EXPERT SYSTEM FOR SELECTION OF ACADEMIC PROGRAMME (ESSAP)

WANNORAINI BINTI ABDUL LATIF

UNIVERSITI UTARA MALAYSIA 2005

EXPERT SYSTEM FOR SELECTION OF ACADEMIC PROGRAMME (ESSAP)

A thesis submitted to the Graduate School in partial fulfillment of the requirement for the degree Master of Science (Intelligent System)
Universiti Utara Malaysia

By Wannoraini Binti Abdul Latif



Sekolah Siswazah (Graduate School) Universiti Utara Malaysia

PERAKUAN KERJA TESIS (Certification of Thesis Work)

Kami yang bertandatangan di bawah, memperakukan bahawa We, the undersigned, certify that

WANNORAINI BINTI ABDUL LATIF (nama penuh/full name) calon untuk ijazah Master of Science (Intelligent System) candidate for the degree of telah mengemukakan tesisnya yang bertajuk has presented his/her thesis with the following title: EXPERT SYSTEM FOR SELECTION OF ACADEMIC PROGRAMME (seperti yang tercatat di muka surat tajuk dan kulit tesis) as it appears on the title page and front cover of thesis dan tesis tersebut boleh diterima dari segi bentuk serta kandungan dan meliputi bidang ilmu dengan memuaskan. The thesis is acceptable in form and content and that a satisfactory knowledge of the field is covered. AJK Tesis/Thesis Committee Nama/Name: Wan Hussain B. Wan Ishak Tandatangan _ (i) (Penyelia Utama/Principal Supervisor) Signature Nama/*Name*:_____ Tandatangan (ii) Signature:____ Tandatangan (iii) Nama/*Name*:_____ Signature:_____

PERMISSION TO USE

In presenting this thesis in partial fulfilment of the requirement for a post

graduate degree from Universiti Utara Malaysia, I agree that the University Library

may make it freely available for the inspection. I further agree that permission for

copying of this thesis in any manner, in whole or in part, for scholarly purposes may

be granted by my supervisor(s) or, in their absence, by the Dean of the Graduate

School. It is understood that any copying or publication or use of this thesis or parts

thereof for financial gain shall not be allowed without my written permission. It is

also understood that due recognition shall be given to me and Universiti Utara

Malaysia for any scholarly use which may be made of any material from my thesis.

Requests for permission to copy or to make other use of materials in this

thesis, in whole part, should be addressed to:

Dean of Graduate School Universiti Utara Malaysia

06010 UUM Sintok

Kedah Darul Aman.

i

LIST OF TABLE

TABLE	PAGE
Table 2.1: The Functions of Expert Systems	11
Table 2.2: Major Application Areas of Expert Systems	12
Table 2.3: Types of Problem Solved by Expert Systems	12
Table 2.4: The Summary of Holland Types	15
Table 2.5: Published Student Advisor Systems with AI Technology	32
Table 3.1: KUTPM Career Self Assessment	35
Table 4.1: Examples of Rules	43
Table 4.2: Characteristics for Realistic Personality Type	45
Table 4.3: Characteristics for Investigative Personality Type	46
Table 4.4: Characteristics for Artistic Personality Type	46
Table 4.5: Characteristics for Social Personality Type	47
Table 4.6: Characteristics for Enterprising Personality Type	47
Table 4.7: Characteristics for Conventional Personality Type	48
Table 4.8: SPM Qualification Requirement for Diploma Programme	48
Table 4.9: STPM Qualification Requirement for Bachelor Programme	48
Table 4.10: Diploma Qualification Requirement for Bachelor Programme	49
Table 4.11: Matriculation Qualification Requirement for Bachelor Programme	49
Table 4.12: Foundation Qualification Requirement for Bachelor Programme	49
Table 5.1: Data Structure of dat_certification_level	57
Table 5.2:Data Structure of dat_institution	57
Table 5.3: Data Structure of dat_personality	57
Table 5.4: Data Structure of dat_programme	57
Table 5.5: Data Structure of dat specification	58

