

UTeM COUNSELING CENTRE

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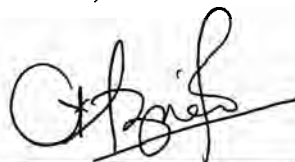
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SUPERVISOR : _____ DATE : _____
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ABSTRACT

UTeM Counseling Centre is a web based application that use apache, MySql, and php scripting to develop. UTeM Counseling Centre is designed for UTeM students to scope with their variety concerns. Counselors have specialized training in particular areas, they tend to deal with very specific problems. UTeM Student Counseling Centre provides consultation services to assist students in addressing problems that negatively impact their academic performance and quality of life. Most of the counseling details are confidential, only counselors can view the counseling record. Only registered student can access UTeM Counseling Centre to make appointment, taking test, and accessing official advising information that available. UTeM Counseling Centre also provides function to help diagnose student mental problem. As a conclusion, UTeM Counseling Centre can be a second medium of reference for student to seek counseling. Students are able to access the counseling service 24 hours a day rather than the inconvenience counseling service which is face-to-face counseling. UTeM Counseling Centre can be helpful for student to achieve healthy life styles.

ABSTRAK

UTeM Counseling Centre adalah sebuah aplikasi laman web yang dibangunkan menggunakan *apache*, *MySql*, dan *php scripting*. UTeM Counseling Centre ini direkakan untuk kegunaan pelajar UTeM untuk menyelesaikan keraguan dan masalah. Kaunselor UTeM mempunyai kemahiran untuk membantu pelajar dalam mengatasi masalah. UTeM Counseling Centre juga menyediakan khidmat kaunseling untuk membantu pelajar mengatasi masalah yang akan menjejaskan prestasi pelajar di sepanjang pembelajaran. Semua maklumat kaunseling adalah sulit dan hanya kaunselor sahaja yang boleh merujuk maklumat kaunseling. UTeM Counseling Centre hanya boleh diguna oleh pelajar yang berdaftar. Pelajar tersebut boleh membuat temu janji, mengambil ujian and melayari maklumat yang ada. UTeM Counseling Centre juga membolehkan pelajar untuk diagnosis masalah pelajar tersebut. Kesimpulanya, UTeM Counseling Centre menjadi pengantaraan kedua bagi pelajar untuk mendapatkan khidmat kaunseling. Pelajar boleh menggunakan khidmat kaunseling yang disediakan 24 jam berbanding dengan cara lama yang perlu jumpa dengan kaunselor untuk dapatkan khidmat nasihat. UTeM Counseling Centre amat membantu pelajar dalam membentuk kehidupan yang sihat.

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LIST OF ABBREVIATION

CD	-	Compact Disk
DBMS	-	Database Management System
DFD	-	Data Flow Diagram
ERD	-	Entity Relationship Diagrams
FTMK	-	Fakulti Teknologi Maklumat dan Komunikasi
HTTP	-	Hypertext Transfer Protocol
OOAD	-	Object Oriented Analysis and Design
PHP	-	Hypertext Preprocessor
PSM	-	Projek Sarjana Muda
RUP	-	Rational Unified Process
UCC	-	UteM Counseling Centre
UTeM	-	Universiti Teknikal Kebangsaan Malaysia Melaka

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CHAPTER I

INTRODUCTION

1.1 Project Background

UTeM Counseling centre is designed to help students focus on academic, personal/social and career development so they can achieve success in University and prepared to lead forward. When student feel stressed out, depressed, angry, anxious, or confused, sometimes, a good friend or a relative can help. However, there are times when these problems do not go away or they become too overwhelming. These are the times when student should seek professional help. Counselors have specialized training in particular areas, they tend to deal with very specific problems.

UTeM Student Counseling Centre provides consultation services and crisis response to the UTeM student. This system will be a medium of reference for student to seeking counseling. Most of the counseling is confidential, only counselors can view the counseling record. Counseling is a personal and private matter and any referral should be handled with as much confidentiality, respect and concern for the student as possible.

