



UNISERVE

UniServe

Web & Mobile Platform

*An integrated platform for managing university
community services*

By:

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Introduction

The idea of UniServe came from the need to organize and manage university community service activities in a more efficient way.

Currently, these activities rely on manual processes and scattered communication, which makes tracking hours, approvals, and student participation difficult.

UniServe was developed to provide a unified web and mobile platform that simplifies management, improves communication, and ensures transparency for all parties involved.



Problem Statement

The current community service process relies on manual procedures for registration, approvals, and tracking.

This manual approach makes it difficult for students to track their service hours and causes delays in approvals and follow-ups for service centers and supervisors.

As a result, the overall management process becomes time-consuming,
less efficient, and prone to errors.



Objectives

- Simplify the management of community service activities.
 - Reduce reliance on manual processes.
 - Enable accurate tracking of student service hours.
 - Improve communication between students, service centers, and supervisors.
 - Increase efficiency and transparency in the overall process.
-



System Roles



STUDENT

Submits community service requests and tracks completed service hours.



SERVICE CENTER

Manages service activities and reviews student participation.



DOCTOR

Reviews and approves student service records and hours.



ADMIN

Manages users, roles, and system configurations.



System Features

UniServe provides a set of core features designed to ensure secure access, efficient management, and transparent communication.

Authentication & Access Control

10:24 ⚙️ ▲ G 📶 🔋

←

Service Center Login



Email

Password

Login

10:23 ⚙️ ▲ G 📶 🔋

←

Create your account



Please select your category

Student Doctor

Note: Sign up is restricted to users approved by administration

Full Name (First Middle Last)

Email Address

Password

Confirm Password

Sign Up

Already have an account? [Sign In](#)

12:09 ⚙️ ▲ G 📶 🔋

←

Create your account



Please select your category

Student Doctor

Registration Blocked

You are not enrolled in this course.

Please contact the service center to be added before signing up.

OK

Password

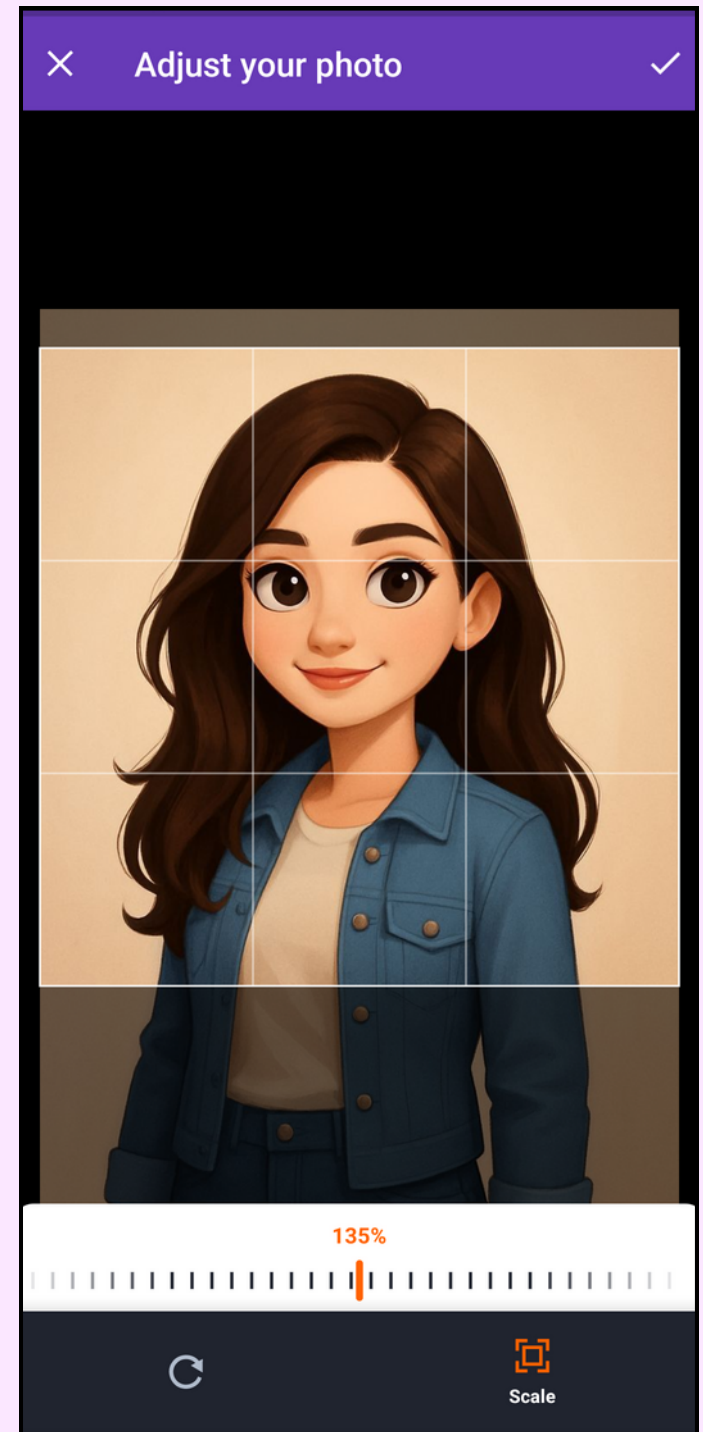
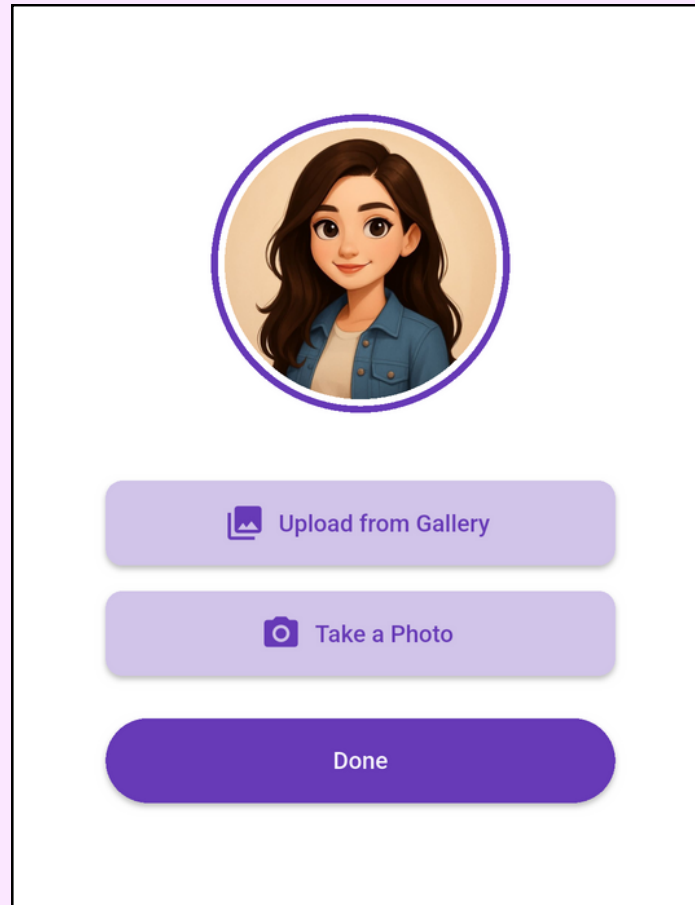
Confirm Password

Sign Up

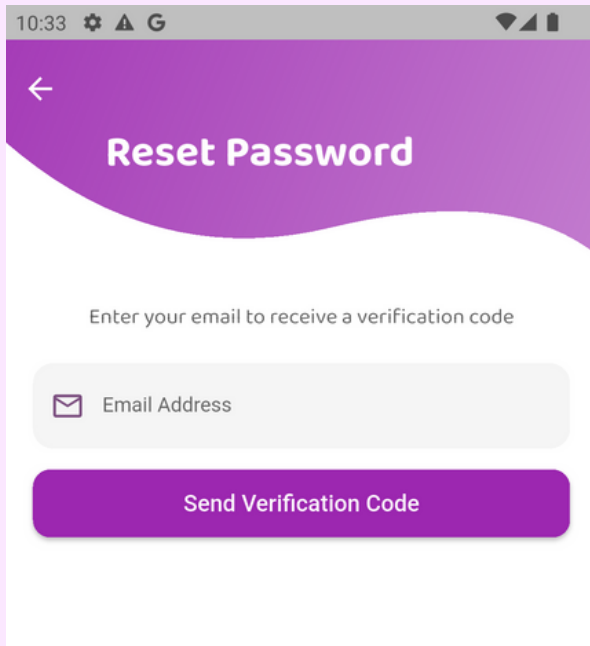
Already have an account? [Sign In](#)

Profile Management

Users can upload and customize their profile after successful registration.



Password Reset & Account Recovery



10:33

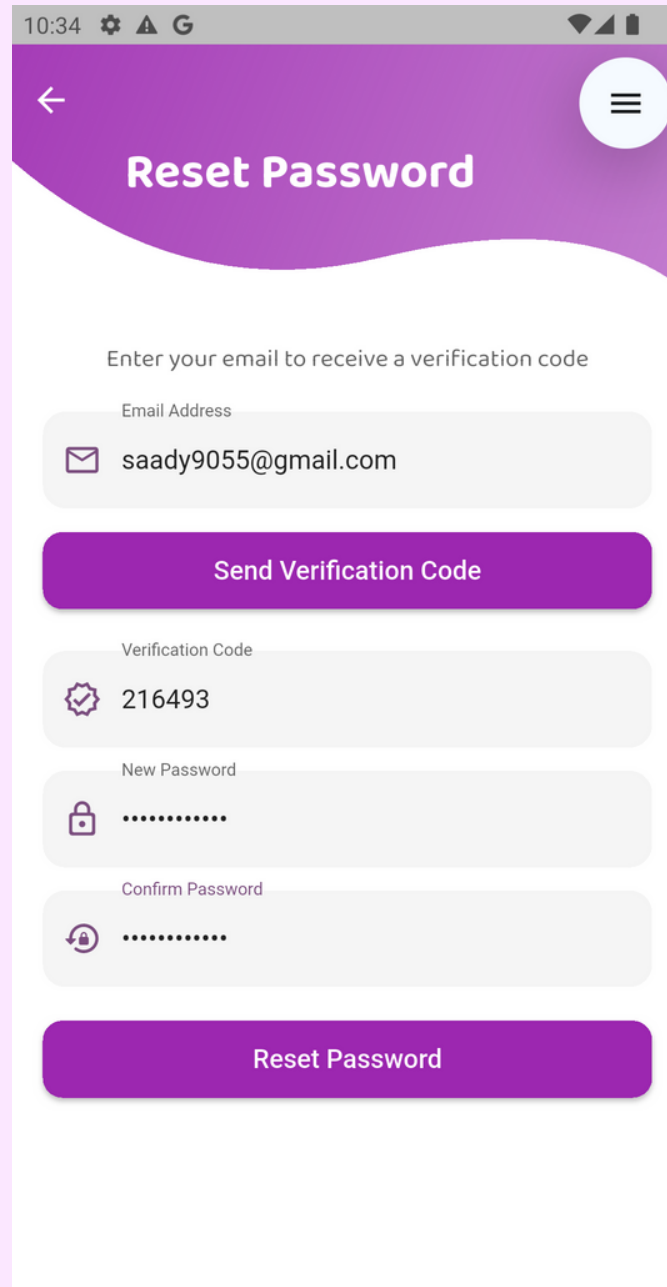
Reset Password

Enter your email to receive a verification code

Email Address

Send Verification Code

Users can securely reset their password through email verification.



10:34

Reset Password

Enter your email to receive a verification code

Email Address

saady9055@gmail.com

Send Verification Code

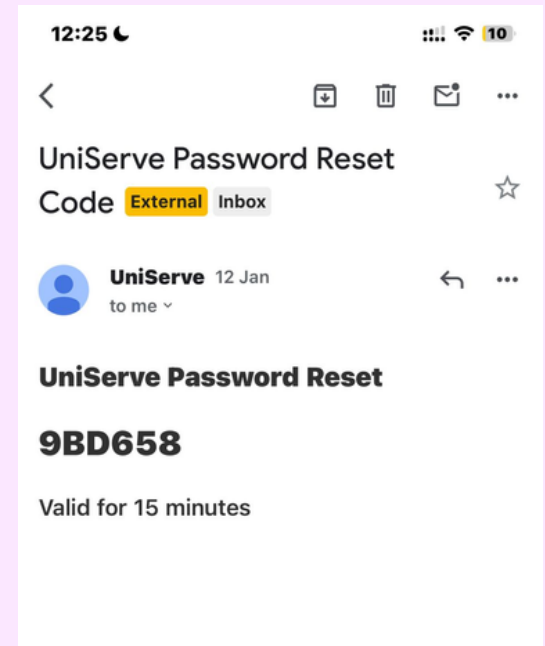
Verification Code

216493

New Password

Confirm Password

Reset Password



12:25

UniServe Password Reset

Code External Inbox

UniServe 12 Jan to me

UniServe Password Reset

9BD658

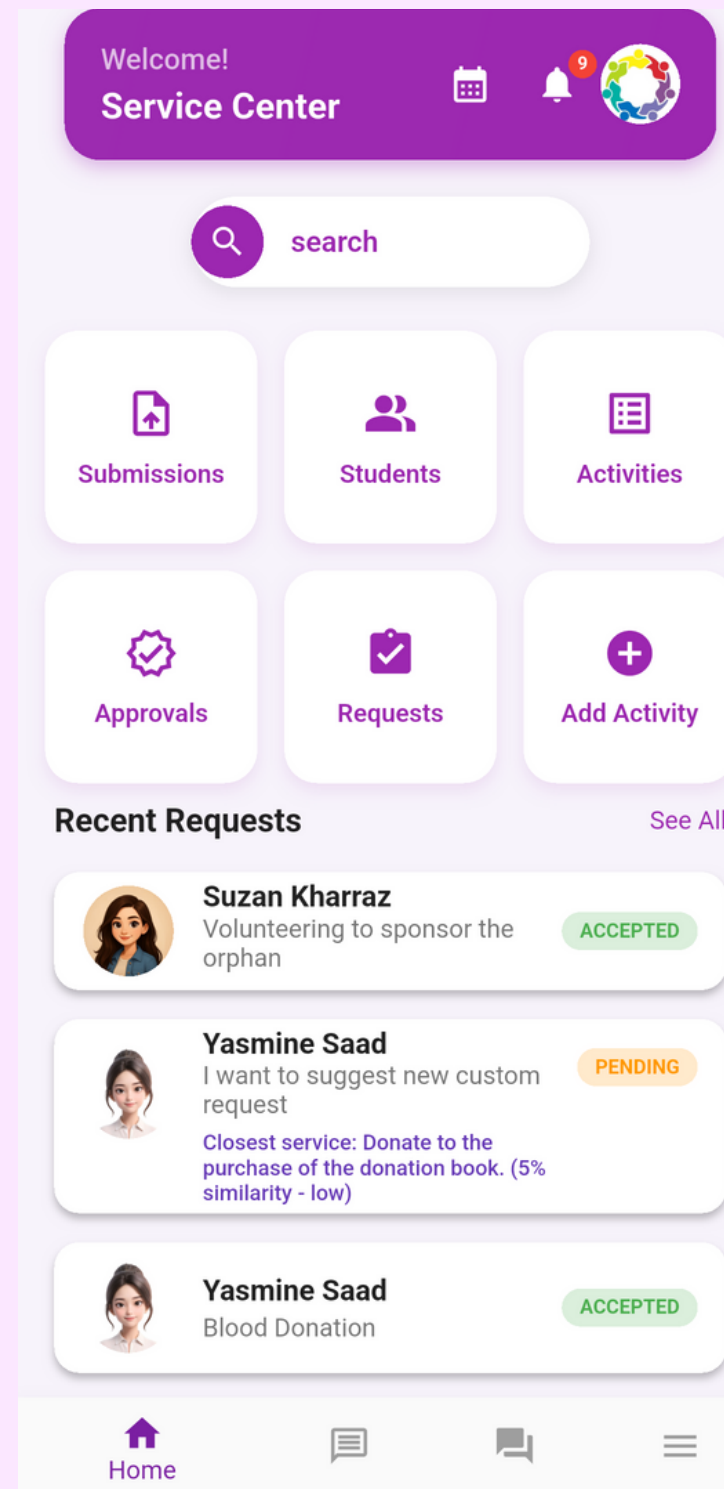
Valid for 15 minutes

This feature helps users regain access if they forget their login credentials.

