

Problem Solving (A3) Report: Tutor Finder

Date: August 21, 2020
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1. Identify a Problem PLAN

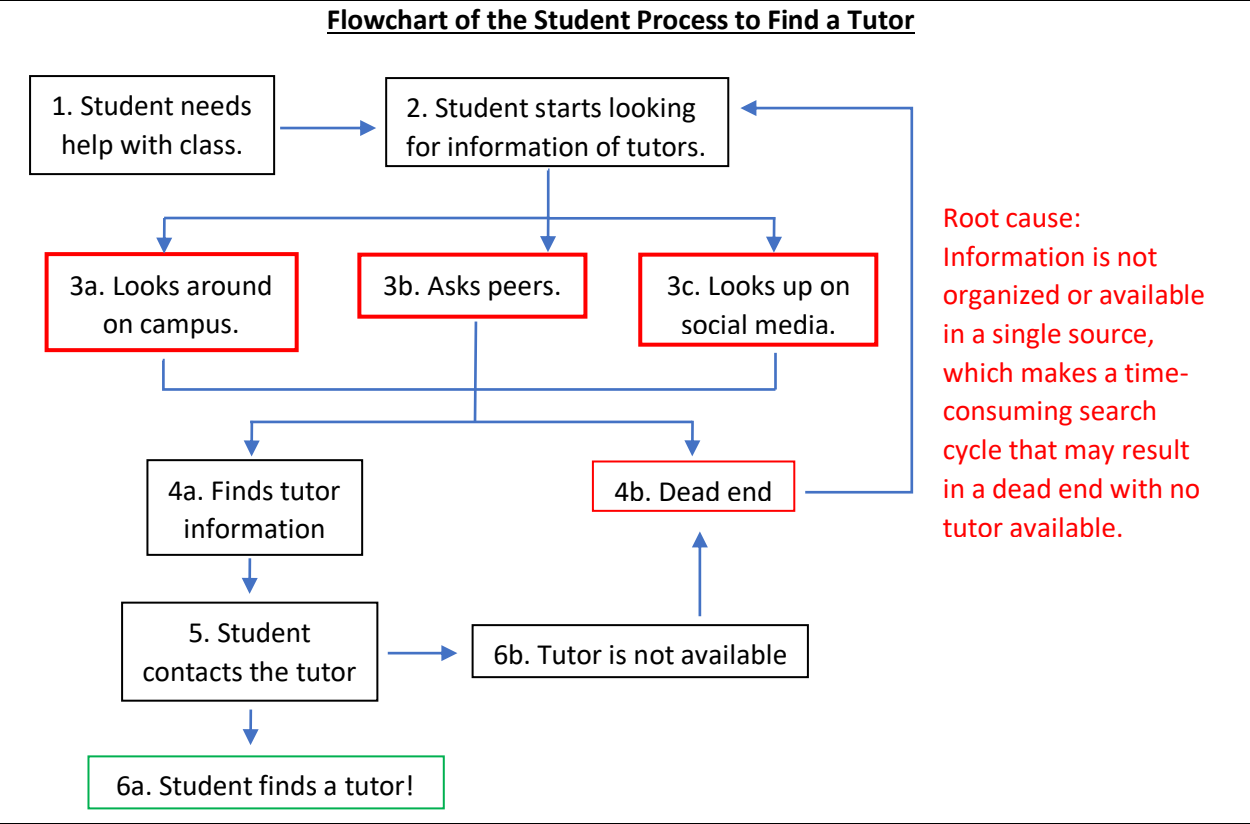
Due to a virtual environment and social distancing is hard to find available tutors for different courses. When we are on campus, usually tutors announce themselves on bulletin boards around the buildings or via group chats or by people talking about them. The truth is that even on campus it was hard to find a tutor and now is harder since we are remote. The process of either finding a tutor or announcing yourself as an available tutor should be easier, less time consuming, and available to everyone in one place.

Analysis of the Problem with the 4Ws	
Who?	This is need for students, especially in college.
What?	Find a tutor for a class in an easy and effective way. Also, tutors (and student tutors) can announce themselves.
When?	Anytime students have an upcoming test, or simply need help understanding certain topics in a course, they should be able to look for a tutor.
Where?	(Main cause of Problem) There is not a specific place to find a tutor so is a time-consuming process that many times results in a dead end.

2. Set the Target PLAN

Make a platform (web page) where people can find tutors for different courses in your college in an easy way. Tutors will be able to announce themselves and provide the necessary information about their services and contact information.

3. Analyze the Causes PLAN



4. Propose & Implement Countermeasures PLAN/DO

Proposal: Have information available in one place (web page) and easy to search and filter. In just one action you will know if there are tutors available and all the contact information and service offering. Students will be able to make request of tutors when there is not available.

Cause	Countermeasure	Who?
Information is not available in a single place and is not easy to filter by need.	Create a web page where a student can look up for tutors based on their needs. Filtering of college, course, etc. will make the search easier and effective.	Student
	Post information in a single platform (web page) about available services and contact information.	Tutor

5. Check/Evaluate CHECK

- Questions to address:**
- Did the time a student spends to find a tutor decreased?
 - If not, why did it failed?
 - Is the process to search for a tutor is straight forward (user friendly)?
 - If not, how can it be improved?
 - Is the platform helpful for tutors to announce their services?
 - Are tutors getting more clients? Is this good or bad?
 - Can tutors organize their sections in a better way?

6. Act and/or Standardize ACT

- Questions to address:**
- How can we ensure the process of searching continues to be fast and effective?
 - Avoid to multiple names for a same course, tutors should keep their information updated, etc.
 - What can we add to the platform to improve experience?
 - See if it is viable to be add a feature to schedule meetings with tutors and see calendar with available date.
 - Ask students about experience with platform.