attended Eastern Visayas State University? Less than a year.
   - o   1 year
   - o   2 years
   - o   3 years
2. What was the reason for your contact with the Registrar's Office? (Select all that apply)
   - o   Request Academic Documents
   - o   Scheduled of the request
   - o   Diploma
   - o   Drop subject
   - o   Transcripts of Records

 Others (please specify) _____
3. Do you agree to have an online process of requesting academic document for alumni or students?
   - o   Agree
   - o   Disagree
4. Do you agree if the Academic Documents will be available online?
   - o   Agree
   - o   Disagree
5. Have you experience long queue in the registrar while processing Academic documents?
   - o   Yes
   - o   No

6. Please indicate your level of satisfaction with the services you received by completing the following statements:

   6.1 The Registrar's Office staff member displayed professionalism during my interaction.
   - o   Agree
   - o   Disagree

   6.2 The Registrar's Office staff member appeared concerned about my request/problem/issue by listening attentively and asking appropriate questions to better understand my needs.
   - o   Agree
   - o   Disagree

   6.3 The Registrar's Office staff member satisfied my request during my initial contact.
   - o   Agree
   - o   Disagree

   6.4 If my request could not be immediately satisfied, the Registrar's Office staff member provided me with the necessary steps needed for resolution and/or provided me with an update until my request was fulfilled.
   - o   Agree
   - o   Disagree

_____
Signature

b. Conclusion and Justification

This portion discusses the concluding results and shall include the effectiveness, efficiency and economic advantages of proposed system program.

       The result of the testing and survey of the system was helpful for the researchers and also to the alumni and students. All the respondents agree on the efficiency that the proposed system can generate timely reports, the usability of the proposed system. The respondents strongly agree on the reliability of the proposed system which only authorized personnel can access the system. By using the system, it is an advantage to the alumni and students because they can access through online and to the school for less hassle, fewer paper works and faster transactions than manual and even the researchers can have an advantage when the system is implemented. The system will help the alumni, students, registrar and cashier to learn more about online request by using the Online Academic Request System. Alumni and students will be updated by the notification and can view their documents through the system online. Those changes and improvements by the proposed system are effective based on the surveys that the proponents conducted and gathering data to the alumni themselves and to the school.

c. Recommendation

Online Academic Document Request System with SMS and Gmail Notification for alumni or students is recommended by the researchers to be implemented for it will solve the problems of the current system and less of queuing. The alumni or student can view the all listed and total amount of request will be displayed. Report that can determine the overall records of data monthly. Viewing the alumni documents request and total amount of released. The receipt will be print in the cashier and also the documents after paid will proceed to report so the information never delete.

