



Learning Process Performance

Ruangguru Case Study





Data Profile

3,286

Total Data

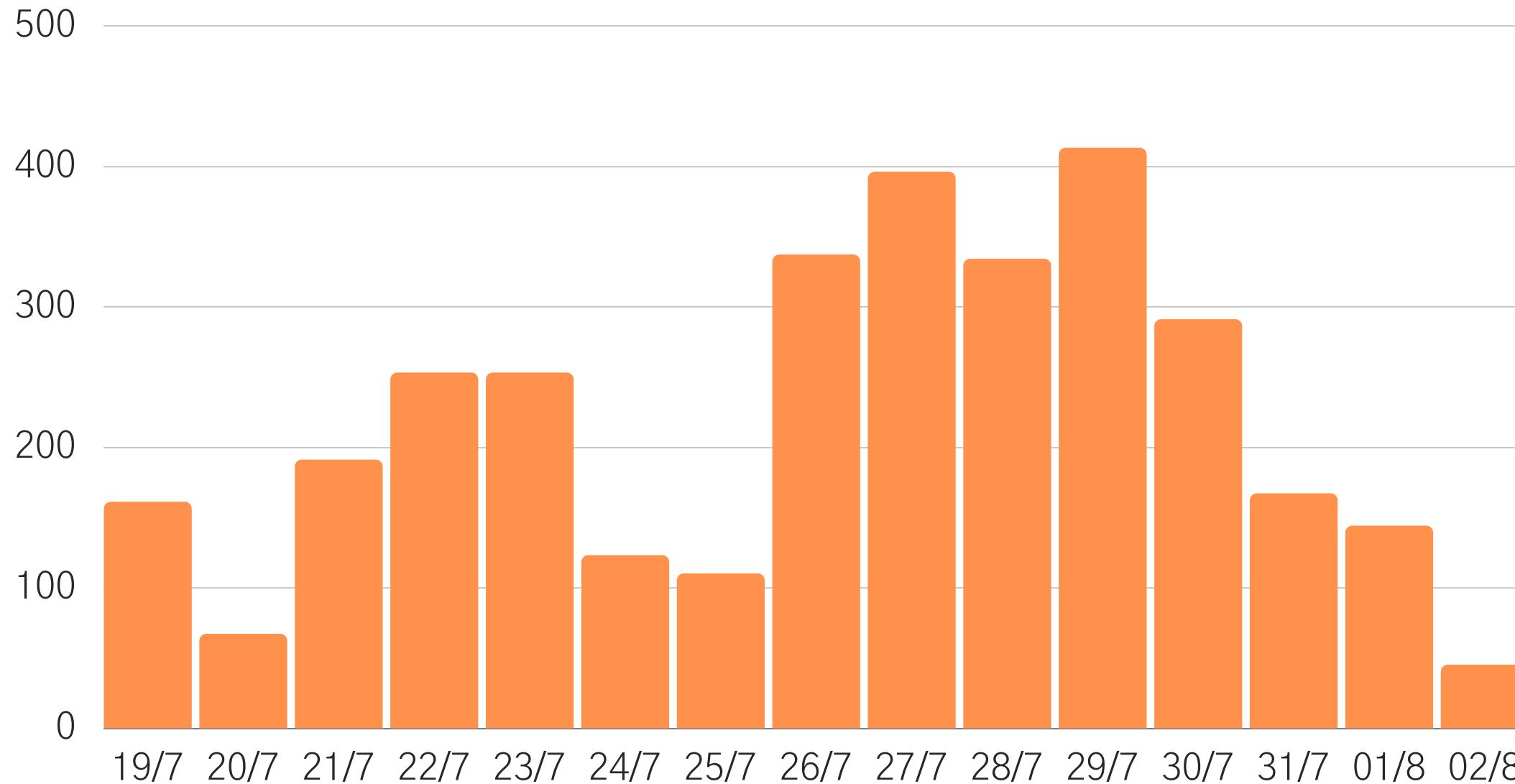
1,246

Students

15

Days of observation





Teachers workload record

Vary between 45 – 413 questions per day.





