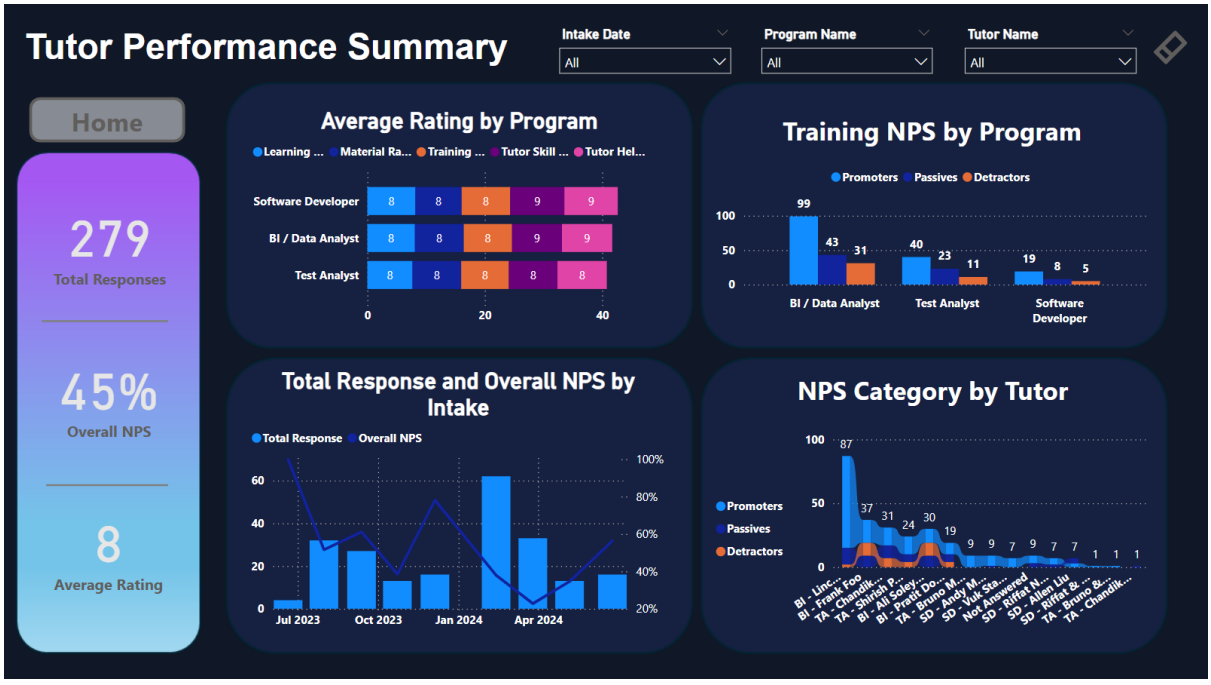
INDUSTRY CONNECT
Homepage
Summary
Tutor Analysis
Training Analysis
Report Info Page
Tutor Performance Analysis


Tutor Performance Summary
Intake Date
All
Program Name
All
Tutor Name
All
Home
279
Total Responses
45%
Overall NPS
8
Average Rating
Average Rating by Program
Learning ...
Material Ra...
Training ...
Tutor Skill ...
Tutor Hel...
Software Developer
BI / Data Analyst
Test Analyst
Training NPS by Program
Promoters
Passives
Detractors
BI / Data Analyst
Test Analyst
Software Developer
Total Response and Overall NPS by Intake
Total Response
Overall NPS
Jul 2023
Oct 2023
Jan 2024
Apr 2024
NPS Category by Tutor
Promoters
Passives
Detractors