Table 5.6: Data Structure of dat_subject_spm	58
Table 5.7: Data Structure of dat_subject stpm	58
Table 5.8: Data Structure of essap_factor	58
Table 5.9: Data Structure of essap_inference	58
Table 5.10: Data Structure of essap_qrholland	59
Table 5.11: Data Structure of essap_qualification	59
Table 5.12: Data Structure of essap_qualification_other	59
Table 5.13: Data Structure of essap_usrptentry	60
Table 5.14: Data Structure of essap_usrptresult	60
Table 5.15: Data Structure of user_acc	60
Table 5.16: Uncertain Terms and Their Interpretation	86
Table 6.1: Current Semester Student	94
Table 6.2: Student Academic Programme	95
Table 6.3: The Way Student Choose Academic Programme	96
Table 6.4: Student Seen Any Advisor	97
Table 6.5: Duration Make Appointment With Advisor	98
Table 6.6: Duration to Complete Advising Process	99
Table 6.7: Walk-in Appointment for Advising Process	100
Table 6.8: Average Duration Have to Wait for Appointment	101
Table 6.9: Reasonable Time to Wait	102
Table 6.10: Reason for Never Met Advisor	103
Table 6.11: Evaluation of Graphical User Interface	104
Table 6.12: Evaluation of System Functionality	105
Table 6.13: Evaluation of Explanation Functions	106
Table 6.14: Evaluation of System Results	107
Table 6.15: Clear of Career Path After Using ESSAP	108
Table 6.16: Duration of Using ESSAP System	109

ABSTRAK

Sistem pakar adalah salah satu applikasi penting yang berasaskan cabang-cabang Kepintaran Buatan. Pada permulaan pembangunan sistem pakar dalam pendidikan, bidang yang dipilih adalah applikasi untuk pemilihan program akademik. ESSAP merupakan sebuah sistem berasaskan web yang berbeza daripada program komputer konvensional yang mana ia mampu menyelesaikan masalah dengan meniru.mimik proses penaakulan manusia, bergantung kepada logik, keyakinan, "rules of thumbs", pandangan dan pengalaman. Sistem ini menyediakan program akademik bagi Sekolah Sains Maklumat & Kejuruteraan (SISE) di Kolej Universiti Teknologi & Pengurusan Malaysia (KUTPM). Bahasa-bahasa pengaturcaraan web yang digunakan adalah PHP, Javascript dan CSS. Pangkalan pengetahuan adalah menggunakan pelayan pangkalan data MySQL. Sistem ESSAP menyediakan cadangan dan nasihat bagi program akademik kepada para pelajar berdasarkan minat dan juga kelayakan akademik mereka. Daripada minat, sistem akan mengenalpasti jenis personaliti pelajar mengikut theori Holland J.

ABSTRACT

Expert system is one of the important application oriented branches of Artificial Intelligence. At the beginning of development expert systems in education, the area selected is application to selection of academic programme. ESSAP is a web-based system that are different from conventional computer programs as they can solve problems by mimicking human reasoning processes, relying on logic, belief, rules of thumb, opinion and experience. This system provides academic programme for School of Information Sciences & Engineering (SISE) at University College of Technology & Management Malaysia (KUTPM). The web programming languages of system implementation are PHP, JavaScript, and CSS. The knowledge base was created using MySQL database server. ESSAP system provides advisory and recommendation for academic programme for the students based on their qualification and interests. The system would determine type of student's personalities from their interest, using Holland J. Theory.

ACKNOWLEDGMENTS

First of all, I would like to express my thanks and gratitude to Allah for giving me the courage and the strength to complete this thesis. I am also deeply indebted to my supervisor Mr. Wan Hussain Bin Wan Ishak whose help, stimulating suggestions and encouragement helped me at all the times during the project development, presentation and the writing of this project. I would like to express my thanks to Mrs. Norizah for information about the student admission, her knowledge about Holland J. Theory to determine student career paths.

I would like to thank all my classmates, batch of MSc. IKBS 2001, the lectures who have supported me towards the completion of this project. They are Siti Faeizah Mohd Ali, Azliza Mohd Ali, Syahida Hassan, Azlin Ahmad, Nooraini Yusoff and to all those who gave me the possibility to complete this project.

