



اَوْنَبُورْ سَيِّتِي تِيكْنُولُوجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

**COLLEGE OF COMPUTING, INFORMATICS AND
MATHEMATICS**

**BACHELOR OF INFORMATION TECHNOLOGY
(HONS.)**

CSC584 - ENTERPRISE PROGRAMMING

GROUP: NBCS2404A

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1.0 INTRODUCTION

MindLink is a web-based application designed to support and streamline counseling operations within educational institutions. By integrating key functions such as appointment scheduling, availability management, user administration, and session feedback into a single system, MindLink enhances operational efficiency and ensures a structured approach to student and counselor engagement. The platform provides a secure, consistent, and transparent environment that enables institutions to manage counseling activities with greater clarity, accountability, and service quality.

2.0 PROBLEM STATEMENT

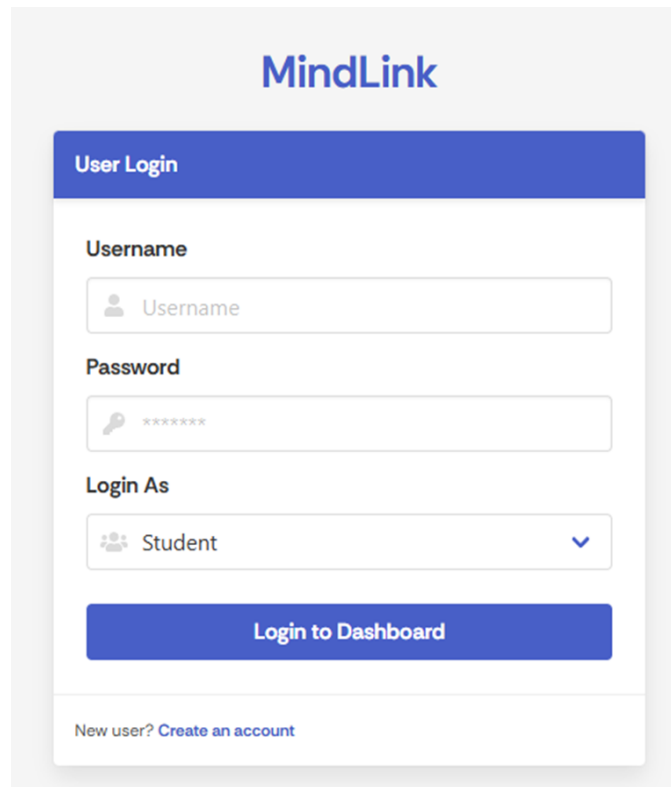
Traditional counseling processes often rely on fragmented tools, manual coordination, and inconsistent communication channels, leading to scheduling conflicts, limited visibility into counselor availability, and difficulties in tracking student engagement. These inefficiencies not only create administrative burdens but also hinder timely support for students seeking guidance. Furthermore, the absence of a structured system can result in incomplete records, reduced service transparency, and challenges in maintaining service quality standards. Institutions require a unified, reliable platform that can address these operational gaps while ensuring secure and organized management of counseling activities.

3.0 OBJECTIVE

To design and develop a comprehensive solution for Improve operational efficiency, support decision making and service quality and enhance service transparency within this web-based apps.

4.0 DEMONSTRATION

This demonstration showcases a Return and Refund Management System designed to streamline the process of handling product returns and refunds through secure user authentication, efficient data management (CRUD operations), and comprehensive dashboards for monitoring requests and transactions.



The image shows a web form titled "MindLink" with a "User Login" section. The form contains three input fields: "Username" with a person icon, "Password" with a key icon and masked text "*****", and "Login As" with a dropdown menu showing "Student" and a blue checkmark. Below these fields is a blue "Login to Dashboard" button. At the bottom, there is a link "New user? Create an account".

MindLink

User Login

Username

Username

Password

Login As

Student

Login to Dashboard

New user? [Create an account](#)

Figure 1 : Login Page

On this page, users authenticate using their registered email/username and password. Only authenticated credential can access role-specific dashboards and application features.

The screenshot shows a web browser window with the URL `localhost:8080/StudentCounselingAppointmentSystem/registration.jsp`. The page title is "MindLink Account Registration". There are two tabs: "Student" (selected) and "Counselor". The "Student Information" form contains the following fields: "Full Name" (text input with "John Doe"), "Student ID" (text input with "ID-12345"), "Major (Optional)" (dropdown menu with "Computer Science"), "Username" (text input with "student_user"), and "Password" (password input). A blue "Register as Student" button is at the bottom of the form. Below the button is a link: "Already have an account? [Login](#)".

FIGURE 2: Register Page (Student)

If you do not have an account, select the “Create an account” hyperlink to create one. Provide the required information, review the terms, and submit your registration. Upon successful registration, you will be redirected to the Login page to sign in.

The screenshot shows the same web browser window, but the "Counselor" tab is selected. The "Counselor Information" form contains the following fields: "Full Name" (text input with "Dr. Jane Smith"), "Specialization" (text input with "e.g., Mental Health, Career"), "Office Location" (text input with "Building A, Room 302"), "Username" (text input with "counselor_user"), and "Password" (password input). A blue "Register as Counselor" button is at the bottom of the form. Below the button is a link: "Already have an account? [Login](#)".

Figure 3 : Register Page (Counselor)

The Register Page (Counselor) allows new counselors to create an account within MindLink. To begin, enter your full name, specialization, and office location in the respective fields. Next, provide a unique username and create a secure password to complete the account setup. Once all required information has been filled in, select the “Register as Counselor” button to submit your registration. If you already have an existing account, you may click the “Login” hyperlink located at the bottom of the page to return to the Login screen.

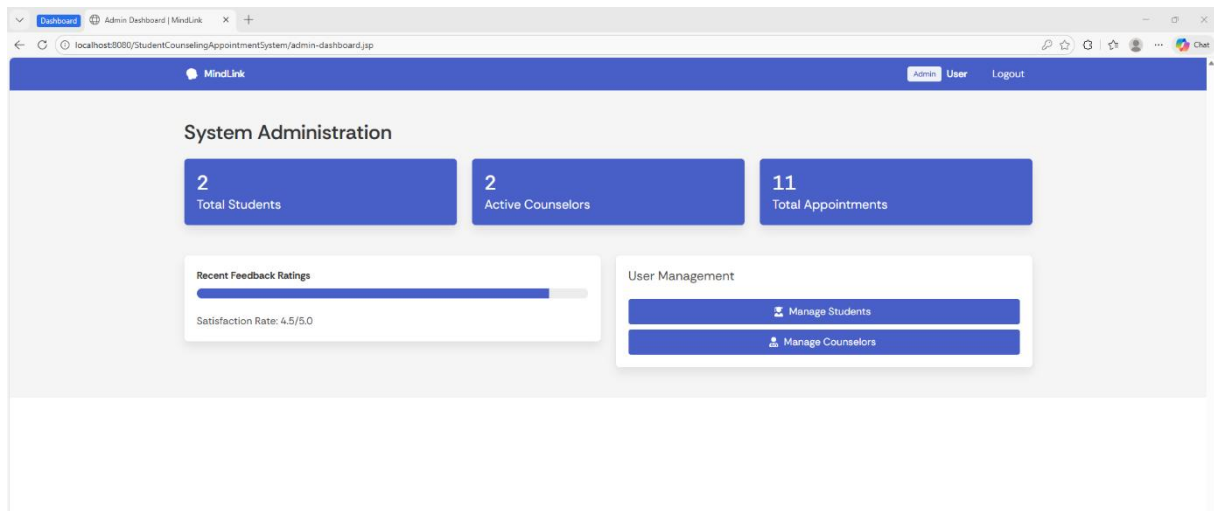


FIGURE 4 : System administration dashboard

The Admin Dashboard provides system administrators with a consolidated overview of key user and appointment statistics within MindLink. At the top of the page, administrators can view the total number of registered students, the number of active counselors, and the total appointments recorded in the system. A recent feedback rating panel displays the current satisfaction score, offering a quick insight into user experience and service quality. On the right side, the User Management section provides direct access to student and counselor management pages, allowing administrators to add, update, or remove user accounts efficiently. This dashboard serves as the central hub for monitoring activity and navigating administrative functions.