Center - Home Page

This page serves as the main dashboard for the service center.

It allows managing activities, reviewing requests and approvals, and monitoring recent student submissions efficiently.



User Profile Management (All Roles)

Before starting any action, all users can manage and customize their profiles.

10:35

<

Service Center Profile



Profile Information

 Full Name
Service Center

 Email
yays2025w@gmail.com

 Role
service_center

Update Password

Edit Profile

1:46

<

Doctor Profile



Personal Information

 Full Name
Sama

 Email
sama@gmail.com

 Role
Doctor

Update Password

Edit Profile

9:16

<

Student Profile



Personal Information

 Full Name
Yasmine Saad

 Email
s12112347@stu.najah.edu

 Phone Number
0592374577

 Preferences
Not provided

 Hobbies
Reading

Update Password

Edit Profile

Service Center Capabilities

After setting up the profile, the service center can perform several actions to manage community service activities.

Step 1: Activity Creation

10:40

Create New Activity

New Community Service
Create a new volunteering opportunity. Add details, media, and schedule in 3 simple steps.

1 Details 2 Media 3 Schedule

Basic Information

Title
Donate blood

Description
it is calculated as 10 hours

Location
Nablus

Status
Active

[View existing activities](#)

✕ Step 1 of 3 Next Step →

10:43

Create New Activity

New Community Service
Create a new volunteering opportunity. Add details, media, and schedule in 3 simple steps.

✓ Details 2 Media 3 Schedule

Media & Documents

Activity Image

Service Form (PDF)

activity_form.pdf ✕
Tap the X icon to remove or upload another file.

⏪ Step 2 of 3 Next Step →

The
process
starts when
the service
center
creates a
new
activity.

Step 1: Activity Creation

10:44

Create New Activity

New Community Service
Create a new volunteering opportunity. Add details, media, and schedule in 3 simple steps.

Details Media **3 Schedule**

Schedule & Timing

Start Date & Time

2026-01-13 10:43 PM

End Date & Time

2026-01-21 10:44 PM

Summary

Title	Donate blood
Location	Nablus
Status	Active

Almost done! Publish Activity

10:44

Create New Activity

New Community Service
Create a new volunteering opportunity. Add details, media, and schedule in 3 simple steps.

SELECT DATE

Tue, Jan 13

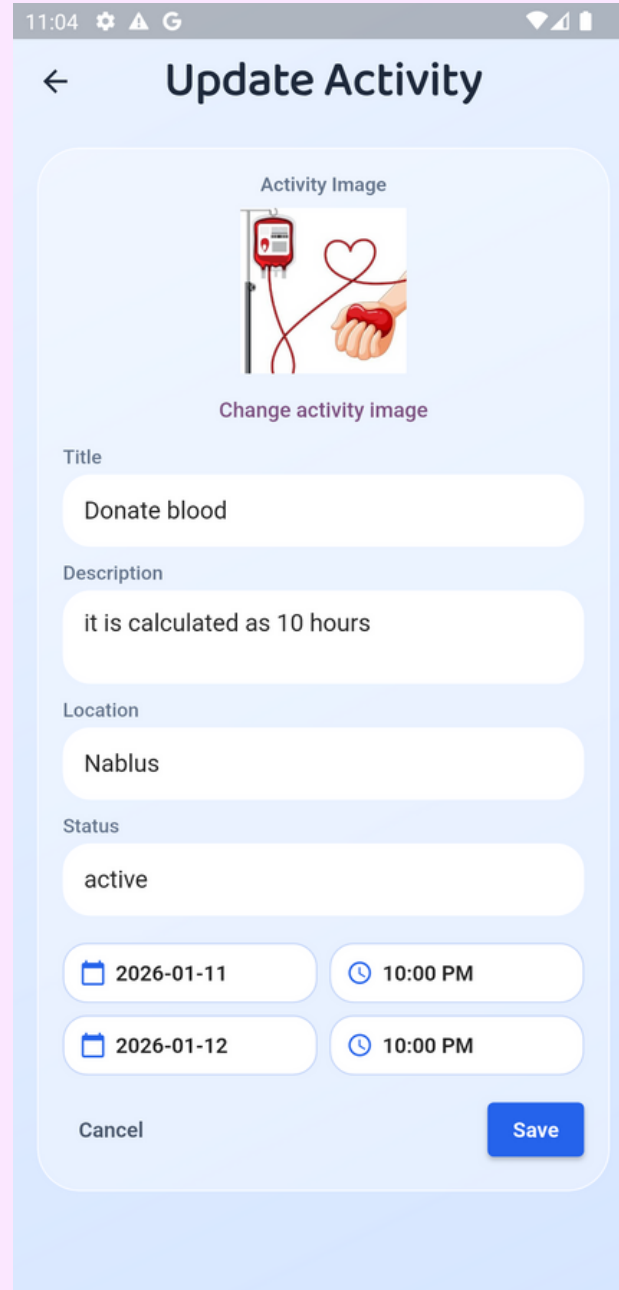
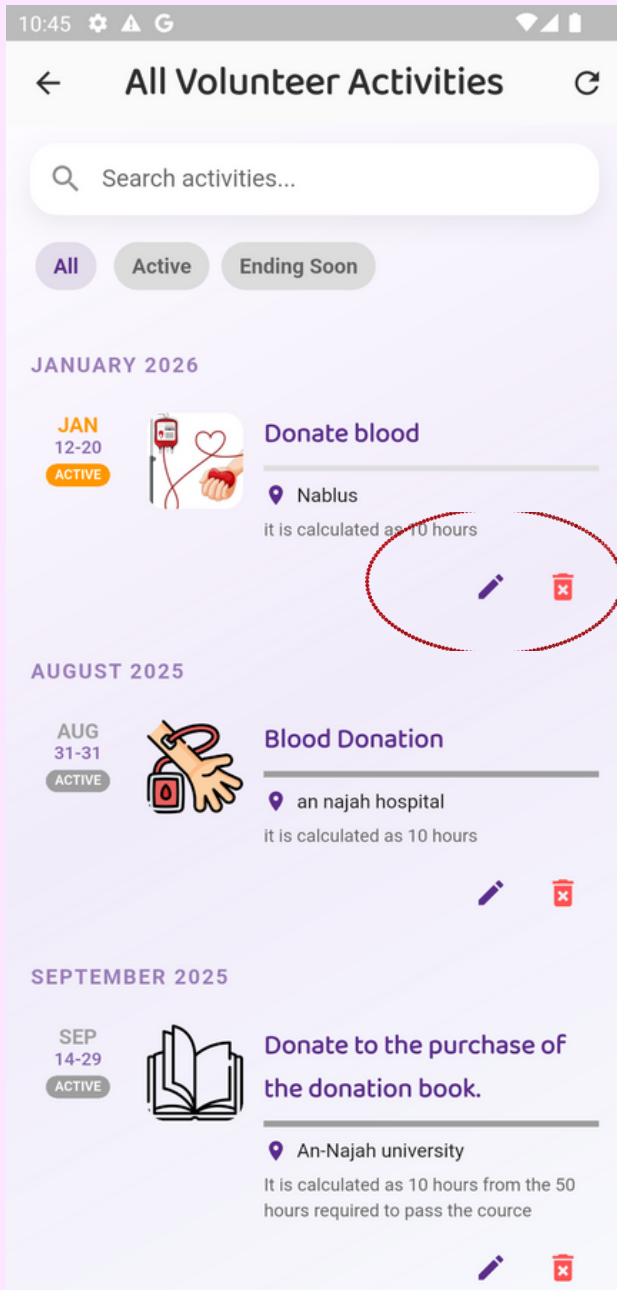
January 2026

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

CANCEL OK

Almost done! Publish Activity

Step 2: Activity Management (Service Center)

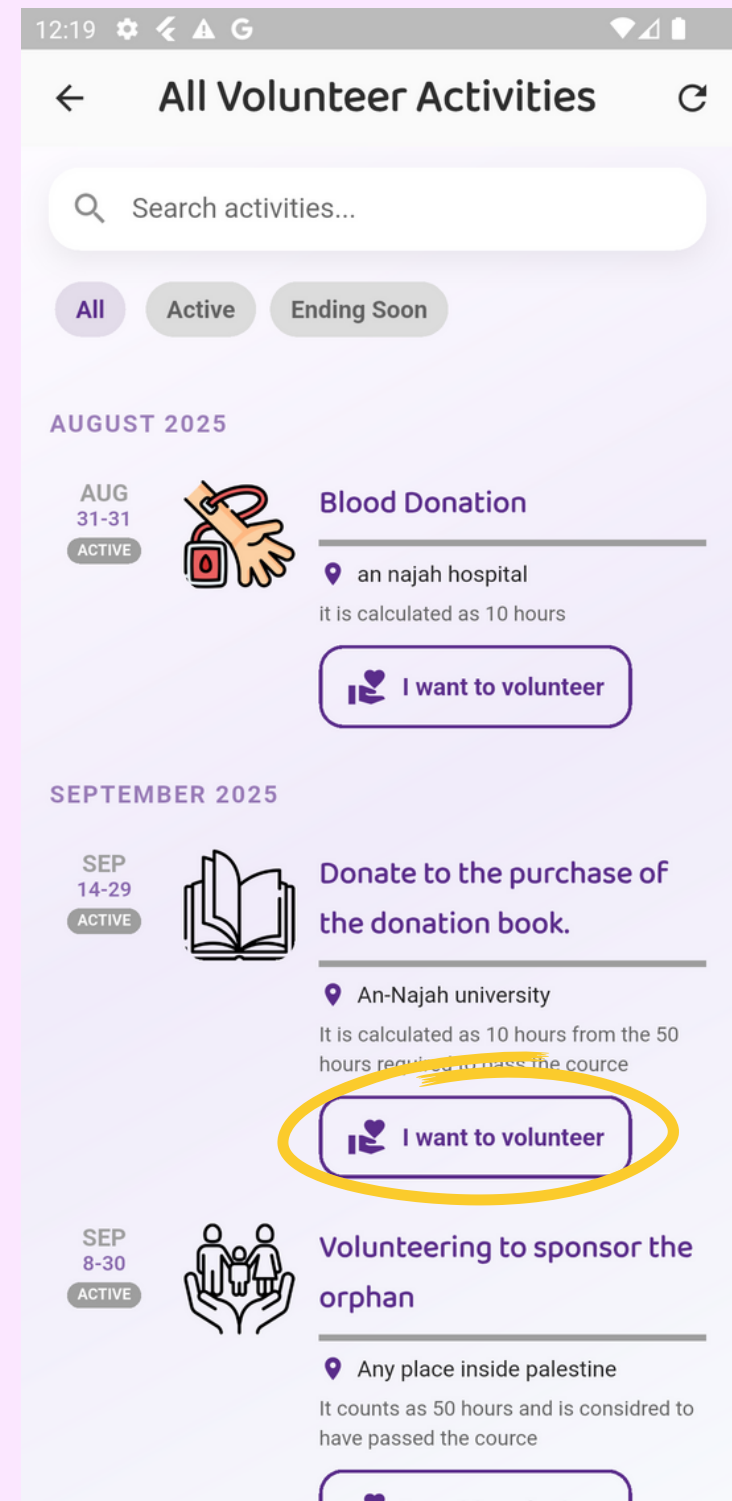


Created activities appear in the activities page, where the service center can edit or delete them.

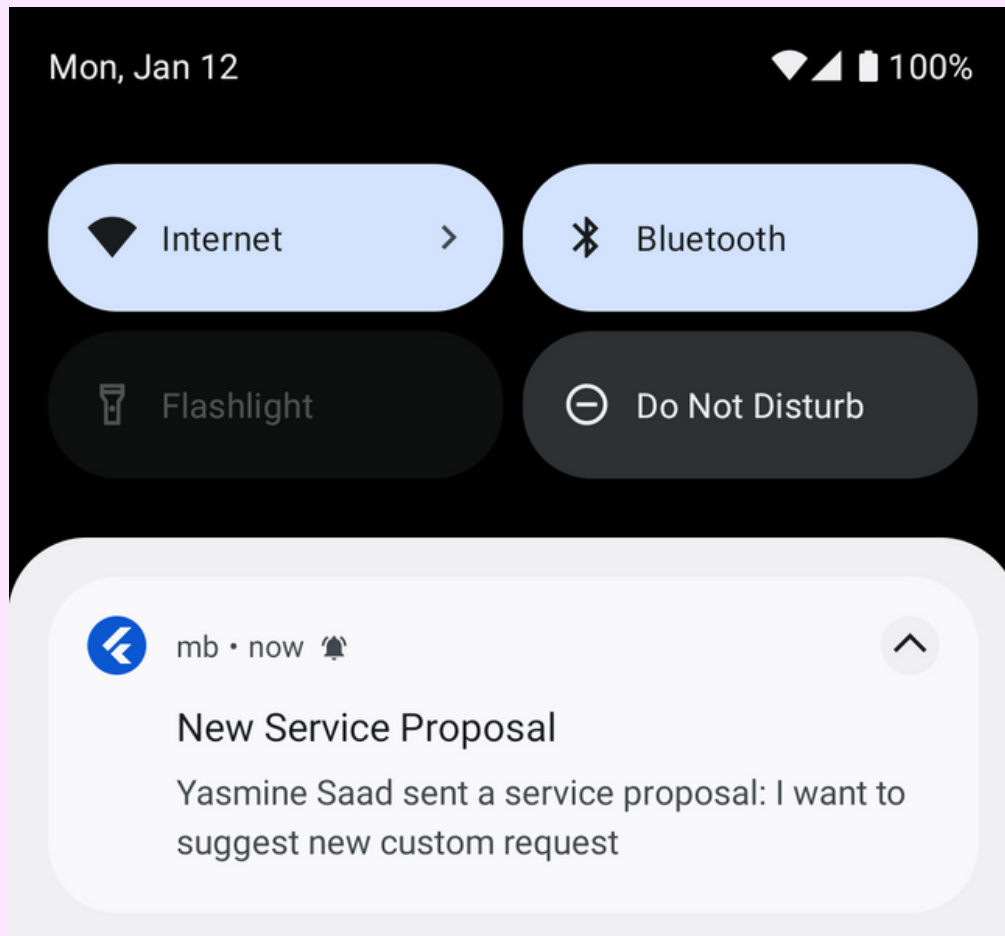
Step 3: Activity Visibility (Student)

Once published, activities become visible to students on their activities page.

Students can apply for an activity by clicking on the “I Want to Volunteer” button.

