

Mind Guide Online Advisory System

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Abstract: The Mind Guide Online Advisory System is a web-based platform developed to improve the accessibility, organization, and management of online advisory and counseling services. Traditional advisory processes often depend on separate communication channels for finding advisors, arranging appointments, confirming payments, and maintaining ongoing consultation-related communication. These fragmented methods may lead to scheduling difficulties, communication delays, and inefficient record management for both clients and advisors. The Mind Guide Online Advisory System provides a centralized and privacy-conscious environment where Clients, Advisors, and Administrators can interact according to clearly defined roles. Clients can explore available advisors, arrange consultation bookings, manage consultation-related payments, submit payment proof when required, participate in private consultation chats, receive notifications, and maintain their profiles.

Keywords: online advisory system, counseling platform, advisor booking, consultation management, payment verification, private chat, bilingual web application.

INTRODUCTION

Access to reliable advisory and counseling services is important for people who require professional guidance, personal consultation, or specialized advice. However, traditional advisory arrangements may rely on telephone calls, social media messages, or separate communication platforms to find advisors, arrange consultation schedules, confirm payments, and communicate during a consultation. Managing these activities separately can create difficulties for both clients and advisors and may result in unclear schedules, delayed communication, and disorganized consultation-related information. This setup streamlines interactions, tracking, and overall management for all advisory activities. The system connects Clients, Advisors, and Administrators through role-based application functions.

PROBLEM

Managing advisory and counseling activities through separate or informal communication methods can create several operational problems. Clients may have difficulty finding suitable advisors, identifying available consultation times, arranging appointments, confirming payments, and maintaining organized communication throughout the consultation process. Advisors may also have trouble in managing their available schedules, consultation requests, payment-related information, and communication with multiple clients. Without centralized tools, these administrative hurdles can lead to scheduling conflicts, delayed responses, and reduced time for actual client care.

APPROACH

The system has three main roles: Client, Advisor, and Administrator. All users must log in to access authorized functions according to their roles. Clients can explore advisors, review availability, create consultation bookings, submit payments and payment proof, receive notifications, manage profiles, and communicate through private consultation chat. Advisors can manage profiles and availability, review bookings and consultation requests, communicate with clients, and view consultation history. As shown in Figure 1(a), these role-based workflows organize advisory activities within a platform. Authentication, session control, and role-based permissions help protect user information and prevent unauthorized access. Users can log out after completing their activities.

As shown in Figure 1(b), the Administrator can manage users, verify advisors, monitor bookings and payments, review analytics and activity logs, handle contact messages, configure settings, and maintain administrative profile and security information securely.