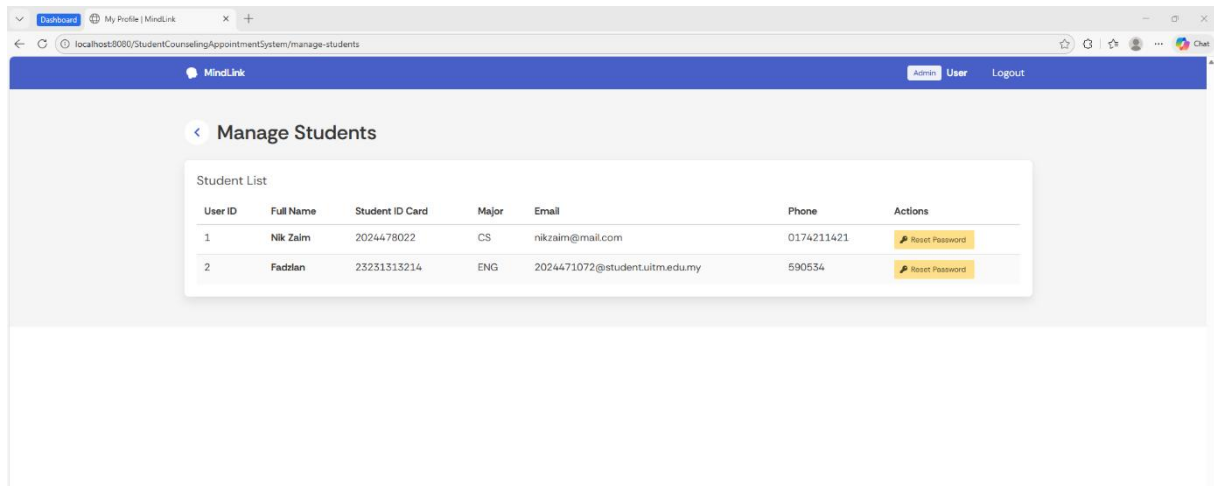


Figure 5 : Manage Student Page

The Manage Students Page displays a complete list of registered students within MindLink, allowing administrators to review and manage student information efficiently. Each row presents key details such as the student's full name, student ID card number, major, email address, and phone number. Administrators can select the "Reset Password" action beside any student entry to assist users who are unable to access their accounts. This page serves as a

centralized area for viewing student records and performing account-related actions when necessary.

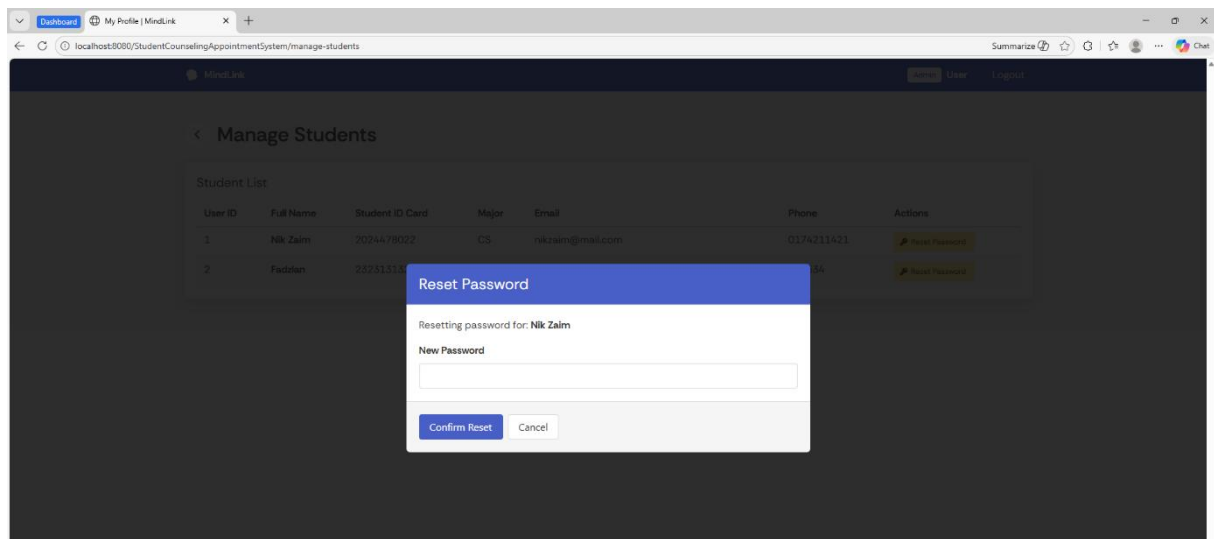


Figure 6 : Password Reset Page

The Reset Password popup appears when an administrator selects the option to reset a student's password from the Manage Students page. This window displays the name of the student whose password is being updated and provides a field for entering a new password. After typing the new password, the administrator may click the "Confirm Reset" button to apply the change. If no action is required, the administrator can select "Cancel" to close the popup and return to the previous screen.

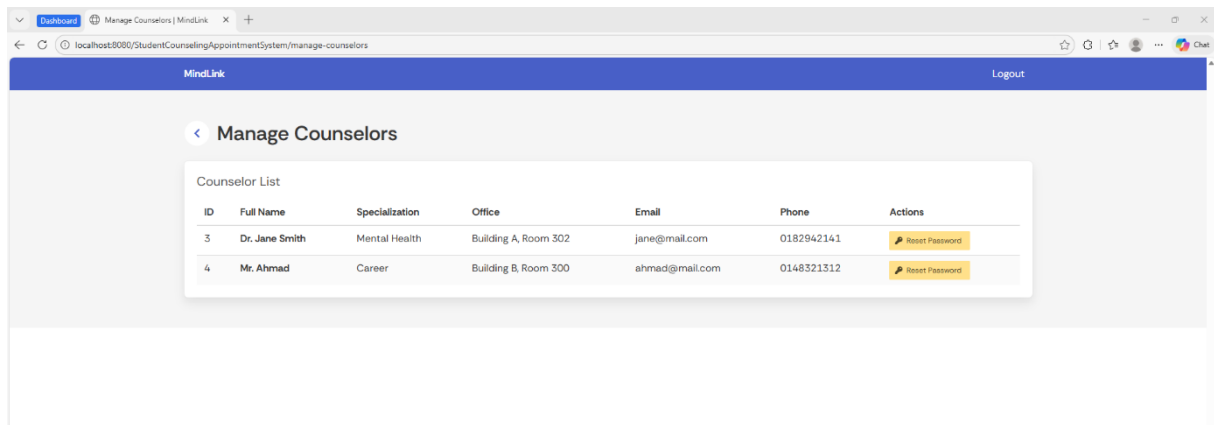


Figure 7 : Manage Counselors Page

The Manage Counselors Page will displays a complete list of all registered counselors within MindLink, enabling administrators to monitor and manage counselor information with ease. Each entry includes the counselor’s full name, specialization, office location, email address, and phone number, providing a clear overview of their professional details. Administrators may use the “Reset Password” option beside each counselor’s record to assist users who require access recovery or password updates. This page serves as a centralized management area for maintaining accurate counselor profiles and ensuring smooth administrative operations