I also would like to extend my gratitude to my officemates, the Dean of SISE, Assoc. Prof. Md Gapar Md Johar, Mr. Kevin, Mr. Sim, Miss Jennifer, Mrs Norlia and Miss Muziah, for their support. Special thanks also goes to my dear friend Arfizal Anuar for his support.

Finally, not forgetting my beloved mother Mrs Hafsah Binti Mokhtar, my sisters Wanmorni and Wanmahani, and my little niece, Nursyazana for their 'doa', encouragement and advice.

TABLE OF CONTENTS

	PAGE
PERMISSION TO USE	I
ABSTRACT (BAHASA MALAYSIA)	п
ABSTRACT (ENGLISH)	III
ACKNOWLEDGMENTS	IV
LIST OF TABLE	VIII
LIST OF FIGURES	XI
CHAPTER 1 : INTRODUCTION	1
1.1 Overview	1
1.2 Problem Statement	2
1.3 Objectives	3
1.4 Scope of the Project	4
1.4.1 Scope of User	4
1.4.2 Scope of System	4
1.5 Significance of the Project	6
1.6 Organization of Report	7
CHAPTER 2 : LITERATURE REVIEW	8
2.1 Introduction to Artificial Intelligence	8
2.2 Introduction to Expert System	8
2.2.1 Definitions of Expert Systems	9
2.2.2 Expert Systems Applications	11
2.2.3 Expert System versus Computer-based Advising Methods	13
2.3 Web-based Expert Systems	14
2.4 Holland J. Theory	15
2.5 Previous Research Works Related to Advising System	18
CHAPTER 3: CURRENT SITUATION	35
3.1 Introduction	35
3.2 Current Traditional Based in Choosing Academic Programme	38

3.3 Summary	39
CHAPTER 4: METHODOLOGY	40
4.1 Introduction	40
4.1.1 Planning	41
4.1.2 Knowledge Definition	41
4.1.3 Knowledge Design	42
4.1.4 Code and Checkout	50
4.1.5 Knowledge Verification	50
4.1.6 System Evaluation	51
4.2 Summary	51
CHAPTER 5: SYSTEM IMPLEMENTATION	52
5.1 S ystem Analysis	52
5.1.1 Flow Chart	52
5.1.2 Context Diagram	54
5.1.3 Data Flow Diagram (DFD)	55
5.2 System Design	57
5.2.1 Database Scheme	57
5.2.2 System Module	61
5.2.3 System Interface	63
5.2.4 ESSAP Interface	64
5.3 System Architecture	85
5.3.1 Certainty Factor	85
5.3.2 Programming Languages	87
5.3.3 Knowledge Base	91
5.3.4 Working Memory	91
5.3.5 Inference Engine	92
5.4 Summary	92
CHAPTER 6: RESULTS & FINDINGS	93
6.1 Evaluation on Students of KUTPM	93
6.1.1 Questions on Student Information	94
6.1.2 Questions on Current System	96
6.1.3 Ouestions on ESSAP System	104

6.2 Evaluation on Staffs of KUTPM	112
6.2.1 Questions on Current System	113
6.2.2 Questions on ESSAP System	115
6.3 Summary	125
CHAPTER 7: CONCLUSION AND DISCUSSION	126
7.1 Limitation of the System	126
7.2 Recommendation	127
REFERENCES	128
APPENDIX A: RULES	131
APPENDIX B: USER MANUAL	143
APPENDIX C : QUESTIONNAIRE OF STUDENT	154
APPENDIX D : QUESTIONNAIRE OF STAFF	156
ADDENDIY F · FSSAP RELATIONAL DATABASE SCHEMA	158

