



**FRANKFURT UNIVERSITY OF APPLIED SCIENCES
VIETNAMESE-GERMAN UNIVERSITY**

**Frankfurt University of Applied Sciences
Faculty 2: Computer Science and Engineering**

**STUDYING WEB FULL-STACK TECHNOLOGIES AND APPLYING IN
STUDENT LIFE SUPPORT SERVICE WEB APPLICATION DEVELOPMENT**

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BACHELOR THESIS

Submitted in partial fulfillment of the requirements for the degree of Bachelor Engineering in
study program Computer Science, Vietnamese - German University, 2024

Binh Duong, Viet Nam

Declaration

I hereby declare that the research presented in this thesis, carried out at both the Vietnamese-German University and the Frankfurt University of Applied Sciences, is my own original work. The thesis was completed under the guidance and supervision of Dr. Tran Hong Ngoc and Dr. Truong Dinh Huy. I further affirm that no part of this thesis has been included in any previous submission for a degree and that it does not violate any intellectual property rights.

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Acknowledgments

First and foremost, I would like to extend my heartfelt gratitude to my two supervisors, Dr. Tran Hong Ngoc and Mr. Truong Dinh Huy, for dedicating their valuable time and effort to review and provide feedback on my thesis. Working closely with Dr. Tran Hong Ngoc over the years has made me appreciate her constant enthusiasm and approachable nature, which significantly boosted my confidence and comfort in completing this work. She was always available to offer guidance and constructive feedback whenever I needed assistance.

Moreover, I am also deeply thankful to the dedicated Computer Science and Engineering (CSE) assistants, whose thorough guidance throughout the thesis process and patience in addressing my questions were invaluable to my research.

Lastly, I want to express my sincere appreciation to all the lecturers at Vietnamese-German University (VGU) and Frankfurt University of Applied Sciences, whose teachings and guidance have been instrumental in shaping my academic journey. I am also incredibly grateful to my friends and family, whose unwavering support and encouragement have been a constant source of strength throughout my four years of study.

Abstract

The Student Life Support Service is a web application developed to streamline student support processes at the Vietnamese-German University (VGU). The system addresses the needs of students, dormitory staff, and administrators by facilitating efficient communication and ticket management for daily student life issues.

The key objectives of this project are to enhance student-staff interaction, simplify ticket resolution, and improve the overall support experience. Students can create, view, and manage support tickets, while staff members handle ticket processing and communication with students. Administrators oversee the entire system, managing users, roles, and system reports.

The application is built using a modern technology stack. The frontend, developed with ReactJS, Material UI, and Vite, incorporates a responsive design that ensures compatibility with various devices, including desktops, laptops, tablets, and smartphones. This ensures that users have a seamless experience regardless of the device they are using. The backend is powered by NodeJS, ExpressJS, and SocketIO for real-time communication, with JWT-based authentication (utilizing access and refresh tokens stored in a Redis in-memory database). The system's data is managed using PostgreSQL for robust and scalable database management.

The project adopts a modular and RESTful API-driven architecture to facilitate scalability and maintainability. The methodology involves iterative development with thorough testing at each stage to ensure the system meets functional and performance requirements.

Preliminary results indicate that the Student Life Support Service significantly improves the efficiency of support ticket management and fosters better communication between students and university staff. The system's modular design and responsiveness enable future enhancements, making it adaptable to evolving requirements at VGU.

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Acronyms

AI Artificial Intelligence

API Application Programming Interface

CSE Computer Science and Engineering

JWT JSON Web Token

REST Representational State Transfer

UI User Interface

VGU Vietnamese-German University

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1 Introduction

1.1 Project Background

The Student Life Support Service is a web-based platform designed to enhance the efficiency and accessibility of student support services at the Vietnamese-German University (VGU). Universities typically handle a large volume of student inquiries and requests, ranging from dormitory issues to general student affairs, but the traditional systems in place often fall short of meeting modern student expectations. The current support mechanisms at many educational institutions are not streamlined, leading to delays in issue resolution, inefficient communication between students and staff, and lack of transparency in the handling of support tickets. Students frequently experience difficulty in tracking the progress of their requests, and support staff often lack the tools needed to manage tickets effectively.

This project aims to address these challenges by introducing an integrated system that automates the submission, handling, and resolution of student support tickets. In addition to providing students with a clear communication channel with the relevant university staff, the system also includes features such as real-time messaging, ticket status updates, and feedback mechanisms. The system will allow administrators to manage user roles, view comprehensive reports on ticket status, and optimize resource allocation.

Additionally, at VGU, students living in dormitories or dealing with other administrative issues often face challenges in receiving timely support. Current methods of submitting issues through email or in-person communication are prone to delays and mismanagement, leading to student dissatisfaction. This is exacerbated by the lack of real-time updates and the absence of a centralized platform where students can view the status of their requests. Similarly, staff members experience difficulty in managing the volume of requests, tracking the status of tickets, and effectively communicating with students.

The proposed Student Life Support Service will streamline these processes by creating a user-friendly, centralized system that not only tracks and manages support tickets but also fosters better communication between students and staff.

1.2 Problem Statement

The lack of a streamlined, accessible system for managing student support services at VGU has led to inefficiencies in communication and delayed resolution of student requests. Students often face prolonged waiting times, uncertainty about the status of their tickets, and difficulty in communicating with the responsible staff. On the other hand, staff members face challenges in managing multiple requests efficiently, tracking their progress, and prioritizing tasks.

The specific problem addressed by this project is the absence of an integrated platform that facilitates smooth communication, real-time ticket management, and timely issue resolution between students and university staff. The current system is fragmented, lacking automation, and fails to provide transparency in the support process.