Mathematics

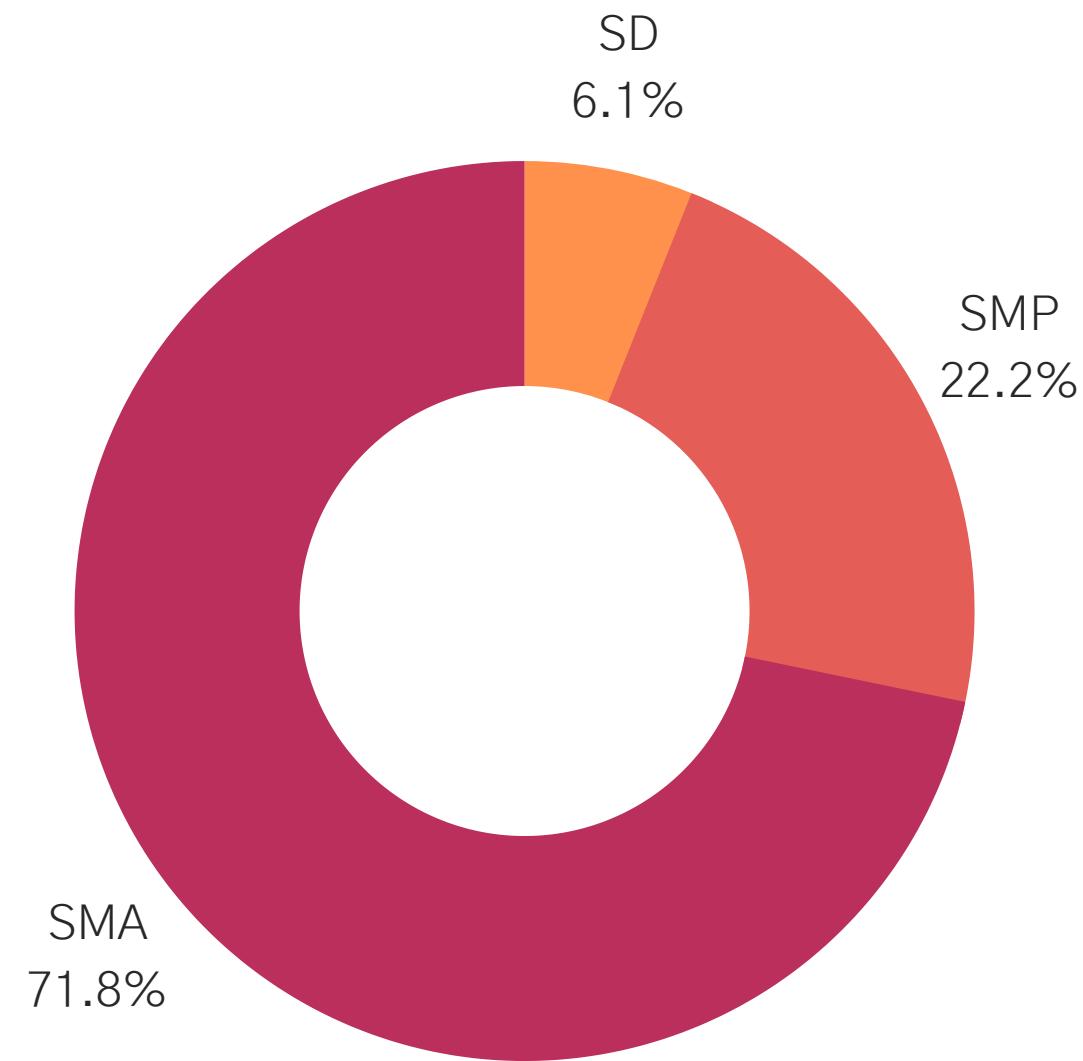
2 posts

Each week by each
students



Most asked lesson in 15
days





Students from each class

2348 from SMA | 726 from SMP | 198 from SD





What have we achieved in 15 days?

Let's appreciate our self for a while!





79.8%

Of questions answered on
time!