Tutor Analysis
Intake Date
All
Program Name
All
Tutor Name
All
Average Training Skill Rating
9
0
17
Average Helpful Rating
9
0
17
279
Total Responses
51%
NPS
178
Total Promoters
37
Total Detractors
NPS & Average Score by Intake
69% (0.74%)
8 (9.18%)
38% (0.42%)
8 (8.81%)
10 (10.27%)
27% (0.29%)
100% (1.08%)
8 (8.61%)
9 (9.86%)
40% (0.44%)
69% (0.74%)
8 (8.87%)
9 (9.53%)
81% (0.88%)
63% (0.68%)
46% (0.5%)
Intake Date
(Blank)
20/06/2023
31/07/2023
12/09/2023
23/10/2023
5/12/2023
NPS and Average Score by Tutor
Average Rating
NPS %
100%
50%
0%
SD - Riffa...
TA - Brun...
SD - Vuk ...
SD - And...
BI - Linco...
SD - Riffa...
TA - Brun...
Not Ans...
TA - Shiri...
SD - Alle...
TA - Chan...
BI - Frank...
BI - Pratit...
TA - Chan...
BI - Ali S...
NPS & Average Score by Program
NPS %
Average Rating
1000%
500%
0%
75%
49%
45%
Software Developer
BI / Data Analyst
Test Analyst
Tutor Name By NPS Category
NPS
Detractors
Passives
Promoters
BI - Lincoln...
BI - Frank F...
TA - Chandi...
BI - Ali Sol...
TA - Shirish...
0
50
100
NPS Categories
Detractors
13.26%
Passives
22.94%
Promoters
63.8%

Training Analysis
Intake Date
All
Program Name
All
Tutor Name
All
279
Responses
40%
NPS
158
Total Promoters
47
Total Detractors
Average Training Rating
8
0
16
Average Learning Rating
8
0
16
Average Material Rating
8
0
17
Training Most Like by Program
NPS & Average Score by Program
NPS
Average Training Rating
1000%
500%
0%
44%
39%
39%
Software Developer
BI / Data Analyst
Test Analyst
NPS & Average Score by Intake
40% (0.45%)
8 (9.32%)
10 (10.76%)
8 (8.54%)
34% (0.39%)
8 (9.15%)
8 (9.24%)
35% (0....)
9 (9.73%)
75% (0.85%)
Intake Date
(Blank)
20/06/2023
31/07/2023
12/09/2023
23/10/2023
NPS and Average Score by Tutor
Average Rating
NPS %
100%
50%
0%
SD - Riff...
TA - Bru...
SD - Vu...
SD - An...
BI - Linc...
SD - Riff...
TA - Bru...
Not Ans...
TA - Shi...
SD - All...
TA - Cha...
BI - Fra...
BI - Prat...
TA - Cha...
BI - All ...

Report Information Page

Home

Net Promoter Score (NPS)

Calculation With Formula

NPS = % Promoters - % Detractors

NPS Promoters = (Total Responses - (Detractors + Passive)) / Total Responses X 100

NPS Detractors = (Total Responses - (Detractors + Passive)) / Total Responses X 100

NPS Passives = (Total Responses - (Detractors + Passive)) / Total Responses X 100

