**D: PROBLEM ANALYSIS**

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| **Process Name** | **Stakeholders** | | **Concerns (Problems)** | **Analysis (Reason of the problem)** | **Proposed Solution** |
| |  | | --- | | **Mapping Course outcomes(COs) to Program Learning Outcomes (PLOs)** | | **Higher Authorities** | | 1. If hardcopy is dispatched, Head of Department or Dean of the School may not get the PLO Accreditation Manual Definite by UGC because of a lost mail. After mailing the manual, it can even be received lengthy time.  2. Email-sent soft copies may also cause the manual to lay down or lose time.  3. The Head/Dean could neglect to direct its personnel to work on the tasks necessary for circulation of the Accreditation Handbook (for example, forget which course Faculties should take care of the course evaluation courses). | This delay could cause huge delays to the business process when receipt of the Handbook and/or the possibility of its loss via Email or traditional emails. Failure to understand or lack of communication between the Higher authorities and Departmental personnel can also hinder or postpone the operation. | Make this process entirely easier on a private online platform (call it SPMS App) and create an interface to our suggested system where UGC Staff can immediately communicate files, documents and comments to the Superior Authorities. |
|  | **Department** | | 1. Unintentionally, Department personnel could not transmit the Accreditation Manual or send it to the wrong columns or the instructor/coordinator. | Due to the increasing number of faculties and training sessions, it may be more difficult to track which faculties take courses for which semesters and thus cause a time lag in the business process, while keeping track of all the information in so many documents. | Our website can be linked to a database containing information about all courses, faculties and updated tables each half year, which track the courses to which faculties in the semester have been assigned. |
|  | **Faculty** | | 1. The process of listing the content and course results (COs), mapping it to and from the PLOs and designing the course review report and course description can be vulnerable to mistakes. | The report and the course contour as well as the course outcomes may fail without the supervision of the expert or stakeholder involved (UGC) or both (COs). | The ongoing contact between the higher authorities and faculties demands that the Course Coordinators and Instructors of each course constantly update and reference. Download Course Outcome Mapping as a table for our system to subsequently use in the production of OBE Mark sheet and OBE Analysis Report, to address specific questions of special assessments. |
| **Student Assessment** | **Faculty** | | 1. Some of the questions in the question paper might go incorrect.  2. Students can cheat on their homework from any type of website.  3. When computing markings for evaluations, the faculty might make mistakes.  4. Sometimes faculty don't equally or on a curriculum/course basis examine the response scripts.  5. There are distinct grading methods in different faculties. | In the same document a duplication issue may occur or certain typographical errors might occur. There may be insufficient room to write the answers.  In their tasks/quizzes/project work, students might commit plagiarism.  Errors may occur during computation manually or through automation in Excel sheets during insertion.  Papers are not examined by other faculty and only a few faculties evaluate and dislike themselves.  Not everyone has the same grading methods, and students and other stakeholders that wish to monitor student performance in these courses may be confused. | Faculties should recheck the question paper before printing it. They should provide extra sheets to the students during the exam.  Faculties should examine whether or not they have done any plagiarism and act accordingly with a plagiarism inspection.  Before the marks and formulae for automation calculations are placed in mark sheets, the faculty should double verify. Before updating them on the brochure, the faculty should present the students with the marks.  The grading scale must be kept by the system and the system must have computational capabilities and thus generate the grade. The ratings are derived using the marks of several examinations given to it by the system itself.  Create a database to save a grading system for all courses and required user interfaces that will allow students, university/high management, and officials of UGC to examine grading regulations on one page. |
| **Creating & Submitting OBE Report** | **Faculty** | | 1. Total mark calculation obtained for each CO; total percentages of each CO may be susceptible to mistakes.  2. Sending the storage department a hardcopy and softcopy of the OBE Mark sheet and Course Assessment Report might lead to increased time consumption, delays or lost information and essential information. | This calculation is done manually or with an Excel sheet during the formats to automate calculation columns is subject to mistakes that can lead to an indetermination in the analysis and verdict phase of the reports of the students receiving codes and associated PLOs.  As hard copying and soft copying may easily lead to misunderstanding, data loss and reports to be sent to the Department and Registrar's Office. | A mapped table containing particular questions on a specific evaluation of a course under one faculty can be stored for students getting COs and associated PLOs on the customized interface offered by our SPMS App (was entered into the SPMS App during the Mapping of COs to PLOs process).  The faculty can upload to our database and examine the faculties utilizing user interfaces for their particular purposes by interested departments. |
|  | **Department** | | It becomes difficult and difficult to manage to storage softcopies and hardcopies. | When the company has been running for years, soft copying and hard copying might be exceedingly tough to handle.  It also becomes progressively tiresome for student performance trends to follow papers for a particular time frame. Updating information to a particular document would involve monitoring it, which would make it more difficult to obtain it and need staff to update different versions. | The maintenance of the data tables in our database and the appropriate authority’s access can solve these difficulties through a user interface to see and print them. |
| **Preview Grades and Transcripts** | **Students** | | If grades are sent to IRAS, IRAS is slowed down and ready for students to view. | Many students that use IRAS and request their browser at once produce a significant loading and slower than typical of the system and the server resulting in business delay. | 1. Better server maintenance and scaling for a rising number of users in all aspects of web technology. Conduct frequent updates for a competent, committed and in-house IT team.  2. Email each student at the conclusion of each semester with a full transcript document. Students can therefore verify their qualifications each time without having to log into IRAS. This reduces internet traffic to IRAS for students. |
| **Student and Faculty account details** | **Admin** | | 1. Student and faculty information may be lost.  2. Admin may make/miss information when copying student/faculty data, typing errors may be produced.  3. Data entry from students and teachers may at first lead to issues and delays in being able to carry out online university related activity and must be done manually via physical management channels.  4. Customization of information for students and faculty when needed could cause operation overhead for Admins. | As early data on hardcopies are obtained, this lazy paperwork and the documents included might be easily misplaced. Because a wide range of student/faculty information has been inserted into the system, typing mistakes might easily occur. It might be laborious, frightening, time consuming and prone to error/information to enter huge amounts of student/faculty data by copying it from hardcopies.  Many students and faculties may have to update their data on a day and hinder other vital administrative activities as well as take time to modify the information for every student/ professor. | Many students and faculties may have to update their data on a day and hinder other vital administrative activities as well as take time to modify the information for every student/ professor.  Allow students and teachers to update their own system information by utilizing the SMSP App interface. |
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