

## OUTCOME ANALYSIS

**Q 1:** Since the most recent changes went live on June 7th, how many students have logged into the site? - **701 students**

- The client's query was addressed by checking the number of logins from June 8th onwards – after the updates and by removing the duplicate Student Login IDs to calculate the number of unique, individual students.

**Q 2:** I had an email from the Student Support Team at UAN (University of Alpha November) – apparently their students are having problems with the site after the most recent changes went live on June 7th? Can you see if there's a particular problem there please? - **Yes, looks like we've had quite a few issues with incomplete applications – we can investigate**

- The fact that UAN students are sometimes listed as being from 'UAN' and sometimes from 'University of Alpha November', this issue was addressed.

**Q 3:** You mentioned we've seen a marked increase in successful claim submissions since the changes went live – what's the increase you were describing? - **Yes, the number of successful submissions has nearly doubled – from an average of 60 per day before the changes, to an average of 110 per day afterwards**

- Plots were created to help us understand the trend of changes for the number of successful claims since the changes were made