

Problem Solving (A3) Report: Tutor Finder

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Name: Fabiola E. Robles Vega

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. 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 an 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.
Where?	(Main cause of Problem) There is not a specific place to find a tutor so is a time-consuming process that many time results in a dead end.

2. Set the Target

PLAN

Make a platform 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. (Stretch goal, be able to schedule meetings and see when are tutors available.)

3. Analyze the Causes

PLAN

Flowchart of the Student Process to Find a Tutor

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graph TD; A[1. Student needs help with class.] --> B[2. Student starts looking for information of tutors.]; B --> C[3a. Looks around on campus.]; B --> D[3b. Asks peers.]; B --> E[3c. Looks up on social media.]; C --> F[4a. Finds tutor information]; D --> F; E --> F; E --> G[4b. Dead end]; F --> H[5. Student contacts the tutor]; H --> I[6a. Student finds a tutor!]; H --> J[6b. Tutor is not available]; J --> G;
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Root cause: Information is not organized or available in a single source, which makes a time-consuming search cycle that may result in a dead end with no tutor available.

4. Propose & Implement Countermeasures

PLAN/DO

Have information available in one place and easy to search and filter. In just one action you will know if there are tutors available and all the contact and offering information.

Cause	Countermeasure	Who?
Information is not available in a single place and is not easy to filter by need.	Look up in a platform (web app) for tutors based on the needs of the client.	Student
	Post information in a single platform about available services and contact information.	Tutor

5. Check/Evaluate

CHECK

TBD...

6. Act and/or Standardize

ACT

TBD...