



Austin Learning Center x MIS 374

Presented By : 930 BR Team 3

Jacob Garza, Brian Mathis, Mia Ortiz, Samantha Rendon, Sabrina Tam

December 4, 2025

Background

Who is Austin Learning Center?

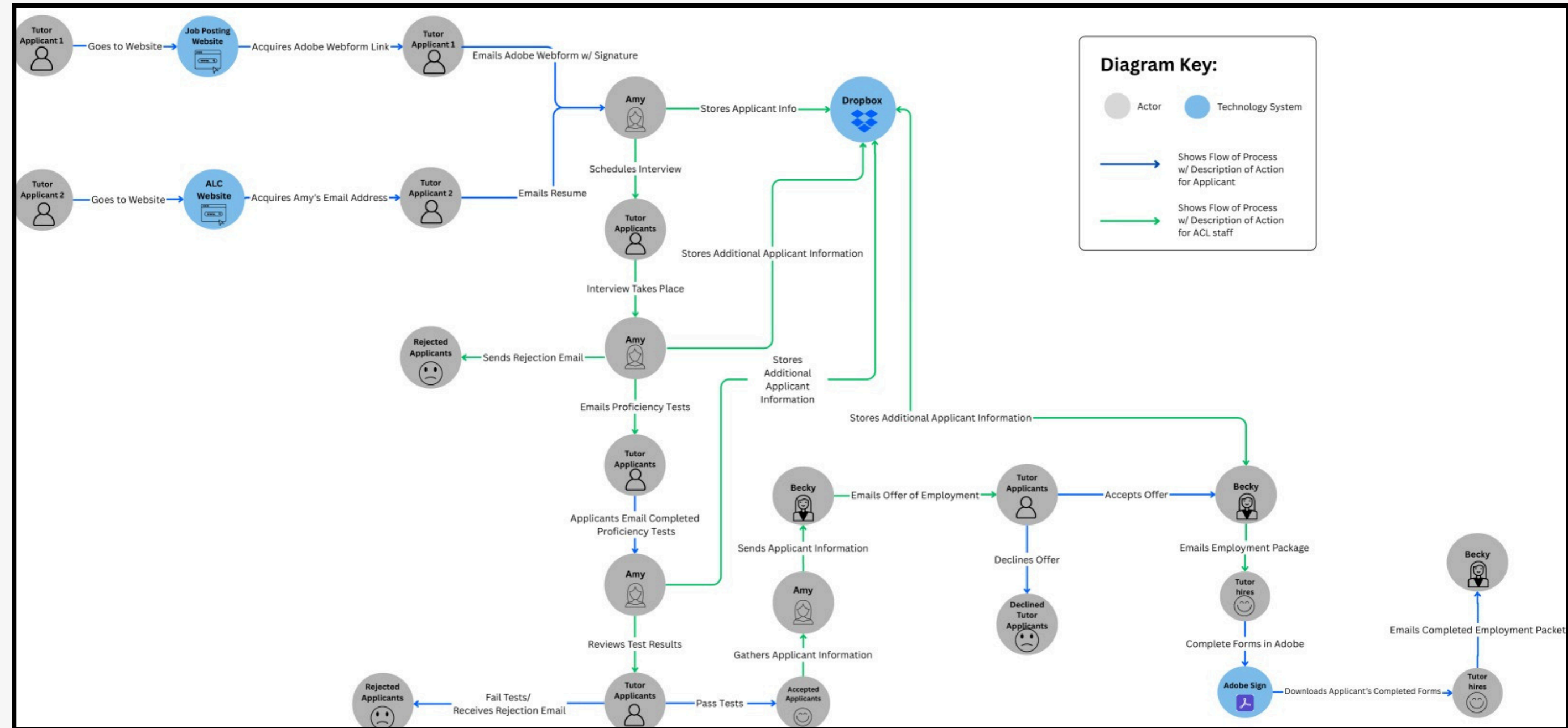
- Austin Learning Center is a tutoring organization that offers tutoring services for students ranging from Pre-K to College in all core academic subject areas.
 - They work with a large network of tutors in Austin, Houston, and across the globe.
-

