

# Problem Solving (A3) Report

Topic: UPRM Improved Student Portal

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1. Identify a Problem	PLAN
<ul style="list-style-type: none"><li>The UPRM student portals are tedious to navigate and are somewhat outdated, mainly <a href="http://home.uprm.edu">home.uprm.edu</a></li><li>The course selection system is also separated from everything, forcing the user to download a third party app or have computer terminal knowledge in order to connect to the university and select their courses.</li><li>Additionally the student portals are somewhat insecure in the sense that in order to log in they only require an email and a password with no way of incorporating 2fa.</li></ul>	

2. Set the Target.	PLAN
<ul style="list-style-type: none"><li>Combine both student portals into one uniform portal.</li><li>Make navigation through the new portal more seamless and less tedious.</li><li>Add clear and easy to understand information to point users to where each service is located in the portal.</li><li>Increase the security of the student portal.</li><li>Allow the selection of courses directly from the portal.</li></ul>	

3. Analyze the Causes.	PLAN
<ul style="list-style-type: none"><li>The navigation tediousness comes from several sources. The first one is that services and information are separated between the two student portals. This causes students to go back and forth between portals for different services. The second reason is that some services are somewhat obscure and hard to find, seeing how documentation or information is hard to find, students have to wander around the portals trying to find what they are looking for or have to ask a student or staff member where the specific service is located.</li><li>The security concern comes from the fact that currently the portals have no way of enforcing additional security. Seeing how in today's world, more than ever, sensitive information is the target for malicious individuals, having an additional layer of protection is mandatory.</li></ul>	

4. Propose and Implement Countermeasures.	PLAN/DO
<ul style="list-style-type: none"><li>Create a revamped student portal with all of the features of the two previous portals.</li><li>The new portal will utilize modern day security practices such as 2fa and SMS verification.</li><li>The portal will also incorporate the ability to enroll on courses during enrollment time.</li></ul>	

5. Check/Evaluate	CHECK
<p>To ensure that our solution is working, we can survey students some time after the product has been released. We could ask them for their opinion on the new system as well as what could be further improved or what needs to be fixed. Based on these results the appropriate actions will be taken such as assessing risks, fixing errors and bugs as well or improving where feedback was given.</p>	

Act and/or Standardize	ACT
<p>.To ensure the process continues to work, the new student portal needs to be maintained and kept up to date. This could be done by adding new features and updating current services. The portal could also have an area where students can give feedback or suggestions in order to further improve the portal.</p>	