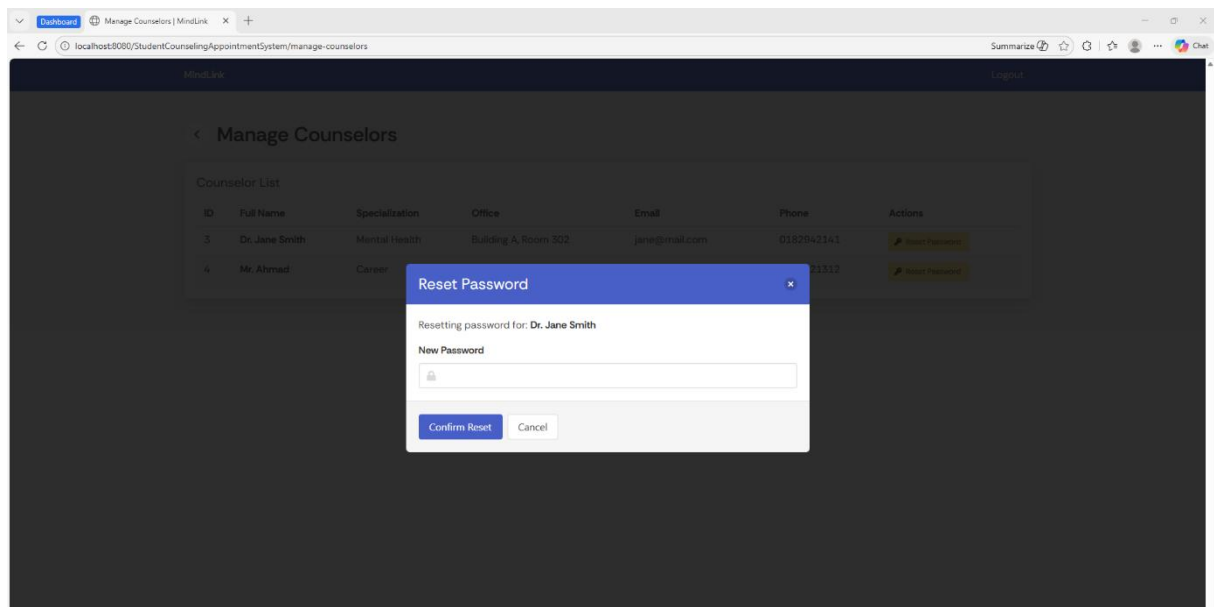


Figure 8 : Account Settings Page (Student)

The Reset Password popup appears when an administrator selects the option to reset a counselor’s password from the Manage Counselors page. The window clearly displays the name

of the counselor whose password is being updated and provides a field for entering a new password. After typing the new password, the administrator may select the “Confirm Reset” button to finalize the change and update the counselor’s login credentials. If no modifications are required, the administrator can choose “Cancel” to close the popup and return to the counselor management screen.

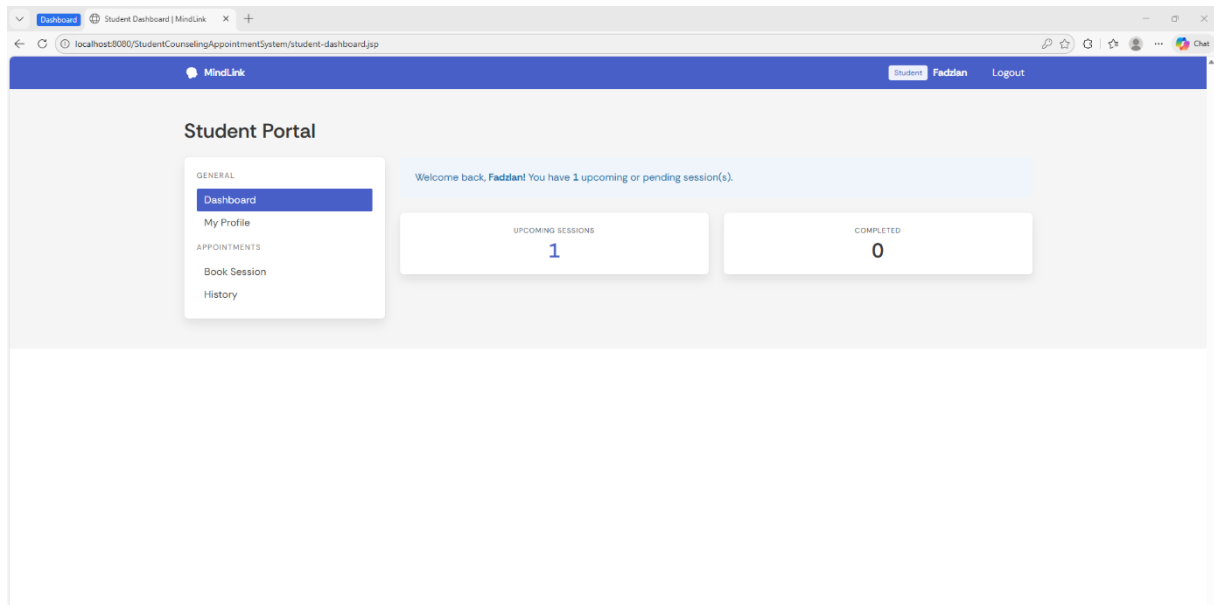


Figure 9 : Student Portal Dashboard

The Student Portal Dashboard provides students with a quick overview of their counseling activity and upcoming appointments within MindLink. Upon signing in, the page greets the student by name and displays the total number of upcoming or pending sessions alongside the number of completed sessions. The left navigation menu allows students to move between key sections such as the Dashboard, My Profile, Book Session, and History. This dashboard serves as the student’s main hub for monitoring progress, managing appointments, and accessing essential features within the portal.

Profile updated successfully!

Account Settings

FadlanZ
Student ID: 23231313214

Member since: Jan 2028
Total Sessions: 1

Personal Information

Full Name:

Email Address:

Phone Number:

Major:

Bio / Notes:

[Save Changes](#)

Security

Change your password to keep your account secure.

[Change Password](#)

Figure 10 : Account Setting Page (Student)

The Account Settings Page allows users to view and update their personal information within MindLink. On the left, the profile panel displays the user’s initials, full name, student identification number, and membership details. The main section contains editable fields for the user’s full name, email address, phone number, major, and any personal notes or biography. After making the necessary updates, users may click the “Save Changes” button to apply their modifications. At the bottom of the page, provided an option to change the account password helping users maintain the safety and confidentiality of their login credentials.

Account Settings

FadlanZ
Student ID: 23231313214

Member since: Jan 2028
Total Sessions: 1

Personal Information

Full Name:

Email Address:

Phone Number:

Major:

Bio / Notes:

[Save Changes](#)

Security

Change your password to keep your account secure.

