



Austin Learning Center x MIS 374

Presented By : 930 BR Team 3
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December 4, 2025

Background

Who is Austin Learning Center?

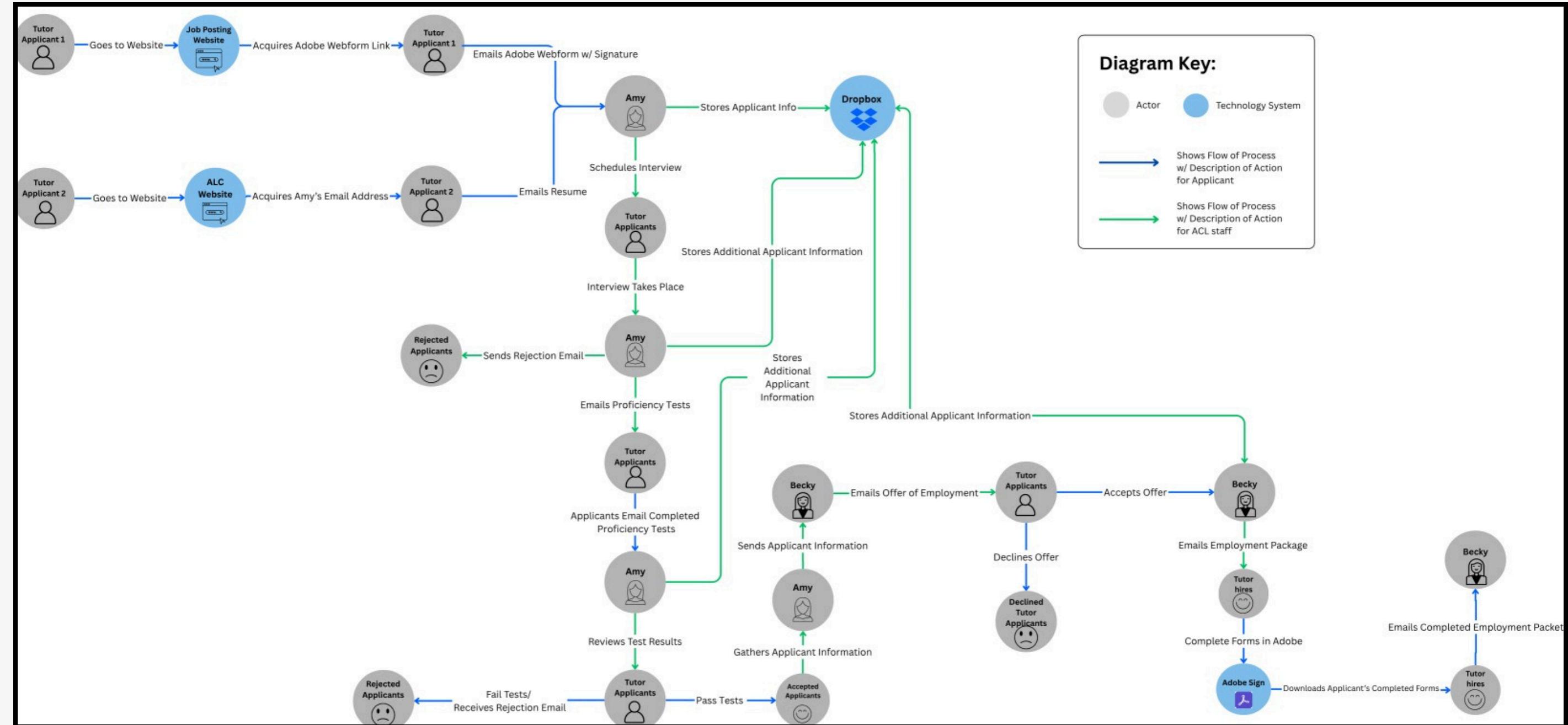
- Austin Learning Center is a tutoring organization that offers tutoring services for students ranging from Pre-K to College in all core academic subject areas.
- They work with a large network of tutors in Austin, Houston, and across the globe.