24 / 7

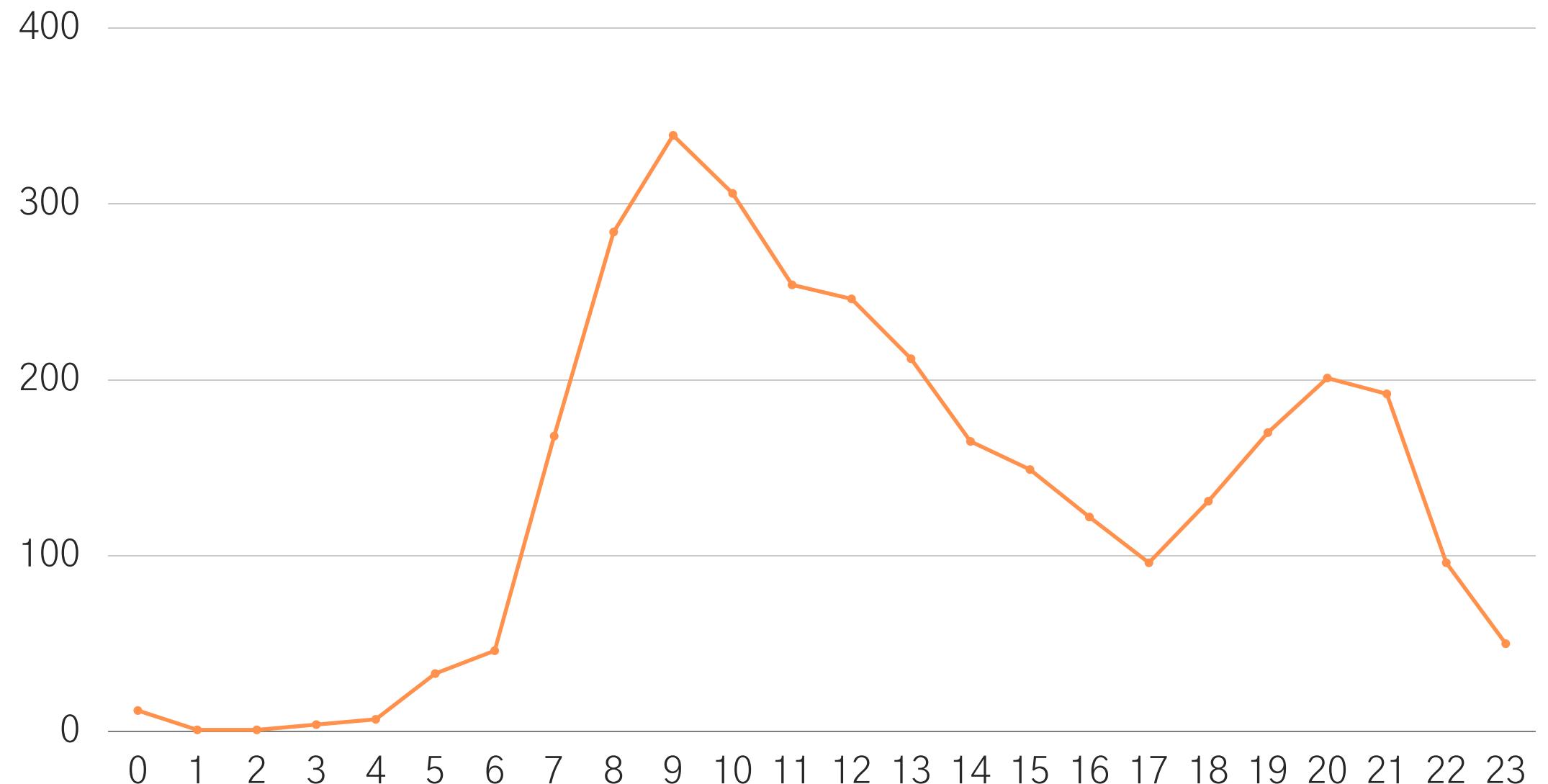
Hours straight for
teachers to help students





24 active hours!

With busy hours starting from 7am to 09pm.