[Change Password](#)

Change Password

New Password:

Confirm Password:

[Confirm Password Change](#) [Cancel](#)

Figure 11 : Refunds Page

The Change Password popup appears when a user selects the option to update their password from the Account Settings page. This window provides two input fields where the user must enter a new password and then confirm it by re-typing the same value to ensure accuracy. After completing both fields, the user can click the “Confirm Password Change” button to apply the update and secure their account with the newly created password. If the user decides not to proceed, selecting the “Cancel” button will close the popup and return them to the Account Settings page without making any changes.

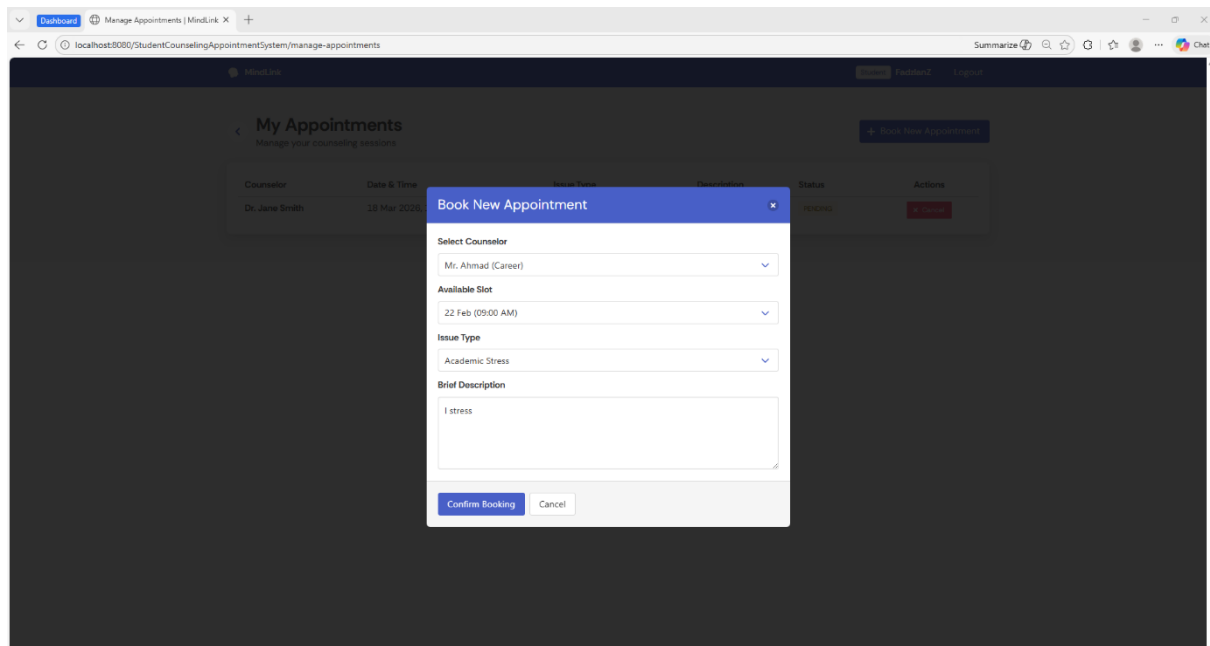


Figure 12 : Refunds Page

The Book New Appointment page appears when a student initiates the process of scheduling a counseling session within MindLink. This window allows the student to select a preferred counselor from the available list, choose an appointment slot, and specify the issue type relevant to their session. A text box is provided for the student to add a brief description of their concern, offering additional context for the counselor. Once all fields have been completed, the student may click the “Confirm Booking” button to finalize the appointment. If the student decides not to proceed, selecting the “Cancel” option will close the popup and return them to the appointments page without saving any changes.

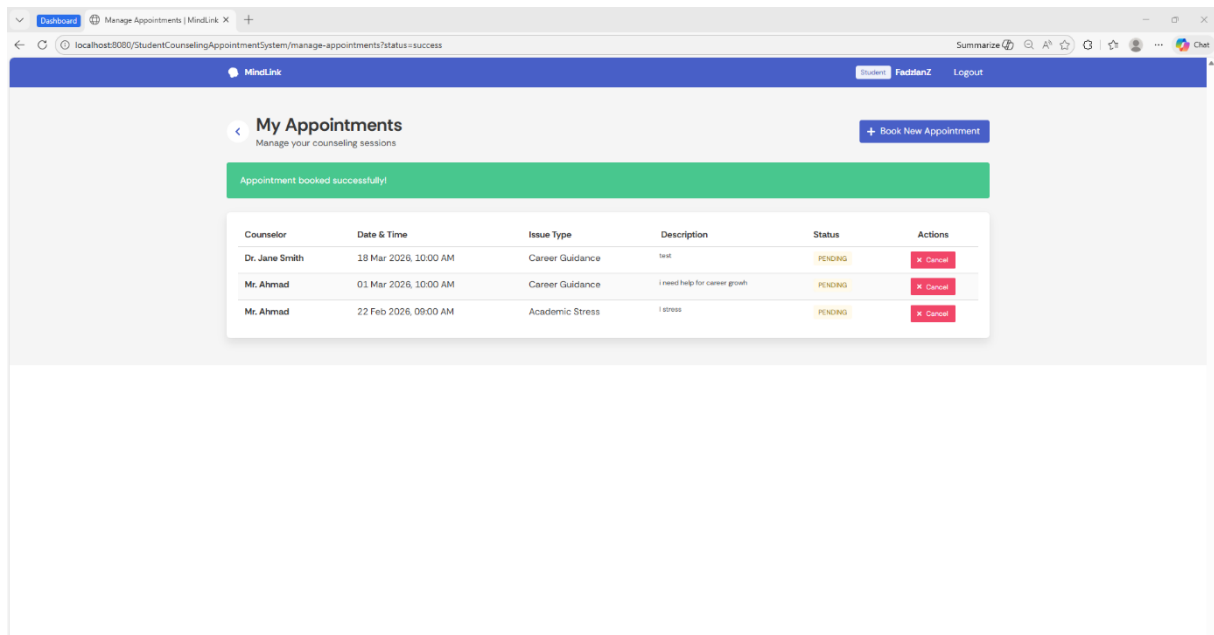


Figure 13 : Appointment Booking Page

Appointment booking page provides students with a clear overview of all their scheduled counseling sessions within MindLink. After a successful booking, a confirmation message is displayed at the top of the page to notify the student that the appointment has been created. Below the notification, a table lists each appointment along with important details such as the assigned counselor, the date and time of the session, the selected issue type, and the student's brief description of their concern. Each appointment is also accompanied by a status indicator, allowing the student to track whether the session is pending or completed. Should the student choose to withdraw from any upcoming session, a "Cancel" button is available beside the respective appointment entry, providing a convenient way to manage or modify future engagements.

