**Pain Points of the Office of the External Affairs** (*Alumni Office)*

1. ***Does not have a process to store information of the alumni.***
2. ***Does not have any accurate contact information of the alumni.***
3. ***Does not have information of employment history of alumni.***
4. ***Does not know how long before a fresh graduate landed a job***
5. ***Does not have any information on what’s the reason why an alumnus has no job.***
6. ***Does not have any information what were the professional or licensure examination passed by the alumni.***
7. ***Does not have information what are the reason why an alumnus leaves their previous job.***
8. ***Does not know how many alumni has aligned job to their degree.***
9. ***Does not have information on what they learned in their school, that they now think is useful to their job.***
10. ***Does not have information on what should have been learned better, or should have been more emphasized in school in relation to their job.***