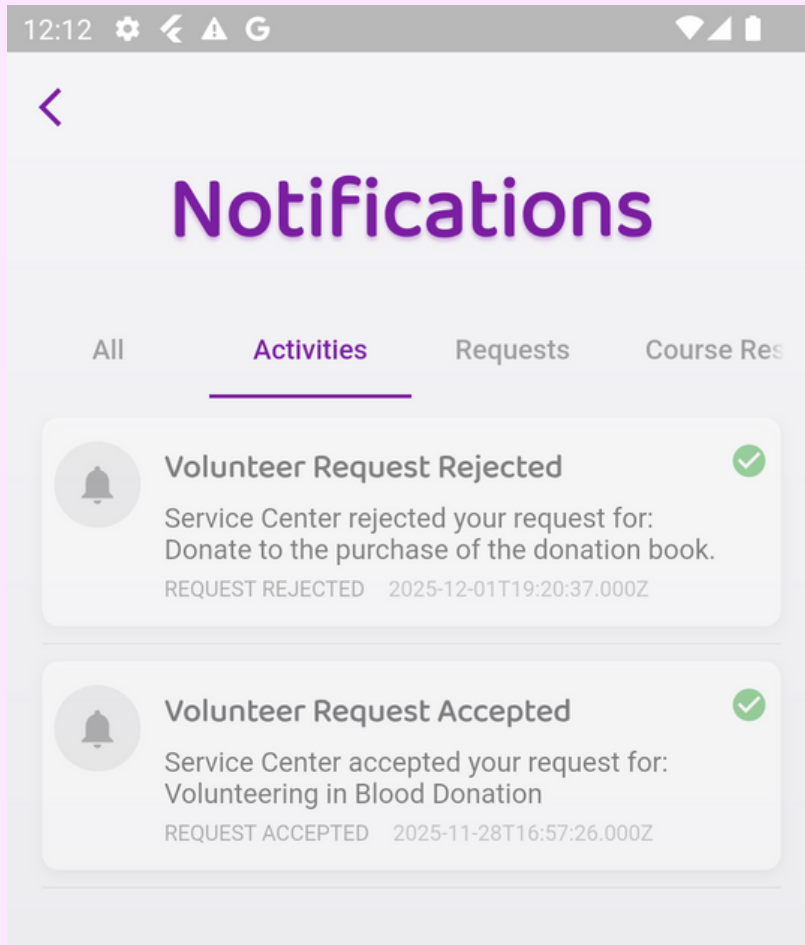


Step 5: Notification & Approval (Service Center)



The service center receives a notification when a student applies for an activity.

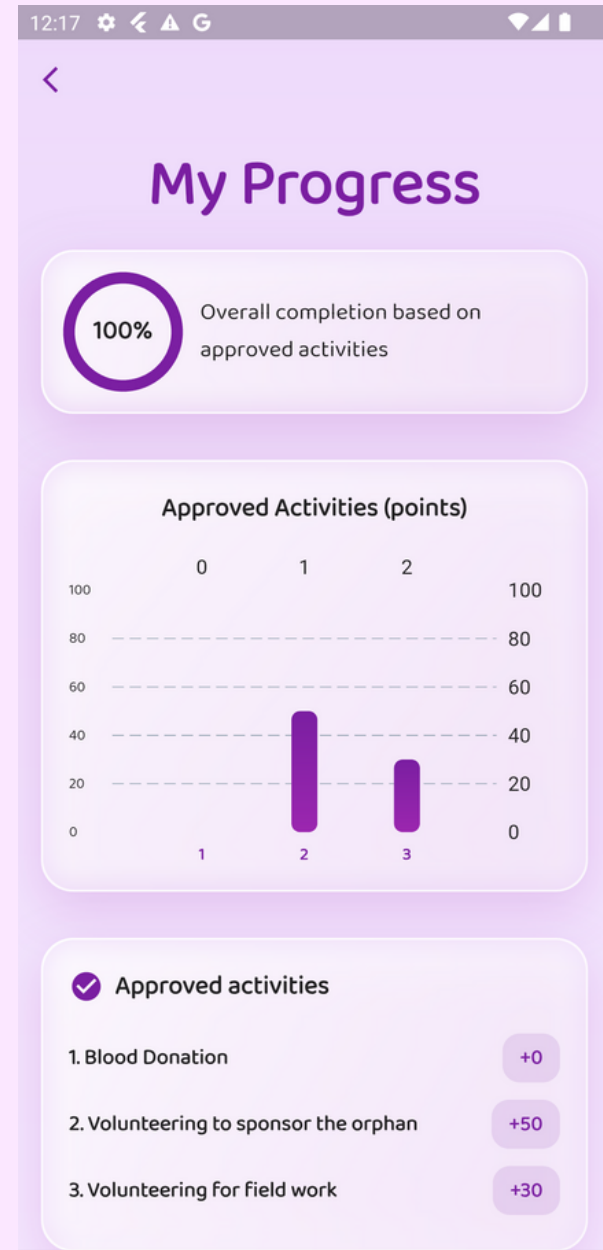
Step 6: Approval Notification (Student)



After approval or rejected, the student receives a notification confirming participation in the activity.

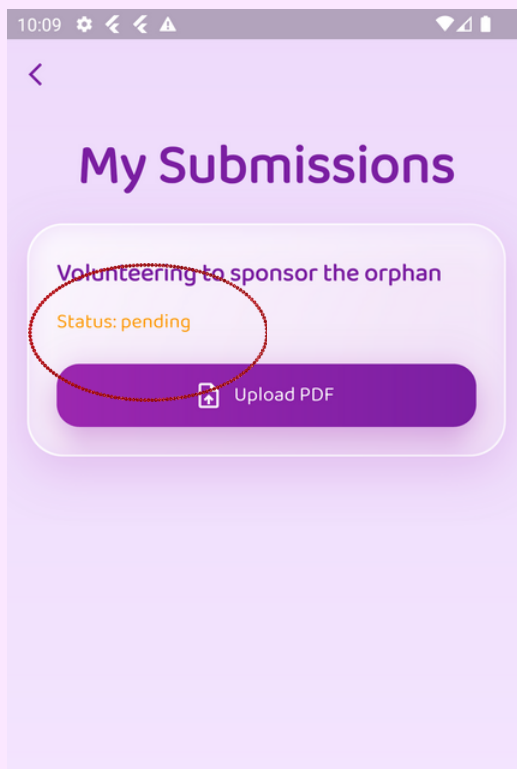
Step 7: Progress Tracking (Student)

Approved activities appear in the progress page, showing required hours and completion status.

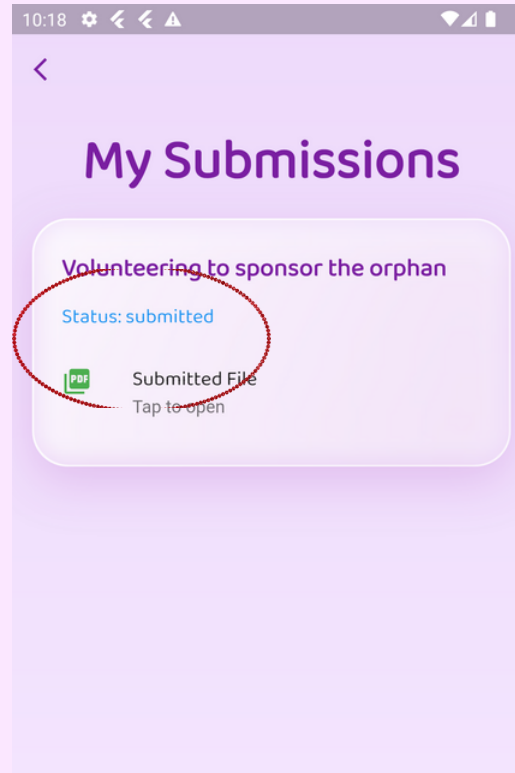


Step 8: Submission Process (Student)

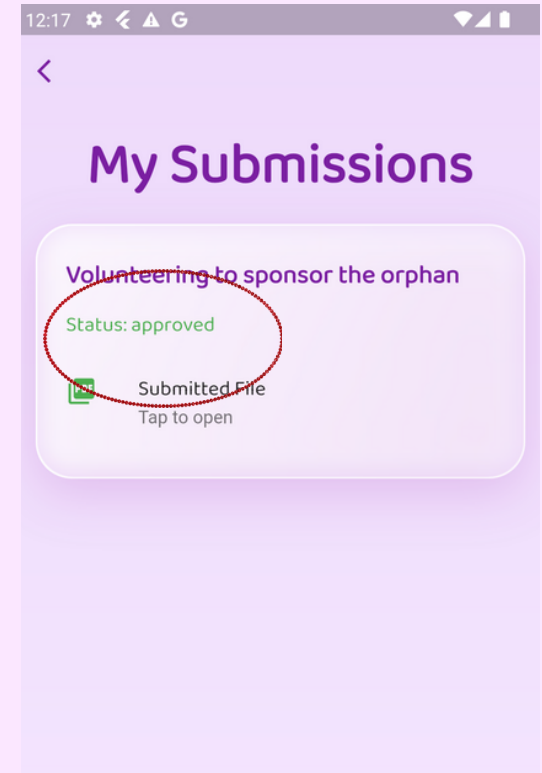
Students submit required forms for each activity



Before submitting the form



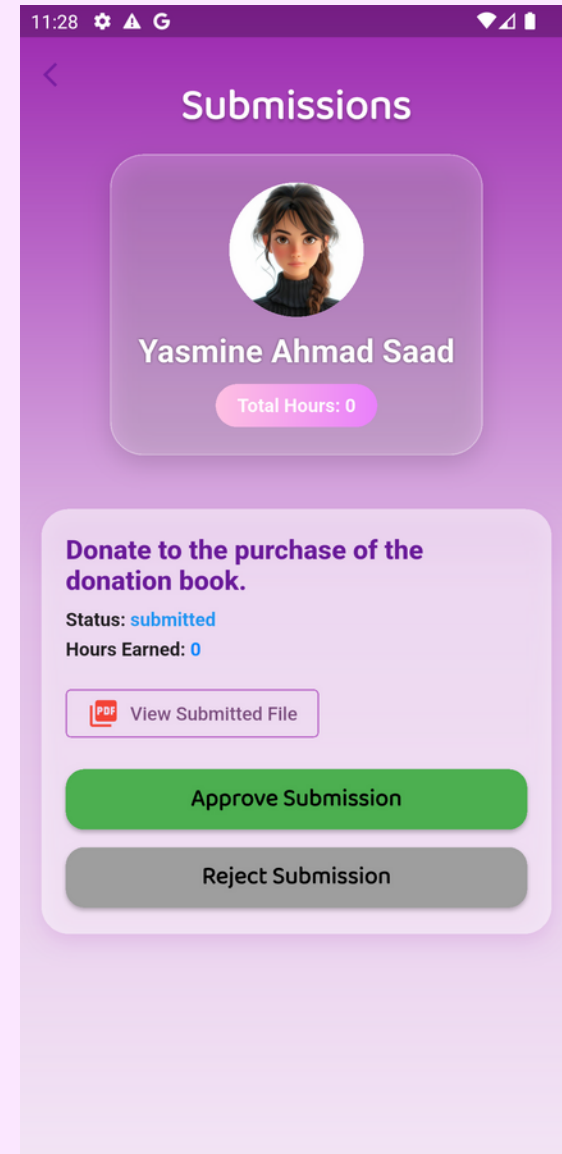
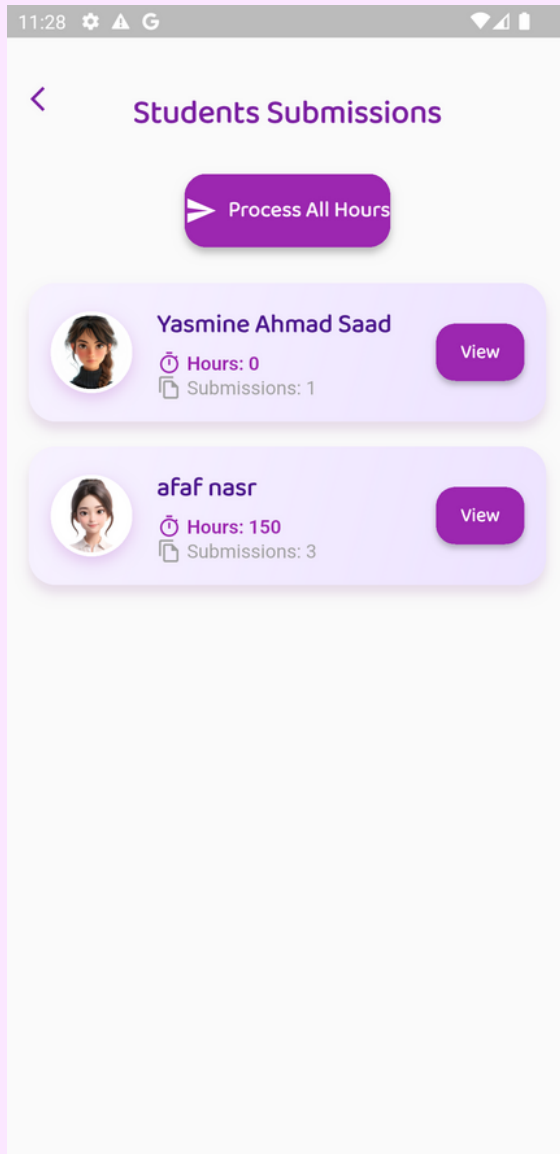
Before the center's approval



After the center's approval

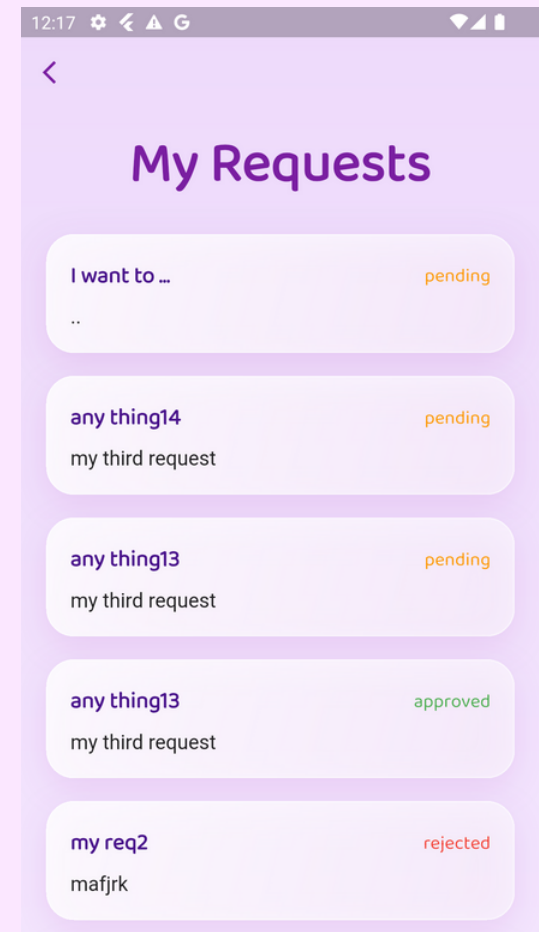
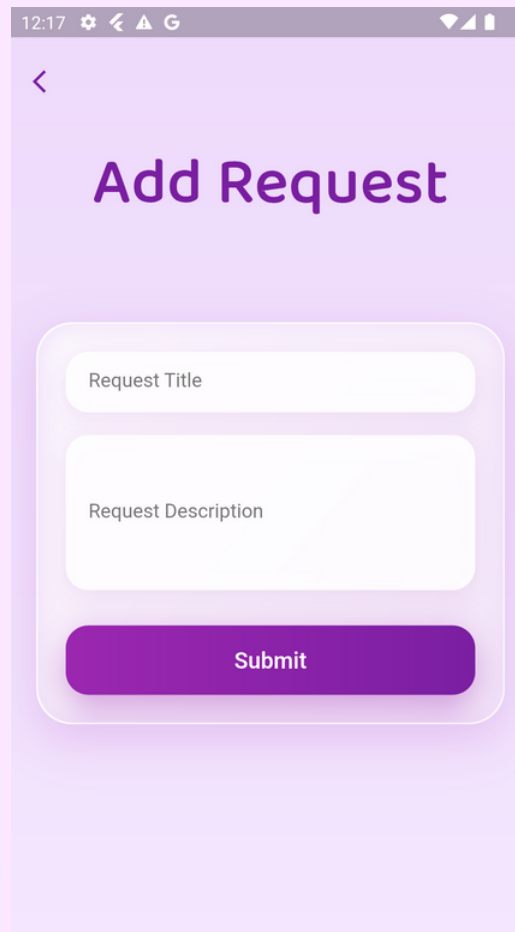
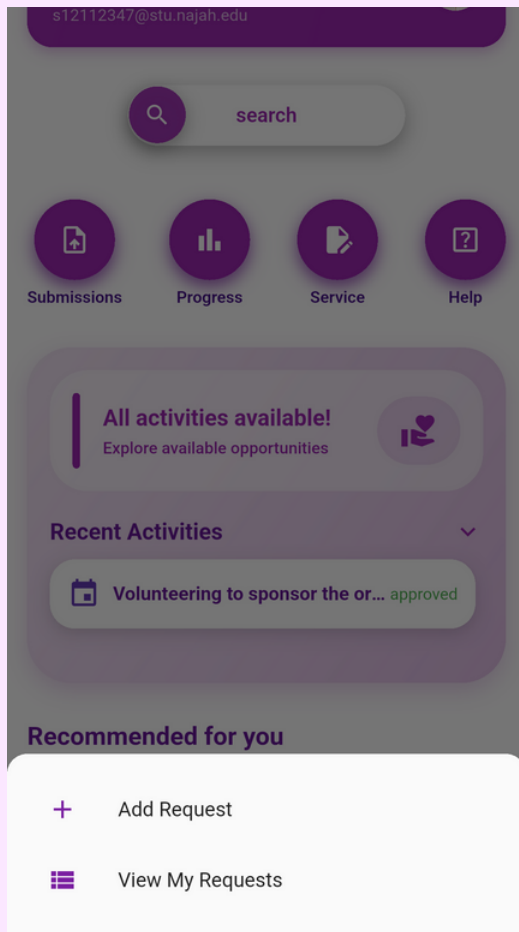
Step 8: Submission Process (Service Center)

Submitted forms are reviewed and validated by the service center.