1.3 Objectives of the Project

The primary objective of this project is to develop a web-based Student Life Support Service that enables students to submit, track, and manage their support requests efficiently. The system will provide several key features, including:

Key features	Description
Ticket Management	Allow students to submit support tickets related to dormitory issues or other university services. Students can track the progress of their tickets in real time.
Real-time Communication	Enable direct communication between students and staff handling the tickets using a real-time messaging system.
Role Management	Provide administrators with tools to manage user roles, such as students, dormitory staff, and student affairs personnel.
Feedback Mechanism	Allow students to give feedback on the support provided and rate the resolution of their tickets.
Notifications and Announcements	Provide students and staff with timely notifications and announcements related to their tickets or university activities.
Responsive Design	Ensure the system is fully compatible with devices of all sizes, including desktops, laptops, tablets, and smartphones.

Table 1: System key features

The focus of the system is to create an efficient, user-friendly, and responsive platform that can be accessed by students and staff across various devices, ensuring convenience and accessibility.

1.4 Scope of the Project

The Student Life Support Service project includes the development of a full-stack web application with several key components:

Key components	Description
Frontend	Built with ReactJS, Material UI, and Vite, the frontend will focus on providing a responsive, interactive interface that can be accessed from any device. Users will be able to submit support tickets, communicate with staff, and view ticket updates.
Backend	Using NodeJS, ExpressJS, and SocketIO, the backend will handle ticket processing, real-time communication, and manage user roles. JWT-based authentication will be used to secure the platform, with refresh tokens stored in Redis for session management.
Database	A PostgreSQL database will store user data, tickets, and related information. This will allow efficient querying and management of all system data.

Table 2: System key components

The system does not cover advanced analytics or AI-driven decision-making, as it is focused on the core functionality of ticket management and communication. Additionally, the scope does not include integration with third-party tools for external service management, though future expansions could allow for such features.

1.5 Thesis Structure

The thesis is organized into several sections, each addressing different aspects of the project:

- **Section 1: Introduction** – Provides an overview of the project background, objectives, problem statement, scope, and thesis structure.
- **Section 2: Literature Review** – Reviews existing solutions and technologies related to student support services, analyzing gaps in current systems that the Student Life Support Service aims to address.
- **Section 3: System Design** – Discusses the system's functional and non-functional requirements, architecture, database design, and API structure. It also covers the UI/UX design approach and how the responsive feature is implemented.
- **Section 4: System Implementation** – Details the step-by-step implementation of the frontend, backend, database, and security mechanisms. It includes code snippets, system flows, and real-time messaging features.
- **Section 5: Results and Discussion** – Analyzes the results of the project, discussing whether the initial objectives were met.
- **Section 6: Conclusion and Future Work** – Concludes the thesis by summarizing the project outcomes and discussing possible future enhancements, such as extending the system to other universities or integrating advanced analytics features.

2 Literature Review

2.1 Existing solutions

2.1.1 Group Chat-Based Systems (Current Solution at VGU)

Currently, many educational institutions, including VGU, rely on informal systems like social media group chats (e.g., Facebook or WhatsApp groups) for raising support tickets and contacting staff. While these systems are easy to set up and require minimal resources, they suffer from significant limitations:

- **Lack of Structure:** The conversation threads are disorganized, making it hard to track specific issues or prioritize them.
- **Absence of Accountability:** There's no formal ticketing system, leading to delays in responses and no mechanism to track whether an issue has been resolved.
- **Inadequate Historical Data:** It's difficult to retrieve past conversations or analyze data to improve service.
- **Lack of Privacy:** Group chats often expose personal information to all participants, which may raise privacy concerns.

2.1.2 Existing University Ticketing Systems

Several universities have adopted formal ticket management systems for handling student support services. These systems are often integrated into larger university management platforms or custom-built web applications. Common examples include:

Systems	Features	Limitations
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JIRA Service Management	JIRA offers a robust ticket management system with features like customizable workflows, automated prioritization, and detailed tracking. Users can submit issues, track their status, and communicate with responsible parties.	JIRA is highly complex, designed primarily for enterprise IT systems, making it overkill for universities that require simpler workflows. It may also be costly and difficult to adapt to student needs without significant customization.
Zendesk	A widely-used customer support platform, Zendesk provides email, live chat, and ticketing systems. It also offers automation and analytics.	Zendesk's focus is on customer service for businesses, so its workflows may not directly match the needs of a university setting, where student requests can be highly varied and require more personalized handling. It also lacks real-time communication features tailored for quick staff-student interactions.
Freshdesk	Freshdesk includes support ticket management, knowledge base integration, and multi-channel communication (email, chat, etc.). It also supports collaboration between support agents.	While Freshdesk is more user-friendly, it may still be too feature-heavy and expensive for small to medium-sized universities. Its primary market is businesses, so it lacks some specific educational features such as dormitory management or academic support.

Table 3: Existing University Ticketing Systems

2.1.3 Limitations of Existing Solutions in the University Context

- **Complexity:** Many existing solutions are designed for enterprise environments and are not tailored to the unique requirements of universities.
- **Lack of Customization:** Solutions like JIRA and Zendesk require extensive customization to meet university-specific needs, such as handling dormitory issues or academic support tickets.
- **Cost:** Proprietary solutions can be expensive, making them less viable for universities with limited IT budgets.
- **Lack of Real-Time Communication:** Most solutions offer asynchronous communication through email or message boards but do not provide real-time chat, which is essential for time-sensitive student support.

2.2 Technology Review

2.3 This is subsection