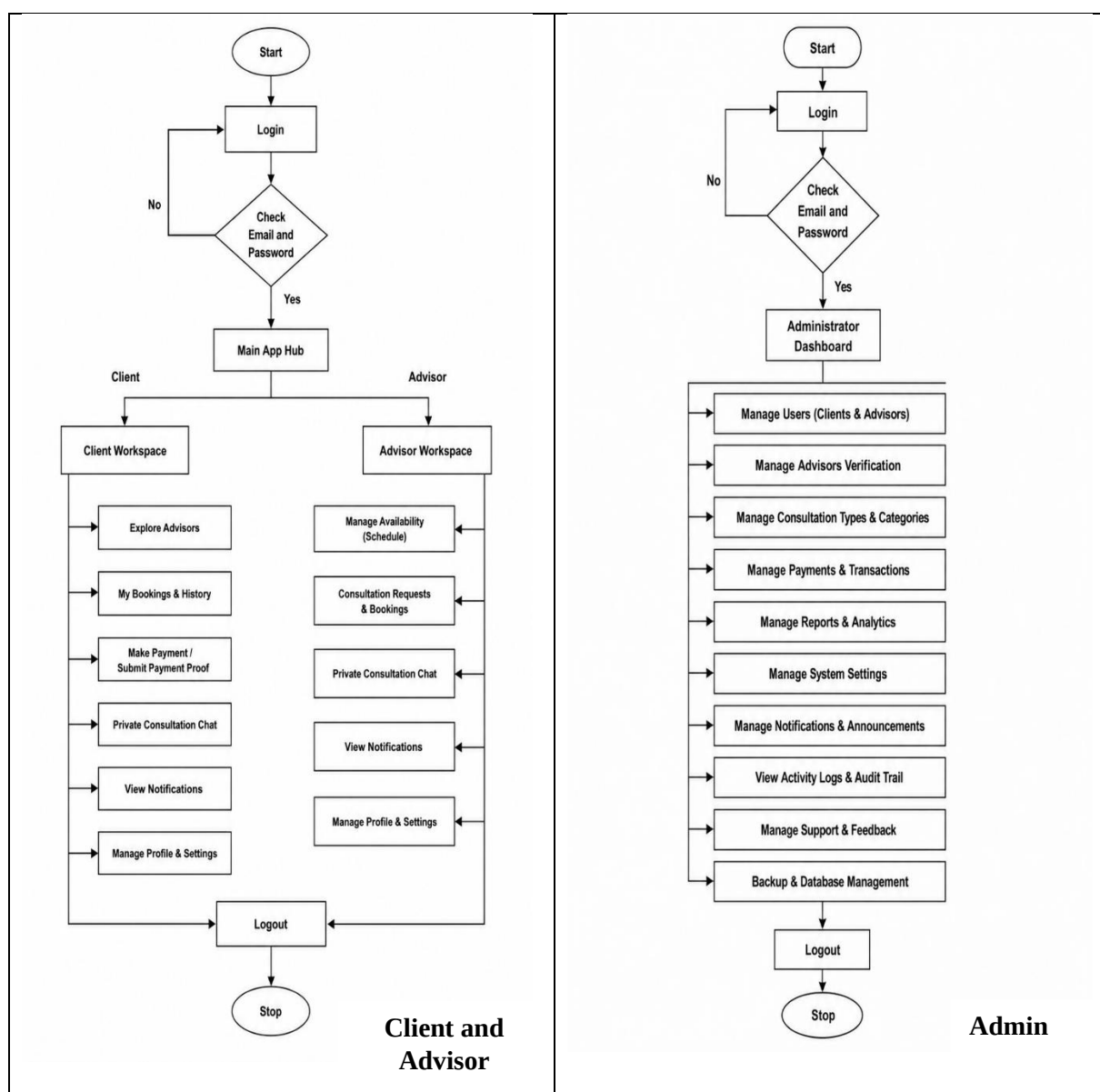


Figure 1(a). System Flow Diagram for Client and Advisor

Figure 1(b). System Flow Diagram for Admin

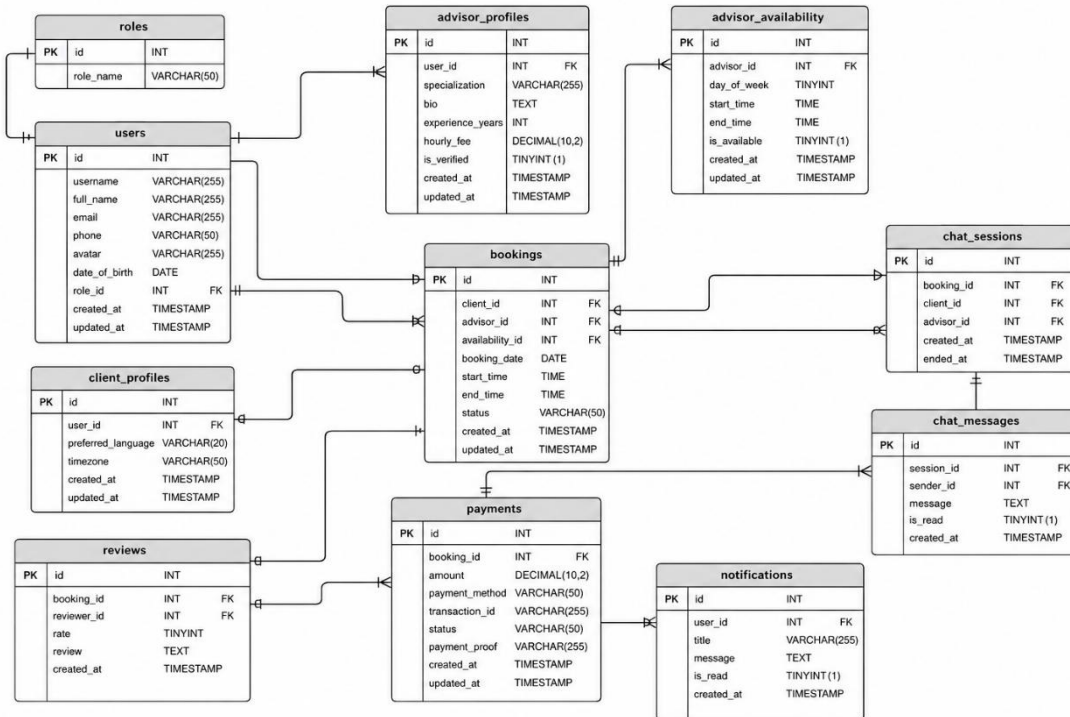


Figure 2. Database Architecture

Figure 2 presents the Entity Relationship Diagram (ERD) for the Mind Guide Online Advisory System, illustrating the database structure and relationships between the key entities required to manage users, advisors, consultations, payments, communication, and notifications. The ERD serves as the foundation for database modeling by defining how system data is organized and connected through primary and foreign keys. Maintains referential integrity, minimizes data duplication, and supports efficient retrieval with eleven main tables in the Mind Guide Online Advisory System. The simplified ER diagram consists of eleven main tables representing the most important parts of the system. Tables utilize primary and foreign keys for consistency, linking the users table to roles, Client and Advisor profiles, availability schedules, and bookings:

- ☐ roles store role definitions for Client, Advisor, and Administrator
- ☐ users store account information
- ☐ client_profiles store client-specific profile preference information
- ☐ advisor_profiles stores advisor professional profile information
- ☐ admin_profiles stores administrator-specific profile and account information details
- ☐ user_profile_images links users with stored profile images
- ☐ advisor_availability stores advisor consultation dates, time ranges, and availability status information for bookings
- ☐ intake_assessments stores client consultation intake assessment information details
- ☐ bookings connect clients, advisors, schedules, consultation status, and booking details together
- ☐ booking_events records important booking lifecycle events