Our Main Contacts

- Key Stakeholders:
 - Becky (Owner and Founder)
 - Amy (Director of Instruction)
 - September (Director of Operations).
- Primary Contact: Becky was our primary contact throughout the project.

As-Is Process for Tutor Application

- ALC collected tutor applications a PDF application through Adobe Sign
- Staff reviewed each application and moved selected candidates into the interview and assessment stages
- The employment packet, which contains all hiring documents, is sent via Adobe Sign



Project Main Objectives

- ▶ Decrease the amount of manual work during the application process
- ▶ Reduce costs by eliminating Adobe Sign from the application workflow
- ▶ Implement a centralized place where the ALC staff can easily access applicant's data and view application progress

Client's Main Objectives

The following are the main objectives that our client wanted us to fulfill:



Alternative Signature Platform: Find a cheaper and equally efficient Signing platform to use instead of Adobe Sign



Workflow Automation: Have all applicants' applications automatically stored, organized, and converted to a PDF once submitted



HR Platform: A centralized platform where all tutor application information is stored for all ALC staff to easily access

Challenges Encountered

During the inception phase, we encountered these main obstacles.

Cost	The price restriction set by our client limited our potential solution scope and feasibility
Stakeholder Disconnect	Becky leaned toward implementing new changes, while Amy favored keeping parts of the existing workflow
Platform Research	We had many unknowns regarding potential platforms, given that we could not schedule demos in time with sales representatives and client

Addressing the Challenges

We addressed the obstacles in the following three ways:

Cost	After thorough research, we decided to reexamine the scope and feasibility of our solution with the client, to ultimately implement a more suitable solution
Stakeholder Disconnect	We scheduled a meeting that included both stakeholders to present our current solution, discuss workflow changes, and address any concerns they may have
Platform Research	We researched as much as we could and conducted hands-on testing for free, open platforms to ensure they met the needs of our client

Project Retrospective

What went well?

- Open team environment & Proactive communication among team members → transparency in deliverables
- Flexibility and willingness to adapt allowed us to effectively schedule work and meetings around conflicts
- Always being prepared for client meetings allowed us to maximize time with the client

What didn't go well?

- Having to reschedule client meetings delayed our work
- Unclear project focus during Inception led to a little unsurety at the start
- Occasional absences of communication with regards to when we are available throughout the week

Ways to improve

- Communicating our schedules at the beginning of the week
- Communicate better with the client at the beginning of the project, including drilling down scope and clearly communicating our understanding repeatedly
- Offline communication with client throughout the week, not just before meetings

Production System - Application

Austin Learning Center Employ

docs.google.com/forms/d/15DTcPODv1rSYk5u_jY2nOSaDKLGuyGhqO8Saln-hu14/edit

Austin Learning Center Employment Application Form

Published

Questions Responses 8 Settings

Friend

Other: _____

Emergency Contact #2 Name
Short answer text

Emergency Contact #2 Phone Number
Please enter the phone number in the format: XXX-XXX-XXXX. For example: 123-456-7890.
Short answer text