LIST OF TABLE

TABLE	PAGE
Table 2.1: The Functions of Expert Systems	11
Table 2.2: Major Application Areas of Expert Systems	12
Table 2.3: Types of Problem Solved by Expert Systems	12
Table 2.4: The Summary of Holland Types	15
Table 2.5: Published Student Advisor Systems with AI Technology	32
Table 3.1: KUTPM Career Self Assessment	35
Table 4.1: Examples of Rules	43
Table 4.2: Characteristics for Realistic Personality Type	45
Table 4.3: Characteristics for Investigative Personality Type	46
Table 4.4: Characteristics for Artistic Personality Type	46
Table 4.5: Characteristics for Social Personality Type	47
Table 4.6: Characteristics for Enterprising Personality Type	47
Table 4.7: Characteristics for Conventional Personality Type	48
Table 4.8: SPM Qualification Requirement for Diploma Programme	48
Table 4.9: STPM Qualification Requirement for Bachelor Programme	48
Table 4.10: Diploma Qualification Requirement for Bachelor Programme	49
Table 4.11: Matriculation Qualification Requirement for Bachelor Programme	49
Table 4.12: Foundation Qualification Requirement for Bachelor Programme	49
Table 5.1: Data Structure of dat_certification_level	57
Table 5.2:Data Structure of dat_institution	57
Table 5.3: Data Structure of dat_personality	57
Table 5.4: Data Structure of dat_programme	57
Table 5.5: Data Structure of dat specification	58

Table 5.6: Data Structure of dat_subject_spm	58
Table 5.7: Data Structure of dat_subject stpm	58
Table 5.8: Data Structure of essap_factor	58
Table 5.9: Data Structure of essap_inference	58
Table 5.10: Data Structure of essap_qrholland	59
Table 5.11: Data Structure of essap_qualification	59
Table 5.12: Data Structure of essap_qualification_other	59
Table 5.13: Data Structure of essap_usrptentry	60
Table 5.14: Data Structure of essap_usrptresult	60
Table 5.15: Data Structure of user_acc	60
Table 5.16: Uncertain Terms and Their Interpretation	86
Table 6.1: Current Semester Student	94
Table 6.2: Student Academic Programme	95
Table 6.3: The Way Student Choose Academic Programme	96
Table 6.4: Student Seen Any Advisor	97
Table 6.5: Duration Make Appointment With Advisor	98
Table 6.6: Duration to Complete Advising Process	99
Table 6.7: Walk-in Appointment for Advising Process	100
Table 6.8: Average Duration Have to Wait for Appointment	101
Table 6.9: Reasonable Time to Wait	102
Table 6.10: Reason for Never Met Advisor	103
Table 6.11: Evaluation of Graphical User Interface	104
Table 6.12: Evaluation of System Functionality	105
Table 6.13: Evaluation of Explanation Functions	106
Table 6.14: Evaluation of System Results	107
Table 6.15: Clear of Career Path After Using ESSAP	108
Table 6.16: Duration of Using ESSAP System	109

Table 6.17: Recommend Suitable Academic Programme	110
Table 6.18: Overall Evaluation of ESSAP System	111
Table 6.19: Will Recommend ESSAP System to Others	112
Table 6.20: Number of Students in Daily Consultation	113
Table 6.21: Duration in Academic Process Consultation	114
Table 6.22: Evaluation on Graphical User Interface	115
Table 6.23: Evaluation of System Functionality	116
Table 6.24: Evaluation of Explanation Function	117
Table 6.25: Determine Students Personality Correctly	118
Table 6.26: Give Clear Descriptions in Career Paths	119
Table 6.27: Recommend Suitable Academic Programme	120
Table 6.28: Duration Used ESSAP System	121
Table 6.29: Better and Less Time Consuming Than Traditional System	122
Table 6.30: Reasonable to Use by Student	123
Table 6.31: Evaluation on Overall System	124
Table 6 32: Will Recommend ESSAP System to Students	125

LIST OF FIGURES

FIGURE	PAGE
Figure 2.1: Basic Function of an Expert System	10
Figure 2.2: John Holland's Hexagon of Personality Types	17
Figure 3.1: Current Traditional Based for Student to Choose an Academic Programm	me 38
Figure 4.1: The Linear Model of Expert System Development Life Cycle	40
Figure 4.2: Semantic Network of ESSAP System	44
Figure 4.3: Inference Network of ESSAP System	45
Figure 5.1: ESSAP System Flow Chart	54
Figure 5.2: Context Diagram of ESSAP System	55
Figure 5.3: ESSAP Data Flow Diagram (DFD Level 0)	56
Figure 5.4: ESSAP System Module	61
Figure 5.5: The Interface Design of ESSAP System	63
Figure 5.6: The Home Interface for ESSAP System	64
Figure 5.7: The Main Login page for ESSAP System	65
Figure 5.8: New User Registration Interface	66
Figure 5.9: New User Registration Accepted Confirmation Page	67
Figure 5.10: Authorized User Login Interface for New User	68
Figure 5.11: Authorized User Login Interface for Returning User	69
Figure 5.12: User Qualification Entry page	70
Figure 5.13: User Personality Test (Realistic) top page	71
Figure 5.14: User Personality Test (Realistic) bottom page	72
Figure 5.15: Help/How window for User Personality Test (Realistic)	73
Figure 5.16: User Personality Test (Investigative) page	74
Figure 5.17: User Personality Test (Artisitc) page	75