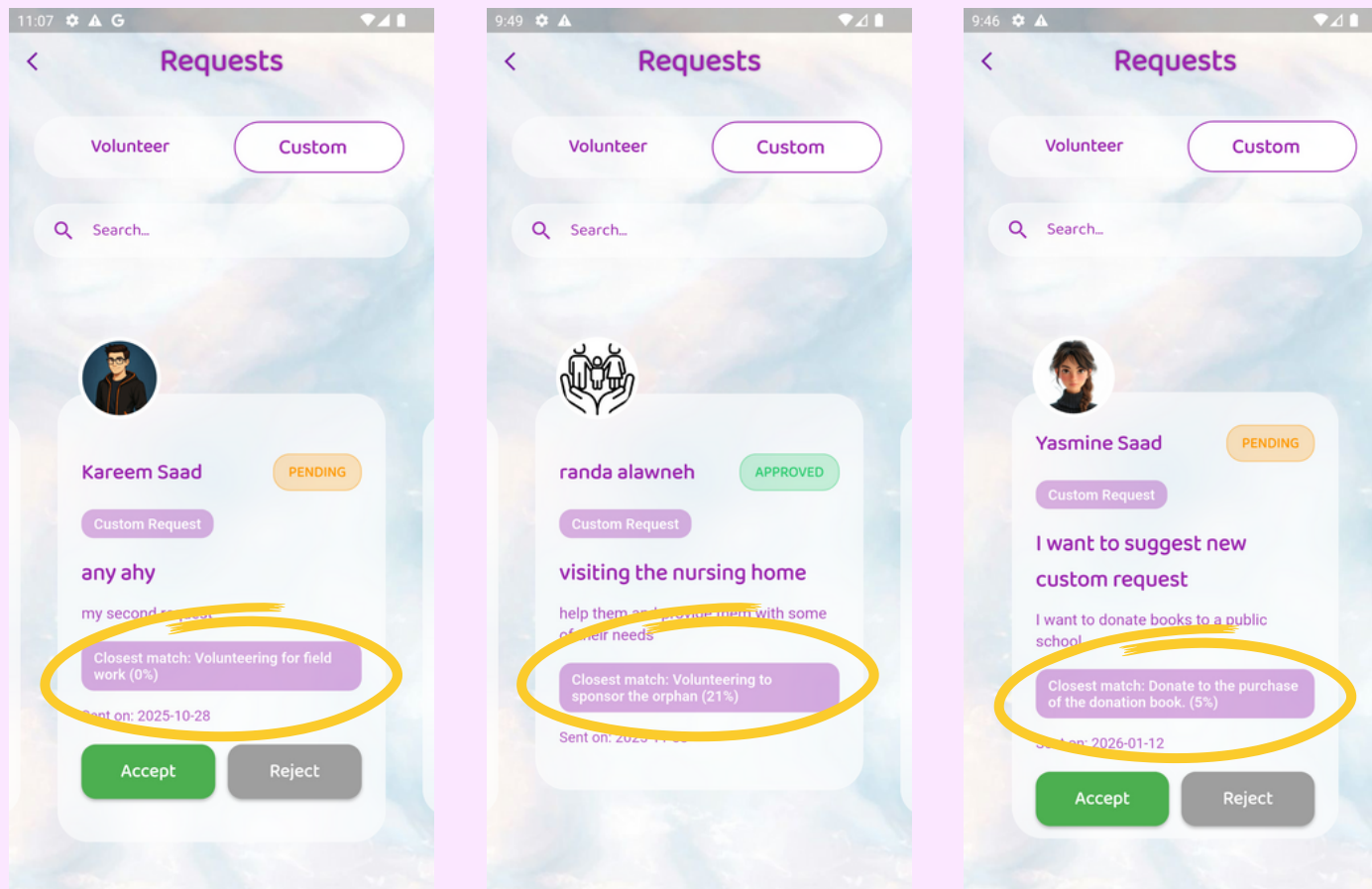
Custom Service Request (Student)

Students are not limited to existing activities, they can also suggest their own service ideas.



AI Similarity Detection (Service Center)

The system uses AI-based similarity measurement to compare suggested services with existing activities.



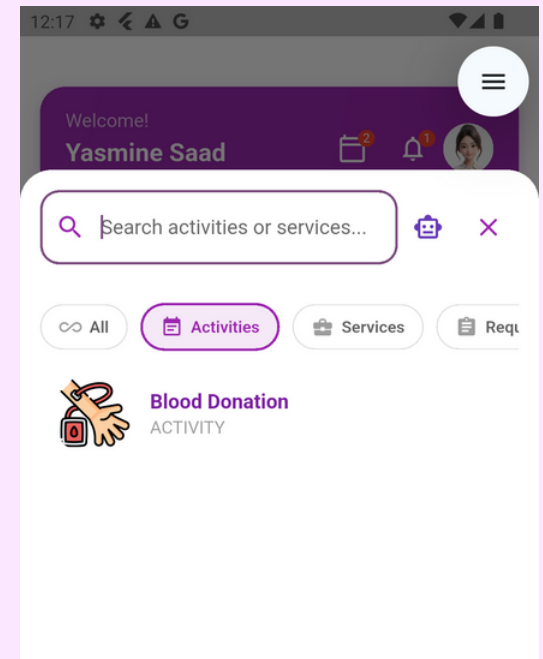
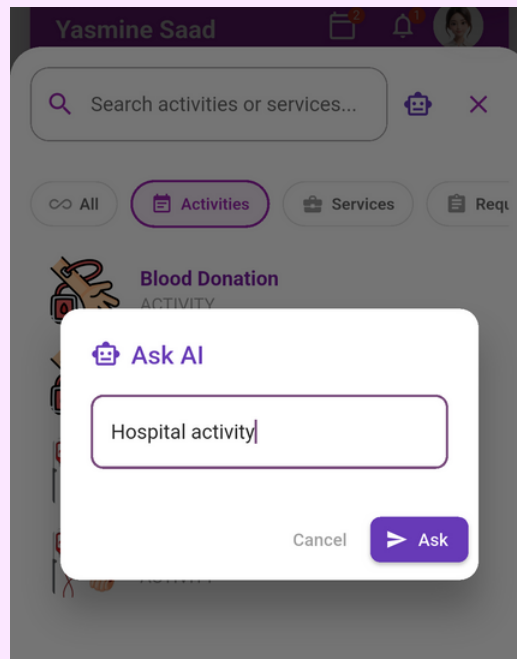
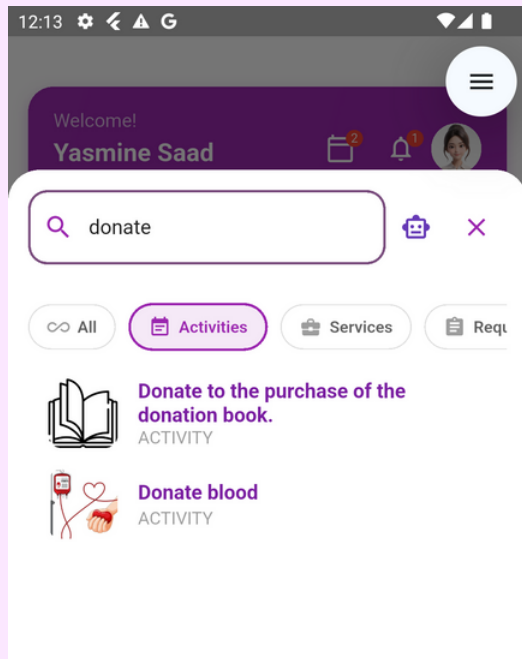
High similarity → student is notified of an existing service.

Low or no similarity → the service center decides to approve or reject.

Search & AI-Powered Assistance

All roles can search for activities and services using a smart search system.

The platform also integrates a local AI assistant to enhance search results and provide intelligent suggestions.

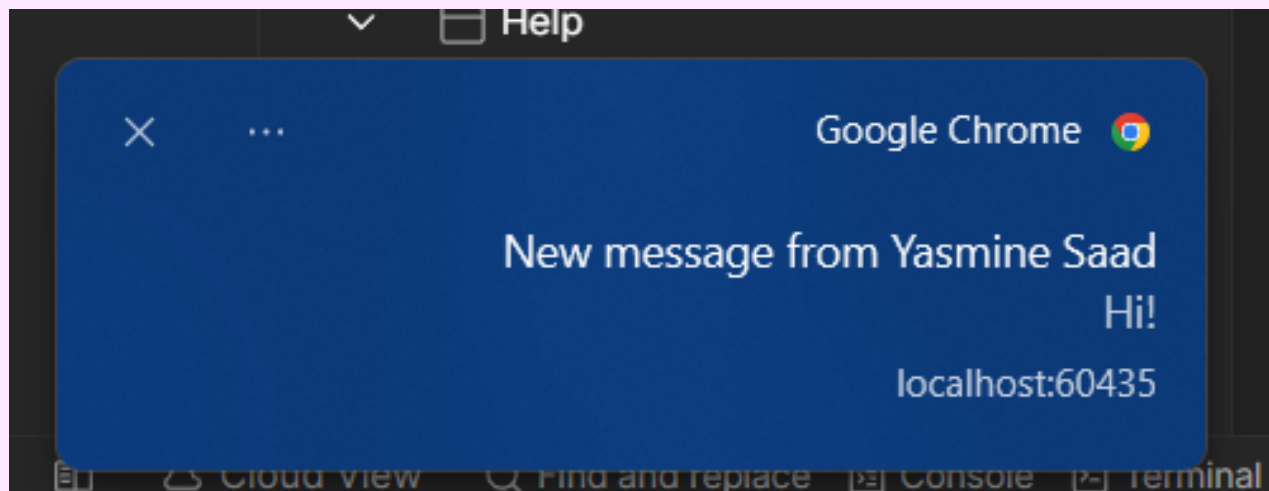


Standard Search AI-Powered Search AI Search Results

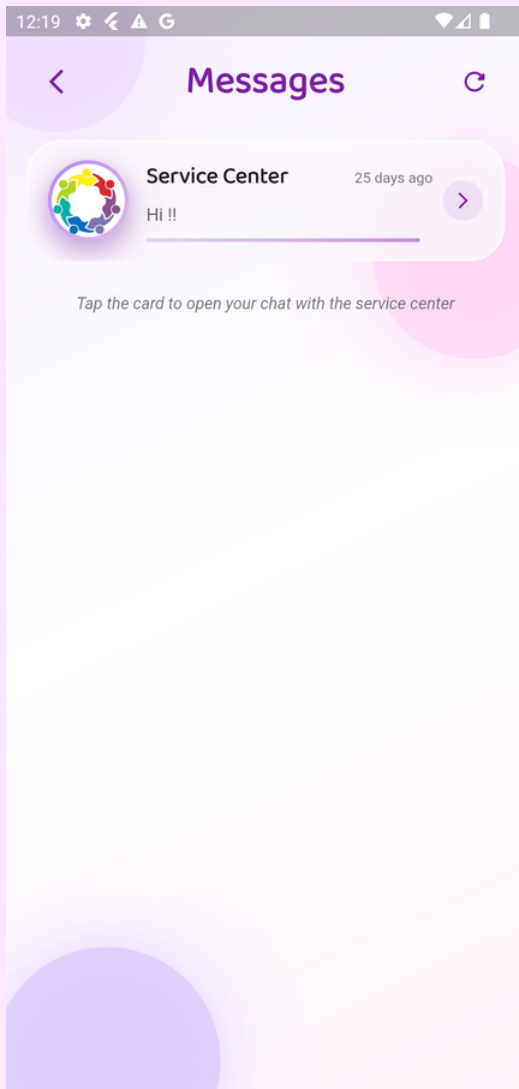
Messaging & Communication System

All roles can communicate through the built-in messaging system.

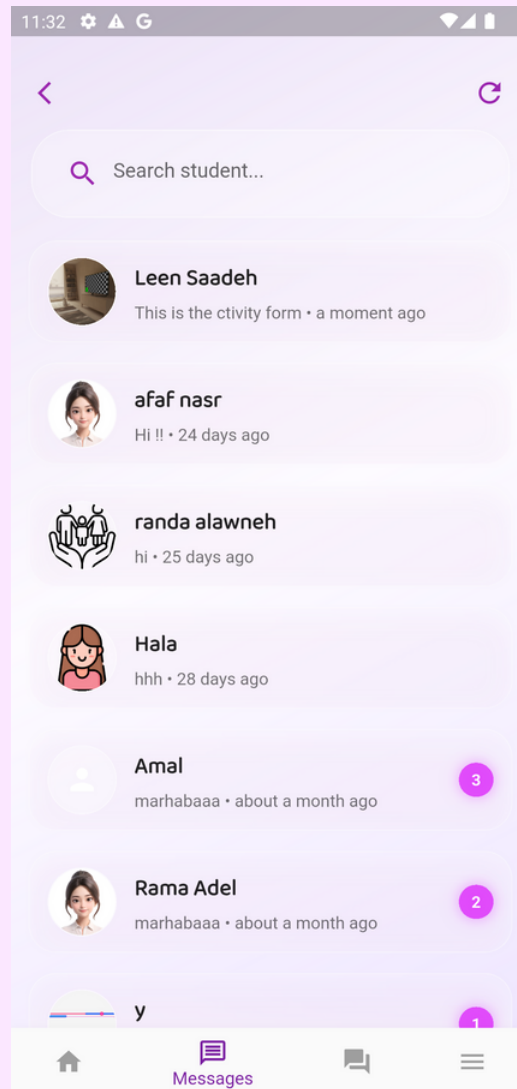
Students and doctors can directly contact the service center for inquiries and follow-ups.



