Chapter 5

**SUMMARY, FINDINGS, CONCLUSIONS, AND RECOMMENDATION**

This chapter presents the summary, findings, conclusions, and recommendations based on the collected data.

**Summary**

This study aimed to streamline the process of scheduling appointments for students and alumni who need to transact with the Registrar's Office. It can reduce long waiting lines, minimize crowding, saves transportation fee and provide a more convenient and efficient way for individuals to schedule and manage appointments. It helped minimized or lessen the work of the assigned personnel in the Office. Specifically, this sought to answer the following questions:

1. To create an online appointment system for the campus registrar's office of MSU-MSAT that limits the influx of students who can transact to claim any document from MSU-MSAT.

2. To provide a system in the campus registrar’s office that is accessible and convenient to the students in MSU-MSAT.

3. To provide a system that promotes ease of transaction to both the client and registrar office personnel.

4. To ensure that requesting and claiming documents in the campus registrar's office are going effectively, efficiently, and safe.

The system has six (6) menus that perform specific functions for the users, six (6) menus for the admin, (58) appointment handler, and (55) cashier. They are as follows:

1. Login menu – This menu allows the end-user to Login five (5) unique user types, which are the “Graduate and current student users” where the end-user login as the users, the “Admin” where the end-user can login as admin, the “appointment handler” where the end-user can login as appointment handler, and the “cashier” where the end-user can login as cashier.

**Users menu**

1. Dashboard menu - This menu consist of submenus in a form of button which are the “Dashboard”, “Appointments”, “FAQs”, and the “Profile name” in a form of dropdown button which are the “Edit profile”, “Change password” and “Logout”. The dashboard contain also a brief information of the announcements in the announcement section, the Appointment section where the name of the appointment records and the status and lastly the document list where the document for the users choose to appoint.
2. Appointments menu - This menu contains the appointment records for the users with a dropdown button, to view, download and print the appointment receipt.
3. Announcement menu - This menu consist of the full information’s and other announcements that is not currently in the announcement section in the dashboard which is limited to two announcements only.
4. FAQs menu - This menu consist of frequently asked questions by the users through contact us button in the homepage or by the admin in order for the users to answer their thoughts.
5. Profile name menu - This menu contains the, edit profile, change password and logout button in a dropdown button form. In the edit profile, the users can change their information that is filed during their account registration. The users can change its password to their liking and logout.

**Admin Menu**

1. Dashboard menu – Within the Dashboard menu, there is an appointment calendar that enables the admin to create slots and define limits for appointments. The left section of the menu displays a list of pending appointments, which require confirmation or further processing. Furthermore, the appointment records section allows the admin to access and review both past and present appointment history.
2. The Message menu - serves as a communication hub, enabling users to send and receive messages with other system users or visitors through the application or website.
3. The Configuration menu - provides users with tools to customize and manage settings, including the ability to add, edit, or delete documents that appear on their dashboard.
4. Announcement menu - The Announcement menu provides the admin with the ability to create, edit, and delete important messages intended for the users. These messages can include updates, news, notifications, or any other information the admin wants to communicate. The announcements created by the admin will be displayed on the homepage and users' dashboard, ensuring that users stay informed about the latest developments. The admin has full control over managing these announcements and can make changes or remove them as necessary.
5. FAQs menu – The FAQs menu contains a list of frequently asked questions that are submitted by users through the "Contact Us" button on the homepage. The admin has the ability to add, edit, and delete the FAQs based on their preferences and the evolving needs of the users. This allows the admin to provide accurate and up-to-date information in response to common queries. Additionally, the admin can also add, edit, and delete announcements as desired, ensuring important information is effectively communicated to users through the application or website.
6. Settings menu – In the Settings menu, the admin has the ability to edit the password and email address for both the appointment handler and cashier. This allows the admin to manage and update the login credentials for the appointment handler and cashier within the application or website. The admin has the authority to make necessary changes to ensure the security and proper access control for their accounts.

**Appointment Handler**

**Cashier**

**Findings**

Based on the data through research and interview these findings were found out;

1. There is no existing online appointment system of the Mindanao State University – Maigo School of Arts and Trades.
2. The majority of the research respondents expressed a preference for an online appointment system. This indicates that there is a demand among the respondents to have a system in place that allows them to reserve a time and day that is preferable for their appointments. The preference for an online system suggests that respondents value the convenience, flexibility, and ease of use that such a system can provide.
3. The possible solution to the problems encountered by the graduates and current students.
4. The common problems encountered in the manual requesting of documents in the Mindanao State University – Maigo School of Arts and Trades were ,time consuming, long line, travel cost, rescheduled, unavailable documents, and misplace documents.
5. The advantages of having an online appointment system are as follows: saving time, 24 hours convenience, reduce mistake, and saving money.

**Conclusion**

Based on the research findings, the researchers have determined that it would be highly advantageous to implement an online appointment system at the Mindanao State University - Maigo School of Arts and Trades. A majority of the participants in the study expressed their preference for such a system, indicating a clear demand for a more convenient and flexible way of scheduling appointments.

The current manual process of requesting documents at the university has been identified as problematic. It involves time-consuming procedures, long waiting lines, travel expenses, difficulties in rescheduling appointments, unavailability and misplacement of documents. To address these issues, the introduction of an online appointment system is recommended. This system would streamline the process and eliminate many of the inconveniences associated with the current manual method.

Implementing an online appointment system offers several advantages. It saves time for both staff and students, provides 24-hour convenience for scheduling appointments, reduces the occurrence of mistakes or errors in document requests, and helps save money by minimizing travel expenses and optimizing resource allocation.

In conclusion, the research strongly supports the implementation of an online appointment system at the Mindanao State University - Maigo School of Arts and Trades. Such a system would improve efficiency, convenience, and user satisfaction by addressing the existing issues faced by graduates and current students. It would also contribute to the modernization of the university's administrative processes and enhance overall service quality.

**Recommendations**

Considering the results of this study, the researchers came up with the following recommendations:

1. There should at least two (2) computer units for the admin and appointment handler and one (1) unit in the cashier office for verifying the proof of payment of the users.
2. It is recommended to assign personnel who are proficient in operating the online appointment system for MSU-MSAT.
3. It is recommended to assign personnel who are proficient in operating the online appointment system for MSU-MSAT.
4. There should be proper maintenance of the system as part of the cycle.
5. The campus registrar should use the proposed Online Appointment System to address the problems encountered by the campus graduates and current students.