Figure 5.18: User Personality Test (Social) page	76
Figure 5.19: User Personality Test (Enterprising) page	77
Figure 5.20: User Personality Test (Conventional) page	78
Figure 5.21: ESSAP Result / System Output page	79
Figure 5.22: ESSAP Detail Result / System Output top page	80
Figure 5.23: ESSAP Detail Result / System Output bottom page	81
Figure 5.24: ESSAP Career page	82
Figure 5.25: ESSAP Career Table by Personality Type page	83
Figure 5.26: ESSAP System Admin Menu page	84
Figure 5.27: New Method for Student to Choose Academic Programme	85
Figure 5.28: Equations of Certainty Theory for Calculation and Updated CF	87
Figure 5.29: ESSAP System Architecture	90
Figure 6.1: Pie Chart of Current Semester Student	94
Figure 6.2: Pie Chart of Student Academic Programme	95
Figure 6.3: Pie Chart of the Way Student Choose Academic Programme	96
Figure 6.4: Pie Chart of Student Seen Any Advisor	97
Figure 6.5: Pie Chart of Duration to Make Appointment with Advisor	98
Figure 6.6: Pie Chart of Duration to Complete Advising Process	99
Figure 6.7: Pie Chart of Walk-in Appointment for Advising Process	100
Figure 6.8: Pie Chart of Average Duration Have to Wait for Appointment	101
Figure 6.9: Pie Chart of Reasonable to Wait for Academic Process	102
Figure 6.10: Pie Chart of Reason for Never Met Advisor/Counsellor	103
Figure 6.11: Pie Chart of Evaluation on Graphical User Interface	104
Figure 6.12: Pie Chart of Evaluation on System Functionality	105
Figure 6.13: Pie Chart of Evaluation on Explanation Functions	106
Figure 6.14: Pie Chart of Evaluation of System Results	107
Figure 6.15: Pie Chart of Clear of Career After Using ESSAP	108

Figure 6.16: Pie Chart of Duration of Using ESSAP System	109
Figure 6.17: Pie Chart for Recommend Suitable Academic Programme by ESSAP System	110
Figure 6.18: Pie Chart for Overall Evaluation of ESSAP System	111
Figure 6.19: Pie Chart for Recommendation of ESSAP System to Others	112
Figure 6.20: Pie Chart for Number of Students in Daily Consultation	113
Figure 6.21: Pie Chart for Duration in Academic Process Consultation	114
Figure 6.22: Pie Chart for Evaluation on Graphical User Interface	115
Figure 6.23: Pie Chart for Evaluation of System Functionality	116
Figure 6.24: Pie Chart for Evaluation of Explanation Function	117
Figure 6.25: Pie Chart for Determine Students Personality Correctly	118
Figure 6.26: Pie Chart for Give Clear Descriptions in Career Paths	119
Figure 6.27: Pie Chart for Recommend Suitable Academic Programme	120
Figure 6.28: Pie Chart for Duration Used ESSAP System	121
Figure 6.29: Pie Chart for Better and Less Time Consuming Than Traditional System	122
Figure 6.30: Pie Chart for Reasonable to Use by Student	123
Figure 6.31: Pie Chart for Evaluation on Overall System	124
Figure 6.32: Die Chart of Will Recommend ESSAP System to Students	125

CHAPTER 1

INTRODUCTION

1.1 Overview

Many college students do not know what they wish to study in. Effective academic program advising is important because students who are clear of their needs and the institution's offering (academic programme) and resources are (a) more likely to enrol, (b) less likely to take classes that do not contribute toward graduation, (c) more likely to enjoy college, and (d) more likely to graduate. Academic advising is labour intensive, because it generally requires at least one hour of counselling session for each student and often several sessions are required. Academic advising is important because it educates students to select academic programmes and identifies appropriate majoring.

