Hi there,

Apologies for the last-minute request but I'm hoping you can pull together a few insights for me, to help with a DSS executive steering meeting tomorrow morning. I'm planning to share an update on the effects of our recent UX changes, and I have a couple of specific questions where I need your expertise!

1. Since the most recent changes went live at the end of June 7th, how many students have accessed the site?

2. I had an email from the Student Support Team at UAN – apparently their students are having problems with the site? Can you see if there's a particular problem there please?

3. The previous claim journey was time-consuming, and a lot of students were abandoning it partway through. Are we seeing fewer 'abandoned' claims, and has the average interaction time for a successful, completed claim journey now dropped?

Hopefully these are pretty straightforward... if you can let me know your answers by close of business today, it'll give me what I need to prepare for tomorrow's meeting.

Thanks!

Henry