# KPI’s

There are many **K**ey **P**erformance **I**ndicators **(KPI’s)** that we must consider in our system, some include:

### System performance KPI’s

**System uptime:** It should at least be up for 99.99% of the time

**Page load time:** Under 2 second load time

**Quiz response time:** Quizzes should be able to be submitted without issues and automatically graded and sent back.

With our system we are aiming for a 99.99% uptime, quick load time and a fast quiz response time that will quickly mark and return quizzes, this will give the best experience to the user. We will retain a high uptime by regularly monitoring the website and regularly patching bugs found whilst monitoring the website. We can also keep high uptime by choosing reliable hosting (by hosting with a good provider we ensure good scalability and uptime), Implementing load balancing could also be a good idea so that if there are too many people the traffic switches to a different server and database and backend efficiency will ensure fast load time and efficient queries to pull data quickly.

### Student engagement KPI’s

**Active users:** The number of people in the course should be logging in daily

**Session duration:** The average time learning a day

**Course completion rate:** How many students complete the course (average being 40%)

**Resource access rate:** frequency of use of learning resources

We can make sure that people login daily by sending sms/emails reminding them to log on and learn, we could also implement gamification for a better retention rate, smoother loading time can also improve the users experience which will make them more likely to log on and learn. We can also track how many people complete the course by logging how many users have completed all the assessments.

### Business KPI’s

**Assessment success rate:** number of students getting a passing grade

**Student satisfaction score:** Feedback from students

**Retention rate**: percentage of students returning

Assessment success rate can be tracked by the number of users that got a certain rate, this can be tracked in %’s. We can gain feedback from students by sending out forms to users as they log in (after the first time they’ve logged in) so that we can get feedback. We can also track retention rate by how the number of times a specific account logs in.

### Error & quality KPI’s

**Error rate:** Number of errors/ system failures (this should be low)

**Bug fix time:** time it takes to fix bugs (this should be low)

By monitoring the website and sending out forms to the users we can track the error rate, error rate can be lowered by having efficient database and backend, optimize code as best as possible, having multiple database systems in case one fails and using caching to store frequently used data.

# Structure

### Name of the KPI’s

KPI: KPI description and any figures I can add

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How we can implement, track and improve KPI’s.

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