# University Student Management Salesforce TCS Project

**Phase 1: Problem Understanding & Industry Analysis (University Student Management)**

**Requirement Gathering**

Gather requirements from all major stakeholders, including students, faculty, administrative staff, and university management. These cover areas such as enrollment, course registration, attendance monitoring, performance evaluation, automated communication, and alumni relations.

**Stakeholder Analysis**

Define the key stakeholders and their core needs:

- **Students** → simplified enrollment, easy access to courses, grades, and timely notifications.

- **Faculty** → tools for course management, assignments, grading, and student feedback.

- **Admin Staff** → streamlined admissions, fee processing, and timetable scheduling.

- **University Management** → comprehensive dashboards for academic performance, compliance tracking, and analytics.

**Business Process Mapping**

Examine existing workflows and identify how Salesforce can improve them.

- **Current process:** admissions managed manually through paper forms, leading to delays.

- **Proposed process:** digitized admission using Salesforce forms integrated with automated approval workflows.

**Industry-Specific Use Case Analysis**

Key challenges in the higher education sector include:

- **Retaining students and boosting engagement.**

- **Improving communication between faculty and students.**

- **Monitoring and analyzing academic performance.**

- **Ensuring compliance with education policies and standards.**

**Salesforce Use Cases: centralized Student 360 profiles, targeted engagement campaigns, predictive analytics to identify dropout risks, and compliance-ready reporting.**

## AppExchange Exploration

**Investigate Salesforce Education Cloud and marketplace apps to extend functionality:**

- **Attendance management systems.**

- **Course scheduling solutions.**

- **Learning management system (LMS) integrations.**

- **Communication tools including chatbots and messaging apps.**