

DEVELOPMENT OF ONLINE COUNSELING APPOINTMENT SYSTEM
FOR THE GUIDANCE OFFICE OF THE OFFICE OF
STUDENT AFFAIRS AND SERVICES.
CAVITE STATE UNIVERSITY-
MAIN CAMPUS

THESIS

MARK KENNETH L. BONDOC
LUCKY ANGELO C. RABOSA

College of Engineering and Information Technology

CAVITE STATE UNIVERSITY

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**DEVELOPMENT OF ONLINE COUNSELING APPOINTMENT SYSTEM
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STUDENT AFFAIRS AND SERVICES –
CAVITE STATE UNIVERSITY –
MAIN CAMPUS**

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**MARK KENNETH L. BONDOC
LUCKY ANGELO C. RABOSA**
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ABSTRACT

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This study was carried out between January 2021 to January 2022 at Cavite State University. The overall goal of this study was to create a mobile application that provides students with media-related mental health activities and stress-coping skills that are relevant to the University's counseling services. Specifically, the study aimed to provide an information module that gives the users some guidance on how to cope with stress; create a report module that generates and gathers reports to be used by a guidance counselor; to develop an application that helps the guidance counselor to extend their counseling service to the students, and to test and evaluate the application system's functionality by gathering feedback from the users.

The methodology used by the researchers was the Prototyping Model. It consists of five (5) phases: Requirement Analysis; Design; Building, Prototyping, and Refining Prototype; Evaluating by Client; and Final Product.

The study was evaluated using the evaluation form based on ISO 9126 with the following criteria: functionality, reliability, usability, and user-friendliness. The non-technical features of the mobile application were evaluated by 101 college students and 5 OSAS personnel. Eight (8) IT professors from the Department of Information Technology served as IT experts and were selected for the technical system evaluation. The evaluation results show that the system was "Excellent" in both evaluations conducted and it indicates that the developed software has passed the software quality test.

The results were tabulated, analyzed, and statistically treated using mean and standard deviation. Overall, the results and feedbacks show a positive effect on the interest.

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**Mark Kenneth L. Bondoc
Lucky Angelo C. Rabosa**

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INTRODUCTION

Mental health illness is third among the most frequent disabilities in the Philippines. The Philippines has the third-highest incidence of mental health issues in the Western Pacific area, with approximately 6 million Filipinos suffering from depression and/or anxiety. In 2015, the worldwide prevalence of common mental illnesses including depression and anxiety disorders is expected to reach 5.5 percent and 3.6 percent, correspondingly, while suicide will account for 1.5 percent of global mortality (WHO, 2017). College students can be quite stressful for students due to the numerous types of progression experienced during this period. They spend most of their time at school and have regular interaction with instructors, classmates, and peers. The epidemic has exacerbated the problem, as the students moved from traditional face-to-face classes to online learning, they experienced increased isolation and anxiety. With less personal interaction, social media and smartphone applications are being used more to deliver amusement to users.