Appendix A

Input -Process-Output

INPUT		PROCESS		OUTPUT
INPUT	→	**PROCESS**	→	**OUTPUT**

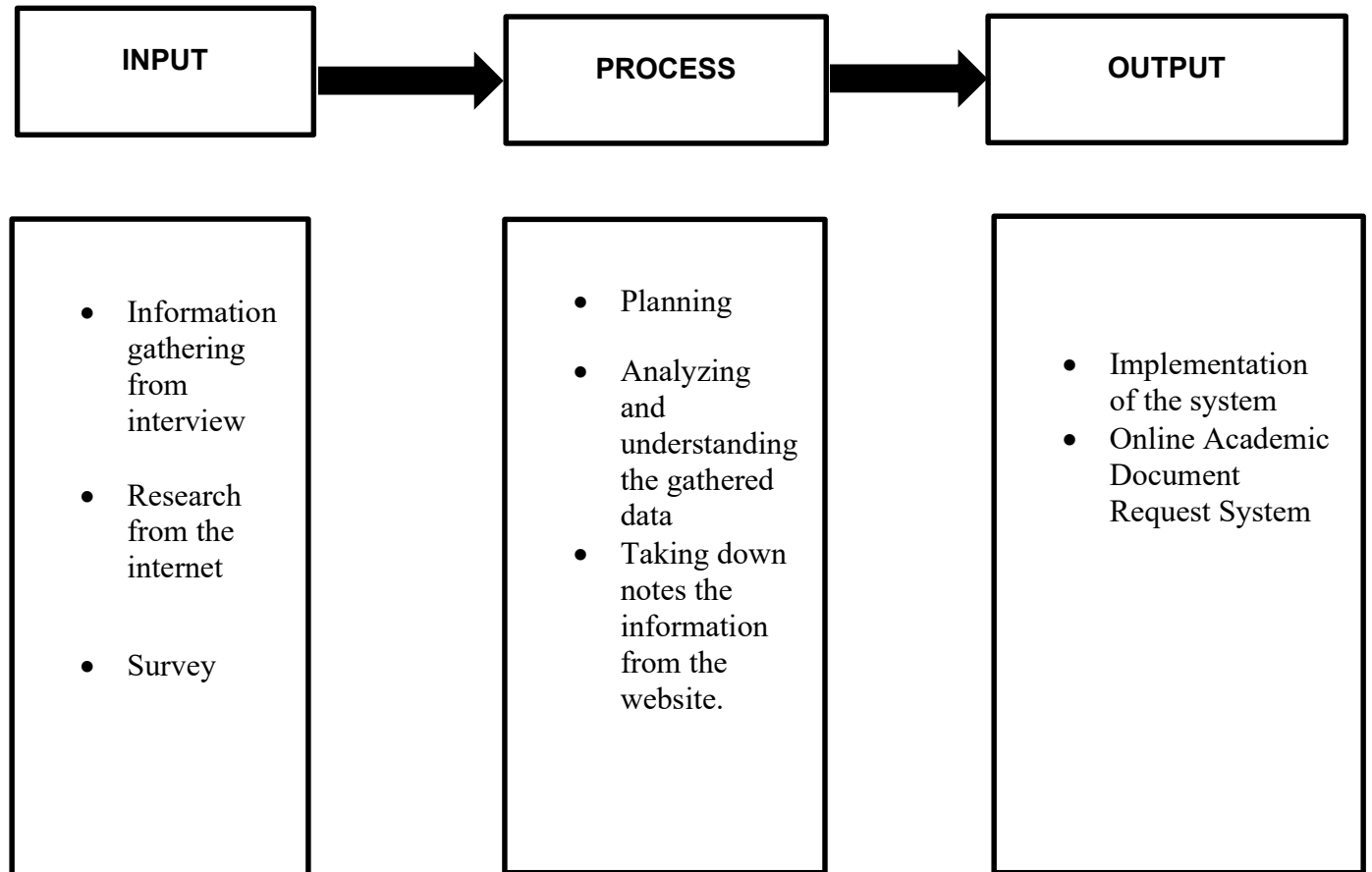|		
• Information gathering from interview • Research from the internet • Survey	• Planning • Analyzing and understanding the gathered data • Taking down notes the information from the website.	• Implementation of the system • Online Academic Document Request System

Figure 1.0

Representation of Input Process Output Research Model.

