

| Background | PLAN |
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| <ul style="list-style-type: none">* Lectures are heavy in material* Lectures vary in length and amount of meetings during the week* Lectures may have thirty-plus enrolled students* Professors have office hours to address questions outside of class | |
| Current condition | PLAN |
| <ul style="list-style-type: none">* Not all questions may be addressed during a lecture due to time constraints* Some students have some limitation that disables them from asking questions during lectures* Not all students are available during office hours* Professors assume that the student will visit the office hours or contact them in some way if they have doubts, however this assumption leaves a gap where the student may forget the immediate doubt they had as it occurred* Understanding is validated through exams, projects, quizzes, etc., where students may perform poorly due to doubts* There is not a specific time to address questions during lectures, unless an interruption occurs | |
| Goal / Target Condition | PLAN |
| <ul style="list-style-type: none">* Most questions are answered during lectures* Students can queue their questions as they occur during lectures in a separate panel that doesn't interrupt the lecture* Better Performance in evaluations | |
| Root Cause Analysis | PLAN |
| <p>5 Whys Technique</p> <p>Problem Statement: Answering students' questions during a lecture is tedious and messy</p> <ul style="list-style-type: none">* Students cannot ask their questions on a separate panel during the lecture* Students must interrupt the lecture in order to ask questions | |

| A3: <problem statement> | |
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| Countermeasures (experiments) | DO |
|---|-------|
| <ul style="list-style-type: none">* Provide students with a tool to queue questions* Save questions and answers that occur during lectures | |
| Confirmation (results) | CHECK |
| | |
| Follow up (actions) | ACT |
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