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

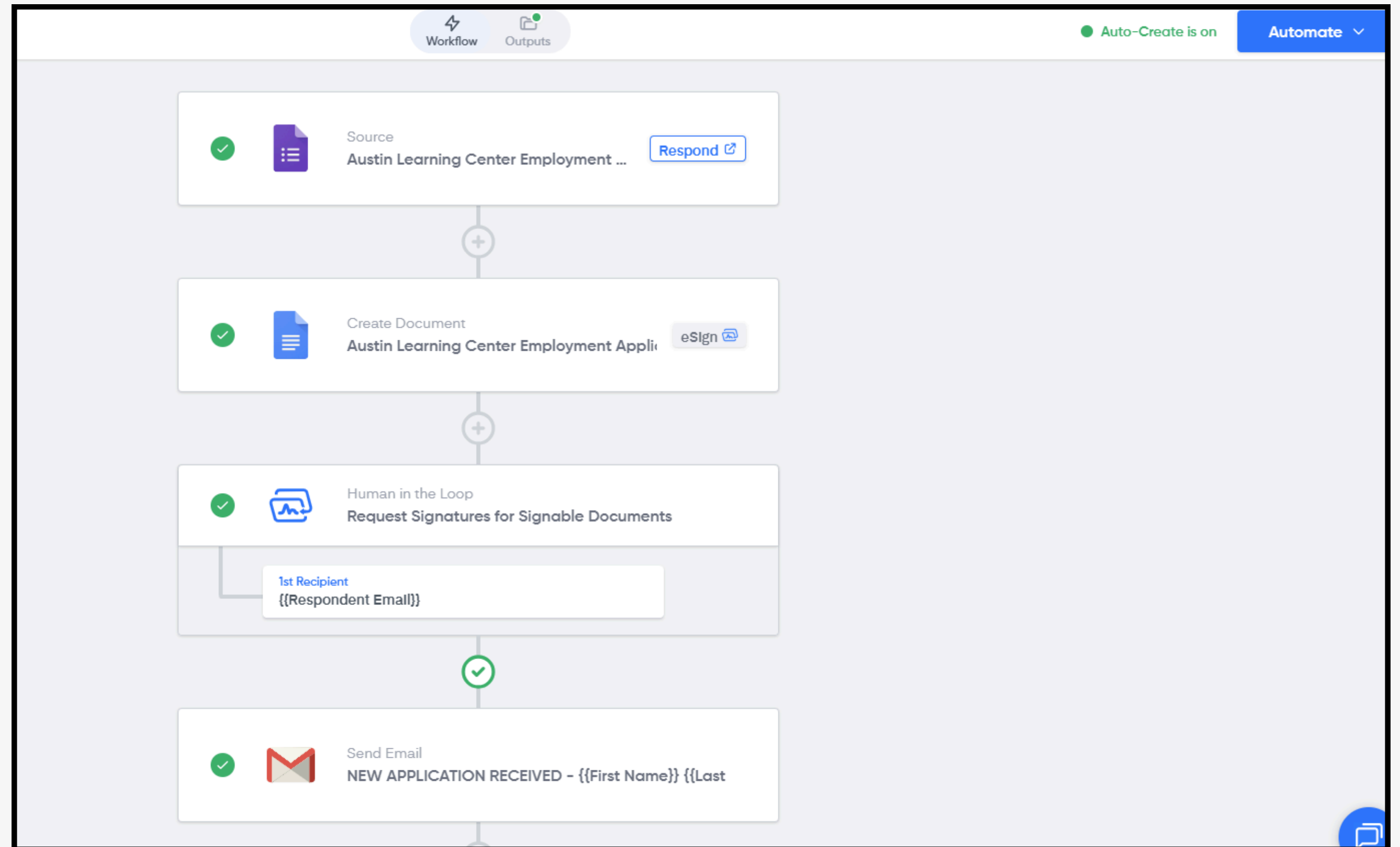
Production System - Application

The screenshot shows a Google Forms interface in a web browser. The browser's address bar displays the URL: docs.google.com/forms/d/15DTcPODv1rSYk5u_jY2nOSaDKLGuyGhqO8Saln-hu14/edit. The form title is 'Austin Learning Center Employment Application Form'. The form is currently in 'Questions' mode, with 'Responses' (8) and 'Settings' tabs also visible. The form contains several questions:

