

ABSTRACT

Mental health among students at Telkom University has become an important issue that affects academic performance and the overall well-being of students. The counseling services available at the university are still conducted manually, which hinders the effectiveness and accessibility of counseling for students who need support. One of the main problems identified is the lack of an integrated system to manage scheduling and counseling administration effectively.

To address this issue, this study proposes the development of a mobile-based digital counseling application that facilitates students in accessing counseling services efficiently and in a more structured manner. This application is designed with key features such as scheduling counseling sessions, managing consultation history, and an AI-powered chatbot that provides initial support automatically. It is expected that this solution will improve the efficiency of counseling services at Telkom University, provide transparency in administration management, and minimize waiting times for students who need counseling.

The results of the application testing show that the application successfully improves the accessibility and convenience for students in using the counseling services. Functional testing indicates that the application runs smoothly and efficiently, while user testing shows high satisfaction with the ease of use of the application and the quick response of the chatbot. Overall, this counseling application has proven to be effective in enhancing counseling services and contributing positively to the mental health of students at Telkom University.

Keywords: Counseling Application, Digitalization, Artificial Intelligence, Student Mental Health.