

Problem Background

Every year, students, personnel, and even UPRM guests make a phone call to the university's campus and is met by being confused of which is the extension for a certain department the individual needs to communicate in order to get their situation resolved. This takes a heavy toll especially to newly enrolled students and guests that which do not know well each department nor there exists a website that has all the extensions.

Target

The objective is to be achieved by November 30th, 2022 is to create a website in which the students can obtain all the extensions with a given description on what type of service the extension can provide. Create a FAQ (frequently asked Questions) tab that may answer some common questions. Also, provide a form where users can ask questions to the community if a problem or questions not found in the FAQ.

Causes

Problem: Navigating university extensions are difficult.

Why's?

- Lack of funding from the University.
- System is not well structured.
- Information is poorly given to students, personnel, and guests.
- No knowledge on where to find the appropriate extension for the given situation.
- Numerous amount extensions.
- People calling the wrong extensions.

Counter measures

- Facilitate getting the extensions and the process of calls and visits to the specific offices
- Provide a Q & A service in order for students to find the appropriate extension
- Provide a Forum so students can ask questions to be guided to the appropriate extension.
- Prevents agglomerations of phone calls that are not supposed to be in that extension or are there by mistake, which helps maintain order in the phonelines.
- Helps the user to prevent time loss while searching up the extensions.
- Provide an email feedback form option where the user can provide feedback and start initiatives for the site.

Check/Evaluate

- The project's mission success will be determined by factors such as user admission, retention, and growth over time.
- The project's failure will be determined if there is a abrupt drop in users and interactivity.
- Factors such as changes in extension numbers, should be mitigated immediately.
- Read the feedback forms and evaluate if it should be implemented if necessary

Act/Standardize

- Keeping tabs on the program so it stays operational and up to date with changes.
- By the completion of the project, the team will have acquired knowledge in front end and back end development. In conjunction to an increase in knowledge in overall web development, infrastructure and agile development process.
- The acquired knowledge can be applied to the overall software field regardless of a future project or industry.