- ☐ booking_payments stores consultation payment and verification information
- ☐ payment_events records payment-related lifecycle and review events

- `advisor_registration_payments` stores advisor registration fee payment and verification records details
- `chat_sessions` links consultation bookings with authorized client and advisor communication
- `chat_messages` stores private consultation messages
- `chat_message_attachments` stores files associated with private chat messages
- `advisor_notes` stores advisor notes connected to relevant consultation booking records
- `notifications` store alerts for important system activities
- `contact_messages` stores submitted user inquiries and administrator response status formation for follow-up

Each operational table is linked through primary and foreign keys to maintain referential integrity. Most advisory workflow tables connect to users, advisors, bookings, payments, and consultation communication records. The ERD also shows cardinality, mainly one-to-one and one-to-many relationships, to reflect how one user or booking can relate to multiple records. Overall, Figure 2 provides the database foundation for user management, advisor scheduling, consultation booking, payment verification, communication, notifications, and administrative monitoring in Mind Guide.

RESULTS

The Mind Guide Online Advisory System centralizes the management of online advisory and counseling activities within a single web-based platform. Clients explore advisors, manage consultations and payments, submit proof, chat privately, receive notifications, and maintain profiles. Advisors manage availability and consultations, while Administrators handle operational activities, enhancing organized access and communication. The platform utilizes React Native, TypeScript, Django, Tailwind CSS, Daisy UI, and PostgreSQL for high performance.