Student that wants to handle their concern can try the self help to handle their problems. The student can use the self help to get information on psychological and health issues. The self help will provide tips and technique for each type of problems. They can personally meet the counselor later on for counseling. Student can make appointment by online or go to the office directly. Student can meet the counselor at

office hours when they are appears to be experiencing any of the following problems and they do not seem to be resolving.

1.2 Problem Statement

There is no friendly approach for the UTeM Counseling service. Student does not know what kind of service provided, where and how they can meet the counselor for seeking advice. With the help by this UTeM Counseling Centre, student can easily browse the internet to get information about UTeM Counseling service.

Before this, student needs to contact counselor or fill in a form to make appointment. Through phone, student will discuss about time and date to meet counselor. With the help of this system, student can easily view time slot that available for counseling. Counselor can set the time slot for counseling student. Student and counselor will save time by no need to discuss about time and location.

There is limited available and trained counselor in UTeM. Now with the help of the system, counselor can design a set of question or test for student. After student answers it, the system will generate the result that indicates the student personalities. Based on the result, counselor can save a lot of time to help the student solve their problem.

1.3 Objective:

- To let student know how to get help about psychological and mental health issues on UTeM.
- Student can access official advising information from UTeM Counseling Centre through web browser.

- Student able to quickly find answers to most common advising questions in self help articles.
- Student can easily make appointment with the counselor.
- Reduction in the amount of time and energy spent by counselor on repetitive tasks.

1.4 Scope:

- User Module

In this module, student and counselor can access the system. Only counselor can update information in the system. Most of the counseling process is confidential, only counselors can view the counseling data. Student need to register before access the websites.

- Appointment Module

In this module, only registered student can make appointment to meet with counselor. Student can view counselor available time slot before make an appointment. Counselor can only view their own appointment. Counselor also can cancel appointment.

- Self-Help and Personalities test Module

In this module, student can download article from specific topic. Counselor will be the one that upload article. Student can choose set of question to answer and the system will generate result based on student result. Student test result will saved in database for counselor further references.

- **Counseling Service Module**

In this module, counselor will insert comments for the student that attend counseling session. Student counseling record will be saved into database for further reference.

- **Report Module**

In this module, counselor is able to view in graph, statistics of student result when taking personalities test. Counselor also can view in graph, statistic of type of counseling service student taken.

1.5 Project significance

The UTeM counseling centre will help the student to increase awareness, independence, and effectiveness in the pursuit of personal goals. Student will know how to get help about psychological and mental health.

Counselor will provide mental health services based on the guideline provided to assist students in addressing problems. Student will be given test to identify their problems, and then the system will generate the result based on the student symptoms. Counselor can handle the student problem quickly and effectively with the help of guidelines.

One of the most immediate and visible benefits of this system is to make official relevant advising information available on the Web. Student can access the information from anywhere just using web browser.

Without seeking counselor, student also can access the self help pages and use the information provided to learn more about their self, explore interpersonal skills and attitudes, promote personal growth, improve academic skills, and better understand their own feelings. Beside that, Student can easily make appointment with counselor based on the time slot given.

1.6 Expected Output

After the end of the analysis, design, and testing process, a web based UTeM Counseling Centre will be developed. This web based UTeM Counseling Centre can be access anywhere using web browser. This system will be able to help the student to seeking help and the counselor to effectively solve student problems. This web based UTeM Counseling Centre will support three different kinds of users. Firstly counselor can add/delete information in the web sites. Secondly UTeM student can access the web sites but register is required before can make appointment. Thirdly is public which is anonymous can view the web sites but they don't have the authority to make appointment. Web based UTeM Counseling Centre will contains overview of service, appointment information that enable to make appointment based on counselor schedule, self help that provide tips and technique to handle the problems.