Appendix B

FLOWCHART OF THE CURRENT SYSTEM

```
                    ( START )
                        │
                        ▼
                  ┌──────────────┐ ◄──────────────────────┐
                  │  REGISTRAR   │                          │
                  └──────────────┘                          │
                        │                                   │
                        ▼                                   │
                  ┌──────────────┐                          │
                  │   Request    │                          │
                  │  Document    │                          │
                  └──────────────┘                          │
                        │                                   │
                        ▼              NO                    │
                   ╱IF Documents╲        ┌──────────────┐   │
                  ◄  paid and    ►──────►│ PERMIT TO    │   │
                   ╲ released   ╱        │    PAY       │   │
                        │                └──────────────┘   │
                     YES│                       │           │
                        ▼                       ▼           │
                   ( END )              ┌──────────────┐    │
                                   ┌───►│   CASHIER    │    │
                                   │    └──────────────┘    │
                                   │           │            │
                              NO   │           ▼            │
                                   │        ╱  IF  ╲        │
                                   └───────◄  PAID  ►       │
                                            ╲      ╱        │
                                                │  YES      │
                                                └───────────┘
```
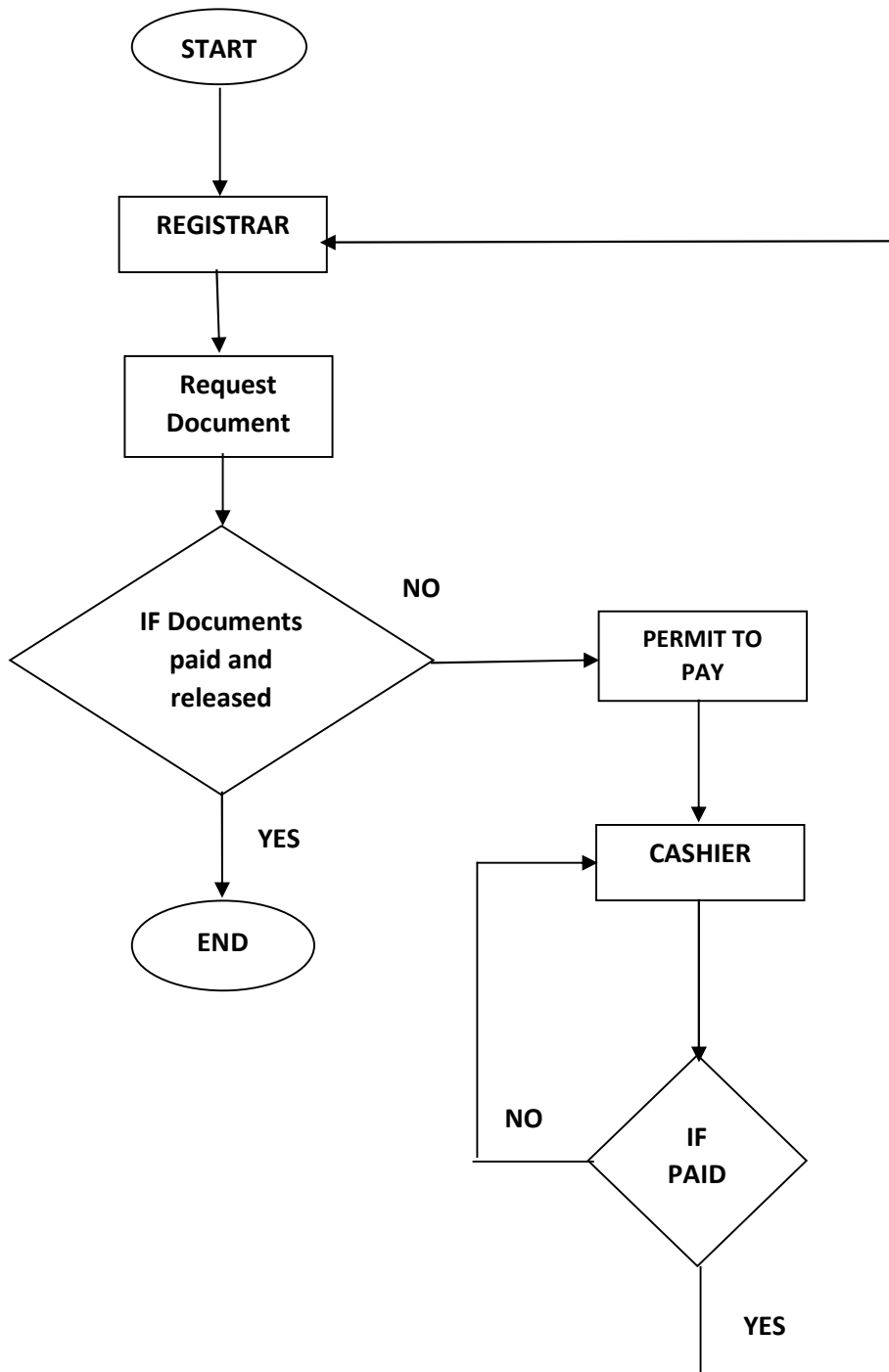
Figure 1.1

