PROBLEM-SOLVING REPORT: GPA AND GRADES PROBLEM | DATE: JANUARY 22, 2021
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1. Identify the Problem

Students have to access Putty, which is an archaic system, to check their GPA and course grades. It crashes many times, the system is not always open, and students have a hard time getting the information they need.

2. Set the Target

Make it easier and faster for students to access their GPA and course grades by developing an application, web-based or android, where they can input their grades, separate them by semester and see their overall GPA and course grades without having to go through the trouble of accessing an archaic unstable sytem like Putty by mid April 2021.

3. Analyze the Causes

Students have this problem because Putty was released in 1999, making it an archaic system. It is a very old system with a Coommand Line (CLI) user interface, not user-friendly, and crashes when many students are using the system. Servers are probably not maintained as they should be causing unexpected errors and crashes.

4. Propose and Implement Countermeasures

Cause	Countermeasure(s)	Who	When
CLI confuses students	Design a GUI	Jaime and Joey	Week 1-2
Server crashes and unexpected behavior due to lack of maintenance	Research a suitable cloud-based system (e.g. Firebase)	Jose and Darielis	Week 1-3
Students aren't familiar with how the system works	Create guidelines on how to use the application	Gabriela and Genesis	Week 1-2
Outdated system	Develop new user-friendly application	Entire Team	Week 3-X

5. Check/Evaluate

Countermeasure	Goal	Evaluation
Design a GUI	3-Feb	Passed
Research a suitable cloud-based system (e.g. Firebase)	10-Feb	Passed
Create guidelines on how to use the application	3-Feb	Passed
Develop new user-friendly application	28-April	Passed

Countermeasures work as intended and the targets were achieved.

6. Act and/or Standardize

To ensure the problem stays solved the application would be updated regularly for bug fixes and stability improvements which would ensure the best user experience possible. This can also be applied in transforming the entire Putty interface into a newer, better, and user-friendly web-page for students to use in the process of enrollment.