Topic: Online Tutorial Center	Author: Juan D. Pérez Sepúlveda	Date: Jan 30, 2023

1. Problem Background

- Some students do not usually request the tutoring service because they contact the office, but they do not answer the calls, they take time to answer the emails and when they go to the office it is always full.

- They don't have time to apply because their class schedule conflicts with the office schedule.

- Other students want to take tutorials outside of office hours because they took class and work at the same time.

2. Target

- The objective is that each student who needs to request tutoring can do so with an easy process, during a short period of time and with all the necessary information.

- Also create a tool that gives you flexibility when choosing your tutorials and saves the student time and can dedicate it to other things and that can be accessible.

3. Causes

- There is no application in which you can request the tutoring service for certain subjects and have the freedom to schedule an appointment, in the class you want to request the tutoring, with information from the instructor and his availability without waiting time.

- The method that some universities implement in Puerto Rico is to contact an office by calling, emailing, or going in person to the office to request the service.

- Sometimes students call and do not answer in the office, they send emails, and they take time to answer, or they go to the office and there are many people waiting.

- There is a great demand for tour requests and the workers cannot cope.

- There is a dependency of which the students need the workers in the office to answer the emails or calls or be open.

4. Countermeasures

- Create an application in which you can request tutoring quickly and easily.

- Allow users to see the subjects that have tutors, personal information of the tutor and the availability of the same.

- Give you the option that the tutorials can have a more flexible schedule and can be offered online or in person.

- Give feedback to the tutor after having offered the tutoring.

- Being able to confirm or cancel the meeting with some time in advance.

5. Check/Evaluate

- To verify, the number of students who requested tutoring will be counted vs. the users created and requested a tutor and met with him and will be compared.

- Short questionnaires will be made when they enter the application and they will be asked if they have requested tutoring through the office and if so, which method they prefer, through the application or the office.

- The opinion of the users will be evaluated.

6. Act/Standardize

- Once the application is established, work will be done to increase the range of activities that can be carried out.

- The basic idea can be used for another application such as a doctor appointment system or similar needs.

- In addition, something bigger could be developed, such as creating the system by universities in a single site.

- The team will gain the knowledge of the process involved and the documentation required to create products in the real world.