



University of the Immaculate Conception
College of Computer Study

Routing Form - SAD

Members of the Group:

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Project Title: OSAD Digital Hub: OSAD SmartServe

Panel Member's Name	Comments/ Suggestions	Action Taken (with Page Number)	Panel Member's Signature
Mr. Michel B. Bolo	Manuscript: Avoid the redundancy in the paper. For example, the Office of Student Affairs and Discipline is stated in every paragraph.	Revised the following paragraphs (Page 1 – 5) Introduction <ul style="list-style-type: none">“Currently, the OSAD currently handles student records, concerns, and facility reservations manually. There is no system in place for managing facility reservation and student related concerns.” changed to “Currently, the OSAD currently handles student records, concerns, and facility reservations manually” Organization <ul style="list-style-type: none">“Additionally, managing facility bookings manually resulted in issues such as tracking availability, preventing double bookings, and ensuring smooth scheduling.” changed into “Manual booking processes	



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		<p><i>made it difficult to track availability, avoid double bookings, and manage scheduling."</i></p> <p>Mission</p> <ul style="list-style-type: none">• <i>"Rooted in the values of the University of the Immaculate Conception, OSAD upholds policies that promote discipline, leadership, and student empowerment while aligning with the Laudato Si Goals for sustainable and ethical development"</i> changed to <i>"OSAD promotes discipline, leadership, and empowerment, aligned with the University's values and Laudato Si Goals."</i> <p>Business Environment</p> <ul style="list-style-type: none">• <i>"Traditionally, OSAD has relied on manual processes, including physical records, Google Drive storage, and email-based approvals, which often result in inefficiencies and delays."</i> changed into <i>"OSAD relies on physical records, Google Drive, and email, which can cause inefficiencies and delays."</i>• <i>"Although OSAD has access to the softcopy and hardcopy versions of the university handbook, these are primarily used for policy and guidelines storage and documentation and do not</i>	
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		<p><i>have dedicated features for managing student concerns, tracking disciplinary cases, or streamlining facility bookings."</i> changed to <i>"Although OSAD uses soft and hard copies of the university handbook, they are mainly for policy reference—not for concern or reservation tracking."</i></p> <p>Critical Success Factors</p> <ul style="list-style-type: none">• <i>"OSAD SmartServe is an advanced system designed to streamline the management of student concerns and facility bookings under the Office of Student Affairs and Discipline (OSAD)." changed to "SmartServe is built to efficiently manage student concerns and facility reservations under the Office of Student Affairs and Discipline."</i> <p>The Current System</p> <ul style="list-style-type: none">• <i>"Although the university provides internet access, connection speeds often slow down during peak hours."</i> replaced into <i>"The university provides internet access, but the connection speeds slows during peak hours."</i> <p>Description of Operations</p> <ul style="list-style-type: none">• <i>"If the concern is considered minor, the Admin Assistant</i>	
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		<p><i>addresses it directly. However, if the issue is deemed major, OSAD requests the student to submit an incident report."</i> replaced to <i>"Student concerns are handled based on severity: minor ones are handled by Admin Assistants, while major issues require an incident report and meeting with the Discipline Officer."</i></p> <ul style="list-style-type: none"> <i>"While this current system is functional, it is heavily reliant on manual tasks and face-to-face interactions, which may lead to inefficiencies."</i> replaced to <i>"While the system works, its reliance on manual and in-person steps reduces efficiency."</i> 	
Mr. Michel B. Bolo	<p>Manuscript:</p> <p>In the problem section in the PIECES Framework, add more for student related concern</p>	<p>Mr. Michel Bolo's suggestion regarding to add more student related concern in the PIECES Framework the following revisions were made at <i>page 8 - 11</i></p>	
Mr. Ceasar Ian B. Benablo	<p>Manuscript:</p> <p>In the problem at 'Performance' section of the PIECES Framework, specify</p>	<p>Problem 1:</p> <ul style="list-style-type: none"> As stated originally <i>"Manual processing of venue booking requests causes delays and scheduling issues."</i> revised as <i>"The manual</i> 	



