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Performance report · illustrative example

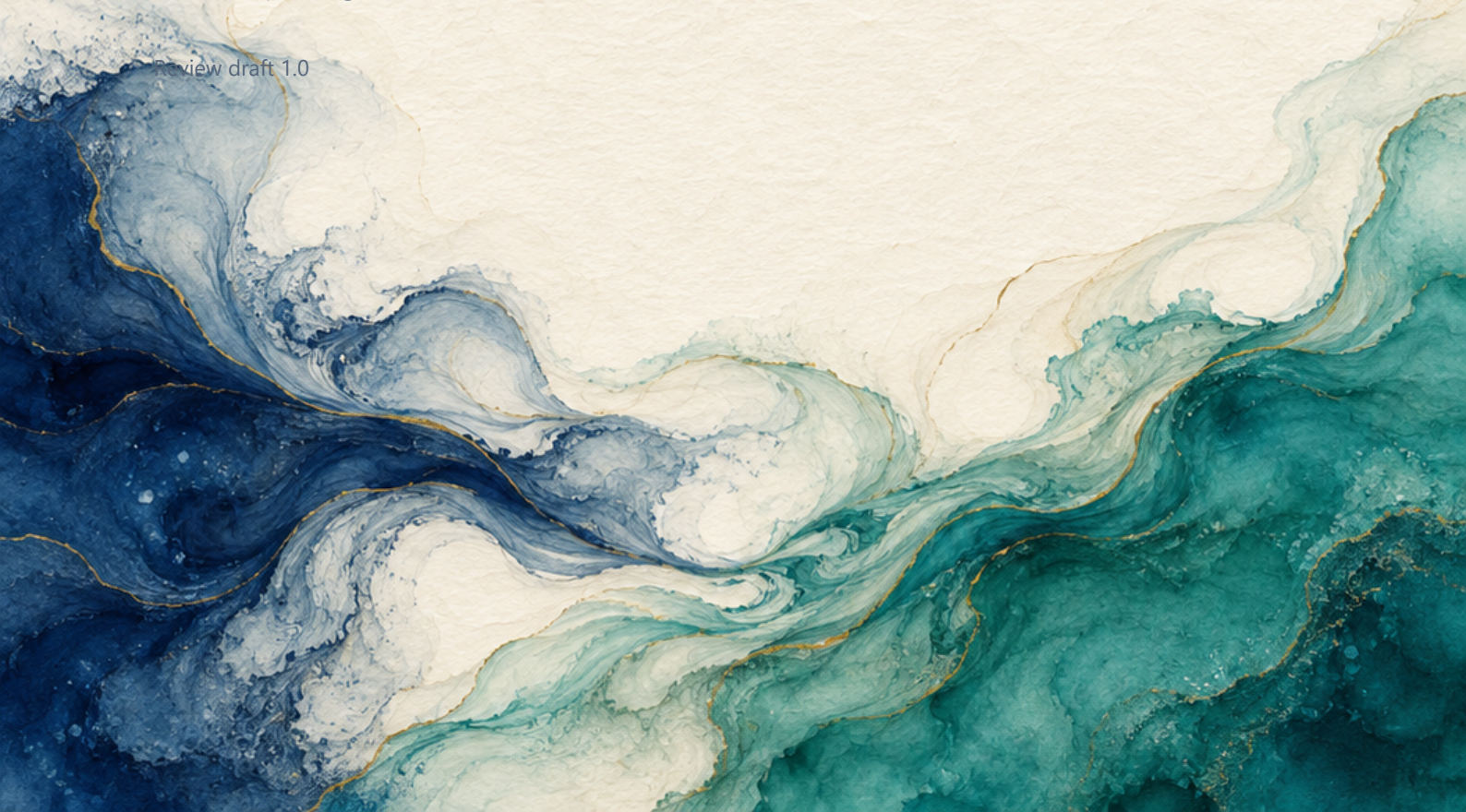
Open course materials performance

Demand, timeliness, and quality over six months

DocDuet Lab

Fictional operating data

Review draft 1.0



Performance of the open course materials service

Six months of reproducible illustrative operating data

DocDuet Lab

Abstract

This report follows a fictional open course materials service over six months. Tables and figures are generated from a small dataset kept in the source file. The analysis distinguishes observed movement in the sample from causal claims the sample cannot support.

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Executive reading

Can the service handle more demand without sacrificing turnaround and quality? This report tracks requests, delivery on time, an accessibility checklist, corrections after release, and median completion time. It does **not** measure learning outcomes; that would require a separate evaluation design.

What the sample shows
Requests grew by **92.9%** from the first to the last month. On-time delivery improved by **19.0 percentage points**, while median completion time fell by **2.8 days**. These are changes in the illustrative data, not evidence that one intervention caused them.

