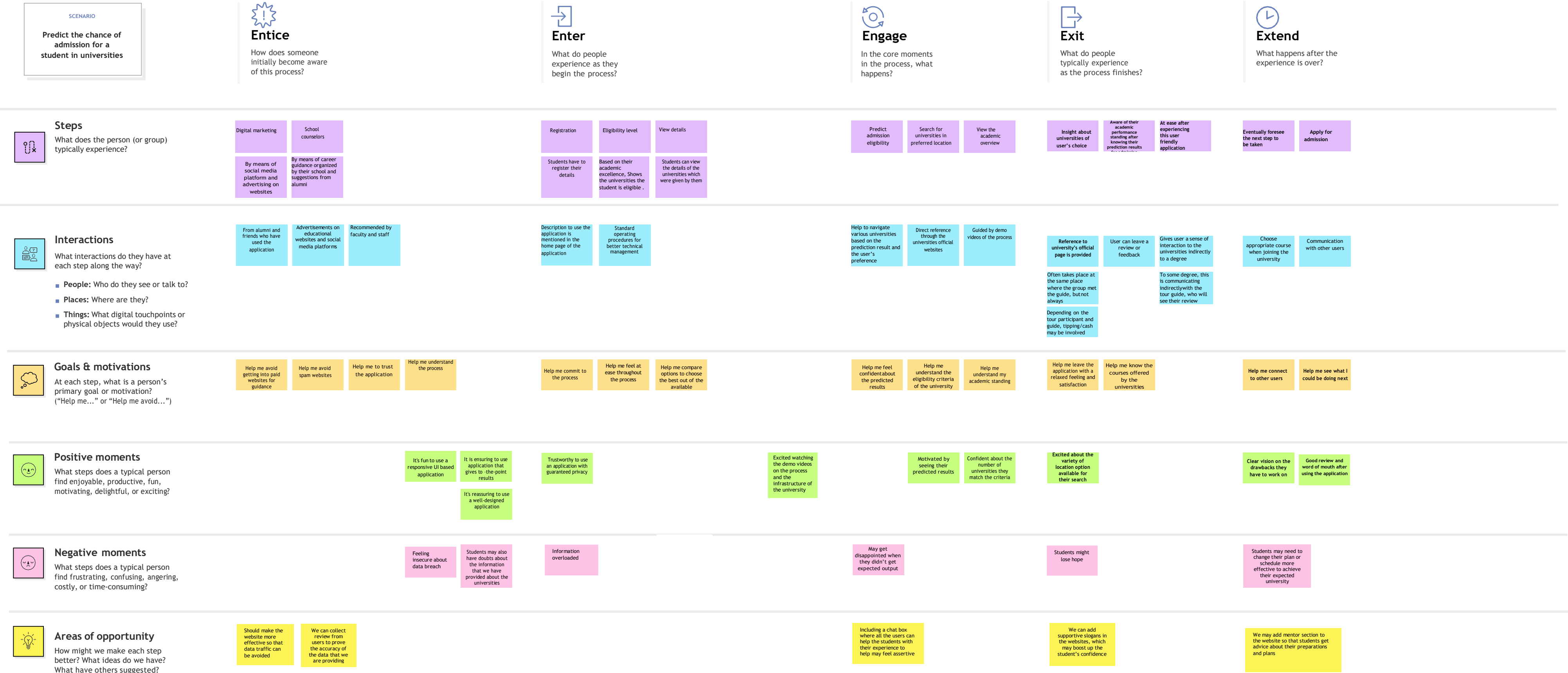


Project title: University Admit Eligibility Predictor

Team ID:



Steps

What does the person (or group) typically experience?

People: Who do they see or talk to?

Places: Where are they?

Things: What digital touchpoints or physical objects would they use?

Interactions

What interactions do they have at each step along the way?

From alumni and friends who have used the application

Advertisements on educational websites and social media platforms

Recommended by faculty and staff

Description to use the application is mentioned in the home page of the application

Standard operating procedures for better technical management

Help to navigate various universities based on the prediction result and the user's preference

Direct reference through the universities official websites

Guided by demo videos of the process

Reference to university's official page is provided

User can leave a review or feedback

Gives user a sense of interaction to the universities indirectly to a degree

Choose appropriate course when joining the university

Communication with other users

Often takes place at the same place where the group met the guide, but not always

Depending on the tour participant and guide, tipping/cash may be involved

To some degree, this is communicating indirectly with the tour guide, who will see their review

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Help me avoid getting into paid websites for guidance

Help me avoid spam websites

Help me to trust the application

Help me understand the process

Help me commit to the process

Help me feel at ease throughout the process

Help me compare options to choose the best out of the available

Help me feel confident about the predicted results

Help me understand the eligibility criteria of the university

Help me understand my academic standing

Help me leave the application with a relaxed feeling and satisfaction

Help me know the courses offered by the universities

Help me connect to other users

Help me see what I could be doing next

Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

It's fun to use a responsive UI based application

It is ensuring to use application that gives to -the-point results

It's reassuring to use a well-designed application

Trustworthy to use an application with guaranteed privacy

Excited watching the demo videos on the process and the infrastructure of the university

Motivated by seeing their predicted results

Confident about the number of universities they match the criteria

Excited about the variety of location option available for their search

Clear vision on the drawbacks they have to work on

Good review and word of mouth after using the application

Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Feeling insecure about data breach

Students may also have doubts about the information that we have provided about the universities

Information overloaded

May get disappointed when they didn't get expected output

Students might lose hope

Students may need to change their plan or schedule more effective to achieve their expected university

Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Should make the website more effective so that data traffic can be avoided

We can collect review from users to prove the accuracy of the data that we are providing

Including a chat box where all the users can help the students with their experience to help may feel assertive

We can add supportive slogans in the websites, which may boost up the student's confidence

We may add mentor section to the website so that students get advice about their preparations and plans