**Student Management System :**

**Phase 1: Problem Understanding & Industry Analysis**

**1. Requirement Gathering**  
Educational organizations need a unified system to maintain student profiles, course registrations, attendance logs, academic results, and fee records efficiently. Inputs were collected from staff, faculty, and learners to highlight the pain points of manual processes.

**2. Stakeholder Analysis**

* **Learners/Students** – Expect smooth enrollment, visibility of marks, and timely fee updates.
* **Faculty/Teachers** – Require tools to mark attendance, upload grades, and monitor progress.
* **Institutional Admins** – Need centralized oversight of student data, finances, and reporting.
* **Parents/Guardians (Future Scope)** – Desire access to their child’s academic and attendance details.

**3. Business Process Mapping**

* **Admission Process** → Creation of a new student profile in the system.
* **Course Registration** → Linking students to various subjects/programs.
* **Attendance Recording** → Daily/weekly attendance entry against each course.
* **Academic Evaluation** → Entry of exam scores and automated GPA calculation.
* **Fee Tracking** → Managing payments received, outstanding balances, and reminders.
* **Reports & Dashboards** → Generating summaries on academics, fees, and attendance.

**4. Industry-specific Use Case Analysis**

* Many colleges and schools still depend on Excel sheets or manual registers, leading to duplication and inaccuracies.
* The trend is moving towards cloud-based CRMs such as Salesforce for better accessibility and error-free records.
* Comparable use cases:
  + University-level student portals.
  + Training institutes handling batch/course registrations.
  + Coaching centers evaluating student performance.

**5. AppExchange Exploration**

* Researched available Salesforce AppExchange tools for education sector needs.
* Identified solutions such as:
  + **Salesforce Education Cloud** – End-to-end platform for institutions.
  + **Student Success Hub** – Designed for K-12 learning outcomes.
  + **Fee & Attendance Plugins** – Helpful but often subscription-based.
* Conclusion: Building a custom Student Management CRM was more suitable, giving flexibility for institutional requirements rather than depending completely on pre-built premium applications.