Representation of Current System Flow Chart

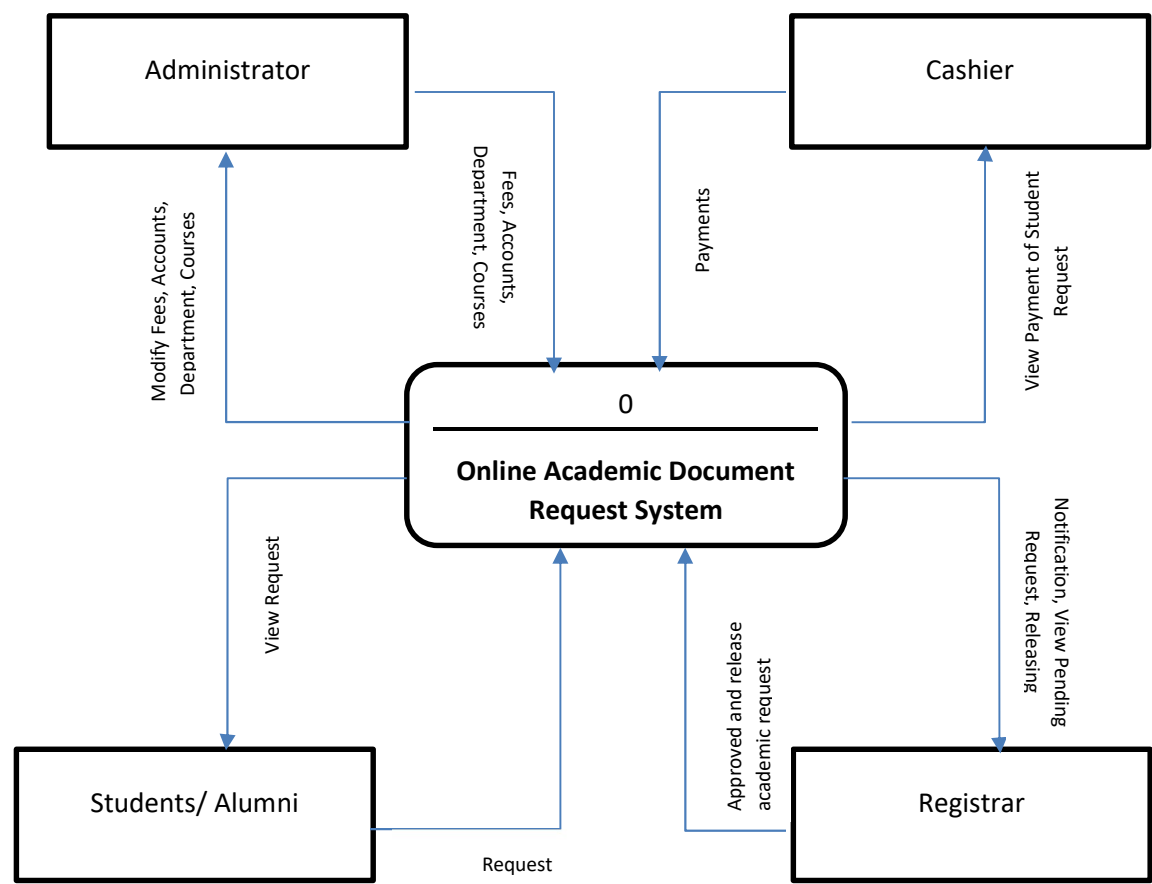## DATA FLOW DIAGRAM

Figure 1.2

Representation of the Data Flow Diagram of the proposed system.