According to Oliveras (2002) advisory systems are in the fields of expert systems and artificial intelligence (human cognitive science). Expert systems can be developed for two purposes: either to replace a human decision-maker or to support a human decision-maker. In the former case, the expert system can be regarded as a part which is liaising within a complex control system and hence being a part of the control system. In the latter case, an expert system is designed to obtain advice with the aim to support and improve decision-making effectiveness for human users. It is in this case that an expert system is regarded as an advisory system.

The contents of the thesis is for internal user only

REFERENCES

- Abg. Jawawi, D. N. (1997). System: Undergraduate Computing Advise System version 0.78. Journal of Universiti Teknologi Malaysia, 9, 45-48.
- Acquire.com (2005). Acquire Intelligence: Expert System. Retrieved 20 September, 2005, from http://www.aiinc.ca/information/es.shtml
- Bansal, A., Cline, K., Rangel, K., & Zunke, R. (2003). KRAK: Knowledge-Based Resource Advising Kit. Retrieved September 10, 2005, from http://delivery.acm.org/10.1145/771745/p245-bansal.pdf
- Dallas County Community College District. (2000). CASES: Computerized Analysis System for Educational Success. Retrieved July 8, 2005, from http://www.dcccd.edu/cases/cases.htm
- Deitel, H. M. Deitel, P.J. & Goldberg, A.B. (2004). CSS. (3rd Ed.). Internet & World Wide Web: How to Program. (pp. 628 630). United States of America. Pearson Prentice Hall.
- Durkin, J. (1994). Certainty Theory. (1st Ed.). *Expert Systems: Design and Development*. (pp. 350 353). United States of America: Macmillan Publishing Company.
- eLion. (2003). Penn State eLion Introduction and Background. Retrieved July 8, 2005, from https://elion.oas.psu.edu
- Engelmore. R. S. & Feigenbaum. E. (1993). Introduction Expert Systems and Artificial Intelligence. Retrieved May 6, 2005, from http://www.wtec.org/loyola/kb/c1_s1.htm
- Eriksson, H. (1996). Expert Systems as Knowledge Serves. Retrieved 20 September, 2005, from http://portal.acm.org.eserv.uum.edu.my/citation.cfm
- EXSYS, Inc. (2000). EXSYS Case Study: Class Selection Student Advisor. California State University. Retrieved June 21, 2005, from http://www.exsys.com/appnotes/clastud.htm
- FSU Career Center, *Holland Hexagon*. Retrieved 13 July, 2005, from http://www.career.fsu.edu/career_decision_making_tools/holland_hexagon.
- Giarratano, J. C. & Riley, G. D. (2005). Expert System Life Cycle. (4th Ed.). *Expert Systems: Principles and Programming*. (pp. 338 345). Canada: Thomson Course Technology.
- Grupe, F. H. (2002). Student Advisement: Applying A Web-based Expert System to the Selection of an Academic Major. Retrieved May 5, 2005, from http://www.finsarticles.com/p/articles/mi_m0FCR/is_4_36/ai_96619963/