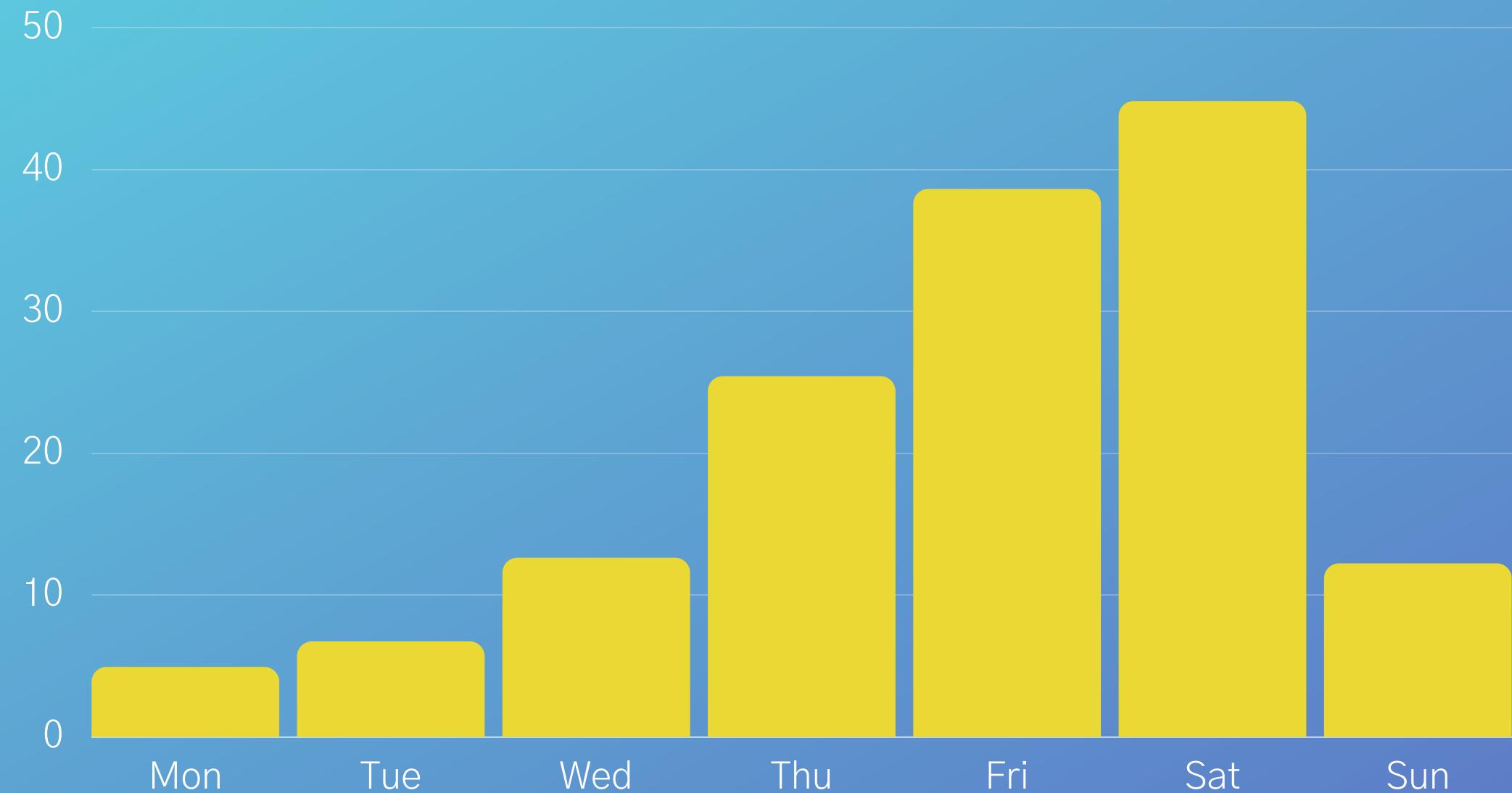




Which aspect needs to be improved?

Never stop to learn to improve!