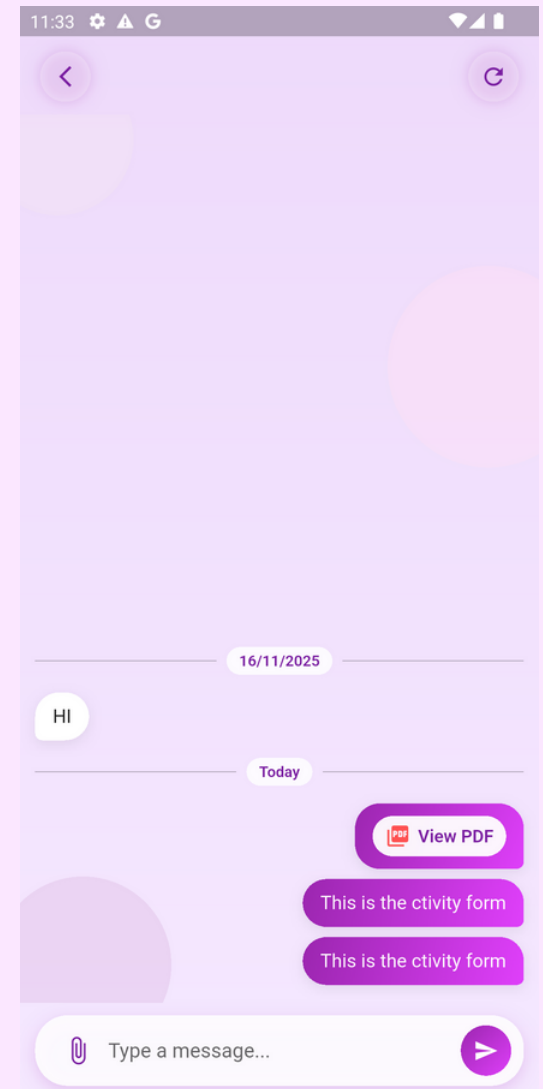
Messaging & Communication System



Contact Center



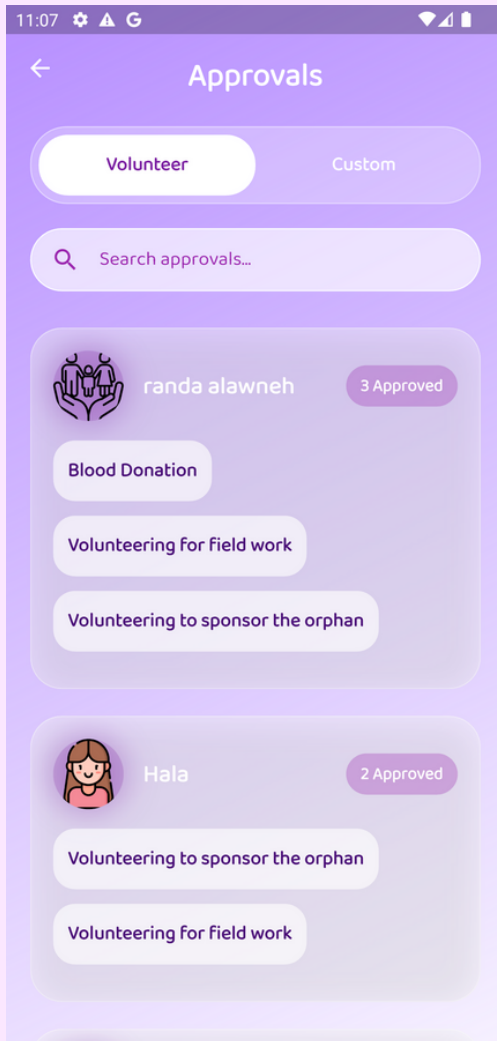
Incoming Chats



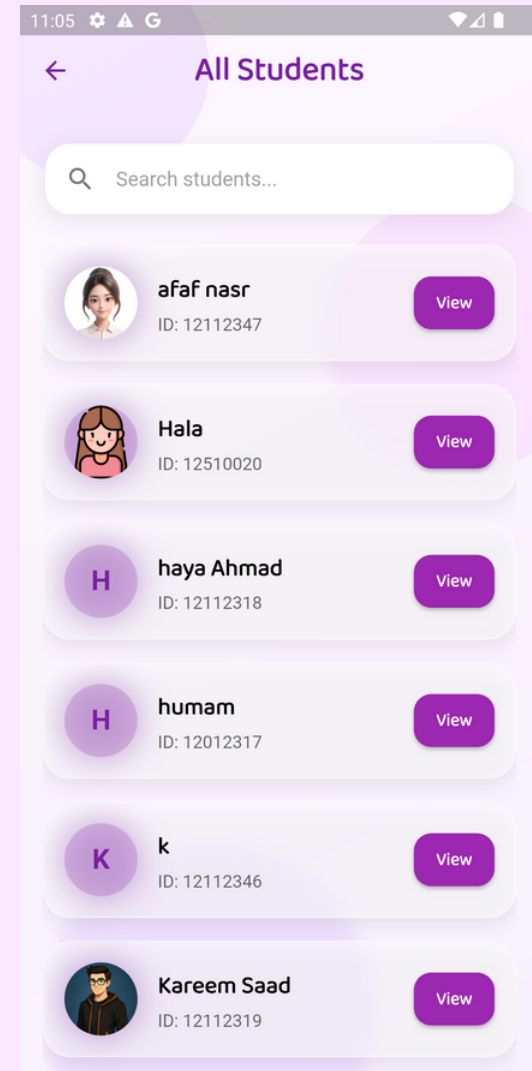
Live Chat

Service Center Overview

View Approval Requests

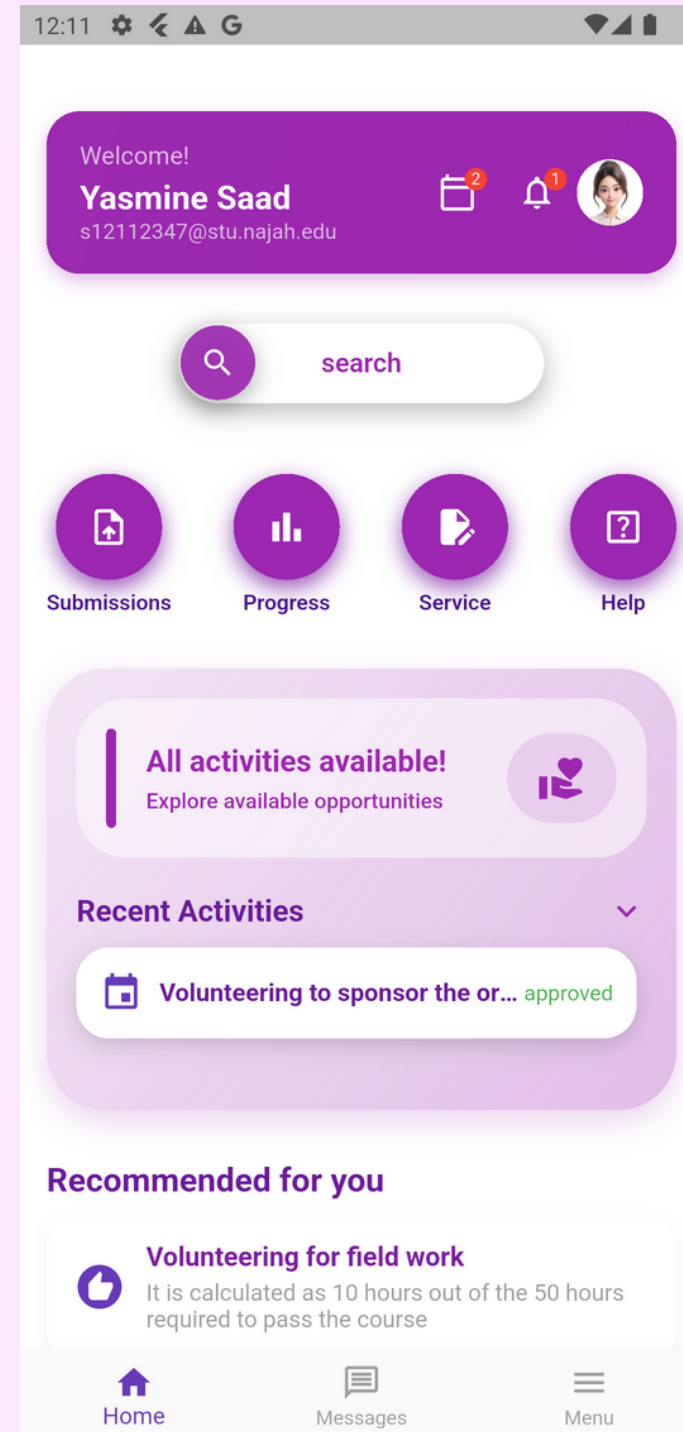


View Registered Students



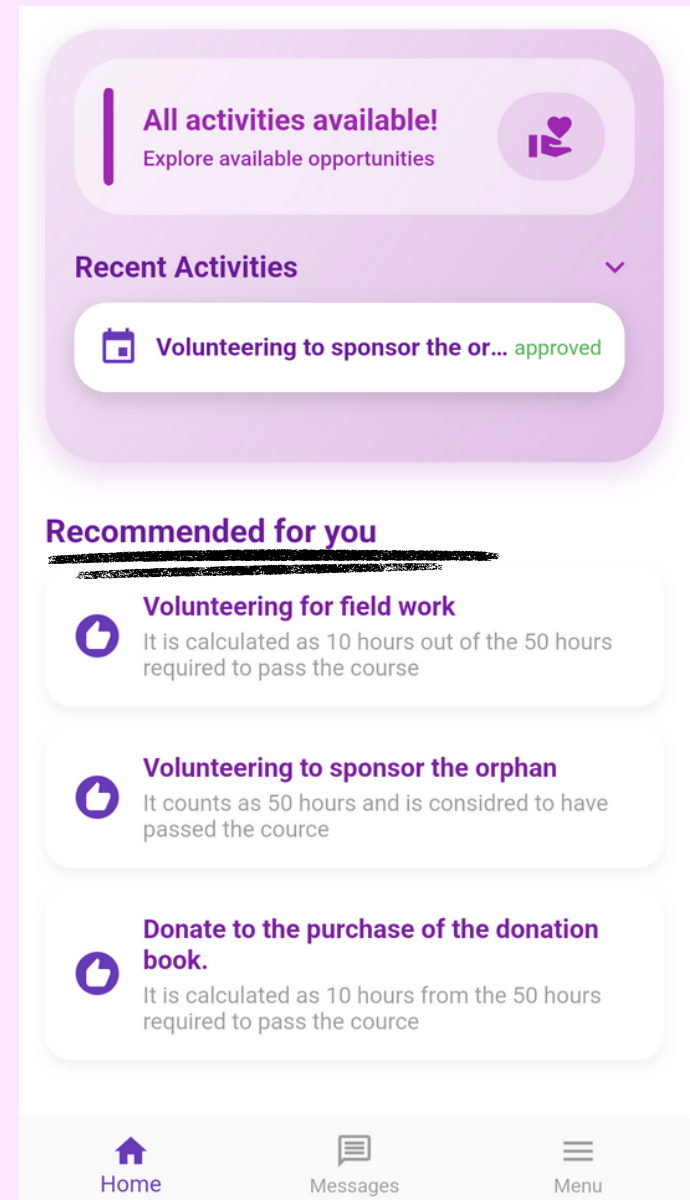
Student - Home Page

The student home page provides access to all main features.



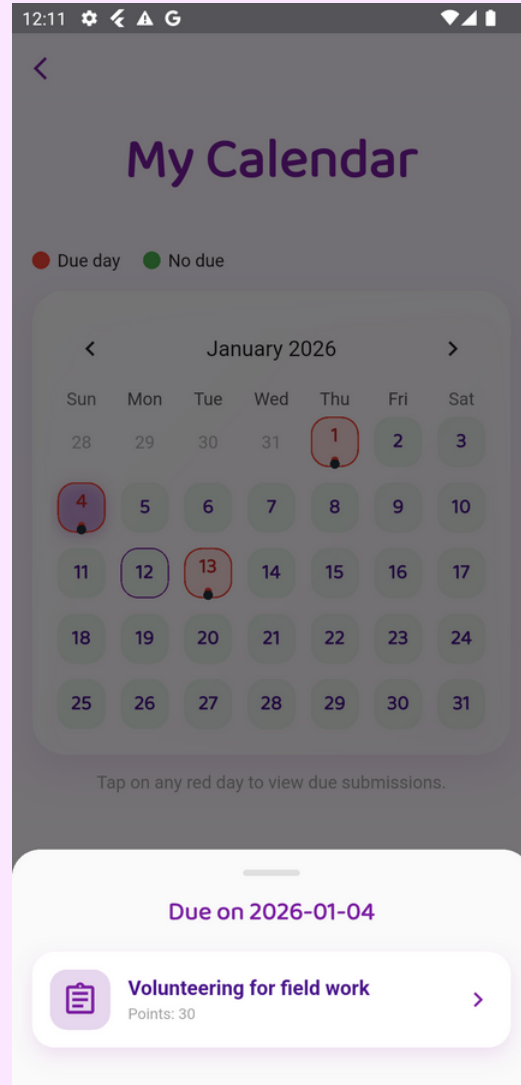
AI-Based Activity Recommendations (Student)

The system uses AI
to recommend
activities
based on student
interests and
preferences.

