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| **Problem Solving (A3) Report** | **Topic:** Matricula 2.0 | **Date:** 8/19/2020 |
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| **1. Identify a Problem** | **PLAN** |  | | **4. Propose & Implement Countermeasures** | | **PLAN/DO** |
| * Current online matricula is lacking in user friendliness * The system with which a student plans their classes, and then checks their availability, can be confusing when there are no available slots * The UI of the system is text based rather than visual components | | |  | | * User-friendly design that considers user needs such as   + Lack of understanding of process for matriculating classes   + Lack of knowledge for which classes are mandatory, semester sensitive, or electives   + Creating visual components that showcase a clear and understandable depiction of the process, and any other features * Create features that help facilitate the user-friendly design described above   + Implement an all-in-one view that highlights the key aspects of picking/planning classes for matricula   + Among these views, components such as the recommended curriculum provided by the student’s department, as well as any other electives/recommended classes   + A plan B feature, which consists of a list of other classes to take if all the sections of any class on the current plan conflict with each other   + The plan created by the student through the all-in-one view will auto adjust during matricula period using the plan B, as well as the department’s curriculum and recommended list | | |
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| **2. Set the Target** | **PLAN** |  | | **5. Check/Evaluate** | | **CHECK** |
| * Rework current online matricula UI to address the problems mentioned   + Design UI to be more user friendly and easy to view all at once     - Usage of modern UI libraries in order to facilitate the visual components     - Make use of drag-and-drop elements to help ease the use of the application   + Create set of features that allow users to easily plan matricula, and readjust plan based on seat availability     - Plan B feature     - Auto adjust feature     - Integration of planning/choosing classes | | |  | | * Create tests for every backend feature after they are implemented, in order to assure that the features described in the previous section are fully functioning and tested against any edge cases * Seek feedback from users on the different designs that will be drafted for the UI, making sure to also ask them questions that would allow us to gain insight on the designs provided   + Once feedback is received, make sure to implement new design based on feedback, and repeat the questioning process, developing new questions/improving upon older questions to gain more insight on the design’s impact on user experience   + Possibly use of incentives to get users to provide feedback during the initial phases * Once the project has been “completed”, a system must be set in place that will encourage users to provide feedback, as well as a system that can track which components are used more, which sections of the application are being clicked on/viewed more than others, and identify any potential sore spots for user experience   + Based on this system, the application must be continuously developed and improved upon in order to adapt to the current trends in technology * Lastly, success and effectiveness of the product can be measured by implementing a rating feature after the end of each matricula period, so that the statistics of that feature can be used to identify if users are able to have an improved experience each semester | | |
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| **3. Analyze the Causes** | **PLAN** |  | | **6. Act and/or Standardize** | | **ACT** |
| * The UI of the system is lacking due to the following reasons:   + Uses text-based GUI rather than visual components to interact   + Class space availability and planning are in different components, ergo inconvenient   + Since UI is text based, no flexibility for new features   + Due to previous reason, lack of features that could help create a more robust, user friendly experience | | |  | |  | | |

Template by Ignacio Tampe