Project Title: Student Management System on Salesforce

Phase 1: Problem Understanding & Industry Analysis

1. Requirement Gathering

- The college manages student data manually in Excel sheets.
- Teachers and staff face difficulty in tracking student performance, attendance, and complaints.
- There is no centralized system to see a student's complete record (admission → courses → grades → complaints).
- Key Requirements: Centralized student database, Complaint management, Reports & Dashboards, Role-based access.

2. Stakeholder Analysis

- Students → Can raise complaints, check attendance & grades.
- Teachers → Manage attendance, grades, and student issues.
- Admin Staff → Handle admissions and maintain master records.
- Principal/Management → Needs reports on overall student performance.

3. Business Process Mapping

- Current Process (Manual): Admission on paper, Attendance tracked on sheets, Complaints handled verbally, Reports manual.
- Future Process (with Salesforce): Admissions in Salesforce, Attendance & grades updated in Salesforce, Complaint cases tracked, Reports auto-generated.

4. Industry-specific Use Case Analysis (Education Industry)

- Student Lifecycle Tracking → Admission to Graduation.
- Complaint Resolution → Transparency in grievance handling.
- Performance Monitoring → Class and individual level.
- Data Security → Protecting student records with roles & profiles.

5. AppExchange Exploration

- Attendance Manager → For managing attendance.
- Gradebook App → For grade entry and analysis.
- Case Management App → For student complaints.
- Report & Dashboard Packs → For prebuilt education insights.

Problem Statement

The college currently manages student data, attendance, and complaints manually, which leads to inefficiency, data loss, and lack of transparency. There is no centralized system to track the full student journey from admission to graduation. A Salesforce-based Student Management System is required to streamline student data, automate attendance & complaints, and provide real-time reports for better decision-making.