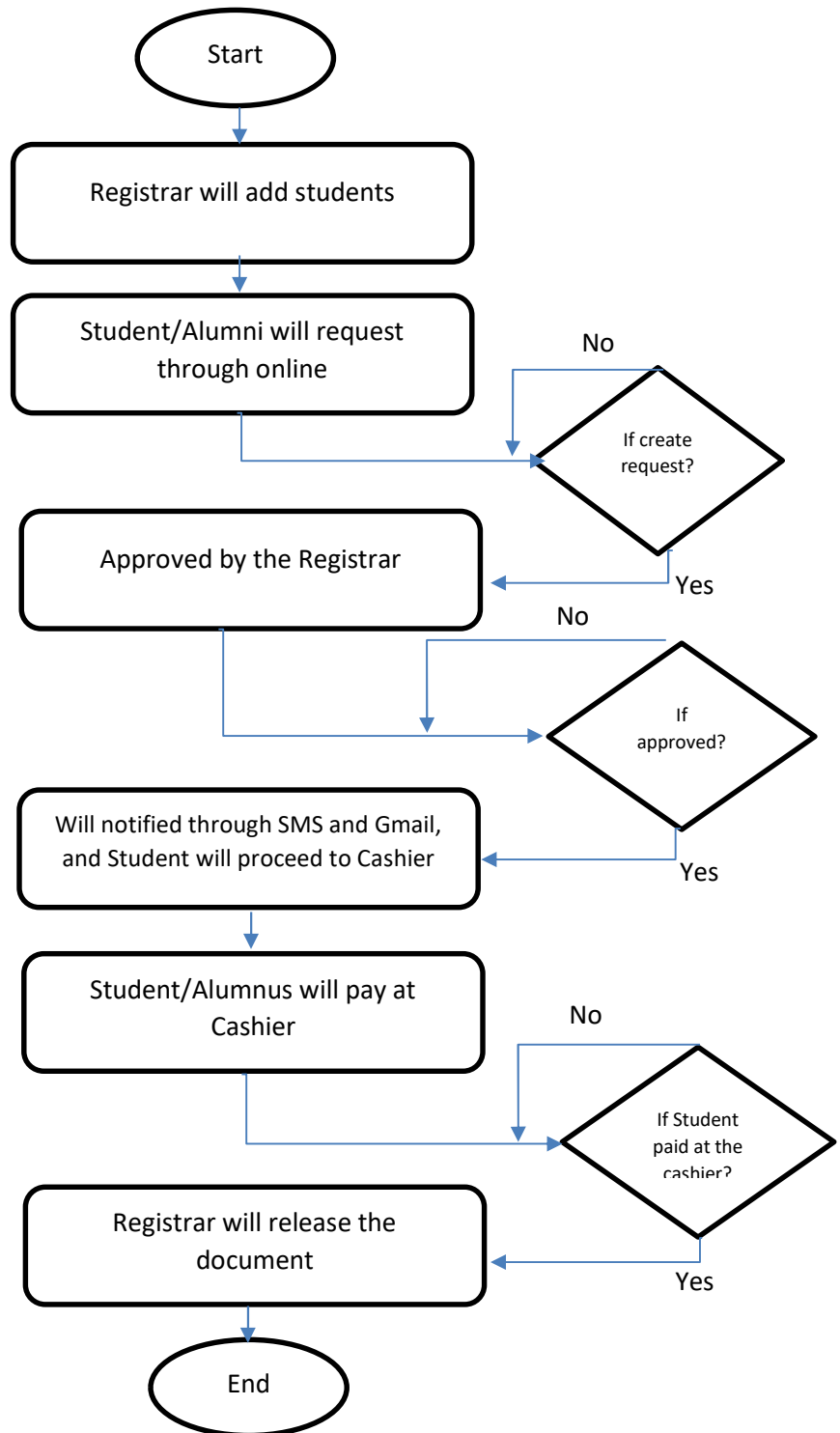**Appendix D**   **(Flowchart of the Proposed System)**

Figure 1.3   *Representation of Flowchart of the Proposed System.*

Hierarchical Input Process Output


```
        ┌────────────────────────────┐
        │ ONLINE ACADEMIC DOCUMENT   │
        │         REQUEST            │
        └────────────────────────────┘
                     │
              ┌────────────┐
              │   LOG IN   │
              └────────────┘
```