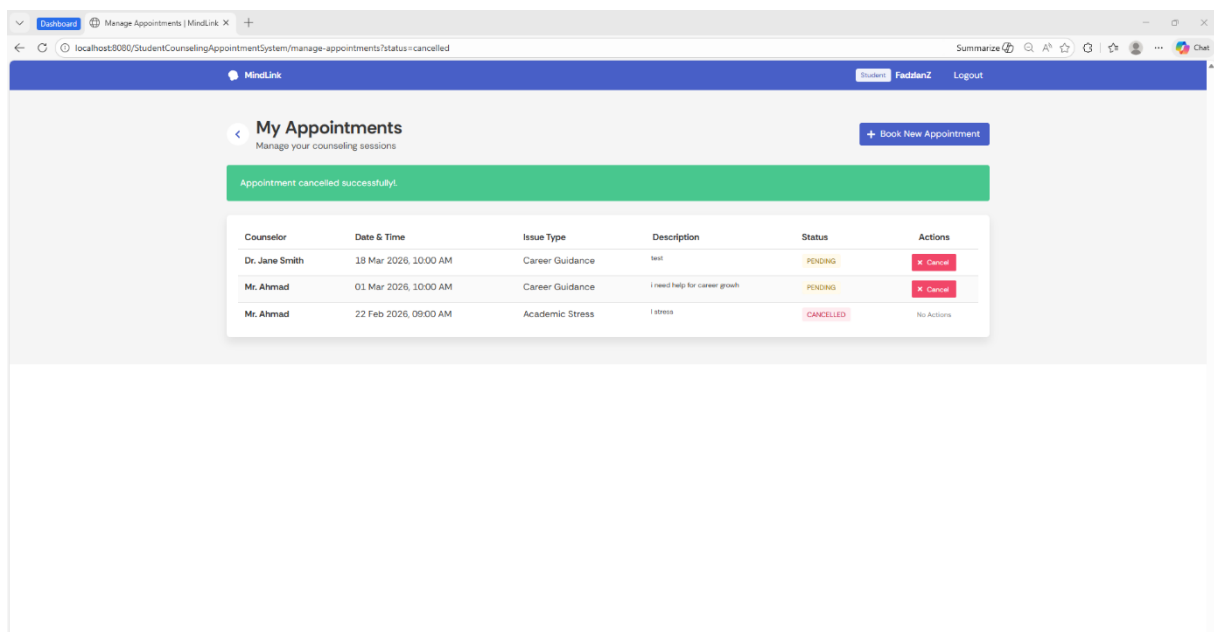


Figure 14 : Cancelling Appointments

The dashboard displays an updated overview of the student's counseling sessions after an appointment has been successfully cancelled. A confirmation message appears at the top of the page to indicate that the cancellation has been processed. The appointment list below reflects the updated status, where the cancelled session is clearly marked as "Cancelled" and no longer provides any actionable options. Other active or pending appointments remain unaffected and continue to display their respective details, including the counselor's name, session date and time, issue type, and brief description. This page allows students to manage their session history efficiently while maintaining clarity over the status of each appointment.

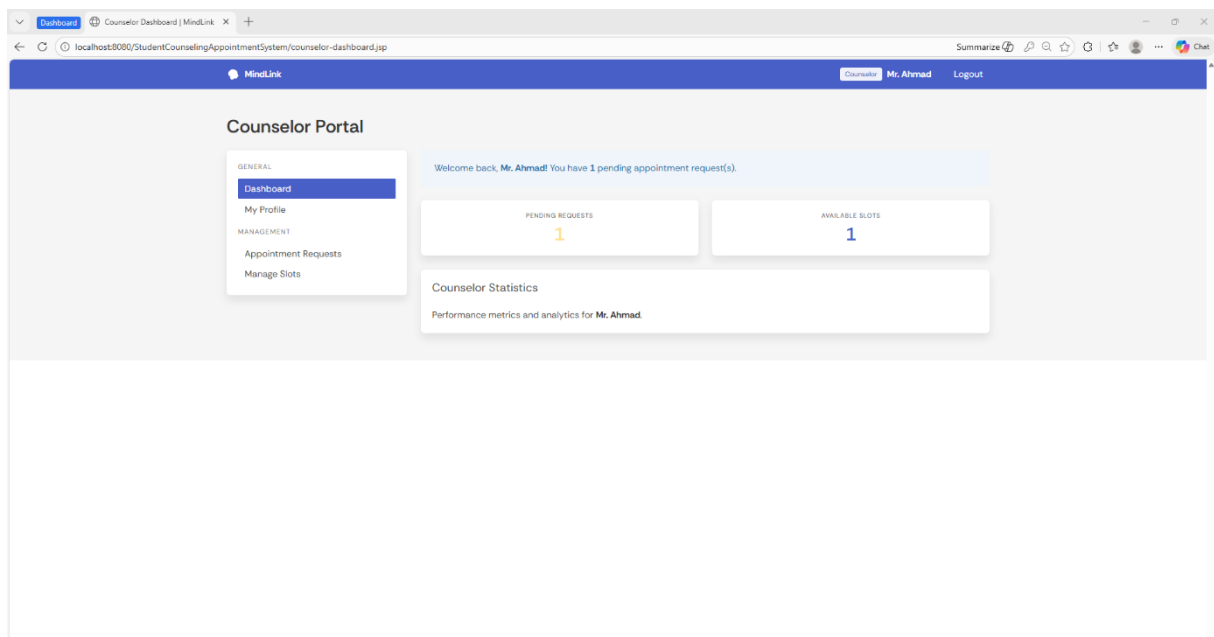


Figure 15 : Counselor Portal Dashboard

This dashboard serves as the main homepage for counselors accessing MindLink, providing a quick overview of their current tasks and activity. Upon logging in, the system greets the counselor by name and displays key summary indicators such as the total number of pending appointment requests and the number of available appointment slots. The left navigation menu allows counselors to move easily between different sections, including their profile, appointment requests, and slot management. This dashboard offers a centralized view of important information and helps counselors manage their workload efficiently while maintaining clear visibility of their upcoming responsibilities.

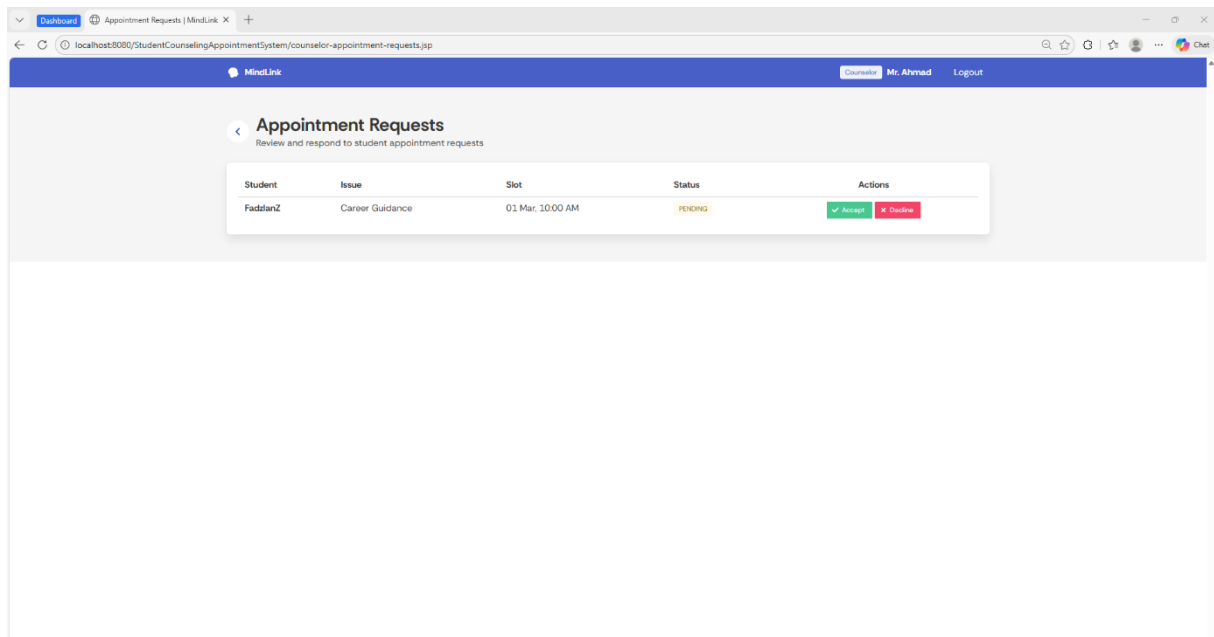


Figure 16 : Appointment Request Page

The Appointment Requests Page allows counselors to review and respond to session requests submitted by students within MindLink. Each request is displayed in a structured table containing the student's name, the issue type they selected, the proposed appointment slot, and the current status of the request. Counselors can choose to either accept or decline a pending request using the corresponding action buttons provided in the final column. Accepting a request confirms the scheduled session, while declining it notifies the student that the appointment will not proceed. This page serves as the counselor's primary workspace for managing incoming counseling requests efficiently.