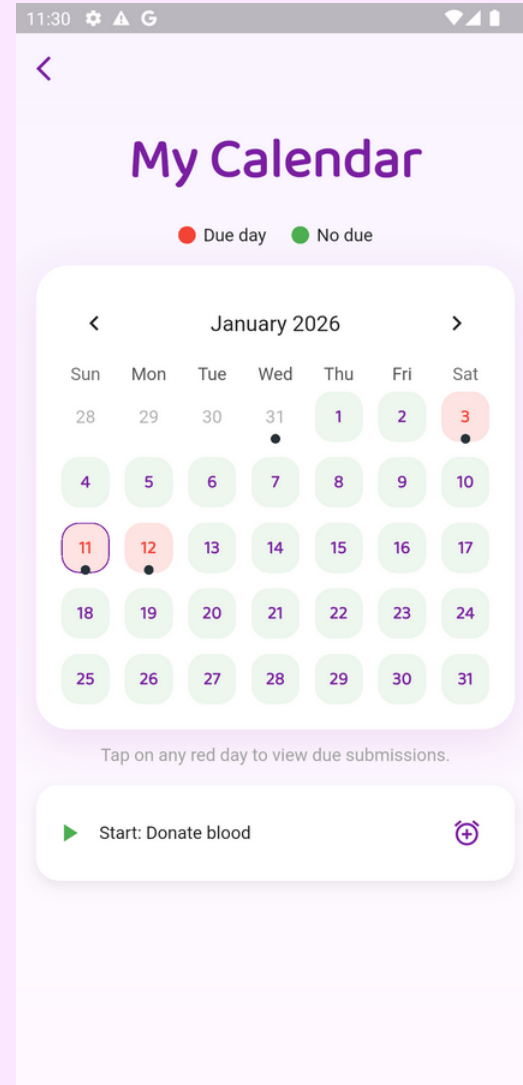


Calendar & Reminders System

Student:
Deadline
notifications

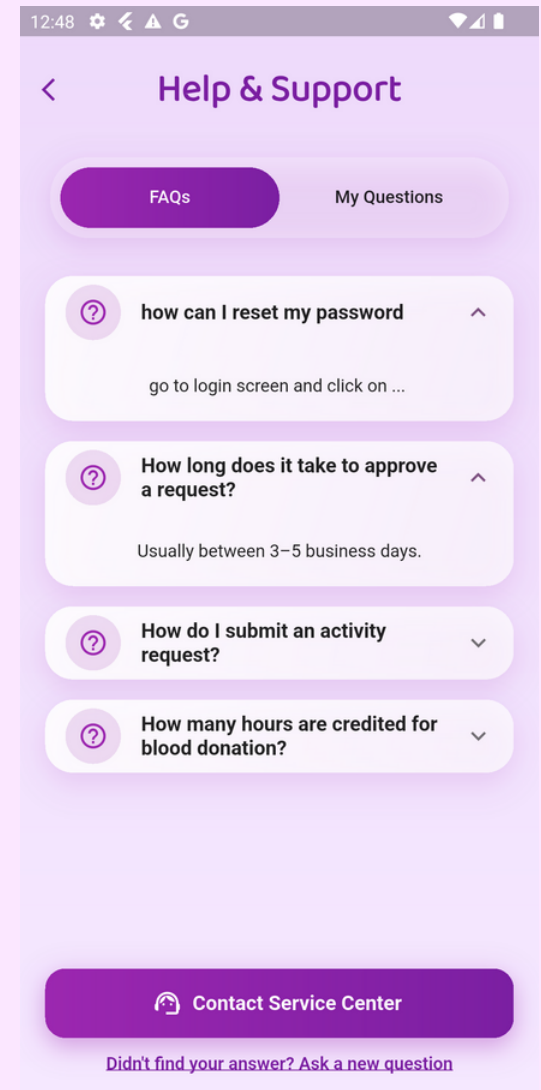
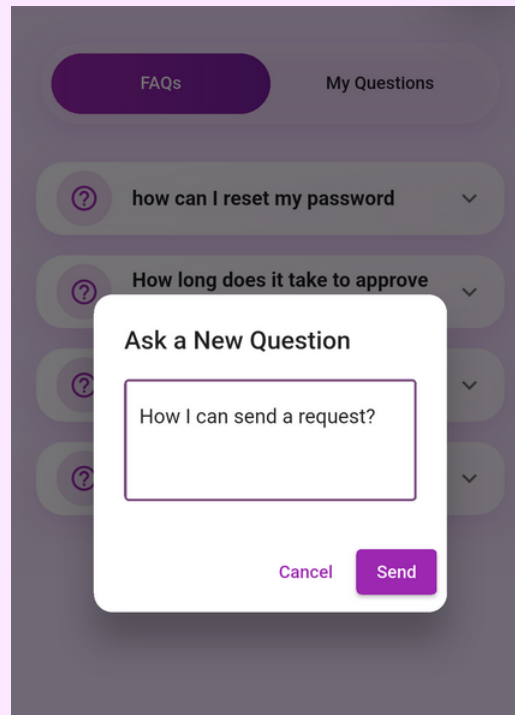
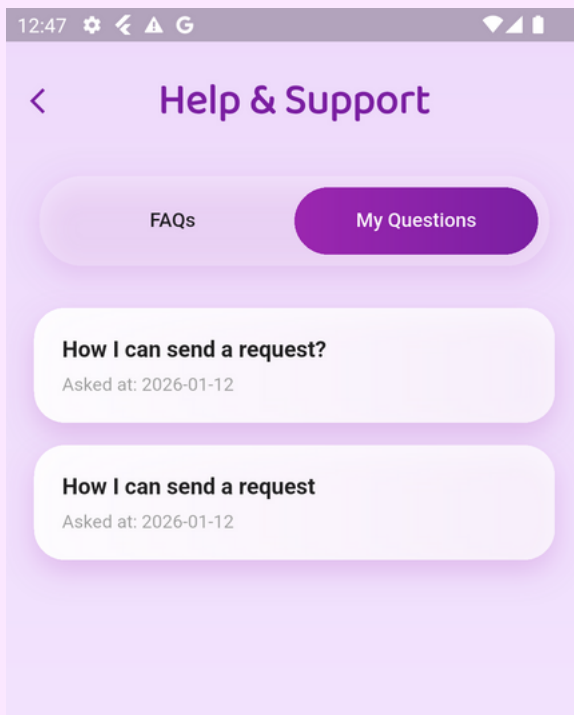


Doctor &
Center:
Schedule
planning



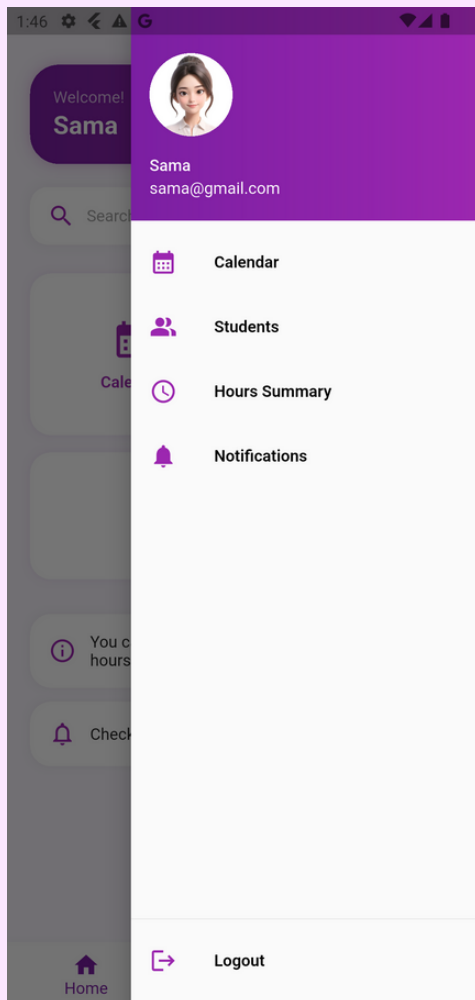
Help & Support System

Students can submit questions through the Help section. The service center reviews and responds to student inquiries.

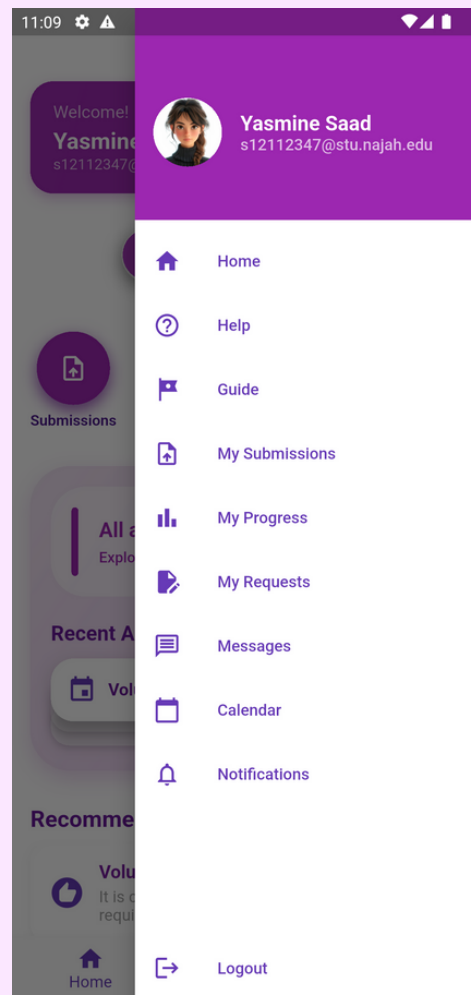


Navigation Drawer

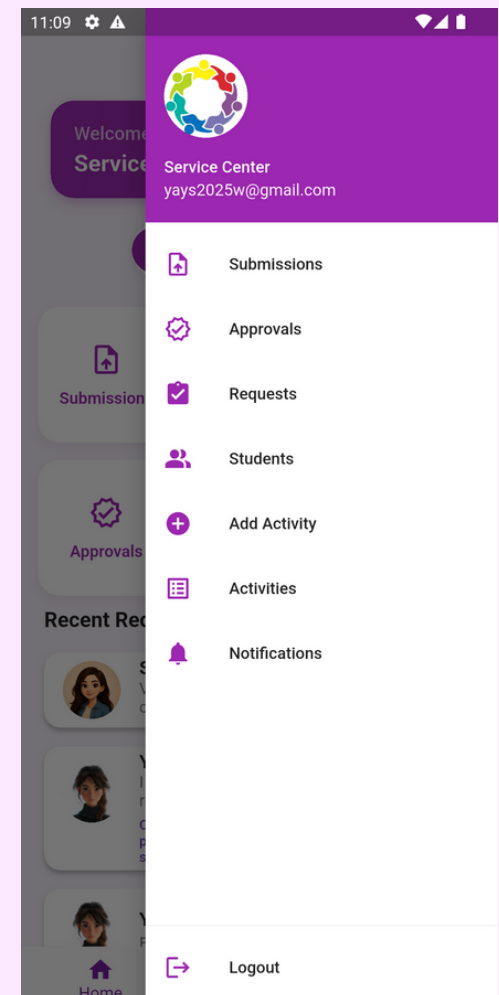
A navigation drawer is available for all roles to easily access system features.



Doctor

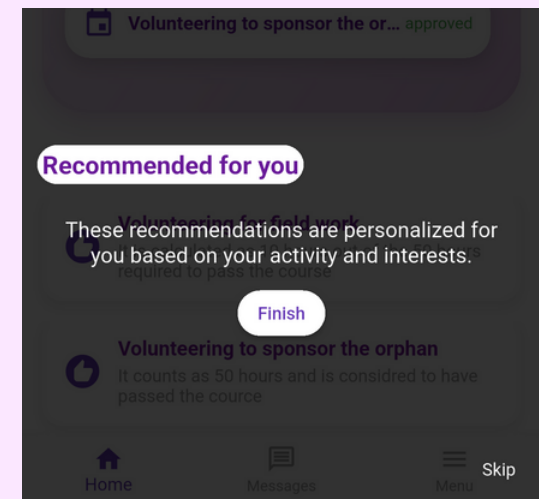
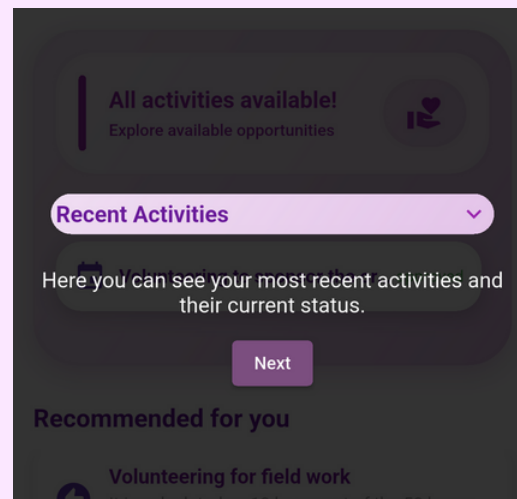
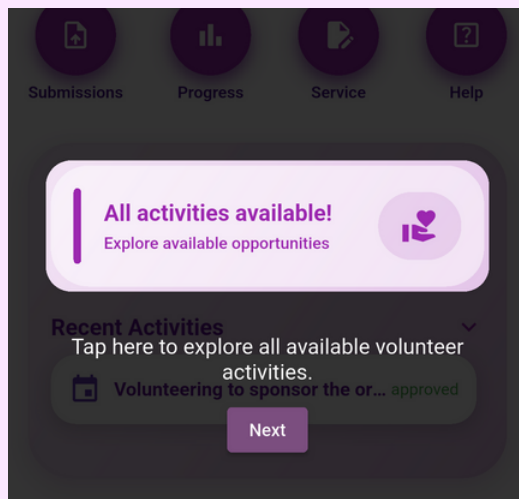
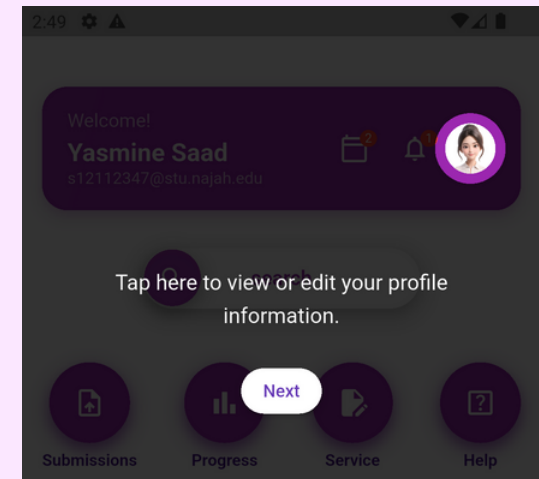
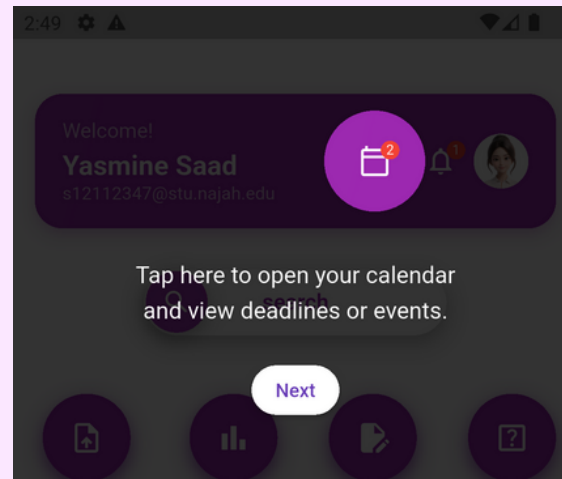
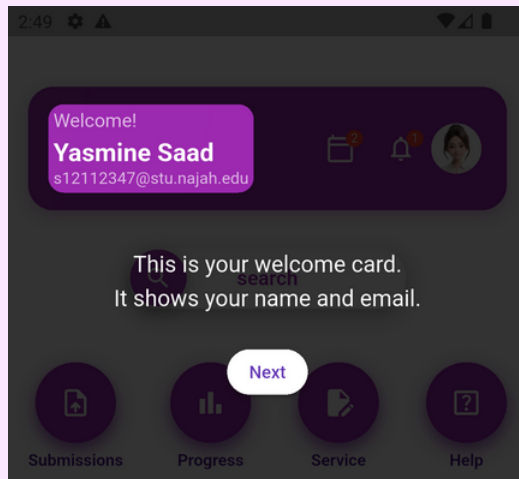


Student



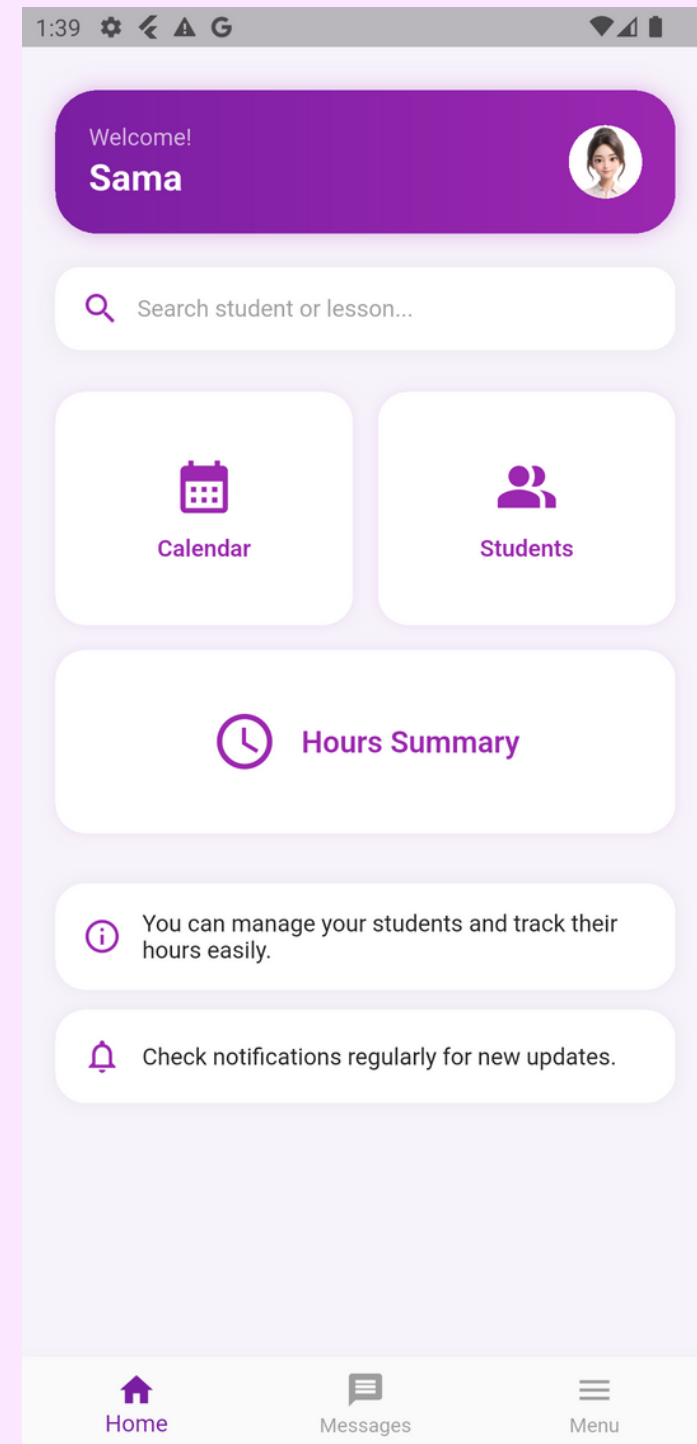
Center

First-Time User Guide



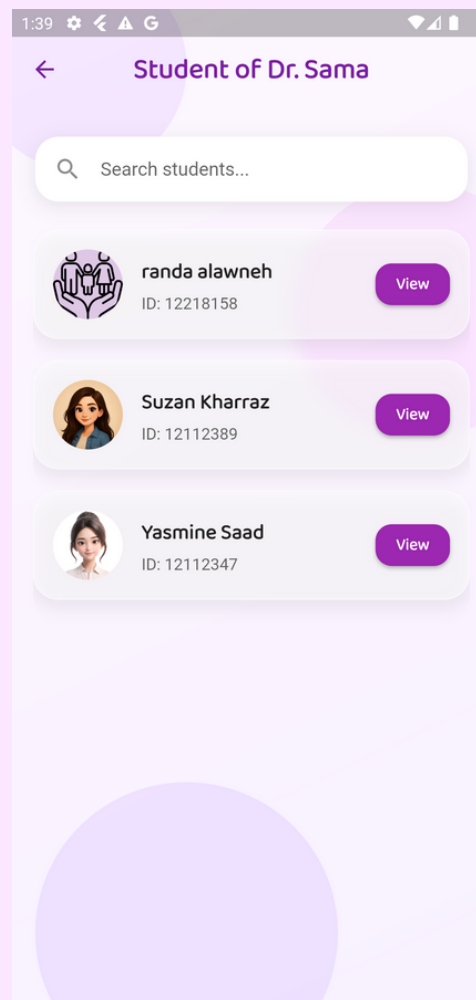
Doctor - Home Page

This page serves as the main dashboard for doctors.