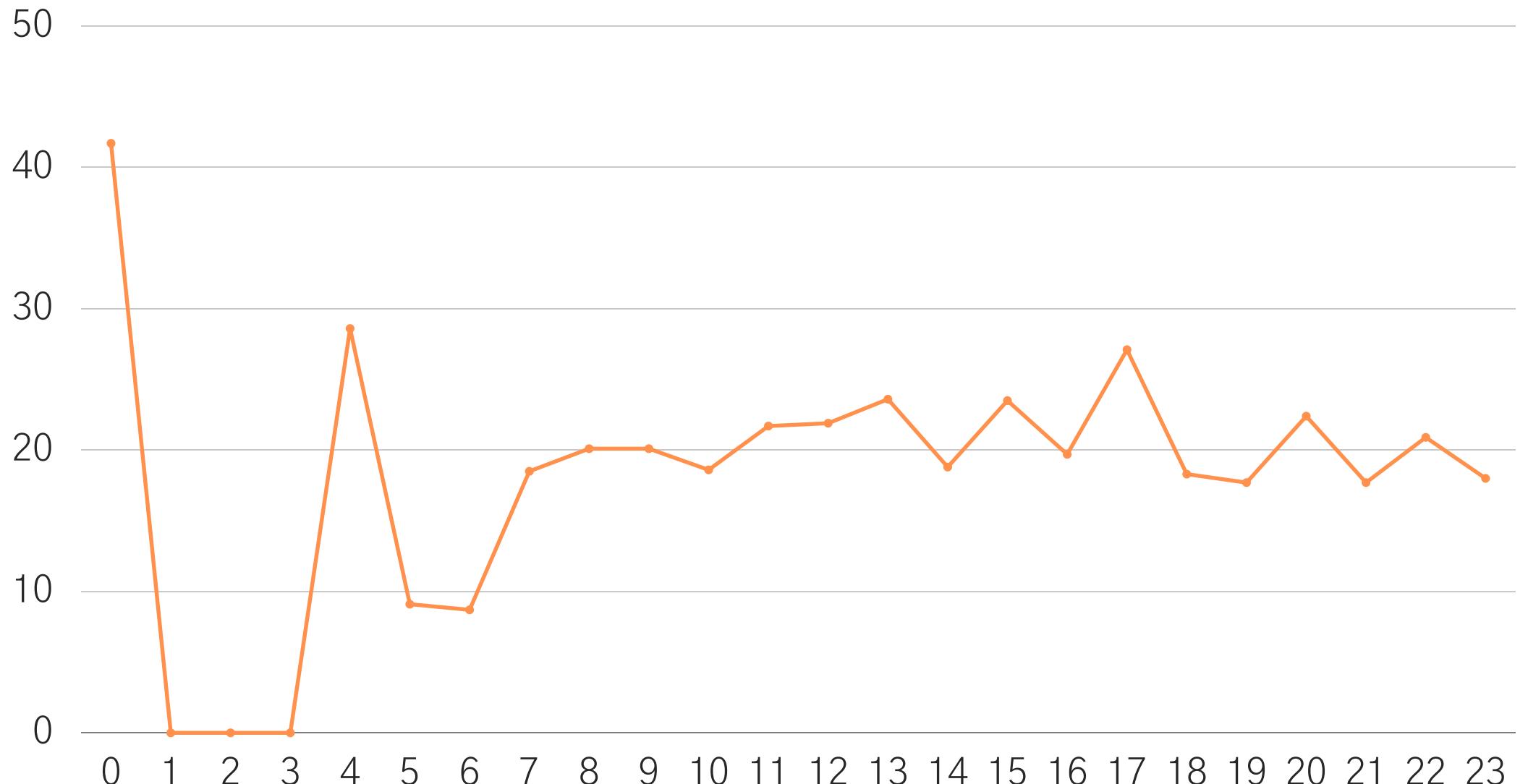
Percentage of late responses per day

Saturday has the biggest rate of late responses --> 44.8%



Percentage of late response per hour

Constant rate around 20% at 7am until 23pm.





Need for Improvement!

