| *Student Dissatisfaction with Enrollment Process*	*Author: Alejandro Manuel Cruzado Ruiz*	*Date: January 27, 2022*

Problem Background

- Students are unsatisfied with the current system of enrolling into classes due to it not being very user friendly and being unnecessarily time consuming when a class is taken and a student must rush to figure out how to fill in the gap.
- Since simple mistakes like pressing enter at the wrong time can require the user to reinput their information and finding replacement classes on the spot can be difficult, users often spend upwards of 5 minutes enrolling into classes, which leads to their classes being quickly filled out by other students, setting the users behind on their curriculum.

Target

- Students will have their class enrollment completed in under a minute. Unavailable classes will be automatically replaced by other classes in the student's curriculum or backup classes determined by the student ahead of time.

Causes
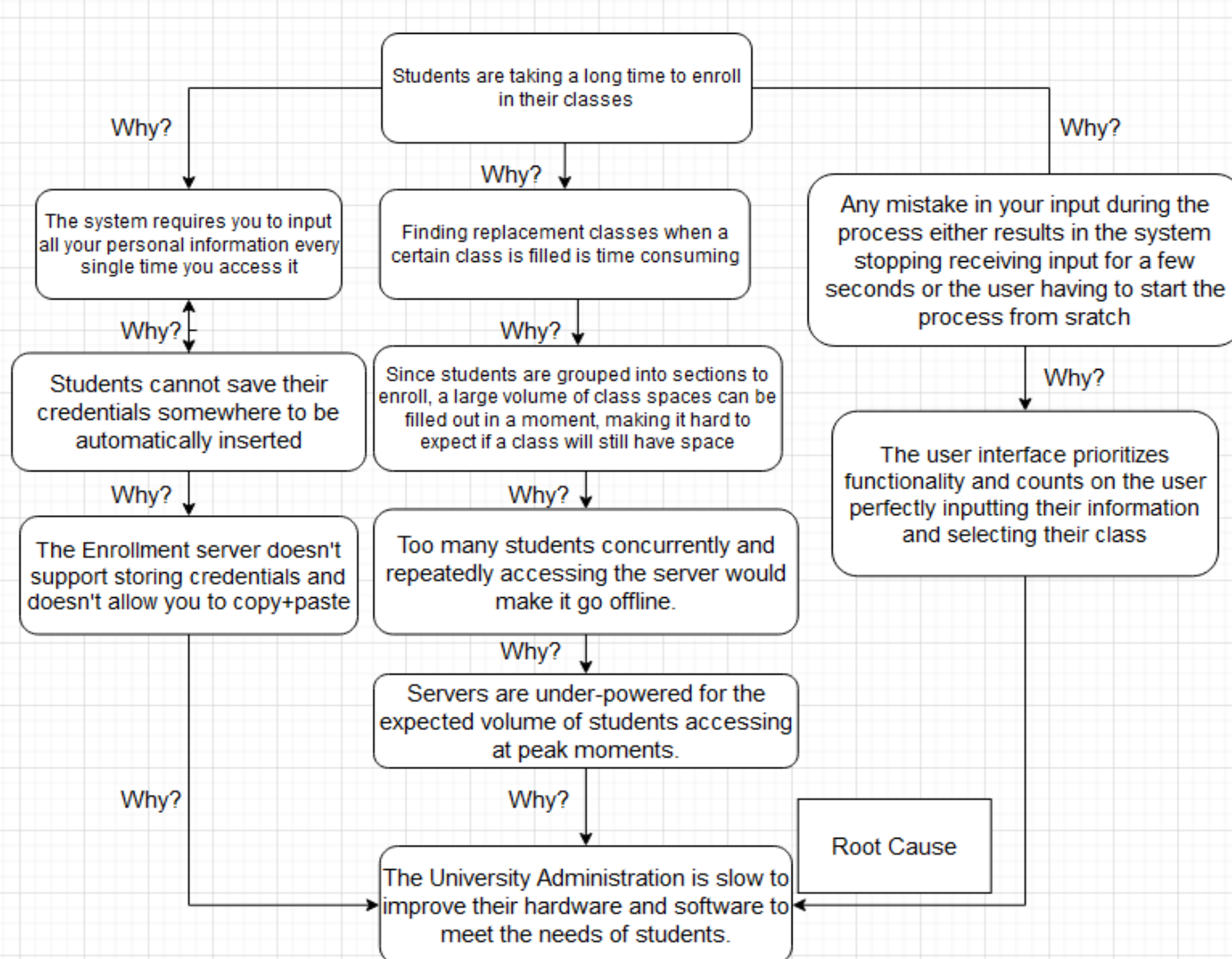
Countermeasures

- Create a program that can store enrollment information ahead of time to make enrollment as simple as pressing a button and far faster than a human inputting the instructions.
- Allow students to make a list of the classes in the program they want alongside the backups of each class. The classes will also mention their associated meeting hours to avoid class conflicts.
- On the day of enrollment, have the student run the program and have the program input their information and attempt to select the classes the student wanted, with any unavailable classes being filled out with non-conflicting backup classes the student selected.
- Have the program offer the option to have other classes from the student's major's curriculum be available as backup classes

Check/Evaluate

- Make the program track how many seconds it takes to complete enrollment to observe if it met the sub 1 minute target
- Survey students on their experience with the program to see if they rate it more favorably than the current enrollment system
- Utilize student feedback to improve the user experience of the program
- Survey students on their desire to continue using the program and why they would like to use it to verify if it effectively tackled the root cause.

Act/Standardize

- The program will use the credentials it is given to always have the latest data on available courses and not have already passed courses as a backup.
- Program will receive regular updates based on user feedback and any changes made to the enrollment server to ensure that the program is compatible
- The program will be shown to the university to encourage them to incorporate the features students have enjoyed from the program.
- The program will be open source to demonstrate that students can safely input their credentials and it will be distributed on all major operating systems (MacOS, Linux, Windows) to ensure that all the students can utilize the program, with a mobile port for Android and IOS also being developed.