

**MOBILE APPOINTMENT SYSTEM FOR
UNIVERSITIES**

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**MOBILE APPOINTMENT SYSTEM FOR
UNIVERSITIES**

A dissertation submitted to the Faculty of Information Technology
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By

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ABSTRACT

This study explores the implementation of mobile based application as a mediator at the educational operations. The usage of the mobile devices becomes more popular recently, and the wireless technology producers provide the markets and customers with various kinds of hardware and applications which allow customers to use these services from any where and at any time, and this is the main interest in using the mobile based applications. This study focuses on managing the lecturer consulting hours in order to improve the communication between lecturers and students, which are related to the appointment operations. The study aims to take advantages of the wide usage of the mobile application to solve inefficiency in student-lecturer appointments which exists in University Utara Malaysia (UUM), and to shift the existing appointment management operation from desktop based application to mobile-based application

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DEDICATION

*I
would Like
to dedicate
this work
as a gift to
my beloved
and forever
supportive
family...*

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Chapter One

Introduction

1.1 Introduction

The uses of computer and internet have enabled the educational institutions to provide their students and staff with various online applications and services to help them to achieve the purpose of any educational operations. The development of mobile technologies has provided new facilities and possibilities to present such services via mobile devices such as mobile phones and PDA's by extending each service to the wireless medium. Kohlenberg et al. (2006) declared on that more researchers focused on the new way of providing the information (from any where and at any time). From Koyama et al. (2001) view point the cellular phone is the most common information terminal that people can use from any where and at any time. Therefore the educational institutions can offer the students especially those who cannot always have access to computer or internet to get important information from their academic institutions. Evangelos et al. (2006) explained that the main ideas of applying the mobile based applications are to support the educational operations to can supply the learners with a helping hand to get access to educational information sources, Evangelos et al. (2006) provide some examples of applying the web applications to serve the educational process such as announcement, course schedule, grads and user directory details. In the other

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