Data and calculation method

Each row is one month. A request is a new or updated learning unit. “On time” means delivery within that month’s stated target. “Accessible” means the unit passed checks for alt text, contrast, and heading structure. A correction is an edit made after approval. All values live in the setup cell of this source.

Table 1: Monthly measurements calculated from the source dataset.

Month	Requests	On time	On-time rate	Accessible	Corrections	Median days
Jan	420	294	70.0%	340	31	5.2
Feb	505	374	74.1%	424	32	4.6
Mar	565	452	80.0%	491	29	3.8
Apr	630	529	84.0%	567	26	3.2
May	710	611	86.1%	653	23	2.8
Jun	810	721	89.0%	755	19	2.4

The on-time rate divides on-time requests by all requests in the same month. The accessibility rate uses the same denominator. Monthly percentages should not be added as though every month contained the same number of requests. An overall rate requires summing the numerators and denominators first.[1]

Consistency checks

The build fails if on-time or accessible counts exceed requests, or if the channel totals do not match the final month. These assertions travel with the data and calculations, so an attractive chart cannot silently mask an inconsistent source.

[1] A simple average of monthly rates differs from the pooled rate when volumes differ.

Demand and delivery trend

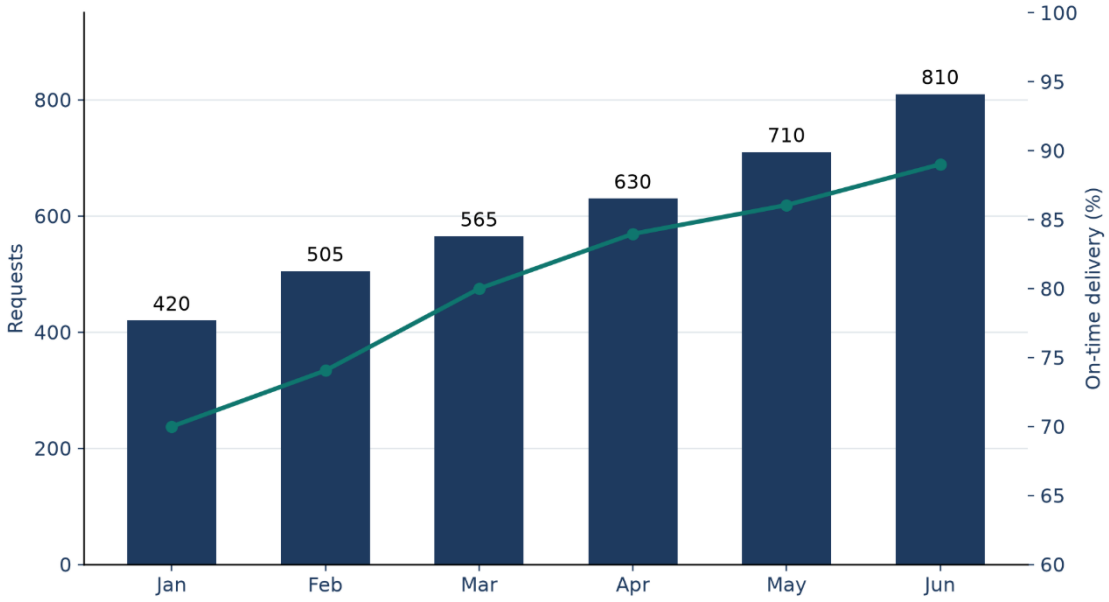


Figure 1: Demand rises while the on-time delivery rate improves.

Both measures rise in Figure 1. The improvement therefore cannot be explained by a shrinking request volume. The chart still cannot tell us whether staffing, request mix, or a changed deadline caused the trend. A real service should record operational changes alongside these measures.

