**CHAPTER I**

**INTRODUCTION**

In this Era, mobile phone has become fashionable to the public because it is very handy. With the availability of mobile phones, multiple issues have been solved and the bulk of the information is kept online. Initially, when mobile phones first came out, they were only useful for communicating; now they are of multiple usages. Moreover, mobile phones have become the colossal point of attention for individuals and businesses alike, courtesy of the various incredible features and opportunities that they offer (Chatterjee, 2014).

One of the markets or businesses that need to take advantage of these mobile solutions is the Learning Centers. Due to the high turnaround of educators in these centers, the total process takes a lot of time. iLearnCentral will help solve this predicament. It is a mobile application that will help ease the whole experience of Learning Centers from hiring and profiling of educators to scheduling and enrollment.

**Rationale of the Study**

Insufficient use of Information Technology (IT) is one of the significant reasons that slowed the growth of small and medium-sized enterprises (SMEs) in Asia (Yoshino, 2016). However, outsourcing IT services for SMEs is now a trend for business solutions. Outsourcing IT services can help SMEs by having lower cost, focus on core operations, and IT resources similar to the large establishment (Gluck, n.d).

Most learning centers are SMEs and would gain an advantage if they would utilize outsourcing of IT. The core operations of learning centers involve manual procedures, and automation by IT can ease the processes. Having the ability to do work conveniently and efficiently by using IT will give the learning center a competitive edge.

It is vital for learning centers to select the best and most qualified educators for their students because they play an important role in building a child’s success in their first years of school. Educators do more than facilitate arts and crafts projects throughout the day. They provide structure and help children grow in their reading and writing skills, teach science and help children understand themselves. (Hudson, 2017).

There is a multitude of reasons why early educators or educators in the Philippines are quitting their jobs. The attrition rate has steadily increased and according to Ingersoll and Smith (2003), educators' attrition rate has serious consequence in the workplace and students. Although attrition rate is inevitable, learning centers need to hire new educators swiftly without affecting the children’s progress. The faster and easier the process, the better the service.

The researchers use these problems as our basis to create a project that will address these issues. The researchers are taking advantage of the growth of mobile technology and mobile computing and create the app iLearnCentral. iLearnCentral will help learning centers lessen the administrative burdens.

**Objectives of the Study**

The study aims to develop a cloud-based learning center platform with mobile technology that helps learning centers facilitate and control their basic management processes.

To achieve this aim, the specific objectives are;

1. to gather data on the issues encountered by small and medium learning centers
2. to design features on the app for both educators and learning centers
3. to define software requirements for both web and mobile development

**Scope and Limitations**

Alleviating the workload of Learning Centers is the primary aim of iLearnCentral. It will abridge the hiring and profiling of educators, scheduling, enrolment, etc. When hiring an educator, the app will suggest the best qualified applicant to the learning centers depending on the requirements and qualifications that were set. On the other hand, educators can apply for available learning center jobs through the app.

However, it has its own limitations. Firstly, this is currently for small and medium learning centers with no dedicated IT personnel. Secondly, the features are based on common problems across different types of learning centers. As the app advances, more features will be added. Lastly, the app needs internet and Android 5.0 (Lollipop) or above to run.

**Significance of the Study**

The implementation of the application will change the methods and process that the Learning Centers are educators are accustomed to and the outcome of the study will be beneficial to the following:

**Learning Centers.** They will have an automated system for the common operational processes andthe hiring process of educators will be simpler.

**Educators**. They will have a new platform to search for jobs easily. For educators that are already connected with a learning center, they can effortlessly manage their work schedules.

**Students**. They will get the best educator available to help them learn.

R**esearchers.** In order to increase the personal knowledge of problem solving and improving their coordination, teamwork and programming skills.

**Future Researchers.** The ideas presented may be used as a reference data in conducting new researches. The outcome of the study will serve beneficial to them as a cross-reference. This study may be one of the basis where a new theory in learning will arise.

**Flow of the Study**

Flow of the study shows the inputs and the selection of the processes to be included on the study.

- to gather data on the issues encountered by small and medium learning centers

- to design features software requirements for the app

- to define software requirements for both web and mobile development

- Develop a mobile and web application that will cover most of the basic processes of learning centers; hiring, profiling, scheduling and enrolment.

An Agile method that consist of the following phases:

* Requirements Phase
* Plan
* Design Phase
* Development Phase
* Market Release
* Track and Monitor

**iLearnCentral**

**Input**

**Process**

**Output**

Figure 1: **Flow of the Study**

Figure 1 shows the flow of the study. The flow is divided into three parts. Firstly, an input is the requirement needed for the application. Secondly, process is the development of the application. Finally, an output is produced out of the input and process.

The inputs are gathering of information about the issues encountered by learning centers and determining a solution.

The process of the study will be implemented by the use of a Software Development

Lifecycle Methodology which is the Agile Model. It is composed of 5 phases comprises Requirement Phase, Design Phase, Development Phase, Market Release, Track and Monitor

The output of the study is a mobile and web application that would automate learning centers’ processes and assist educators entitled as "iLearnCentral:A Cloud-Based Learning Center Platform with Mobile Technology".

**Definition of Terms**

The following terms are used in the study.

**Cloud-Based Platform** – A software that provides services or resources via the internet from a provider’s server

**Learning Centers** - A center that provides learning services. It could be academic, language, music and arts, etc.

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