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	how long the manual processes take to be completed.	<p><i>processing of venue booking often results in delays and scheduling conflicts that can take up to an hour or more to resolve."</i></p> <p>Problem 2:</p> <ul style="list-style-type: none"> From the original statement <i>"Slow response time to student inquiries and concerns."</i> <p>substituted with <i>"The response time to student inquiries and concerns is often slow, with resolutions potentially taking several days, particularly in concerns raised."</i></p> <p>Revised, page 8</p>	
Mr. Michel B. Bolo	<p>Manuscript:</p> <p>In the problem at 'Economic' section of the PIECES Framework, state the university's commitment to the Laudato Si' goals</p>	<p>From the original statement <i>"High reliance on paper-based submissions increases operational costs."</i></p> <p>changed into <i>"High reliance on paper-based submissions increases operational costs and contradicts the school's commitment to Laudato Si'."</i></p> <p>Revised, page 10</p>	
Mr. Ceasar Ian B. Benablo	<p>Manuscript:</p> <p>In the problem at 'Information' section of the PIECES</p>	<p>Problem 1:</p> <ul style="list-style-type: none"> From the initial statement <i>"Student credentials, incident reports, and approvals are all tracked manually and stored in hard copies."</i> 	



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	<p>Framework, ensure that the problem is articulated in a manner that is brief, concise, and clear.</p>	<p>revised to "<i>Student credentials, incident reports, and violation slip approvals are managed manually and stored in physical copies, making prompt retrieval difficult due to the high volume of student records.</i>"</p> <p>Problem 2:</p> <ul style="list-style-type: none"> As stated originally, "<i>Booking records are stored as hard copies.</i>" <p>edited to "<i>Booking records are stored either on paper or in shared drives, resulting in slow data retrieval due to the manual organization.</i>"</p> <p>Revised, page 9</p>	
<p>Mr. Ceasar Ian B. Benablo</p>	<p>Manuscript:</p> <p>In the problem at 'Control' section of the PIECES Framework, stated that the problem was more information problem rather than a control problem.</p>	<p>From the original statement "<i>Time consuming to monitor approval steps for student cases and reports</i>"</p> <p>changed to a more 'Control' problem "<i>The lack of control in the approval process causes delays, with severe student cases sometimes taking a full day to investigate.</i>"</p>	
<p>Mr. Ceasar Ian B. Benablo</p>	<p>Manuscript:</p> <p>In the problem at 'Efficiency' section of the PIECES</p>	<p>Problem 1:</p> <ul style="list-style-type: none"> Based on the original statement, "<i>Venue booking is</i> 	



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	<p>Framework, problems related to efficiency should focus on the excessive use of time or resources in completing the assigned tasks.</p>	<p><i>not automated, leading to scheduling conflicts."</i></p> <p>revised as <i>"Venue booking consumes a large amount of paper due to the use of physical facility booking forms and logbooks for recording, resulting in increased administrative workload and the risk of data loss or mismanagement."</i></p> <p>Problem 2:</p> <ul style="list-style-type: none"> From the initial statement <i>"Processing and monitoring student disciplinary cases and individual concerns is slow and lacks a structured tracking system."</i> <p>replaced with <i>"Manual processing and monitoring of student cases causes delays and places a burden on the Administrative Assistants."</i></p> <p>Revised, page 11</p>	
<p>Mr. Ceasar Ian B. Benablo</p>	<p>Manuscript:</p> <p>In the problem at 'Service' section of the PIECES Framework, it is more appropriate to present the issue as the difficulty students experience in understanding and following the current process.</p>	<p>From the original statement <i>"Students prefer digital solutions, but most still have to walk in for assistance."</i></p> <p>reworded to <i>"Due to limited digital options for submitting concerns, many students find it difficult to track the status of their</i></p>	