Emergency Contact #2 Relationship to You

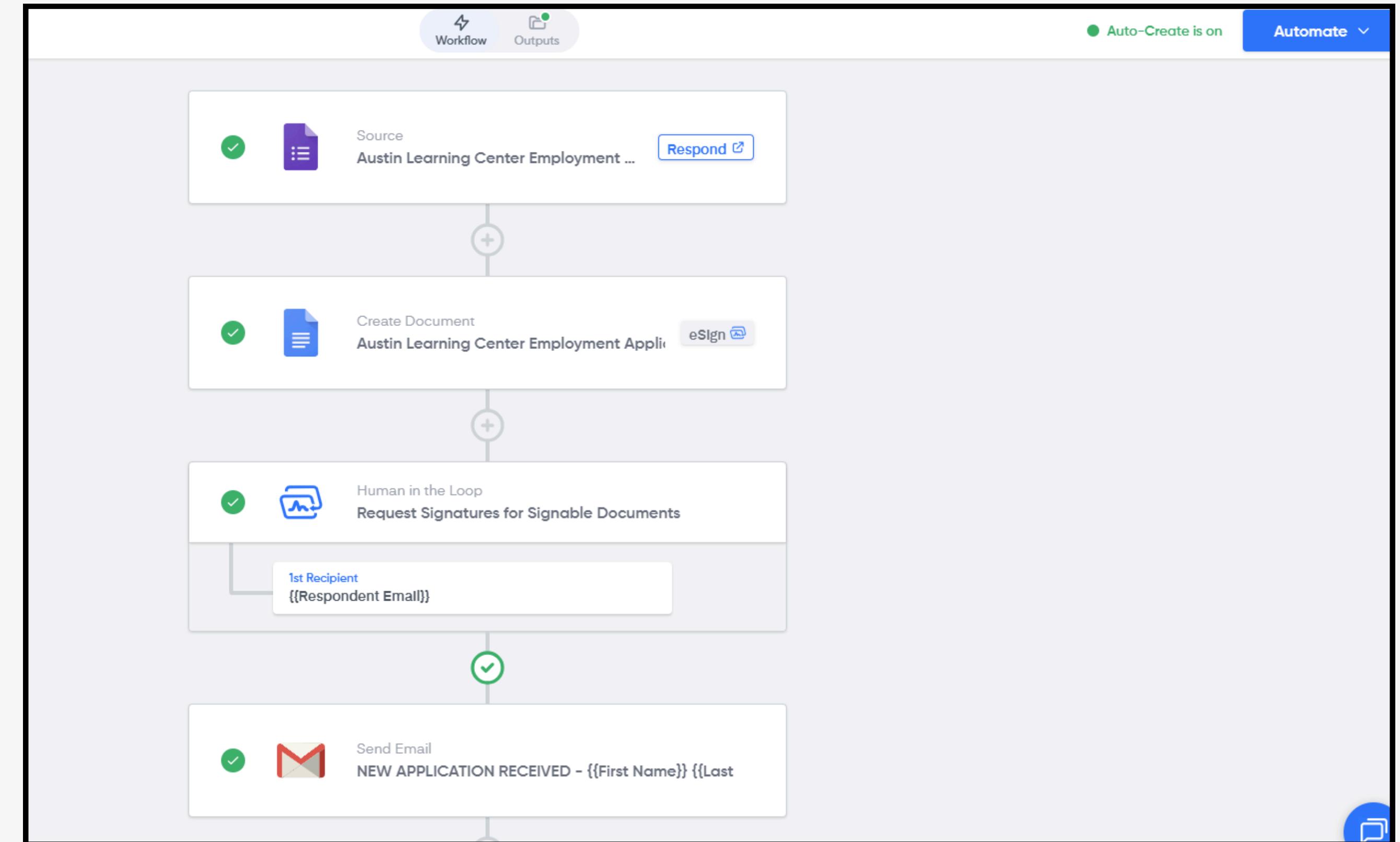
Mother

Father

Spouse

The screenshot shows a Google Forms application window. At the top, there's a header with the title 'Austin Learning Center Employ' and a URL 'docs.google.com/forms/d/15DTcPODv1rSYk5u_jY2nOSaDKLGuyGhqO8Saln-hu14/edit'. Below the header, the main content area displays an 'Austin Learning Center Employment Application Form'. The form includes several input fields: a dropdown menu for 'Relationship to You' (with options 'Friend' and 'Other'), a text input for 'Emergency Contact #2 Name', a text input for 'Emergency Contact #2 Phone Number' with a note about the format (XXX-XXX-XXXX), and another dropdown menu for 'Emergency Contact #2 Relationship to You' (with options 'Mother', 'Father', and 'Spouse'). The top right of the window has a toolbar with various icons for file operations and a 'Published' status indicator. The bottom left corner features a help icon (a question mark inside a circle).

Production System - Workflow



Production System - PDF Generation

The screenshot shows the Portant AI interface for generating PDF documents. On the left, a preview window displays the "Austin Learning Center Employment Application" form with fields for Date Submitted and Response Email. On the right, a sidebar lists various fields with "Copy" buttons, and at the bottom, options for creating a signable PDF and requesting a signature.

