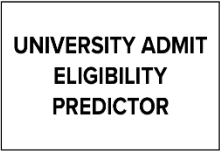


PROJECT DESIGN PHASE - II

CUSTOMER JOURNEY MAP

Date	3 rd October 2022
Team ID	PNT2022TMID37486
Project Name	University Admit Eligibility Predictor
Maximum Marks	4 Marks

<div data-bbox="96 145 315 296">  </div>	<div data-bbox="461 140 506 193"></div> <div data-bbox="461 204 524 228">Entice</div> <div data-bbox="461 239 589 292">How does someone initially become aware of this process?</div>	<div data-bbox="804 145 837 193"></div> <div data-bbox="804 204 857 228">Enter</div> <div data-bbox="804 239 911 292">What do people experience as they begin the process?</div>	<div data-bbox="1140 145 1180 193"></div> <div data-bbox="1140 204 1216 228">Engage</div> <div data-bbox="1140 239 1256 292">In the core moments in the process, what happens?</div>	<div data-bbox="1512 145 1547 193"></div> <div data-bbox="1512 204 1554 228">Exit</div> <div data-bbox="1512 239 1650 292">What do people typically experience as the process finishes?</div>	<div data-bbox="1848 145 1886 193"></div> <div data-bbox="1848 204 1917 228">Extend</div> <div data-bbox="1848 239 1982 272">What happens after the experience is over?</div>
<div data-bbox="103 352 141 405"></div> <div data-bbox="163 352 210 368">Steps</div> <div data-bbox="163 376 349 410">What does the person (or group) typically experience?</div>	<div data-bbox="506 352 589 405">Visit a website or app</div> <div data-bbox="506 421 589 474">Mostly students navigate to acknowledge universities session on our websites or app</div> <div data-bbox="629 352 705 405">Searching for Colleges</div> <div data-bbox="629 421 705 474">Offline viewing of the colleges is not feasible and time consuming</div>	<div data-bbox="813 352 889 405">User mail id</div> <div data-bbox="813 421 889 474">Connect user mail id with university website</div> <div data-bbox="911 352 987 405">Enter username and password</div> <div data-bbox="911 421 987 474">Student can enter by using this user id and password</div> <div data-bbox="1010 352 1086 405">Enter the checklist details</div> <div data-bbox="1010 421 1086 474">To check the student details</div>	<div data-bbox="1184 341 1267 394">Engage the student with mandatory fields</div> <div data-bbox="1312 341 1395 394">Mandatory fields contains important details for university reference</div> <div data-bbox="1252 426 1335 474">Students should enter their original documents</div>	<div data-bbox="1561 341 1644 394">Student experience whether they eligible or not</div> <div data-bbox="1688 341 1771 394">This website tells student that they can enter into this university</div> <div data-bbox="1628 426 1711 474">Else better luck next time</div>	<div data-bbox="1955 376 2036 424">The University council confirm the student admit card</div>
<div data-bbox="103 539 141 592"></div> <div data-bbox="163 539 257 555">Interactions</div> <div data-bbox="163 563 353 601">What interactions do they have at each step along the way?</div> <div data-bbox="163 619 378 711"> <ul style="list-style-type: none"> ■ People: Who do they see or talk to? ■ Places: Where are they? ■ Things: What digital touchpoints or physical objects would they use? </div>	<div data-bbox="512 552 595 604">Publishing different ads people can see and talk about the university</div> <div data-bbox="636 552 712 604">The students are from different location</div> <div data-bbox="568 639 651 692">They can use their softcopy of their marksheet</div>	<div data-bbox="853 552 936 604">After seeing the advertisement people gets interested</div> <div data-bbox="965 552 1048 604">They try to join in the university with the help of entering process</div> <div data-bbox="911 639 994 692">The process is monitored on the enter phase above</div>	<div data-bbox="1200 552 1283 604">The students enter into the websites of the university</div> <div data-bbox="1323 552 1406 604">By entering into the website he can see lot of details about the course</div> <div data-bbox="1200 639 1283 692">The students should have certain criteria to enter into th university.</div> <div data-bbox="1323 639 1406 692">This process create the way for the student to get the admit car</div>	<div data-bbox="1561 552 1644 604">This process tells clear details about student eligibility</div> <div data-bbox="1688 552 1771 604">This make the user to get clear content</div> <div data-bbox="1628 639 1711 692">They can choose the courses clearly</div>	<div data-bbox="1955 587 2036 639">The students can get their expected course by the interaction</div>