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		<p><i>submissions, often resulting in the need for in-person assistance."</i></p> <p>Revised, page 11</p>	
<p>Mr. Ceasar Ian B. Benablo</p>	<p>Manuscript:</p> <p>Sir Benablo advised a review of the ERD, noting that while certain tables appear to be connected through relationship lines, the corresponding foreign keys are either missing or do not align as expected.</p>	<p>The suggestion was taken by the members and then revised later on</p> <p>Revised, page 35</p>	
<p>Mr. Ceasar Ian B. Benablo</p>	<p>Data Gathering for System Functionality:</p> <p>Conduct an interview with the OSAD to verify if there is a specific time limit for retaining a pending request before it is discarded.</p>	<p>According to Ms. Ana Victoria H. Jimeno during our follow-up interview on April 23, 2025, at 12:30 PM, "As long as the request form has been submitted to them, it will not be discarded; instead, it will remain pending until it is addressed."</p>	
<p>Mr. Ceasar Ian B. Benablo</p>	<p>Data Gathering for System Functionality:</p> <p>Kindly request a copy of the current facility booking form used by</p>		



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	the OSAD office for reference and analysis		
Mr. Ceasar Ian B. Benablo	Data Gathering for System Functionality: Identify the 3rd-year students currently developing the OSAD's violation tracking system and the Computer Laboratory's facility booking system in order to consult with them for system design references and implementation insights		
Mr. Ceasar Ian B. Benablo	Prototype: Collaborate with group 5 for the overall UI design		
Mr. Ceasar Ian B. Benablo	Prototype: Student concern, facility booking, and student organization must be visible in the menu area		



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Mr. Ceasar Ian B. Benablo	Prototype: The system must have the capability to track and generate reports on the most frequently booked facilities and the most common student concerns approached. This data will help the OSAD staff identify trends and allocate resources effectively.		
Mr. Ceasar Ian B. Benablo	Prototype: Ensure that all features are accessible to each user end. For example, students should have the ability to change their password and update their display profile in the settings, allowing them to personalize their account.		
Mr. Ceasar Ian B. Benablo	Prototype: Include a flexible calendar view in the system that allows users to switch between daily, weekly, and monthly views. This makes it easier to		



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	track and manage scheduled activities.		
Mr. Ceasar Ian B. Benablo	Prototype: Include both start time and end time fields when booking a facility to allow users to specify the exact duration of their reservation.		
Mr. Ceasar Ian B. Benablo	Prototype: The system should include a booking history section with an inbox interface where facility managers or authorized personnel can view pending booking requests. Each request should have actionable options to either approve or decline the booking.		
Mr. Ceasar Ian B. Benablo	Prototype: The booking module should require the OSAD Admin to enter a reason when declining a facility request. This reason should be stored in		



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	the system and included in the notification sent to the requester for transparency and record-keeping purposes.		
Mr. Ceasar Ian B. Benablo	Prototype: Implement distinct list views for pending, approved, and declined facility bookings. Each view should sort entries in chronological order to help users easily track upcoming and past reservations.		
Mr. Ceasar Ian B. Benablo	Prototype: The inbox interface for facility bookings should show only essential information, including the student or facility number and the name of the requester, ensuring that users can quickly identify and review pending requests without unnecessary details.		
	Prototype:		



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Mr. Ceasar Ian B. Benablo	<p>The inbox will display only the student or facility number and the requester's name. However, when a request is clicked or selected, the system should present a detailed view of the full booking information, including the facility name, requested date and time, the purpose of the booking, and any additional notes provided by the requester.</p>		
Mr. Ceasar Ian B. Benablo	<p>Prototype:</p> <p>For the student concerns module, the system will require students to upload an incident report. After submission, the Administrative Assistant will review the report and schedule a meeting with the disciplinarian. The system will enable the Administrative Assistant to select a suitable date and time for the meeting and notify the student accordingly. The involvement of the Dean of the student's</p>		



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	college and the calling of the student's parents or guardian is optional and will be determined based on the nature of the concern.		
Mr. Ceasar Ian B. Benablo	Prototype: Remove the messaging feature from the system .		