- Holland, J. L. (1997). Making Vocational Choices. A Theory of Vocational Personalities and Work Environment. (pp. 67 70). Englewood Cliff. NJ: Prentice Hall.
- Jackson, P. (1998). Expert System. (3rd Ed.). *Introduction to Expert Systems*. (pp. 3 7). United States of America: Addison Wesley Logman.
- Johns Hopkins University. (2003). *John L. Holland's General Areas of Career Interest*. Retrieved May 5, 2005, from http://hrnt.jhu.edu/cmp/webPDFs/Hexagon.pdf
- Kiernan, G., Koltun, A., Psihountas, G., & Schwartz, E. N. (1995). Manhattanville College Expert Academic Advisor Preliminary Report. Retrieved 10 September, 2005, from http://delivery.acm.org.eserv.uum.edu.my/10.1145/330000/322976/p352-kiernan.pdf
- Luger, G. F. (2002). Introduction to Artificial Intelligence. (4th Ed.). Artificial Intelligence: Structures and Strategies for Complex Problem Solving. (pp. 5 8) United States of America: Addison Wesley.
- Mertens, S., Rosu, M., & Erdani, Y. (2004). *An Intelligent Dialogue for Online Rule Based Expert Systems*. Retrieved 10 September, 2005, from http://delivery.acm.org.eserv.uum.edu.my/10.1145/970000/964505/p280-mertens.pdf
- MU Career Center. (2005). Finding a Major or Career MU Career Center Career Interest Game. Retrieved July 8, 2005, from http://career.missouri.edu
- Noran, O. S. (2000). A Course Advisor Expert System. Retrieved May 5, 2005, from http://www.cit.gu.edu.au/~noran
- Ohio Board of Regent. (1999). Course Inventory Expert System. Retrieved May 5, 2005, from http://www.regents.state.oh.us/hei/ci/Documentation/cissystemoverview.html
- Oliveras, C. S. (2002). Systems, Advisory Systems and Safety. Retrieved May 5, 2005, from http://citeseer.ist.psu.edu/cache/papers/cs/26536/http:zSzzSzwww.cs.ncl.ac.ukzSzol dzSzresearchzSztrszSzpaperszSz774.pdf/oliveras02systems.pdf
- Patel, H., Hudnall, F., Cenat, N., King, T., Rasamny, M., & Pokrajac, D. (2004). Interactive Virtual Expert System for Advising. Retrieved July 8, 2005, from http://www.ist.temple.edu/~pokie/ Dragoljub%20Pokrajac%20resume_academic.ps
- Reardon, R. (2004). Holland's Theory and Implications for Academic Advising and Career Counseling. Technical Report 38. Retrieved July 8, 2005, from http://www.career.fsu.edu/documents/technical%20reports/Technical%20Report%2038.htm
- Roa, T. M., Coleman, S., & Hollenbeck, C. (1987). ADVISOR: An Expert System for Student Advisement. Retrieved 15 Augut, 2005, from http://delivery.acm.org.eserv.uum.edu.my/10.1145/330000/322922/p32-rao.pdf

REFERENCES

- Abg. Jawawi, D. N. (1997). System: Undergraduate Computing Advise System version 0.78. Journal of Universiti Teknologi Malaysia, 9, 45 48.
- Acquire.com (2005). Acquire Intelligence: Expert System. Retrieved 20 September, 2005, from http://www.aiinc.ca/information/es.shtml
- Bansal, A., Cline, K., Rangel, K., & Zunke, R. (2003). KRAK: Knowledge-Based Resource Advising Kit. Retrieved September 10, 2005, from http://delivery.acm.org/10.1145/771745/p245-bansal.pdf
- Dallas County Community College District. (2000). CASES: Computerized Analysis System for Educational Success. Retrieved July 8, 2005, from http://www.dcccd.edu/cases/cases.htm
- Deitel, H. M. Deitel, P.J. & Goldberg, A.B. (2004). CSS. (3rd Ed.). *Internet & World Wide Web: How to Program*. (pp. 628 630). United States of America. Pearson Prentice Hall.
- Durkin, J. (1994). Certainty Theory. (1st Ed.). *Expert Systems: Design and Development*. (pp. 350 353). United States of America: Macmillan Publishing Company.
- eLion. (2003). Penn State eLion Introduction and Background. Retrieved July 8, 2005, from https://elion.oas.psu.edu
- Engelmore. R. S. & Feigenbaum. E. (1993). Introduction Expert Systems and Artificial Intelligence. Retrieved May 6, 2005, from http://www.wtec.org/loyola/kb/c1_s1.htm
- Eriksson, H. (1996). Expert Systems as Knowledge Serves. Retrieved 20 September, 2005, from http://portal.acm.org.eserv.uum.edu.my/citation.cfm
- EXSYS, Inc. (2000). EXSYS Case Study: Class Selection Student Advisor. California State University. Retrieved June 21, 2005, from http://www.exsys.com/appnotes/clastud.htm
- FSU Career Center, *Holland Hexagon*. Retrieved 13 July, 2005, from http://www.career.fsu.edu/career_decision_making_tools/holland_hexagon.
- Giarratano, J. C. & Riley, G. D. (2005). Expert System Life Cycle. (4th Ed.). *Expert Systems: Principles and Programming*. (pp. 338 345). Canada: Thomson Course Technology.
- Grupe, F. H. (2002). Student Advisement: Applying A Web-based Expert System to the Selection of an Academic Major. Retrieved May 5, 2005, from http://www.finsarticles.com/p/articles/mi_m0FCR/is_4_36/ai_96619963/

