

## **Project Report**

**QUALITY CONCERN ANALYTICS**



**SUBMITTED BY**

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## **SELF DECLARATION**

I hereby declare that this project report entitled “Quality Concern Analytics” is record of an independent project work carried out by me. I also declare that the data required for fulfillment of project is wholly and solely utilized for study purpose within the organisation and confidentiality of data has been maintained without violating the terms and conditions of the company.

## Quality Concern Analytics

### References:

The raw data has been modified for convenience and understandability of analytics report. Hence following changes are mentioned below.

Issues: The following issues has been recorded from the raw data

1. Audio and Video off
2. Audio glitch
3. Audio off
4. Common feedbacks
5. Joined Late
6. Left Early: Includes tutor leaving session in between or join and left, left without intimation etc.
7. Misbehavior
8. Network Issue: Includes network glitches from tutor's end
9. Others: This includes tutor not taking sessions at a proper place, presentation issues, Not appearing properly before learner, Interrupting learner in between while he speaking, Missing eye contact or un-attentiveness towards learner, Not giving up the chance to learner to speak, etc.
10. Poor quality of teaching
11. Rude Behavior
12. Session Canceled
13. Tutor Absent
14. Video off

- **Insight 1: Maximum number of issue's observed**

The first insight that has been found as result of analysis of quality concern analytics' is that number of issues with respect to tutors. Tutors Divya K, followed by Diksha Yadav, Pritha Gupta, Sonali Nayak, Ushnisha Roy and Aliya farhana khan respectively are found be making maximum faults.

- **Insight 2: Maximum number of Issue's repeated**

In the second insight, it is discovered that highest repeated Issues are Tutor Absent, followed by Video off, Others, left early, Joined Late Respectively.

- **Insight 3: Issue's found with Individual Tutor**

It is found that the tutors namely Divya K, Diksha Yadav, Pritha Gupta, Sonali Nayak, Ushnisha Roy, Aliya farhana Khan are taking part in all the major issues that are found in the insights

- **Insight 4: Absence of tutors on Week Days**

One more insight that needs our notice is that one major repeated issue among the tutors is being absent during the session. Besides hypothesis, we have noticed that most of the tutors are found absent during session on week days i.e., Wednesday, Friday, Saturday.