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| **Problem Solving (A3) Report** | **Topic:** UPRM Enrollment Platform | **Date:** August 18, 2020 |
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| **1. Identify a Problem** | **PLAN** |  | **4. Propose & Implement Countermeasures** | **PLAN/DO** |
| * The problem in question is the archaic system for student enrollment provided by the UPR (UPRM specifically). * Due to the current system, most of the time does not have enough space for students in their classes. * Provide students with an updated interface to enroll courses. | |  | * Create a “pre-enrollment” process to give the faculties enough time to prepare for demand. * Create an “index” of how many people comply with pre-requisites at the end of the semester and are able to enroll “X” class. * Direct everything enrollment related to one place. * Create a modern interface for users to familiarize better. | |
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| **2. Set the Target** | **PLAN** |  | **5. Check/Evaluate** | **CHECK** |
| * The main goal of this project will be to provide students and the administration with a better user experience when the enrollment time arrives. | |  |  | |
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| **3. Analyze the Causes** | **PLAN** |  | **6. Act and/or Standardize** | **ACT** |
| * Not a great experience with the enrollment process. * Multiple places to look in order to start the process. * Students feel unsatisfied after the enrollment process and Campus officials must put on extra work to help students. * Faculties not correctly preparing for the demand. * No “real-time” knowledge of demand. | |  |  | |

Template by Ignacio Tampe