<div data-bbox="103 778 141 831"></div> <div data-bbox="163 778 320 802">Goals & motivations</div> <div data-bbox="163 810 353 858">At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div data-bbox="517 807 600 860">This webpage helps to filter the eligible student</div> <div data-bbox="636 807 719 860">The goal of this step to make the student and university to get their expectations</div>	<div data-bbox="857 807 940 860">The beginning of the process the students goal to attain their admit card</div> <div data-bbox="976 807 1059 860">The user motive to get their course with stipends</div>	<div data-bbox="1205 807 1288 860">The motive to get students placed in university</div> <div data-bbox="1323 807 1406 860">The process got lots of students into the university</div>	<div data-bbox="1561 775 1644 828">They got their course</div> <div data-bbox="1688 775 1771 828">This motivate the upcoming students</div> <div data-bbox="1615 855 1697 908">The goal and motive to attain the need of the students</div>	<div data-bbox="1955 807 2036 860">After this the goals are attained by the university</div>
<div data-bbox="103 976 141 1029"></div> <div data-bbox="163 976 302 1000">Positive moments</div> <div data-bbox="163 1008 353 1056">What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div data-bbox="517 965 600 1018">After entering into the university the student have different fun activities</div> <div data-bbox="636 965 719 1018">They will provide some websites from the university</div> <div data-bbox="568 1050 651 1102">That websites tells the extra activities in the university</div>	<div data-bbox="853 965 936 1018">The students will experience different atmosphere</div> <div data-bbox="965 965 1048 1018">They will connect better with seniors and juniors</div> <div data-bbox="898 1050 981 1102">They will be reward by certificates and gifts</div>	<div data-bbox="1200 965 1283 1018">The university tries to connect student with different activities</div> <div data-bbox="1323 965 1406 1018">This may create great communication skills.</div> <div data-bbox="1261 1050 1344 1102">The student will have lot of enjoyable</div>	<div data-bbox="1561 1018 1644 1070">The student enjoy the process and have fun</div> <div data-bbox="1688 1018 1771 1070">The university create great atmosphere</div>	<div data-bbox="1955 1018 2036 1070">Create great experience to the student</div>
<div data-bbox="103 1174 141 1227"></div> <div data-bbox="163 1174 311 1198">Negative moments</div> <div data-bbox="163 1206 365 1254">What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div data-bbox="524 1203 607 1256">When students entered wrong informations</div> <div data-bbox="636 1203 719 1256">Lack of Internet Availability</div>	<div data-bbox="857 1203 940 1256">Students might have some login issues</div> <div data-bbox="976 1203 1059 1256">Low internet accessibility</div>	<div data-bbox="1200 1203 1283 1256">Authentication may get fail</div> <div data-bbox="1323 1203 1406 1256">Server can get crash if many student access simultaneously</div>	<div data-bbox="1561 1174 1644 1227">Prediction might be resulted negatively</div> <div data-bbox="1688 1174 1771 1227">May be student can start again with initial process</div> <div data-bbox="1615 1259 1697 1311">Students may feel disappointed</div>	<div data-bbox="1955 1203 2036 1256">Student may not get into right or expected universities</div>
<div data-bbox="103 1350 141 1402"></div> <div data-bbox="163 1350 324 1374">Areas of opportunity</div> <div data-bbox="163 1382 342 1430">How might we make each step better? What ideas do we have? What have others suggested?</div>	<div data-bbox="506 1345 589 1398">Viewing the reviews in social media platform about university</div> <div data-bbox="618 1345 701 1398">Investigate about universities from passed out students</div> <div data-bbox="560 1434 642 1487">Asking to neighbours about the university</div>	<div data-bbox="846 1334 929 1386">Onspot they can view the infrastructure of the university</div> <div data-bbox="958 1334 1041 1386">They can get clear information about university facilities</div> <div data-bbox="911 1425 994 1477">They can get some real-time experience about university</div>	<div data-bbox="1205 1334 1288 1386">Students can try to connect with university environmen</div> <div data-bbox="1323 1334 1406 1386">They can make themselves to engage with faculties</div> <div data-bbox="1272 1425 1355 1477">Students can engage with their course process</div>	<div data-bbox="1561 1334 1644 1386">Their better process will lead them into select in a top university</div> <div data-bbox="1688 1334 1771 1386">They can get select in a university with minimum fee</div> <div data-bbox="1615 1425 1697 1477">Scholarships can be provided to students</div>	<div data-bbox="1955 1374 2036 1426">After the completion of process, they can start their courses in university</div>

