# Capstone Project Problem Statement

## Problem Statement: Student Admission & Enrollment Management System

Educational institutions often face challenges in handling large numbers of student inquiries, applications, and enrollments. The process is usually scattered across emails, spreadsheets, and manual record-keeping, leading to inefficiency and loss of potential students.  
  
The lack of a centralized system for managing admissions causes delays, duplicate efforts, and poor communication with students. There is a need for an automated, transparent, and efficient admission and enrollment management system.  
  
This project proposes to develop a Salesforce-based Student Admission & Enrollment Management System to manage the end-to-end process. The system will track inquiries, automate admission follow-ups, monitor application progress, and record final enrollment decisions.

## Project Objectives

- Centralize student inquiry, admission, and enrollment data.

- Automate communications (emails/SMS) for inquiries and application updates.

- Provide dashboards for admission staff to track applicants.

- Ensure a seamless workflow from inquiry → application → admission → enrollment.

- Generate reports for better decision-making.

## Project Phases

• Requirement Gathering & Planning: Identify stakeholders (admission staff, students). Document requirements and workflows.

• System Design & Setup: Create custom objects: Inquiry, Application, Enrollment. Define relationships between student and application records.

• Implementation in Salesforce: Build forms for inquiry and application submission. Use automation (Flows/Process Builder) for admission follow-ups.

This phase focuses on automating repetitive and manual admission processes to ensure efficiency, consistency, and timely execution. By leveraging Salesforce automation tools such as Flows, Process Builder, and Approval Processes, the system will minimize human intervention and streamline end-to-end admissions.  
  
Key Activities:  
- Automate inquiry assignment to admission staff based on predefined rules (e.g., region, course preference).  
- Implement workflows to auto-update student application statuses at each stage (Inquiry → Application → Admission → Enrollment).  
- Set up automated reminders and escalations for pending tasks (e.g., missing documents, fee payment deadlines).  
- Enable rule-based decision-making for conditional approvals and rejections.  
- Integrate email/SMS gateways for real-time updates to applicants.  
  
Expected Deliverables:  
- Reduced manual follow-up work for staff.  
- Consistent and transparent communication with applicants.  
- Faster processing of applications with minimal delays.  
- Improved data accuracy and reduced duplication of efforts.

• Phase 4: Process Automation

• Automation & Notifications: Automated email updates for application status. Alerts for admission staff on pending tasks.

• Dashboards & Reporting: Create dashboards showing admission statistics. Reports on total inquiries, accepted students, and enrollment trends.

• Testing & Deployment: Test with sample student data. Deploy final version for institutional use.

## Expected Outcomes

- Reduced manual effort in handling admissions.

- Increased transparency in application progress.

- Timely communication with students.

- Data-driven insights for better planning.