

# Specification of business processes

## 1. Business goals of the organisation

UniLearn is an online learning platform that offers a wide range of courses for students. It provides access to high-quality educational content, including lectures, quizzes, and assignments, which are designed to enhance students' knowledge and skills.

Business goals of the e-learning platform “UniLearn” is to provide a high-quality learning experience for students, increase course completion rates by 4% compared to the previous year, and improve the average student grades by 8% by the end of the semester compared to the previous year.

To achieve these goals, UniLearn has implemented several strategies. First, the platform offers a user-friendly interface that allows students to easily navigate and access course materials. Second, it provides interactive learning tools, such as discussion forums and virtual classrooms.

UniLearn monitors two main metrics to measure the success of the platform: course completion rates and student grades. The platform aims to improve these metrics by continuously evaluating and updating course content, providing feedback and assessment tools, and analysing student engagement and performance data.

## 2. Business processes

### *Completion of the courses*

a. A general description of the business process and a description of the performance metrics generated by this process, possible current analytical problems.

The process of tracking course completion progress on the e-learning platform involves tracking the progress of each student in each course they are enrolled in. The platform stores information about the courses a student is enrolled in, the modules and lessons in each course, and the progress of the student in each module and lesson. The system generates metrics such as completion percentage for each course and overall completion percentage for each student. Analytical problems that can arise include inaccurate tracking of progress due to technical issues or incorrect data entry.

b. Typical questions

What is the average completion percentage for each course?

Which courses have the highest completion rates?  
Which courses have the lowest completion rates?  
What is the average completion percentage for each student?  
Which students have the highest completion rates?  
Which students have the lowest completion rates?  
What is the overall completion rate for the e-learning platform?  
How has the overall completion rate changed over time?  
Which courses have the highest dropout rates?

c. Data

All data related to course completion progress is stored in the e-learning platform, including student enrollment information, course and module information, and student progress data.

## ***Student grades***

a. A general description of the business process and a description of the performance metrics generated by this process, possible current analytical problems.

The process of tracking student grades on the e-learning platform involves recording grades for each assignment, and quizzes completed by each student. The platform stores information about each student's grades, the courses they are enrolled in, and the assignments, and quizzes they have completed. The system generates metrics such as average grade for each course and overall GPA\* for each student. Analytical problems

that can arise include inaccurate recording of grades due to technical issues or incorrect data entry.

b. Typical questions

What is the average grade for each assignment and quiz?  
Which courses have the highest average grades?  
Which courses have the lowest average grades?

What is the average grade for each course?

Which students have the highest GPA\*?

Which students have the lowest GPAs?

What is the overall GPA for the e-learning platform?

How has the overall GPA changed over time?

Which assignments, quizzes, or exams have the highest and lowest average grades?

\* GPA - *Grade Point Average*

c. Data

All data related to student grades is stored in the e-learning platform, including student enrollment information, course and assignment information, and student grade data.