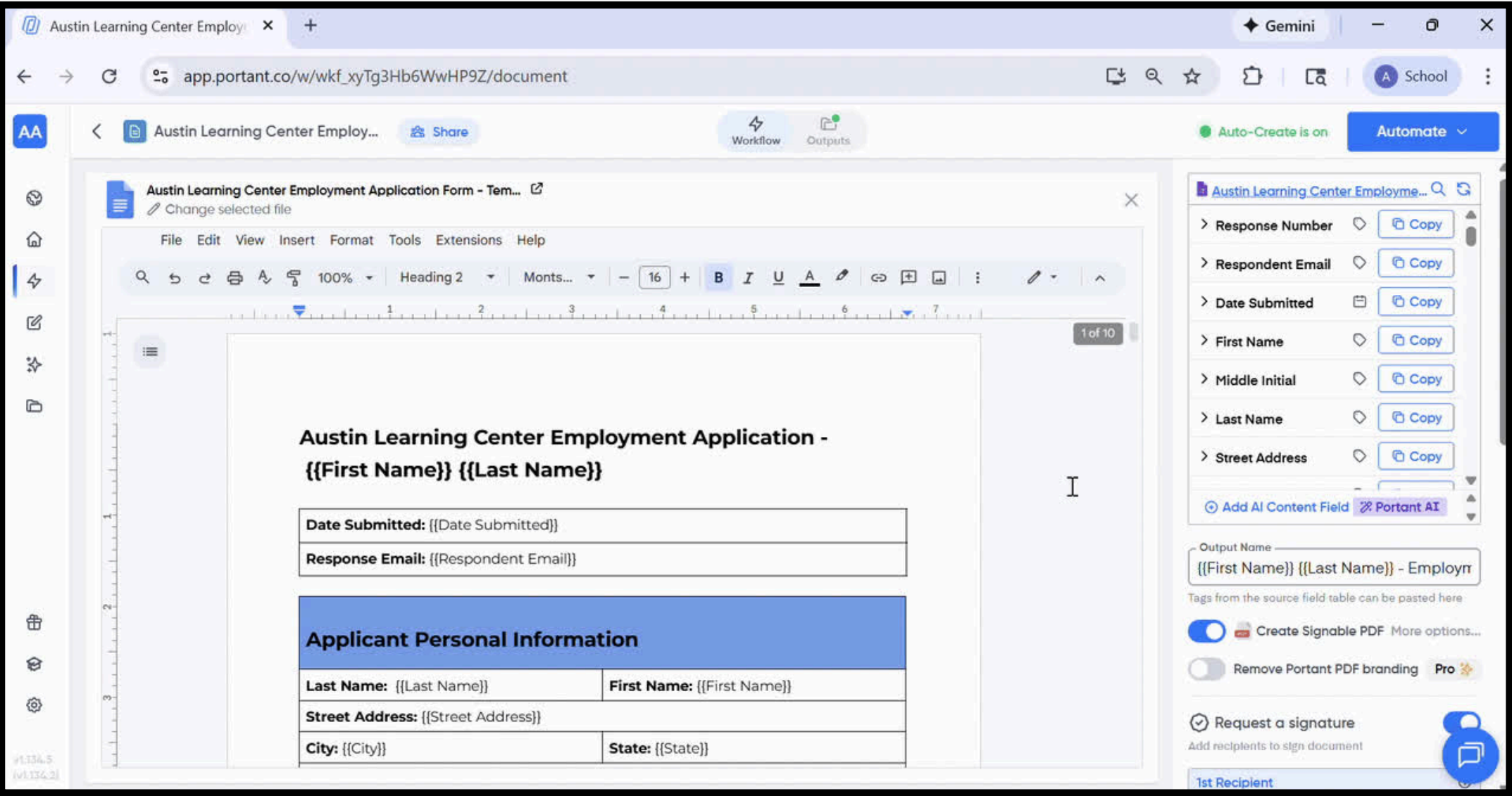
- A radio button question with options: ☐ Friend and ☐ Other: _____.
- A text question titled 'Emergency Contact #2 Name' with a 'Short answer text' input field.
- A text question titled 'Emergency Contact #2 Phone Number' with a 'Short answer text' input field. The question text includes the instruction: 'Please enter the phone number in the format: XXX-XXX-XXXX. For example: 123-456-7890.'
- A radio button question titled 'Emergency Contact #2 Relationship to You' with options: ☐ Mother, ☐ Father, and ☐ Spouse.