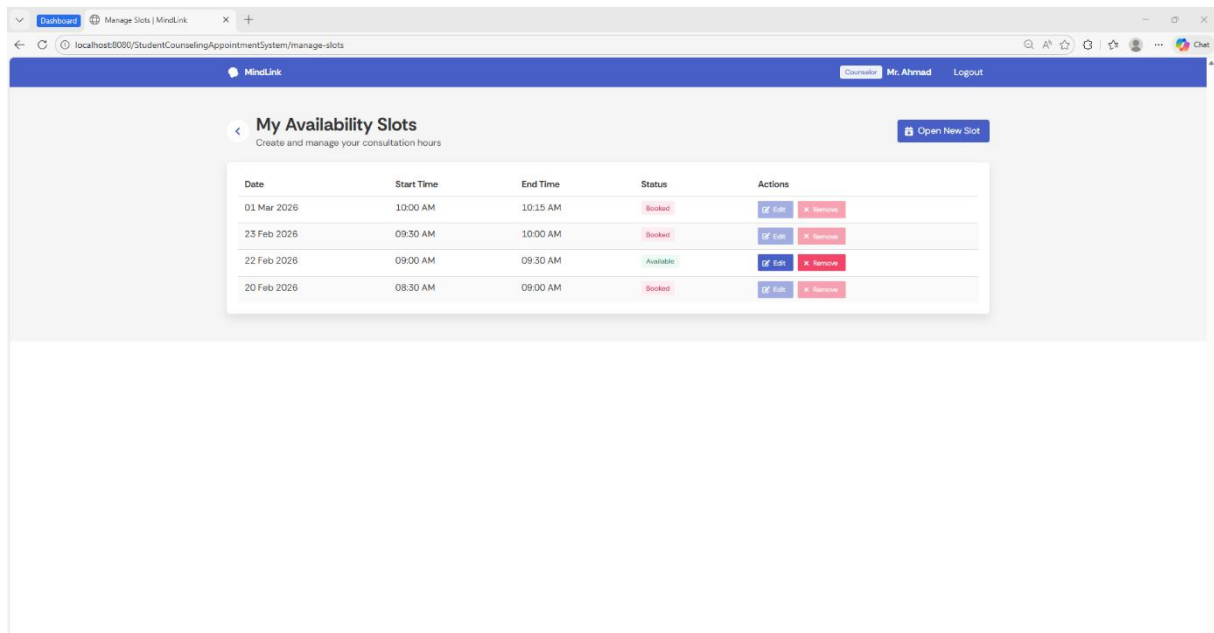


Figure 17 : Appointment Request Page

This page allows counselors to create, manage, and update their available consultation hours within MindLink. Each availability entry is displayed in a table that lists the date of the slot, the start and end times, and the current status, indicating whether the slot is available or has already been booked by a student. Counselors can modify a listed slot by selecting the “Edit” option or remove it entirely using the “Remove” button when the slot is no longer needed. Additionally, a button at the top of the page allows counselors to open a new availability slot, ensuring their schedule remains flexible and up to date. This page provides an organized and efficient way for counselors to manage their appointment availability with ease.

Account Settings

M

Mr. Ahmad

Counselor (ID: 4)

Member since Jan 2028
Total Sessions: 0

Professional Information

Full Name

Mr. Ahmad

Email Address

ahmad@mail.com

Phone Number

0148321312

Specialization

Career

Office Location

Building B, Room 300

Bio / About Me

Hi

Save Changes

Security

Change your password to keep your account secure.

Change Password

Figure 18 : : Account Setting Page (Counselor)

The Counselor Account Settings Page allows counselors to review and update their professional information within MindLink. The left profile panel displays the counselor’s initials, full name, role, and membership details for quick identification. On the right, the main form contains editable fields such as full name, email address, phone number, specialization, and office location, along with a section for writing a brief biography or personal introduction. After making any necessary updates, the counselor may click the “Save Changes” button to apply the new information. A dedicated Security section is also provided at the bottom of the page, offering a “Change Password” option to help counselors maintain the safety and integrity of their account credentials.

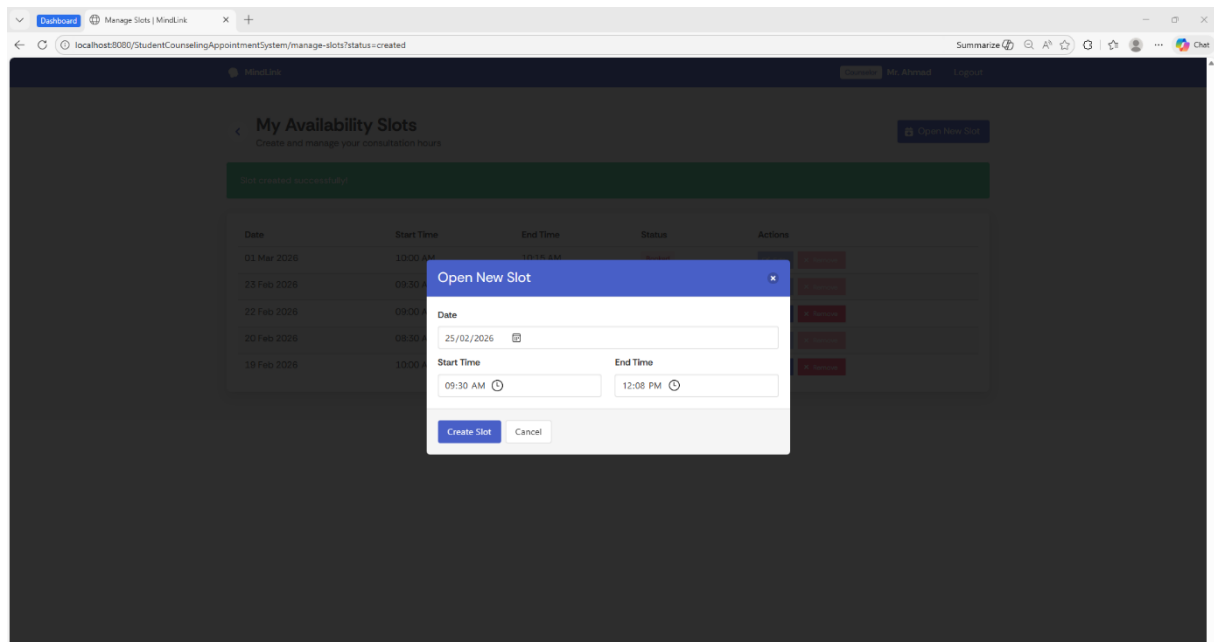


Figure 19 : Open New Slot Page

This page allows counselors to create a new availability slot for student appointments within MindLink. This window provides fields for selecting the desired date, followed by specifying the start and end times for the consultation period. After entering the appropriate scheduling details, the counselor may click the “Create Slot” button to add the new availability to their timetable. If the counselor decides not to proceed, selecting the “Cancel” option will close the popup and return them to the availability management page without saving any changes.