The system is developed using PHP, MySQL, PDO prepared statements, HTML, CSS, Vanilla JavaScript, PHP Sessions, and PHP Mailer. These technologies provide a lightweight, maintainable, and structured environment for server-side processing, database management, authentication, communication, and user interaction. The Administrator Dashboard provides centralized access to important operational functions, while the consultation payment interface allows Clients to review booking details, upload payment proof.

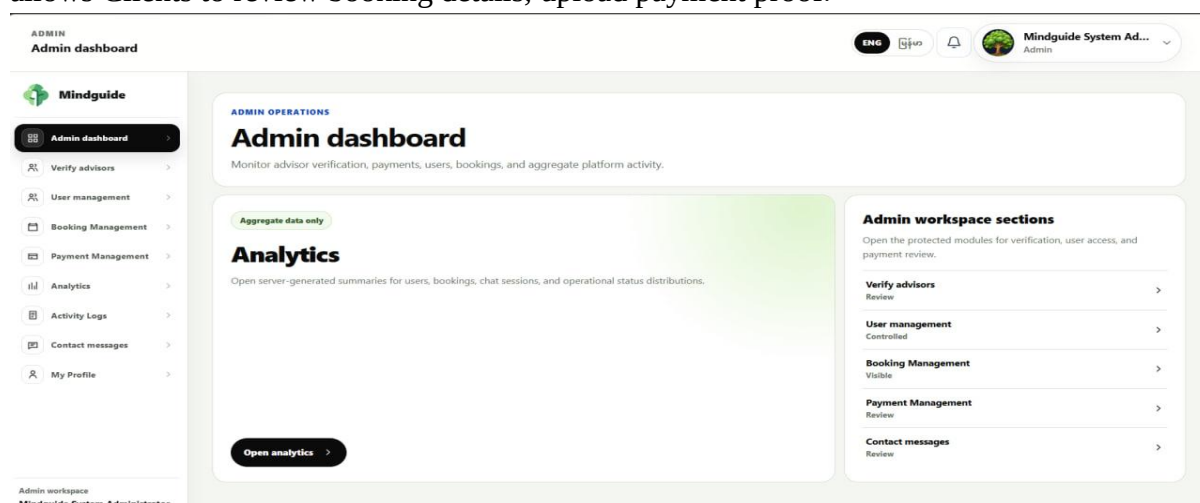


Figure 3. Administrator Dashboard for Monitoring Advisory Activities

Figure 3 presents the Administrator Dashboard of the Mind Guide Online Advisory System, providing centralized.

Figure 4. Consultation Fee Payment and Payment Proof Submission Interface

Figure 4 presents the Consultation Fee Payment and Payment Proof Submission Interface of the Mind Guide Online Advisory System.

Figure 5. Administrator Analytics Dashboard for Monitoring System Activities

Figure 5 presents the Administrator Analytics Dashboard of the Mind Guide Online Advisory System. The dashboard provides summarized information about users, advisors, bookings, payments, and overall system activities. It allows the Administrator to monitor operational trends and review important platform statistics from a centralized interface. These analytical summaries support more effective monitoring of consultation activities, payment processes, and user participation.

CONCLUSION

The Mind Guide Online Advisory System has been developed to improve the accessibility, organization, and management of online advisory and counseling services. It addresses the difficulties

of using separate communication channels for finding advisors, scheduling consultations, confirming payments, and maintaining consultation-related communication by providing a centralized platform for Clients, Advisors, and Administrators. By applying technologies such as PHP, MySQL, PDO, HTML, CSS, Vanilla JavaScript, PHP Sessions, and PHP Mailer, the system provides a lightweight, maintainable, and privacy-conscious web application. Its bilingual English and Myanmar interface and low-bandwidth design further improve accessibility. In conclusion, the Mind Guide Online Advisory System streamlines advisor discovery, consultation booking, payment management, communication, notifications, and administration, enhancing efficiency and convenience.

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