1.7 Conclusion

As conclusion, UTeM Counseling Centre will be developed to help students focus on academic, personal/social and career development so they achieve success in University. This chapter had described the important and need for the counseling service to be developed. Literature review and project Methodology will be discussed on next chapter.

CHAPTER II

LITERATURE REVIEW AND PROJECT METHODOLOGY

2.1 Introduction

Literature reviews provide us with a handy guide to overview our topic. It is very useful reports that keep us up to date with what is current in the field. It will give a quick idea of the topic and discussion of sources. Literature review used to justify choice of research question, theoretical or conceptual framework, and method and establish the importance of the topic. Literature review also provides background information needed to understand the project.

Rational Unified Process (RUP) is an iterative development methodology, its aims to achieve high quality software production that meets the needs of its end users, within a specified schedule and budget. The development team for the Rational Unified Process is working closely with customers, partners, Rational's product groups as well as Rational's consultant organization, to ensure that the process is continuously updated and improved upon to reflect recent experiences and evolving and proven best practices. The Rational Unified Process enhances team productivity, by providing every team member with easy access to a knowledge base with guidelines, templates and tool mentors for all critical development activities. By having all team members accessing the same knowledge base, no matter if you work with requirements, design, test, project management, or configuration management, we ensure that all team members share a common language, process and view of how to develop software. The Rational Unified Process activities create and maintain models. Rather than focusing on the production of large amount of paper documents,

the Unified Process emphasizes the development and maintenance of Models. RUP is applicable to a wide variety of applications and domains; it can be modified, adjusted and expanded to suit the specific needs of every developing organization.

2.2 Facts and findings

2.2.1 Domain

Counseling is a process at which a counselor meets with students, aiming to enhance their self-understanding and personal development, to empower them to cope with their problems and stress, to facilitate their adjustment to university life and to assist them in making healthy life changes. This counseling service will assist students in a variety of personal development areas.

Numerous profit and non-profit organizations have used the Internet as a medium for counseling service due to the large target market. Some commercial organizations have created innovative methods of payment for the counseling. There are websites by Malaysian Non-Governmental Organizations (NGO) that provide free counseling. They share certain characteristics such as being targeted towards certain groups and focus more on telephone and email counseling. Besides websites that are fully committed to giving advice, there are some that only operate as a side-dish to the website's original business function.

There many universities that having web based counseling system which will be discuss below. There is also has have research about web based counseling system that will be included below.

2.2.2 Existing System

2.2.2.1 Curtin University of Technology Counseling Service

(<http://www.curtin.edu.my/prospective/facilities/counseling.htm>)

There are only two types of counseling service provided, those are individual and career counseling. Counseling session can be conducted by making appointment through phone or fill up online form. Online form requested student to input student information and student id before submit the form. The web sites also have a FAQ section to help student understand about counseling. Issue about student problem is not included.

Request for Counselling Appointment

Please provide the following information to request a counselling appointment.

Full Name

Student ID

E-Mail Address

Contact Number

Initial Appointment Date

Place a check in each box that designates a time you would be free on a regular basis.

Time/Day	Monday	Tuesday	Wednesday	Thursday	Friday	
10am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	While we understand you not be free at the same time every week, indicating regular times will assist in scheduling your appointment(s)
11am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Place a tick in the box that best designates the area you would like to discuss:

Tick (✓)	Area
<input type="checkbox"/>	Academic
<input type="checkbox"/>	Career
<input type="checkbox"/>	Personality
<input type="checkbox"/>	Social
<input type="checkbox"/>	Family
<input type="checkbox"/>	Marriage
<input type="checkbox"/>	Self-Development
<input type="checkbox"/>	Motivation/Discipline
<input type="checkbox"/>	Health
<input type="checkbox"/>	Others: <input type="text"/>

All information will remain confidential!
Please note that all information shared during counselling will be kept in the strictest confidence; except where mandated by law that the University is required to divulge such information to the proper authorities.

Figure 2.1: Online form to counseling appointment.