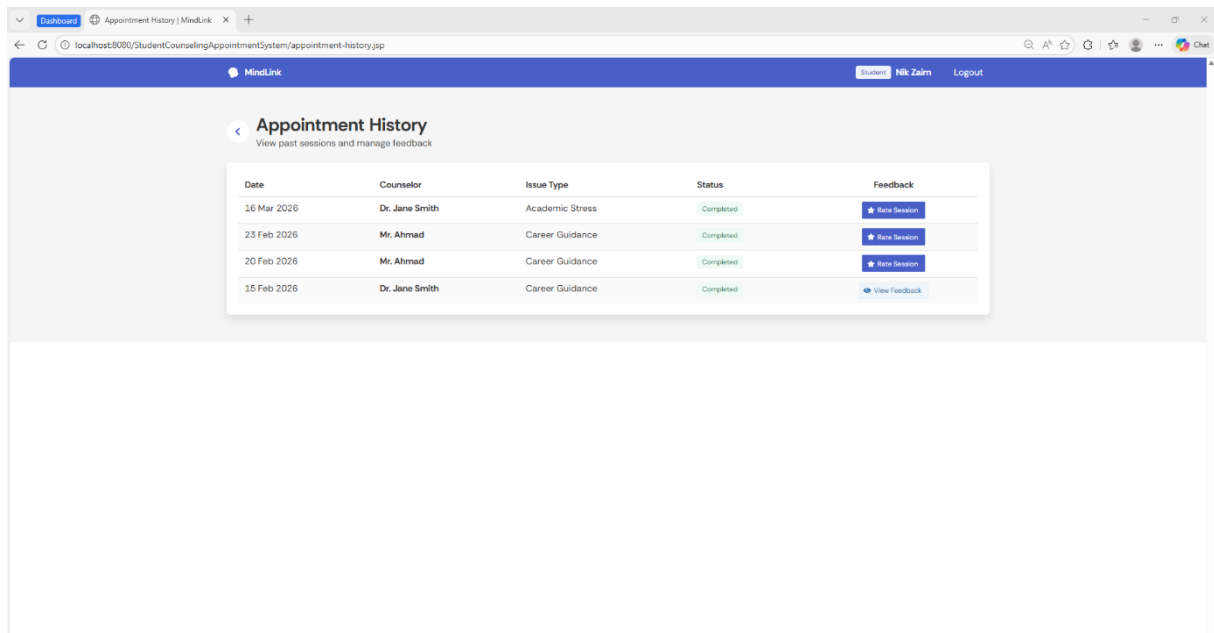


Figure 20 : Appointment History Page

The Appointment History Page provides students with a complete record of their past counseling sessions within MindLink. Each appointment is listed with its corresponding date, the assigned counselor, the issue type addressed during the session, and the session's final status. For recently completed appointments, students may submit feedback using the “Rate Session” button, while sessions that already have feedback recorded will display a “View Feedback” option instead. This page allows students to easily revisit their previous counseling engagements and manage their session feedback in an organized and accessible format.

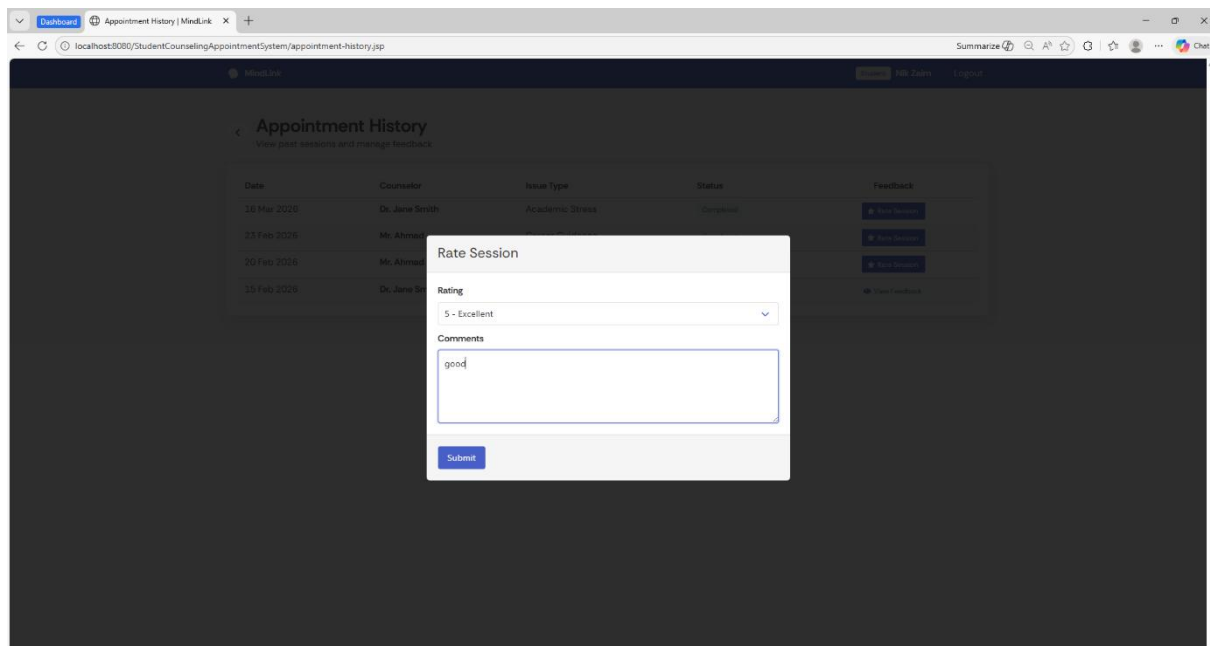


Figure 21 : Rate Session page

This page allows students to provide feedback on a completed counseling session within MindLink. In this window, students can select a rating from the dropdown list, choosing a score that best reflects their overall experience. A comment box is provided beneath the rating field, enabling students to share additional thoughts or describe the aspects of the session they found helpful or meaningful. Once the rating and comments have been entered, the student may click the “Submit” button to record their feedback. If the student chooses not to proceed, they can simply close the popup to return to the Appointment History page without submitting any information.