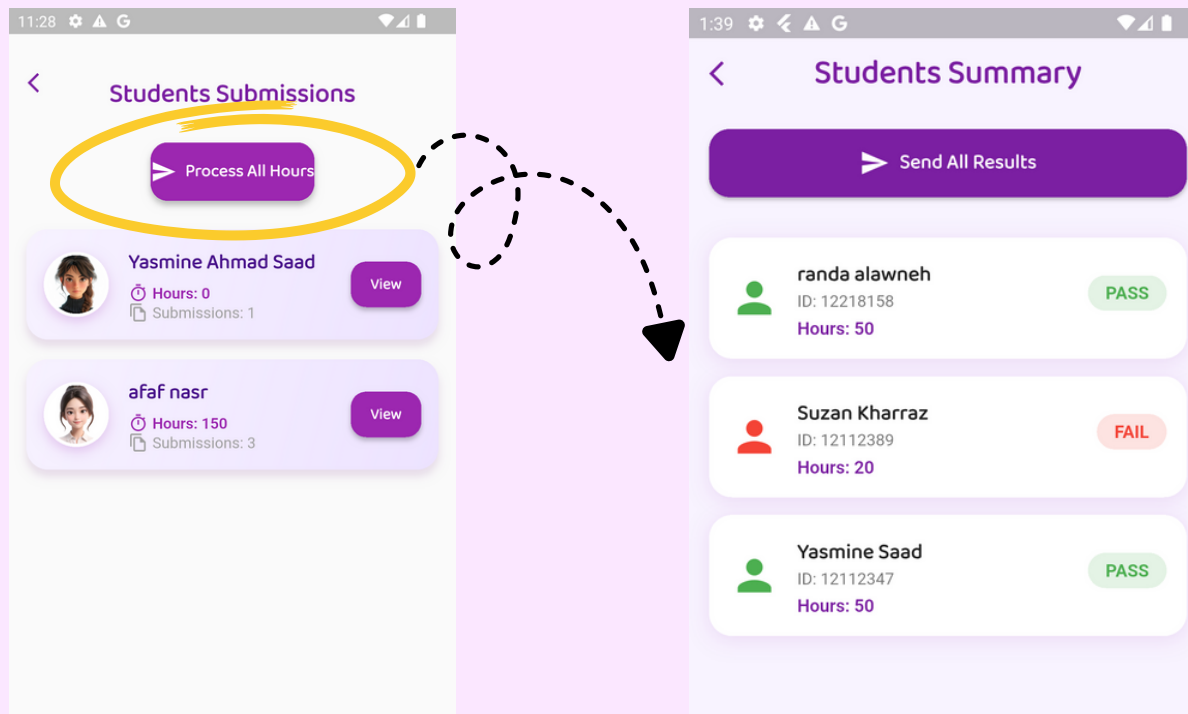
Assigned Students (Doctor)

Doctors can view students enrolled in their sections.



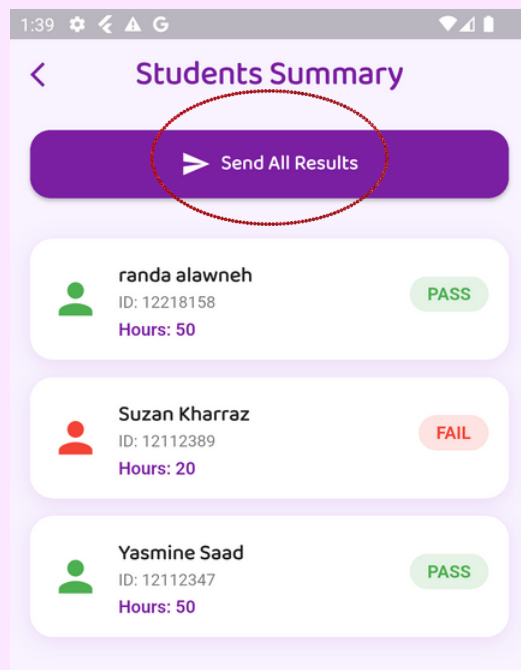
Final Results Submission

After all submissions are completed, the service center sends final results to doctors for evaluation.

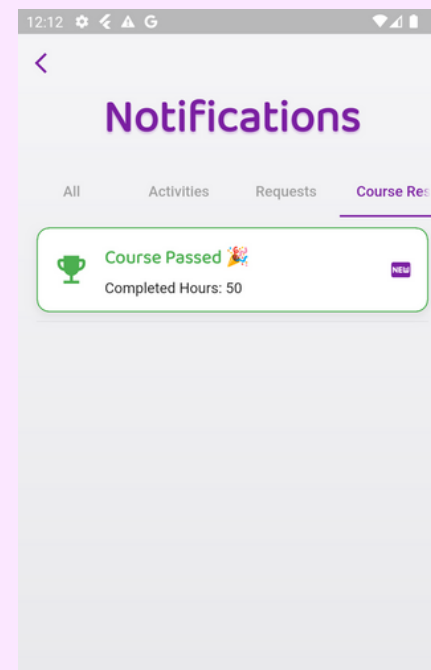


Results Notification

Final results are sent by doctors, and students are notified of their status.

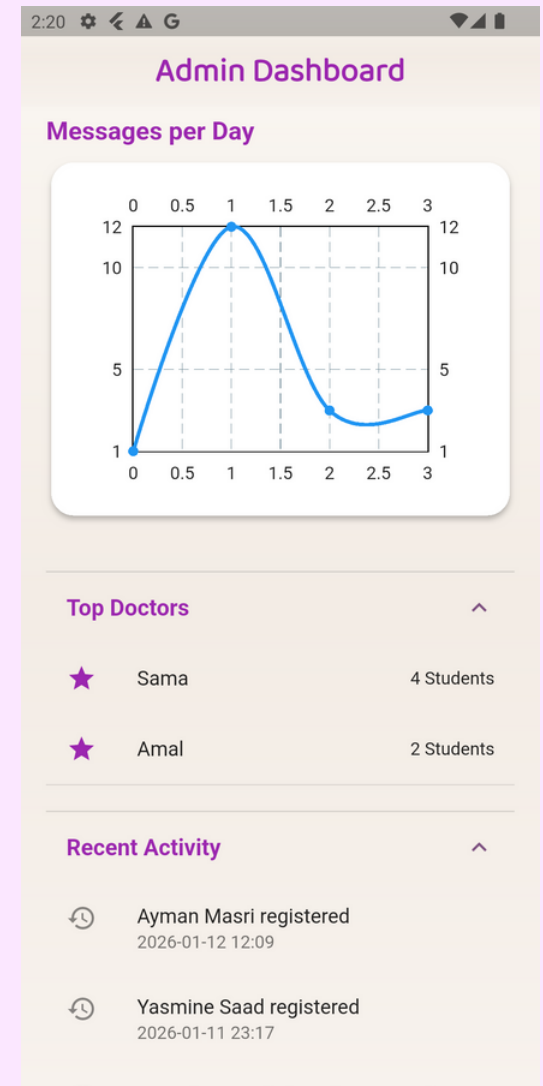
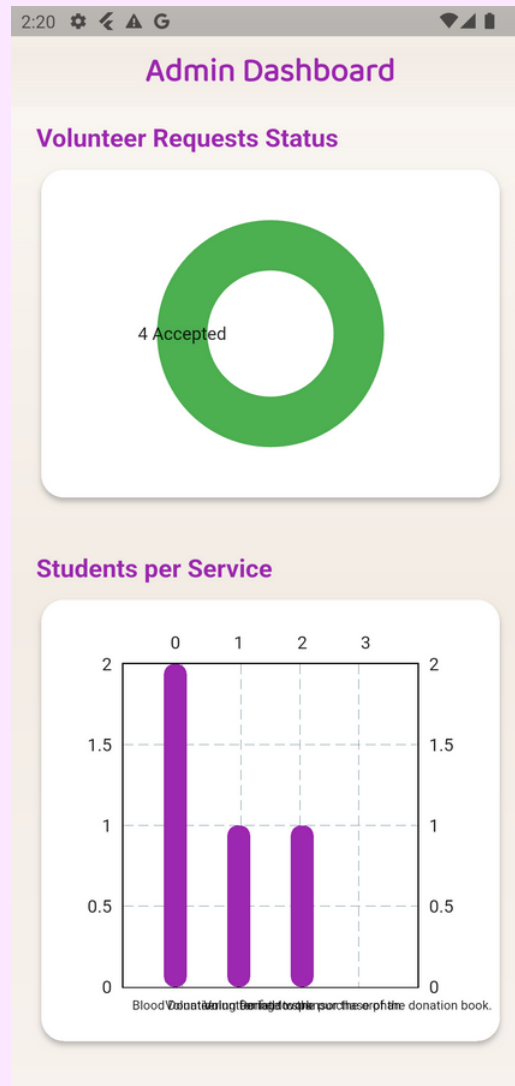
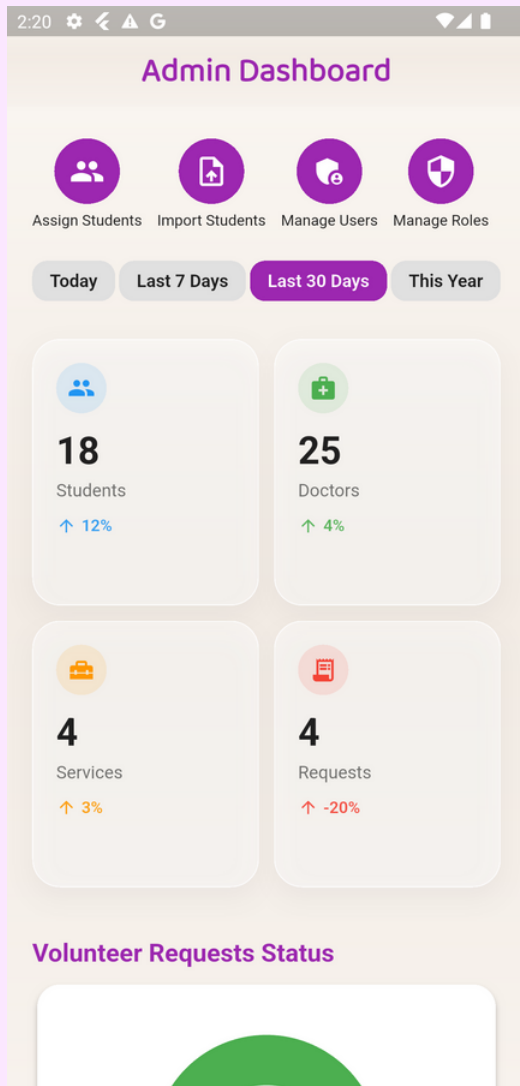


At doctor



At student

Admin - Home Page



Import Students



Import Students

The admin can import an Excel sheet that contains all students registered in the course instead of adding them manually.

This ensures that only officially registered students can access the system and submit reports.