Promoters Passives Detractors

Tutor Improvement Comments

Date	Tutor Name	Improvement Comments	Skill Rating	Helpful Rating	Week Num
3 July 2023	BI - Frank Foo	Good teacher.	8	9	Week 1&2
17 July 2023	BI - Frank Foo	Just with the tone of voice, a bit more enthusiasm and being more interactive. He was nonetheless very, very knowledgeable! Just hoping he is a bit more considerate to the ones with lesser IT background. Very much thankful for the class in anyway.	7	7	Week 3&4
17 July 2023	BI - Frank Foo	Not Answered	6	5	Week 3&4
17 July 2023	BI - Frank Foo	Not Answered	8		Week 3&4
17 July 2023	BI - Frank Foo	Not Answered	8	8	Week 3&4
17 July 2023	BI - Frank Foo	Not Answered	9	10	Week 3&4
17 July 2023	BI - Frank Foo	Voice was very soft	5	4	Week 3&4
18 July 2023	BI - Frank Foo	Not Answered	7	8	Week 3&4
19 July 2023	BI - Frank Foo	Frank has good knowledge and technically expertise, but as a tutor he has to improve teaching skills, giving practical examples for better understanding, real time scenario based to practice, strong tone and volume when explaining the content/topic.	3	5	Week 3&4
19 July 2023	BI - Frank Foo	Not Answered	6	9	Week 3&4
19 July 2023	BI - Frank Foo	Not Answered	10	10	Week 3&4
31 August 2023	BI - Frank Foo	Not Answered	10	10	Week 3&4
31 August 2023	BI - Frank Foo	use two BI tools in the training session PowerBI and tableau.i think it will take 2 week extra but its build a confidence as a data analysts.	10	9	Week 3&4
7 September 2023	BI - Frank Foo	Not Answered	9	9	Week 3&4
10 September 2023	BI - Frank Foo	Not Answered	8	8	Week 3&4
10 September 2023	BI - Frank Foo	Not Answered	8	9	Week 3&4
14 September 2023	BI - Frank Foo	Not Answered	10	10	Week 3&4
27 October 2023	BI - Frank Foo	None as of the moment	10	10	Week 5&6
27 October 2023	BI - Frank Foo	Not Answered	10	10	Week 5&6
24 November 2023	BI - Frank Foo	I just feel I don't learn much from the materials and the materials are not comprehensive enough	4	5	Week 5&6
24 November 2023	BI - Frank Foo	Not Answered	9	9	Week 5&6

Training Improvement Comments

Date	Training Improvement Comments	Material Improvement Comments	Training Rating	Material Rating	Week Number
3 July 2023	As far as I went, everything is simple and neat. No where I felt complication, the code or syntax part I am facing issue as this is still the starting, but overall class was really nice and enjoyable. Although I couldn't join the class online with everyone, I followed each and every recording till date and learnt.	Not Answered	10	10	Week 1&2
3 July 2023	Everything is fine till now	Need more demo questions for ISTQB	10	9	Week 1&2
3 July 2023	Informative	Yes	9	7	Week 1&2
3 July 2023	IT WAS DESCRIPTIVE AND PRACTICAL SESSION AND EVERY QUERY IS BEEN ANWERED. I AM HAPPY TO INVEST MY TIME IN LEARNING SQL	A LIVE DEMO AT WORKPLACE OF DATA EXTRACTION , TRANSFERRING AND LOADING OF DATA IS REQUIRED. JUST TO UNDERSTAND AND PROCESS THAT WHAT WE HAVE LEARNT IN CLASSES IS ALL BEEN UNDERSTOOD.	10	10	Week 1&2
3 July 2023	Its already good	Needs to give more training materials	9	9	Week 1&2
3 July 2023	Maybe a bit touch on other SQL databases rather than just MS SQL Server.	Can give more videos in training materials for self learning.	10	9	Week 1&2
3 July 2023	more Assignment like industry level	Not Answered	10	10	Week 1&2
3 July 2023	More practical lessons: Participants tend to appreciate training sessions that are practical and relevant to their job or industry. Incorporating more hands-on activities, case studies, and real-world examples can help to make the training more engaging and applicable to participants' work.	Assess the quality of existing material: Before creating new training materials, it's important to assess the quality of existing material and look for ways to improve it if it's not up to current learning standards.	8	6	Week 1&2
3 July 2023	Nothing	Nothing	10	10	Week 1&2
3 July 2023	Nothing in specific	Not Answered	5	5	Week 1&2
4 July 2023	A bit more detailed notes of the theory in the class work might help for self learn.	More online resources and free video links for elaborated explanations for study	5	9	Week 1&2
4 July 2023	Can't say anything because I am on Video based only classes but all good. Sessions are very informative. Understand very	The Setup Guide for SQL server installation need to update, the configuration options are very different	10	9	Week 1&2