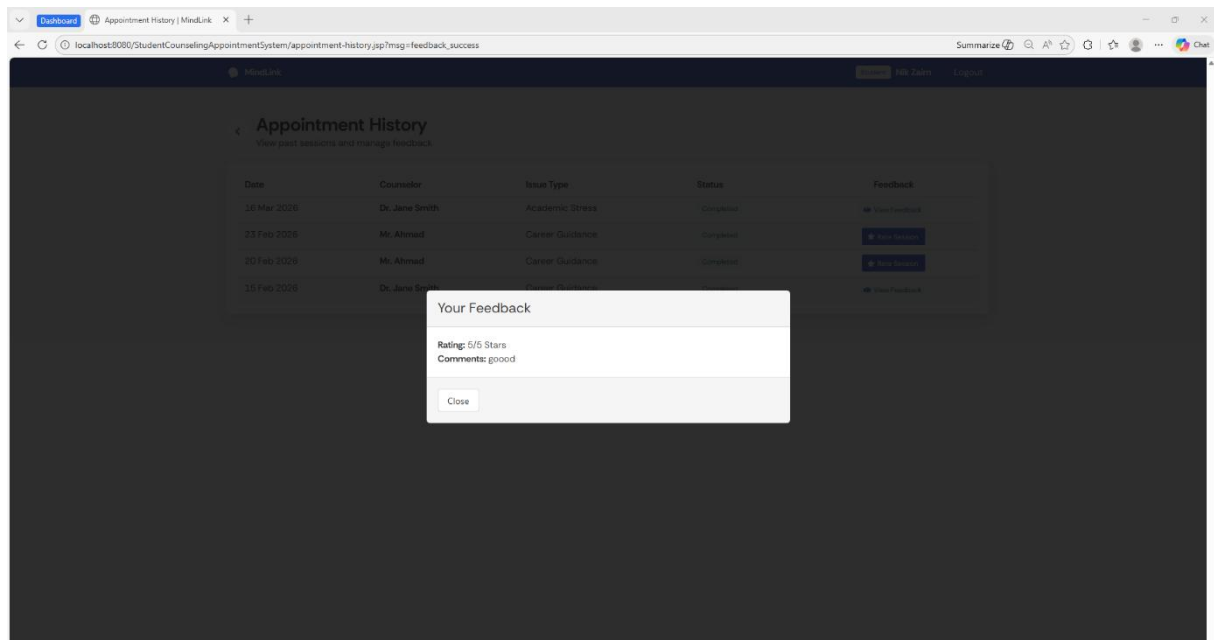


Figure 22 : Feedback Updated Popup

This popup displays the student’s submitted rating and comments for a completed counseling session within MindLink. After providing feedback, the system presents this confirmation window, showing the selected star rating along with any written remarks entered by the student. This allows users to review the exact feedback they have submitted for transparency and reference. Once the student has finished viewing the details, they may click the “Close” button to return to the Appointment History page.

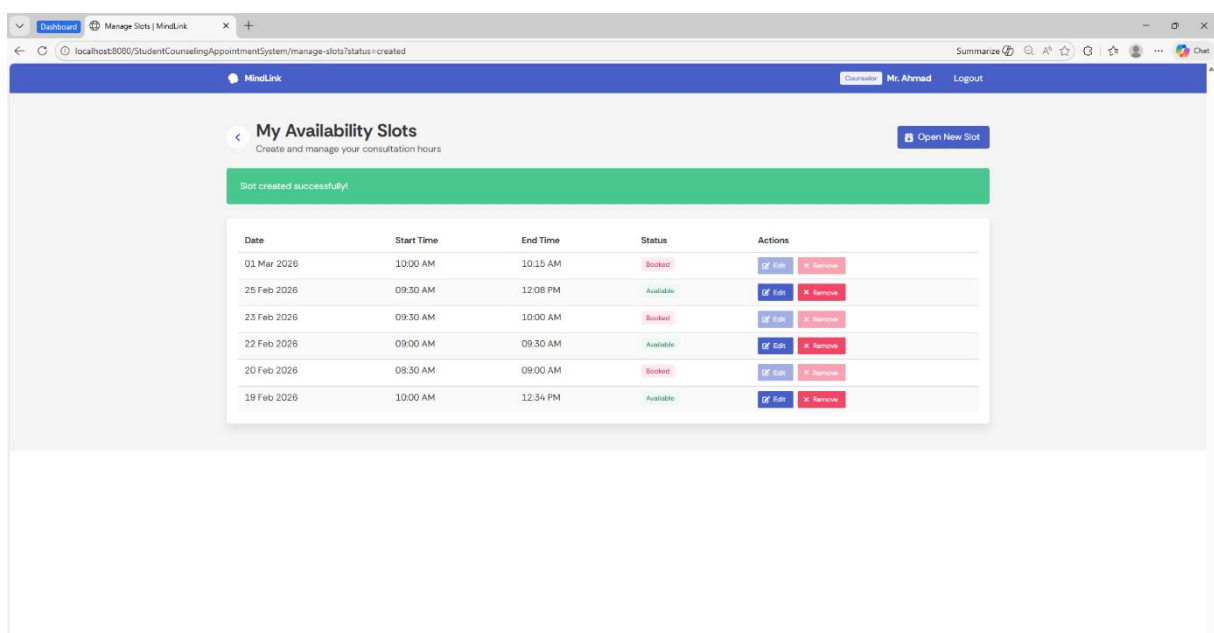


Figure 23 : Availability Slot Page

This page to display a confirmation message at the top whenever a new consultation slot has been successfully created. Below the notification, the updated list of availability entries is presented, showing the newly added slot alongside existing ones. Each slot includes the scheduled date, start time, end time, and its current status, indicating whether it is available or already booked by a student. Counselors also retain full control over their schedule through the action buttons provided for each entry, allowing them to edit or remove slots as needed. This page enables counselors to maintain an organized and accurate timetable, ensuring students always have access to the most up-to-date availability information.

Counselor	Date & Time	Issue Type	Description	Status	Actions
Dr. Jane Smith	18 Mar 2026, 10:00 AM	Academic Stress	-	CANCELLED	No Actions
Dr. Jane Smith	16 Mar 2026, 04:50 PM	Academic Stress	I need support	COMPLETED	No Actions
Mr. Ahmad	01 Mar 2026, 10:00 AM	Career Guidance	-	CANCELLED	No Actions
Mr. Ahmad	23 Feb 2026, 09:30 AM	Career Guidance	I don't know my ambition	COMPLETED	No Actions
Mr. Ahmad	22 Feb 2026, 09:00 AM	Career Guidance	-	REJECTED	No Actions
Mr. Ahmad	20 Feb 2026, 08:30 AM	Career Guidance	I need your advice	COMPLETED	No Actions
Dr. Jane Smith	20 Feb 2026, 08:20 AM	Academic Stress	-	PENDING	Cancel
Dr. Jane Smith	15 Feb 2026, 04:00 PM	Career Guidance	-	COMPLETED	No Actions
Dr. Jane Smith	15 Feb 2026, 04:00 PM	Academic Stress	anxiety	CANCELLED	No Actions
Dr. Jane Smith	15 Feb 2026, 04:00 PM	Academic Stress	stress	REJECTED	No Actions

Figure 24 : Appointment Overview Page

This summary of appointments list provides students with a complete overview of all their counseling sessions, including upcoming, completed, cancelled, and rejected appointments within MindLink. Each entry in the list displays the assigned counselor, the scheduled date and time, the selected issue type, and any description provided by the student during the booking process. The status column clearly indicates the outcome or progress of each session, allowing students to easily differentiate between cancelled, completed, rejected, and pending appointments. For sessions that are still pending, a “Cancel” action is available, enabling students to withdraw from the appointment when necessary. All other appointments display “No Actions,” indicating that no further modifications can be made. This page serves as a comprehensive record of the student’s counseling activity and ensures transparent tracking of all session outcomes.

CONCLUSION

In conclusion, the MindLink platform has been designed to deliver a structured, reliable, and efficient digital environment for managing counseling operations. Through its integrated modules ranging from appointment scheduling and availability management to account administration and feedback tracking MindLink supports seamless coordination between students, counselors, and administrators. The system's clear workflows, consistent interface, and operational transparency help organizations maintain accuracy, streamline engagement, and uphold service quality.

This user manual serves as a comprehensive reference for understanding the functionality, responsibilities, and user interactions within the MindLink system. We encourage all users to familiarize themselves with the procedures outlined herein to ensure consistent and effective system utilization. As part of our commitment to operational excellence, we continuously strive to refine and enhance MindLink in alignment with current best practices.