Austin Learning Center Employment Application - Austin Center

Date Submitted: November 16, 2025 06:50pm
Response Email: austinlearningcentercareers@gmail.com

Applicant Personal Information

Last Name:	Center	First Name:	Austin
Street Address:			10 ALC st.
City:	Austin	State:	Colorado
Full Address:			10 ALC st. , Austin, Colorado 12535
Phone Number:			123-456-7890
SSN:			123-45-6789
Drivers License Information			
DL Number:	5	DL Issuing State:	Colorado

Employment Information

US Citizen:	Yes, I am a US citizen.
Able to Product Documentation Required by Law to Establish Work Authorization and Identity:	Yes
Previous ALC Employee?	No
Previous ALC Employee Time:	
Referred by Current/Former Employee?	No
Referred by:	
Professional/Teaching Certifications:	Licenses revoked:

Production System - Email Notification

NEW APPLICATION RECEIVED - John Doe Inbox ×

A Application ALC <application@austinlearningcenter.com>
to me ▾

Hello,

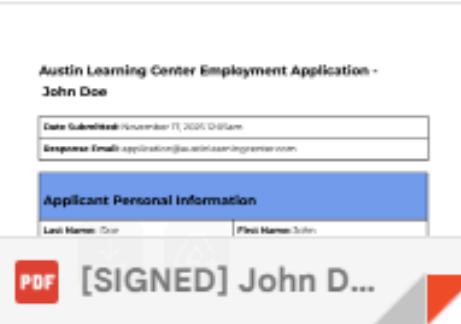
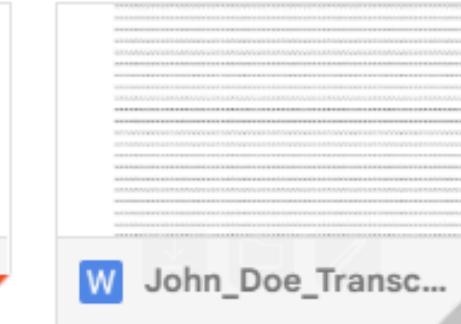
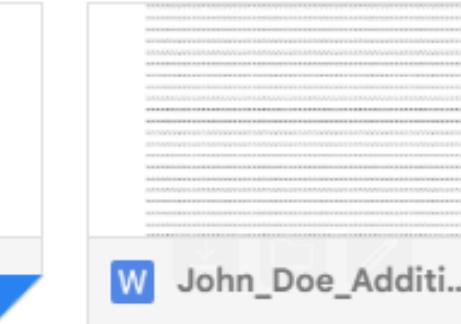
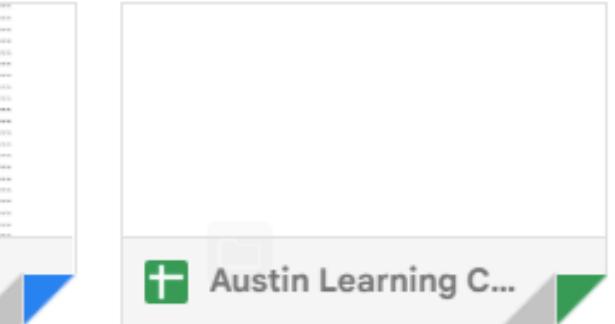
A new candidate has applied to the Austin Learning Center for the following position: Tutor

Applicant Name: John Doe
Applicant Email: application@austinlearningcenter.com
Date Submitted: November 17, 2025 12:05am
Resume Link: [John_Doe_Resume - Application ALC.pdf](#)
Transcript Link: [John_Doe_Transcript - Application ALC.docx](#)
Other Attachments (if provided): [John_Doe_AdditionalAttachment - Application ALC.docx](#)

You can also review the applicant's full submission by going to the [Google Form](#) or [Sheet](#). The PDF of their application and other attachments are attached to this email.

Best,
Austin Learning Center

5 Attachments • Scanned by Gmail ⓘ

 [SIGNED] John D...  John_Doe_Resum...  John_Doe_Transc...  John_Doe_Additi...  Austin Learning C...

Production System - Application Tracking

Thank You
Any Questions?