Teacher's active hour

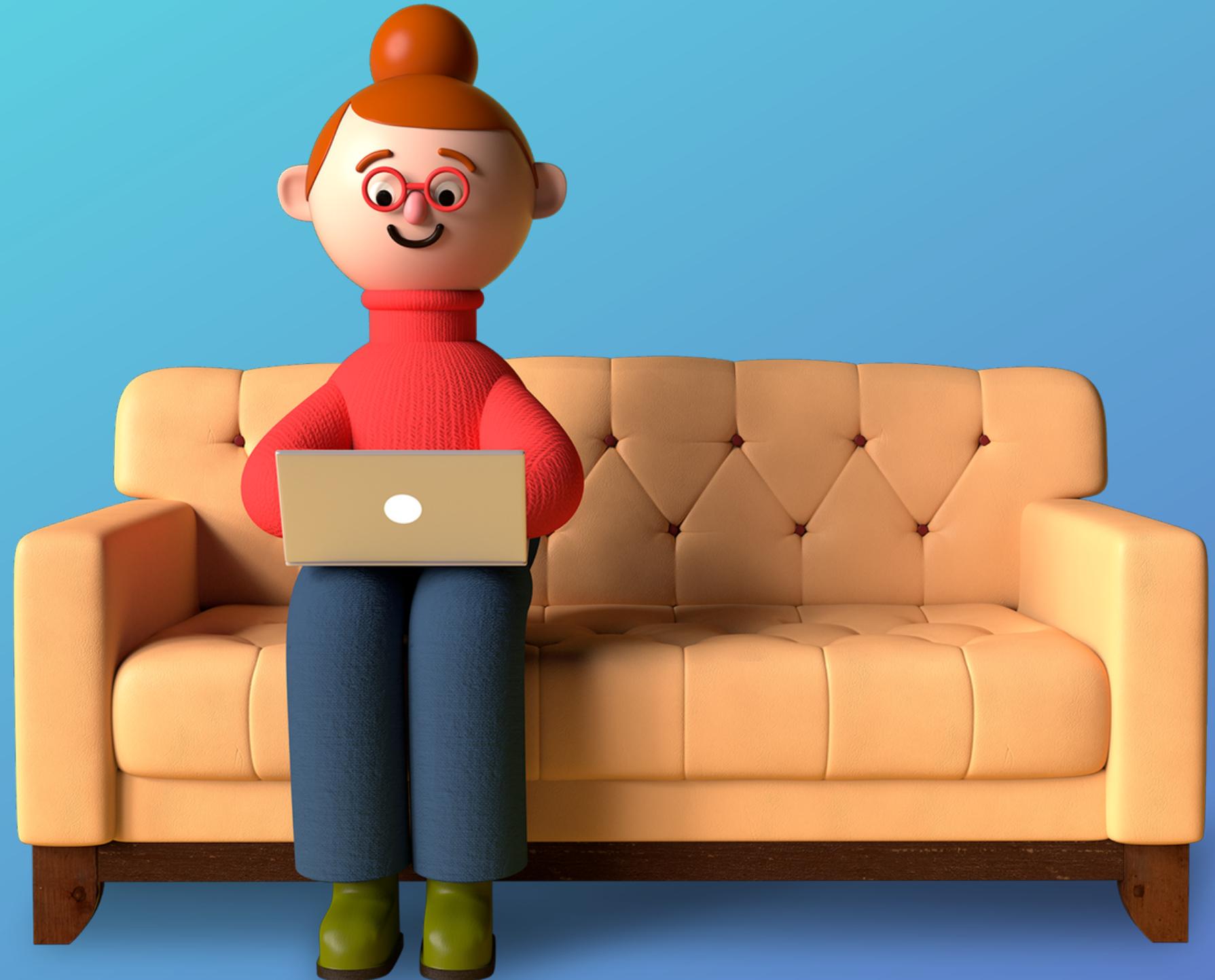
Mostly, we need more teacher in Wednesday – Saturday since those are the top 4 with the largest percentage of late responses. We also need the teachers to work more at midnight and day-time.

Math teacher

Math has become the most subject with late response record (423/1316 posts), we may also need more math teachers since the subject is the most demanded one.

