

ONLINE VIRTUAL ASSISTANT FOR STUDENTS OF
CAVITE STATE UNIVERSITY MAIN CAMPUS

THESIS

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ABSTRACT

REYANNE S. DABALOS and MELANIE D. HORMILLADA. Online Virtual Assistant for Students of Cavite State University Main Campus. Undergraduate Thesis. Bachelor of Science in Computer Science. Cavite State University, Indang, Cavite, December 2016. Adviser: Ms. Julie Ann C. Lontoc.

This study was conducted at Cavite State University Main Campus from November 2014 to December 2016. The purpose of the study was to develop an Online Virtual Assistant for Students of Cavite State University-Main Campus. The study specifically aimed to help students acknowledge their inquiries about the university.

The methodology used to develop the system was software prototyping which composed of the following phases: requirement gathering, quick design, building prototype, customer evaluation, refining prototype, and engineer product. The system was evaluated through the use of unit and usability testing, and was concluded that the software is accurate and the functions met the required criteria for the proposed system. The software was also evaluated based on the following criteria: functionality, reliability, usability, efficiency, maintainability, and portability. There were 151 tests done by random students of Cavite State University. According to the evaluation results, an overall mean of 4.21, the software was interpreted as excellent. Upon the completion of the study, the researchers concluded that the application Online Virtual Assistant for Students of Cavite State University-Main Campus is a huge help to the user that has no ideas or limited ideas in the university. Moreover, it gives convenience to the staff in acknowledging the student's inquiries by adding all the information concerning to their offices and respond to all student's questions.

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An undergraduate thesis submitted to the faculty of Department of the Information and Technology, College of Engineering and Information Technology, Cavite State University, Indang, Cavite in partial fulfillment of the requirements for the degree of Bachelor of Science in Computer Science with Contribution No. 04. Prepared under the supervision of Ms. Julie Ann C. Lontoc.

INTRODUCTION

Cavite State University is offering close to 100 curricular programs in the undergraduate and graduate levels. It has more than 25,000 students and 1,200 faculty and staff from all campuses (Cavite State University Homepage, 2015). Students, both old and new, have difficulty finding their way around campus. They have trouble naming and finding out rooms and offices because they do not know who to ask. Furthermore, confusion ensues when students need to file up application forms, pay fees, or get their clearances signed. In light of these problems, the researchers propose a virtual assistant program which aims at helping students gain the information they need from one easy-to-access source.

According to Lun (2015), a virtual assistant is an artificial humanlike representation of an organization. It is designed for conversation with (potential) customer, members or