Quality alongside speed

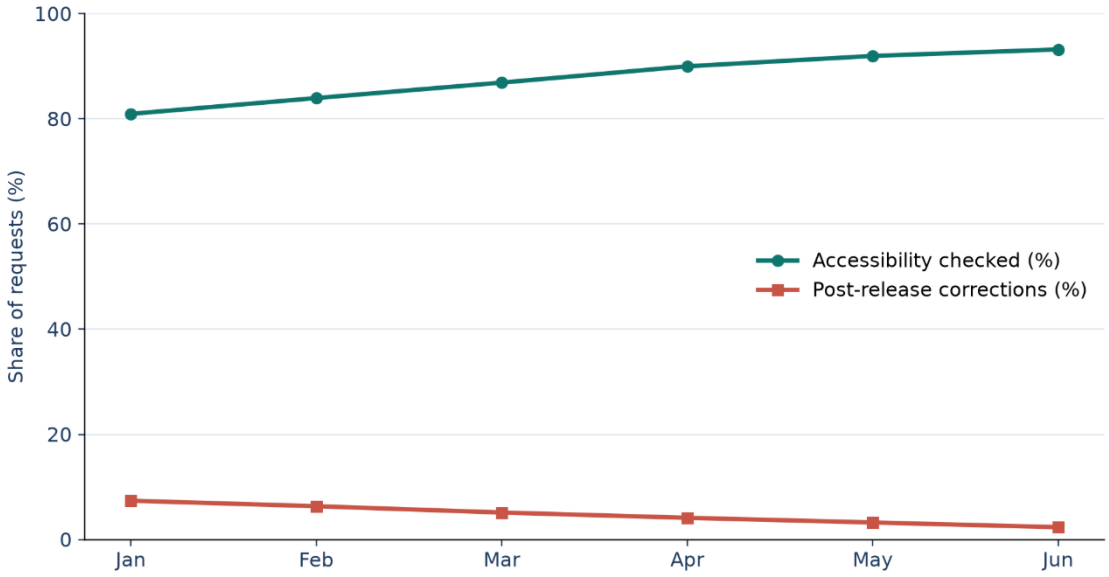


Figure 2: Accessibility coverage expands while the post-release correction rate falls.

Accessibility coverage rose by **12.3 percentage points**. Corrections fell, but the correction rate is not the true defect rate: some problems may never be reported. Sample published units directly rather than relying only on incoming reports.

Where requests slow down

The final month can be split by intake channel. This suggests a targeted operating improvement, without assuming the channels have equally difficult requests.

Table 2: June requests by channel; totals reconcile to the June row above.

Channel	Requests	On time	On-time rate
Course portal	470	427	90.9%
Email	225	190	84.4%
Service desk	115	104	90.4%

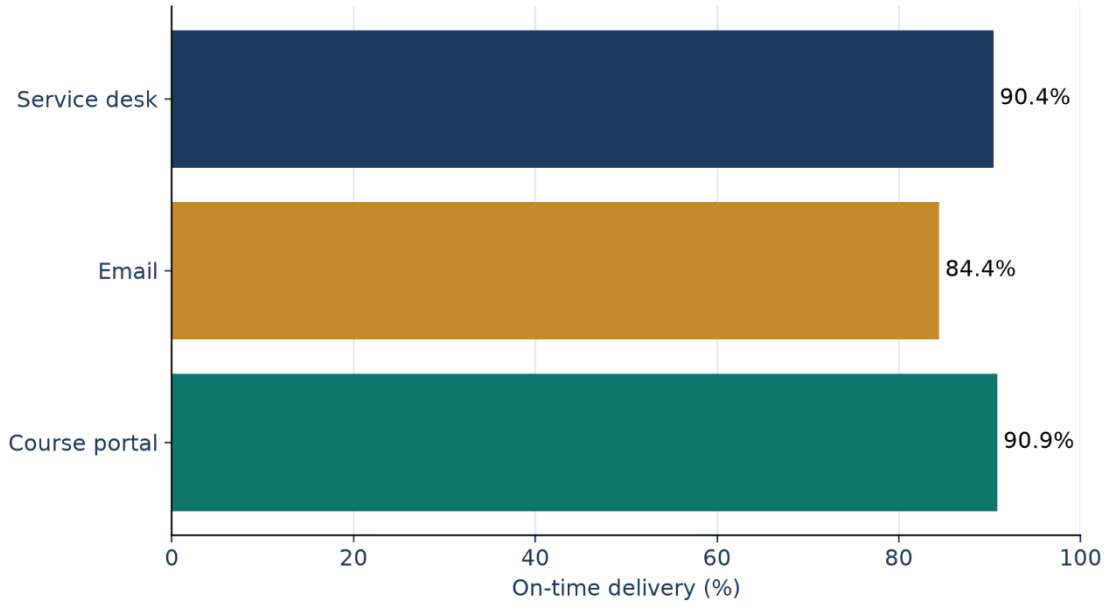


Figure 3: Email has the lowest on-time rate in the illustrative June split.

Operational decision

Investigate email intake first. Check whether those requests lack required details or arrive outside staffed hours. Run a small intake-form trial, then compare like-for-like requests before changing the service target. Keep the monthly dataset, checks, generated tables, charts, and decision in the same source so the next report can be rebuilt and reviewed in Word.

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About this analysis

A reproducible report: data, tables, and figures change together in the source, then receive Word review and PDF publication.

All measurements are fabricated and internally consistent; they do not describe a live service.