System to prioritize specific students

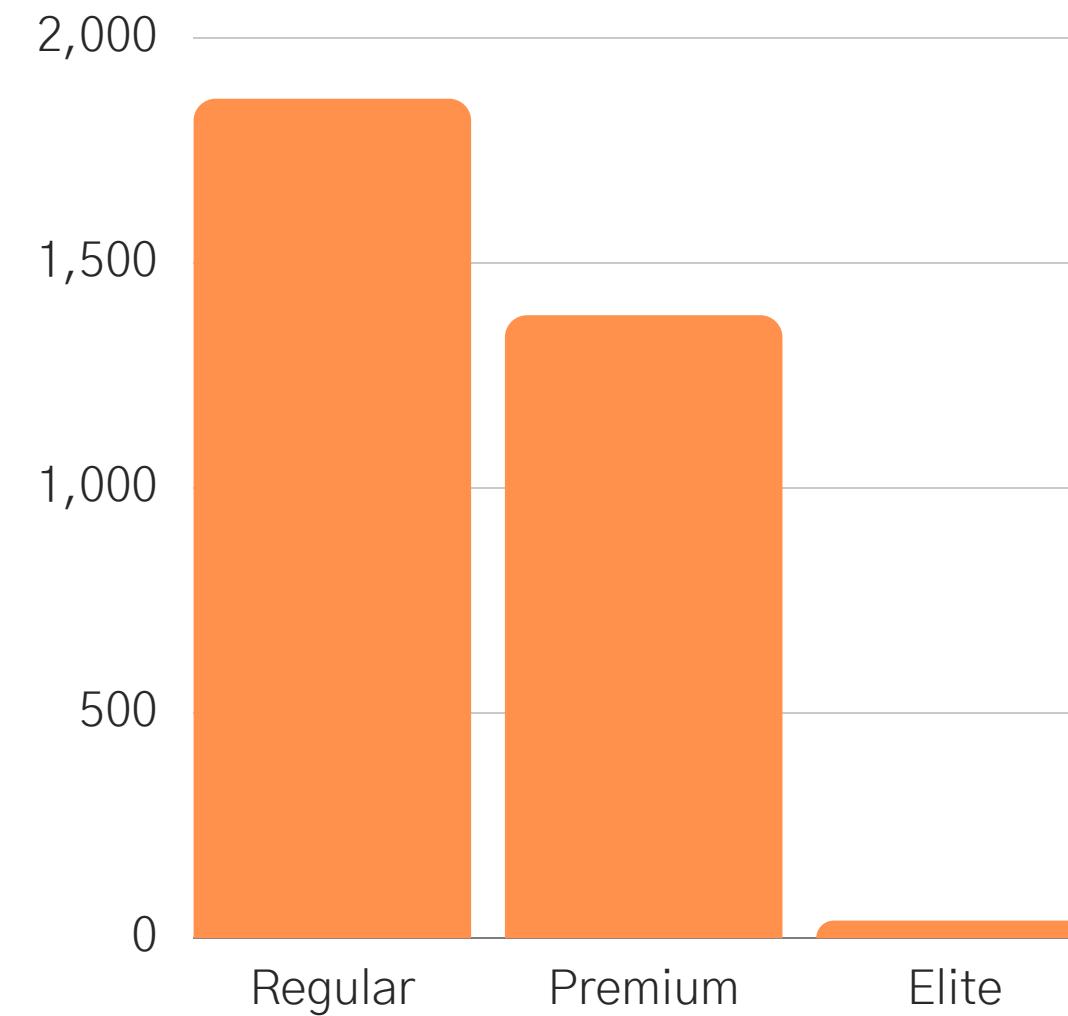
By record, there are 2 students experiencing 9x of late responses.



What's in the
business?

Few insight to improve the company!





Regular has become the most demanded package compared to Premium and Elite.

The company may improve the marketing of Elite package since people may have confused how it differs from the Premium Package.





Dominant Package for Each Class

SMP levels are more interested with Premium Package while SMA & SD levels vary in both the packages.





Time to Appreciate!

xxxxntinacahaya232@gmail.com
As the most active Students!





Recommendations

Students Score

With students exam score or quiz, we can dig deeper on how every package or teacher's helps will do

On-line Teacher Data

With quantified on-line teacher data, we can determine the best ratio of total on-line teacher and posts





How did I gain the insight?

Tools

Microsoft Excel
Jupyter Notebook
Anychart

Source Code

[https://github.com/alvhans/Ruangguru
.git](https://github.com/alvhans/Ruangguru.git)