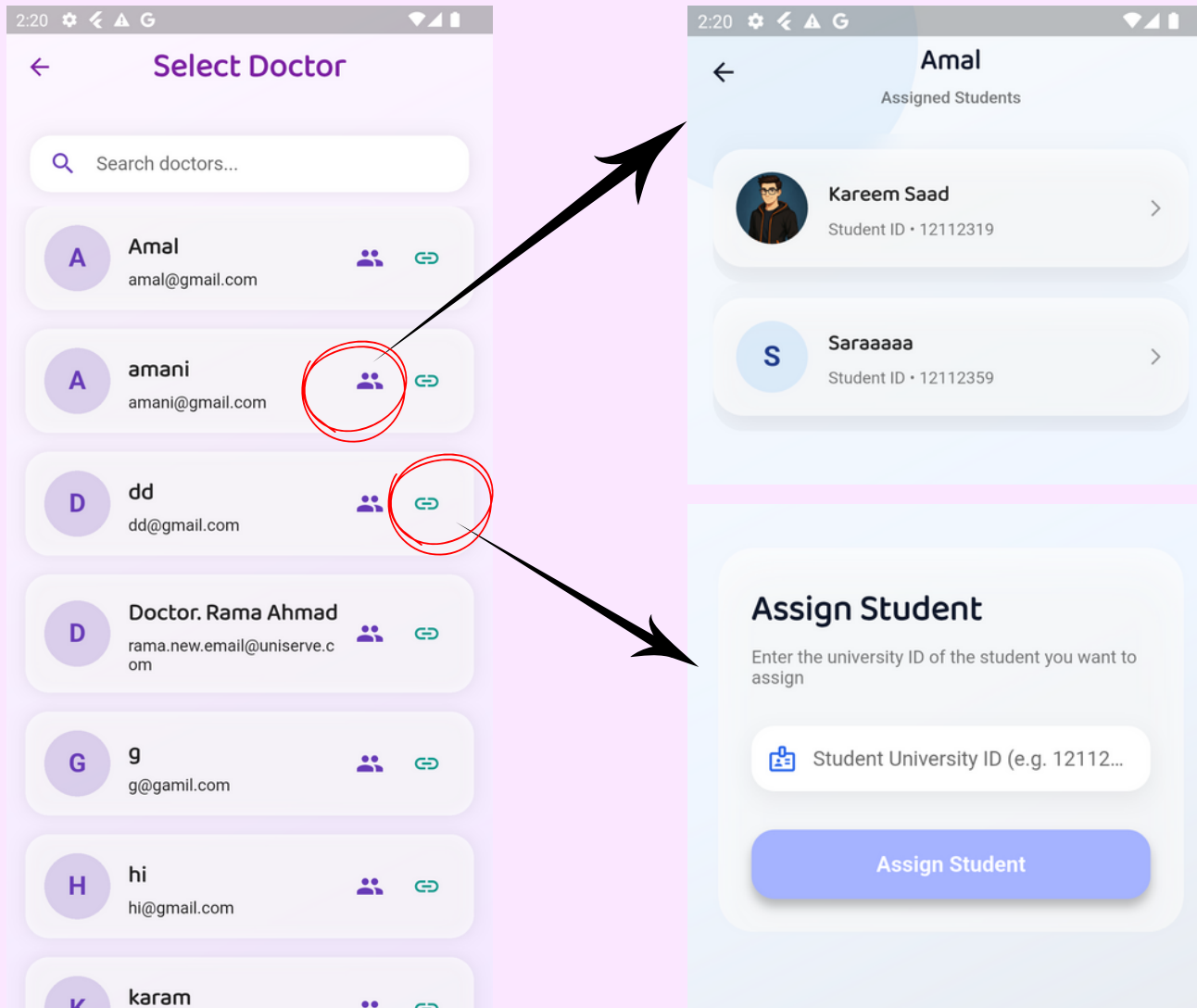
Assigning Students to Doctors



Assign Students

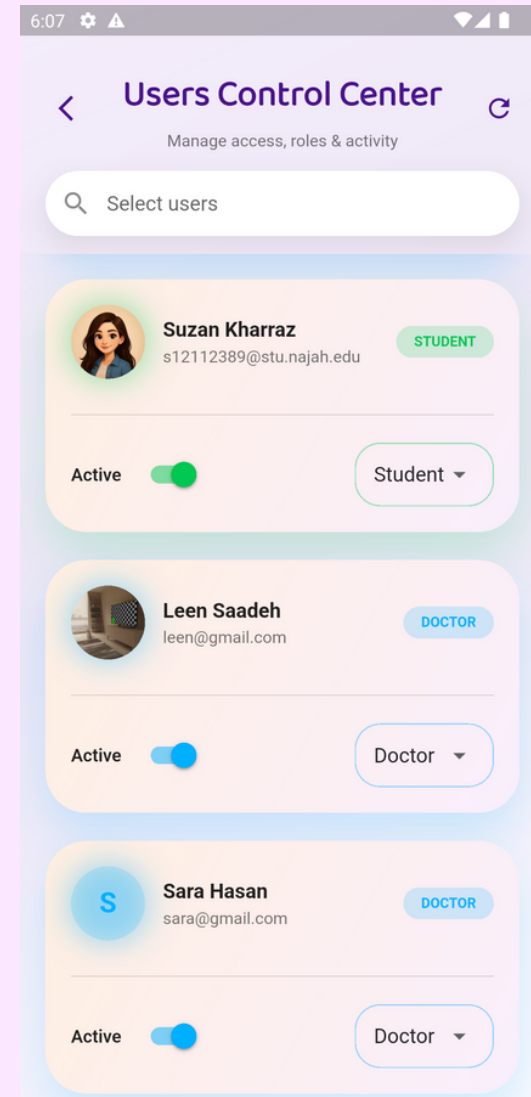
The admin assigns each group of students to a specific doctor, similar to the university registration process.

Assigning Students to Doctors

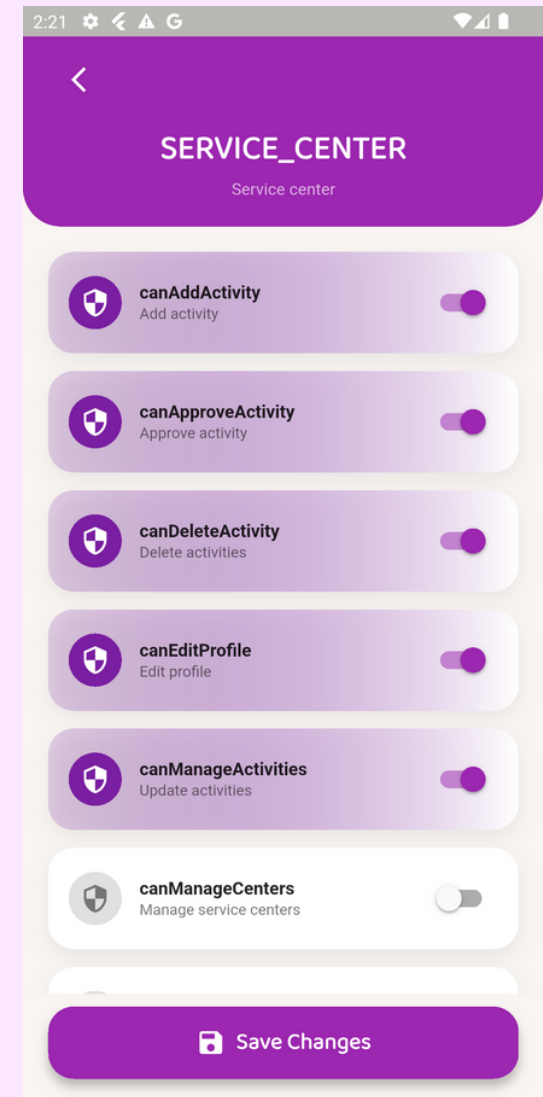
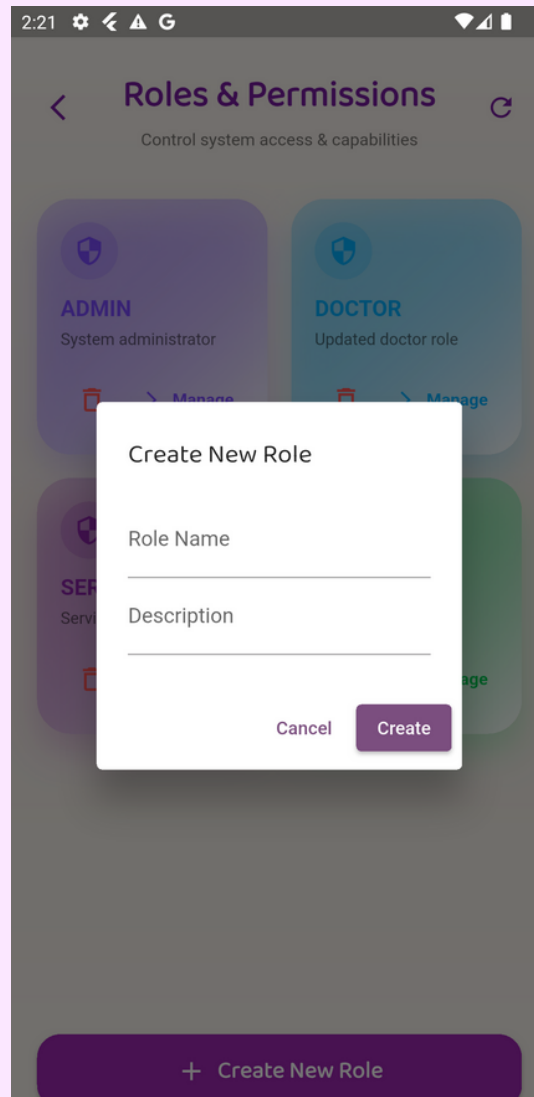
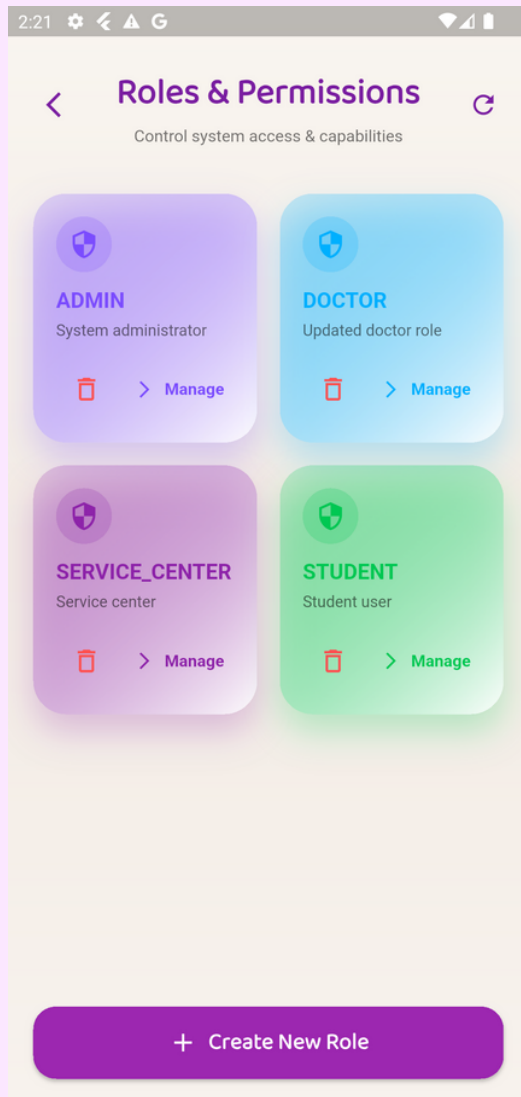


Managing user accounts

The admin can manage user accounts by activating or disabling users and changing their roles when needed.

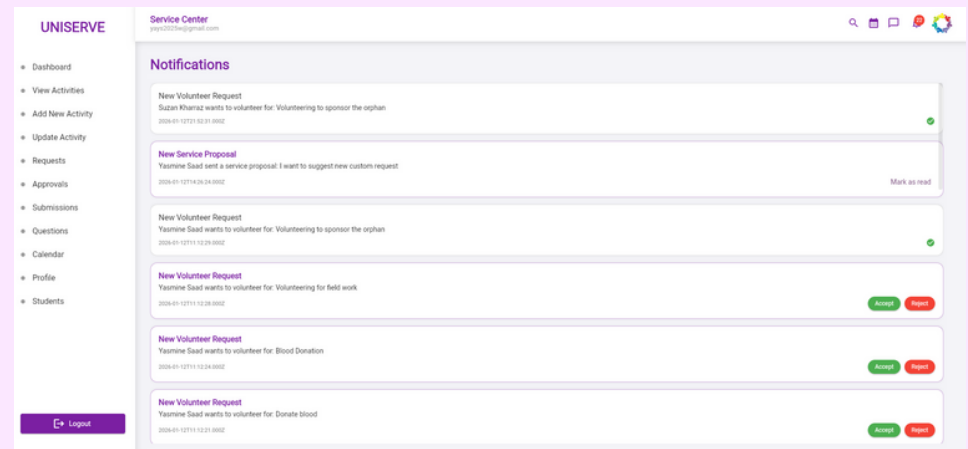
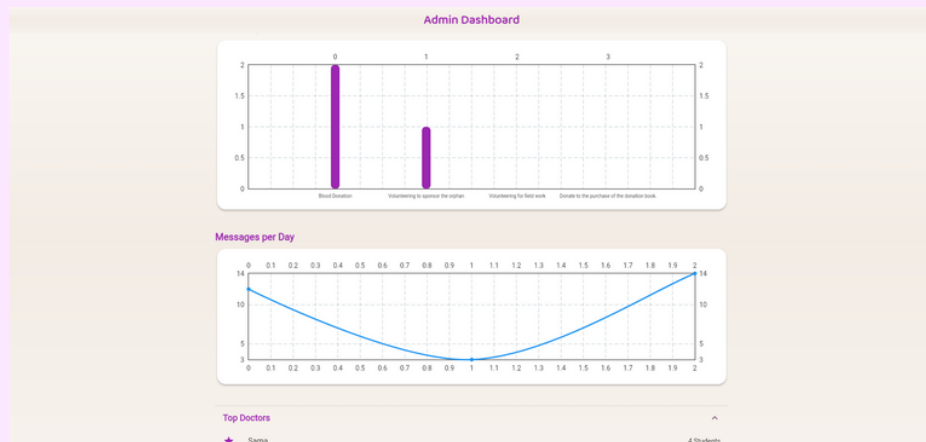
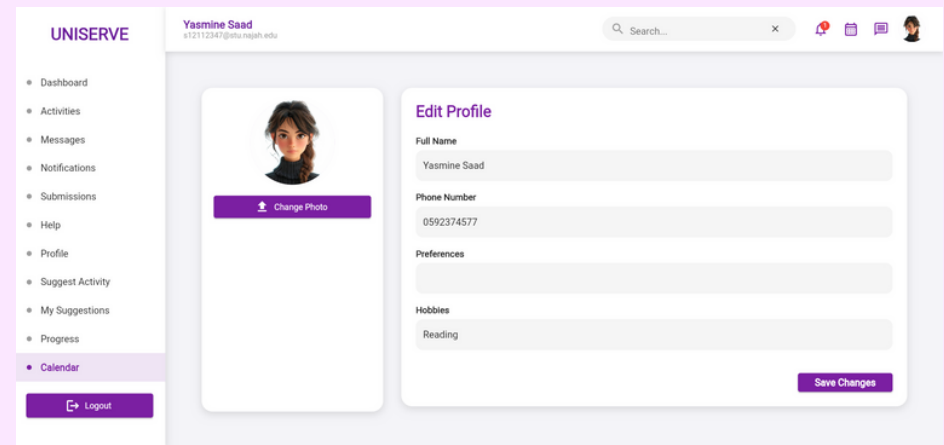
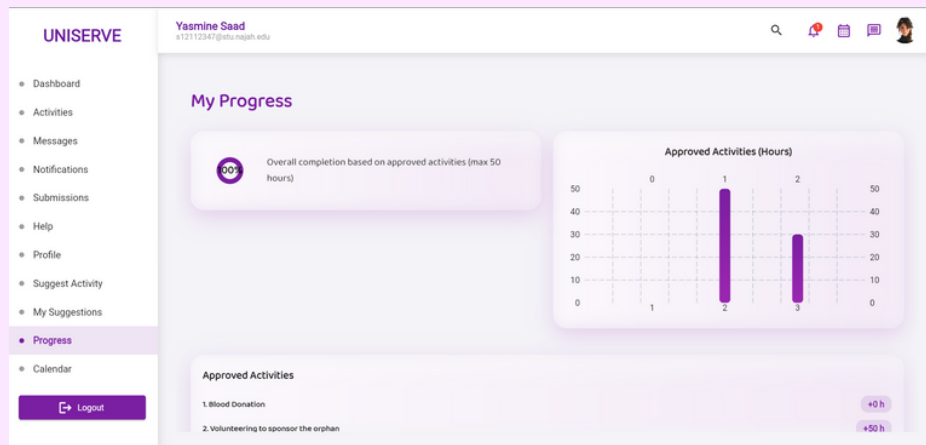


Roles & Permissions Management



The admin manages system roles and their permissions.

Some web interfaces

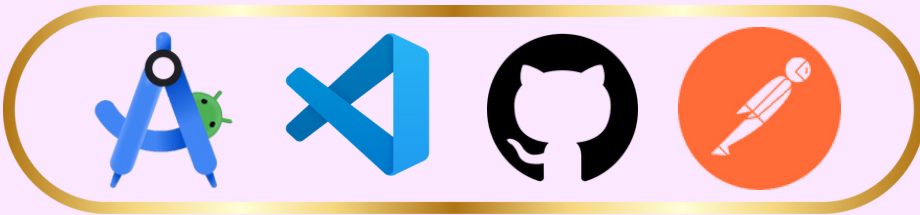


Future Enhancements

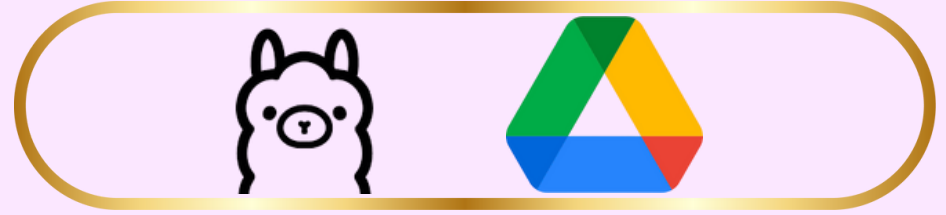
- Performance dashboards
 - Advanced analytics
 - Automated reporting system
-

Technologies Used

Development Tools



AI & Collaboration



Backend & Database



Frontend



The image features a light purple background with decorative purple swirls in the top-left and bottom-right corners. A large, hand-drawn purple oval frame encloses the central text.

Thank you
For your watching