- Holland, J. L. (1997). Making Vocational Choices. A Theory of Vocational Personalities and Work Environment. (pp. 67 70). Englewood Cliff. NJ: Prentice Hall.
- Jackson, P. (1998). Expert System. (3rd Ed.). *Introduction to Expert Systems*. (pp. 3 7). United States of America: Addison Wesley Logman.
- Johns Hopkins University. (2003). John L. Holland's General Areas of Career Interest. Retrieved May 5, 2005, from http://hrnt.jhu.edu/cmp/webPDFs/Hexagon.pdf
- Kiernan, G., Koltun, A., Psihountas, G., & Schwartz, E. N. (1995). *Manhattanville College Expert Academic Advisor Preliminary Report*. Retrieved 10 September, 2005, http://delivery.acm.org.eserv.uum.edu.my/10.1145/330000/322976/p352-kiernan.pdf
- Luger, G. F. (2002). Introduction to Artificial Intelligence. (4th Ed.). Artificial Intelligence: Structures and Strategies for Complex Problem Solving. (pp. 5 8) United States of America: Addison Wesley.
- Mertens, S., Rosu, M., & Erdani, Y. (2004). *An Intelligent Dialogue for Online Rule Based Expert Systems*. Retrieved 10 September, 2005, from http://delivery.acm.org.eserv.uum.edu.my/10.1145/970000/964505/p280-mertens.pdf
- MU Career Center. (2005). Finding a Major or Career MU Career Center Career Interest Game. Retrieved July 8, 2005, from http://career.missouri.edu
- Noran, O. S. (2000). A Course Advisor Expert System. Retrieved May 5, 2005, from http://www.cit.gu.edu.au/~noran
- Ohio Board of Regent. (1999). Course Inventory Expert System. Retrieved May 5, 2005, from http://www.regents.state.oh.us/hei/ci/Documentation/cissystemoverview.html
- Oliveras, C. S. (2002). Systems, Advisory Systems and Safety. Retrieved May 5, 2005, from http://citeseer.ist.psu.edu/cache/papers/cs/26536/http:zSzzSzwww.cs.ncl.ac.ukzSzol dzSzresearchzSztrszSzpaperszSz774.pdf/oliveras02systems.pdf
- Patel, H., Hudnall, F., Cenat, N., King, T., Rasamny, M., & Pokrajac, D. (2004). Interactive Virtual Expert System for Advising. Retrieved July 8, 2005, from http://www.ist.temple.edu/~pokie/ Dragoljub%20Pokrajac%20resume_academic.ps
- Reardon, R. (2004). Holland's Theory and Implications for Academic Advising and Career Counseling. Technical Report 38. Retrieved July 8, 2005, from http://www.career.fsu.edu/documents/technical%20reports/Technical%20Report%2038.htm
- Roa, T. M., Coleman, S., & Hollenbeck, C. (1987). ADVISOR: An Expert System for Student Advisement. Retrieved 15 Augut, 2005, from http://delivery.acm.org.eserv.uum.edu.my/10.1145/330000/322922/p32-rao.pdf

- Siegfried, R.M., Wittenstein, A. M., & Sharma, T. (2003). An Automated Advising System for Course Selection and Scheduling. Retrieved May 5, 2005, from http://portal.acm.org.eserv.uum.edu.my/citation.cfm
- Welling, L. & Thomson, L. (2004). *PHP and MySQL Web Development*. (3rd ed.). United States of America. Sams Publishing.
- W3schools.com (2005). *Introduction to Javascript*. Retrieved October 10, 2005, from http://www.w3schools.com/default.asp
- W3.org. (2005). Cascading Style Sheets home page. Retrieved October 10, 2005, from http://www.w3.org/Style/CSS/