The browser's top bar shows a 'Gemini' tab and a 'School' profile. The form's top bar includes a 'Published' button and a user profile icon.

Production System - Workflow



Production System - PDF Generation



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 x



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](#)

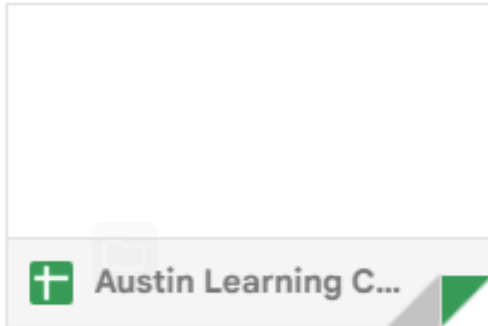
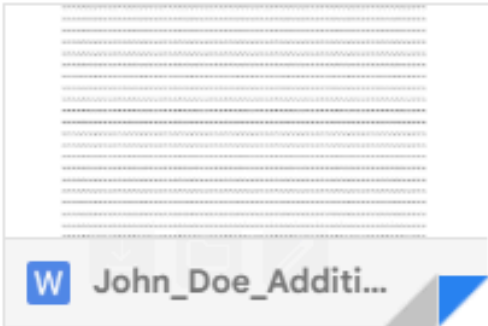
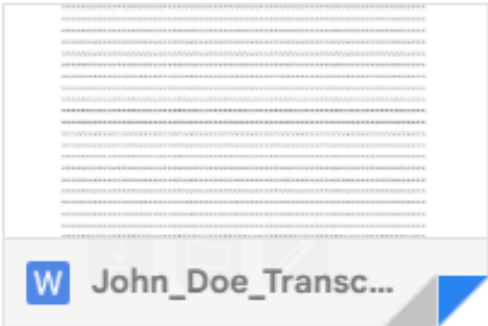
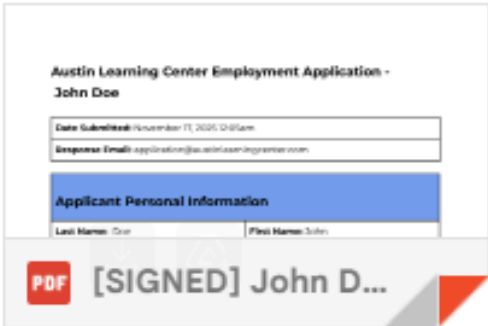
Transcript Link: [John_Doe_Transcript - Application ALC.docx](#)

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 



Production System - Application Tracking

Austin Learning Center Employo x + Gemini - X

docs.google.com/spreadsheets/d/1ziVm08tpmi0ilPAz8XIDwVn5KOcgSA0tYjJfpo67pgc/edit?gid=572559603#gid=572559603

Austin Learning Center Employment Application Form (Responses) ☆

File Edit View Insert Format Data Tools Extensions Help

Search Menus 100% 123 Default...

E17

	A	B	C	D	E	F	G	H	I	J	K
	Form_Responses										
1	Timestamp	Email Address	First Name	Middle Initial	Last Name	Street Address	Apt. #	City	State	Zip Code	Phone Number
2	11/16/2025 18:50:44	austinlearningcentercare	Austin	Learning	Center	10 ALC st.		Austin	Colorado	12535	123-456-7890
3	11/17/2025 0:05:10	application@austinlearn	John		Doe	1000 Cane Ln.		Austin	Texas	13555	223-456-7890
4	11/18/2025 0:09:25	Test@gmail.com	Test		M		1	A	California	12345	123-456-7890
5	11/18/2025 0:32:19	briansmathis@gmail.com	b		b		1	a	Colorado	00000	000-000-0000
6	11/20/2025 0:11:16	application@austinlearn	a		a	a		a	Colorado	00000	000-000-0000
7	11/20/2025 0:14:47	austinlearningcentercare	Carl		Cane	13 yellow St.		hfd	Delaware	79713	123-456-7890
8	11/20/2025 10:45:50	austinlearningcentercare	a	a	a	a	a	a	Florida	00000	000-000-0000
9	11/21/2025 2:18:33	austinlearningcentercare	Trey		Clay	gjj		San Antonio	Texas	71382	123-456-7890
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											
21											

+ Form Responses Summary Sheet

Thank You
Any Questions?