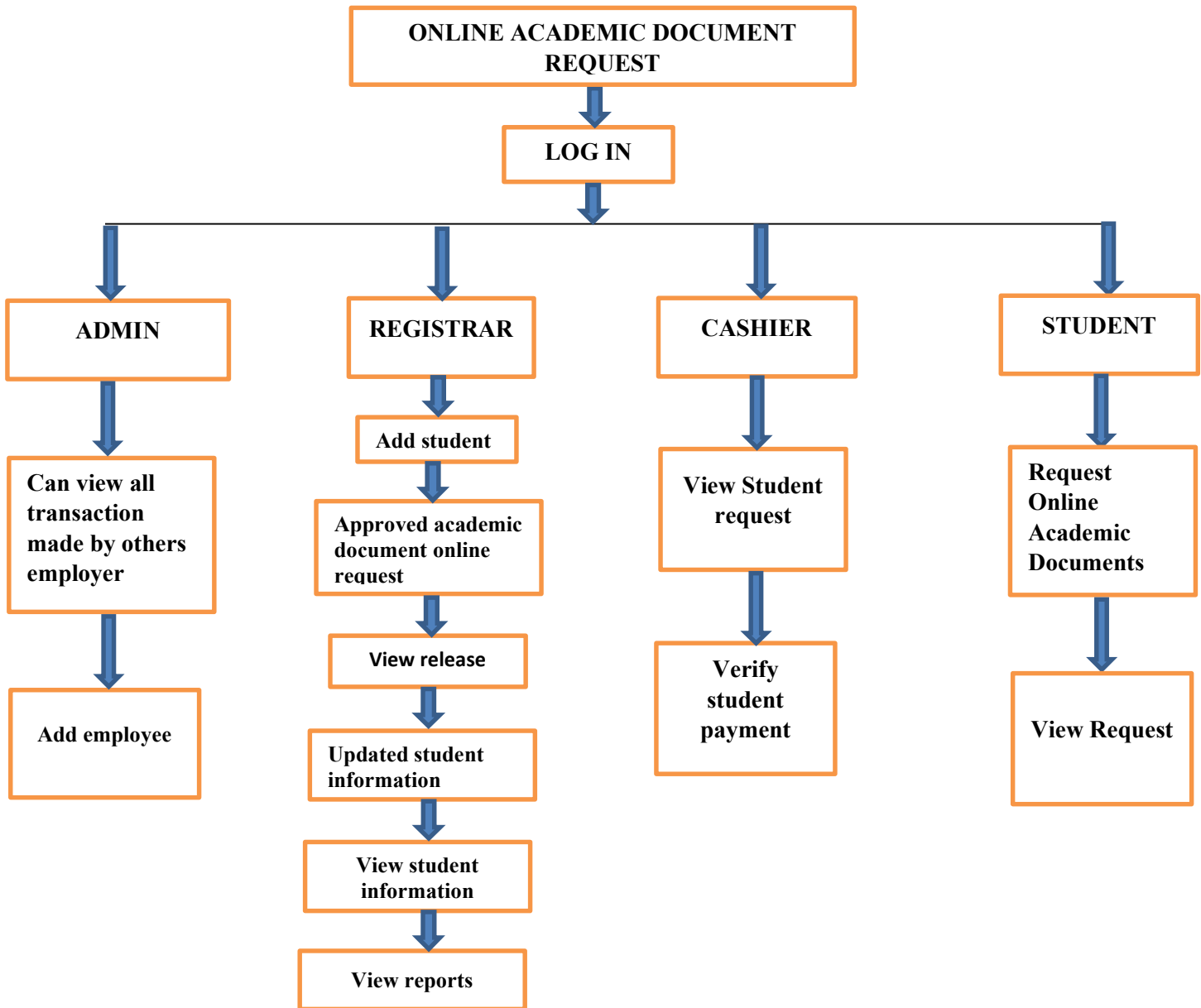| ADMIN	REGISTRAR	CASHIER	STUDENT
Can view all transaction made by others employer	Add student	View Student request	Request Online Academic Documents
Add employee	Approved academic document online request	Verify student payment	View Request
	View release		
	Updated student information		
	View student information		
	View reports		

Figure 1.4

Representation of HIPO (Hierarchical Input Output Process) of the proposed system.