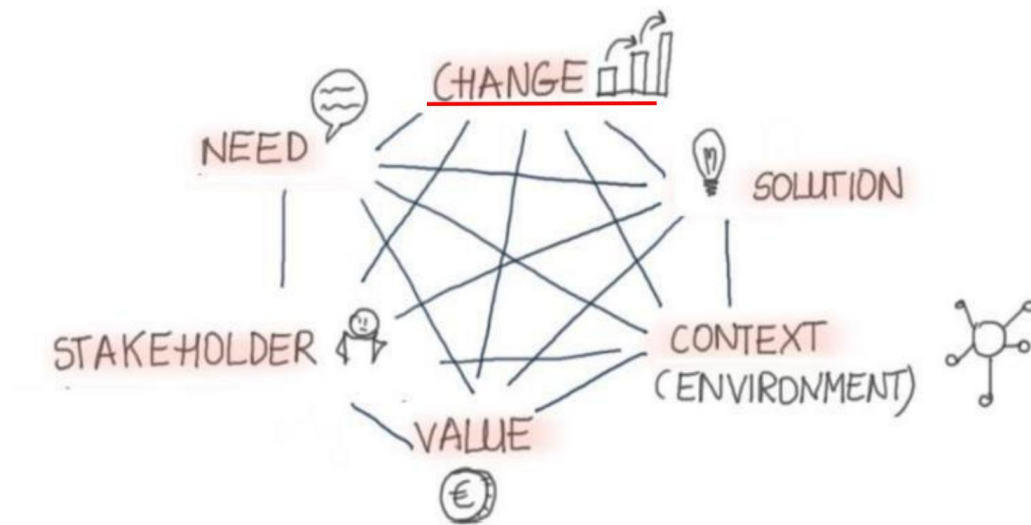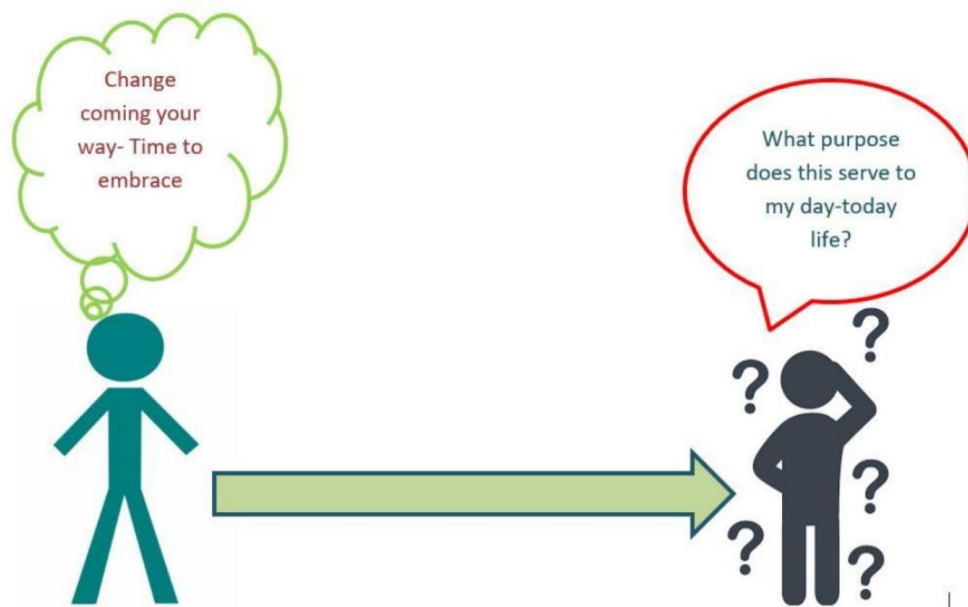# Business Analysis

Change

What is change?

Change is the transition of an organization, system, or team from the current state ("as-is") to the desired state ("to-be"), aimed at achieving business goals and increasing efficiency.

Improving the work of the Moodle platform

As previously identified, the Moodle platform at our institute faces several persistent challenges that hinder its effectiveness as a learning and communication tool:

1. Low student engagement due to outdated design and limited interactivity
2. Slow system performance during peak hours, especially before assignment deadlines
3. Confusing navigation and inconsistent course layouts
4. Lack of integration with other student services (e.g., calendars, messaging, gradebooks)
5. Limited support for bilingual users and accessibility needs

Current Situation

Moodle currently serves an average of 200 active users per day, primarily for accessing course materials and submitting assignments. However, feedback from students and instructors reveals widespread dissatisfaction:

- Many users report difficulty locating resources, leading to missed deadlines.
- The platform's interface is perceived as outdated, discouraging regular use.
- Performance lags during high-traffic periods cause frustration and delays.
- Some students with language or accessibility needs struggle to use the platform effectively.

Improvement Goal

To transform Moodle into a reliable, user-friendly, and engaging platform that supports academic success and collaboration. Specifically, we **aim to**:

- Increase daily active users to at least 350
- Achieve a user satisfaction rate of 85% or higher
- Reduce average task completion time to under 3 minutes
- Ensure full bilingual support (English/Russian) and improved accessibility features

GAP Analysis Table

Indicator	Current	Target	Gap
Active users per day	200 users/day	350 users/day	+150 users
User satisfaction	45%	85%	+40%
Task completion time	8 minutes	<3 minutes	-5 minutes
Bilingual/Accessibility	Partial support	Full support	Functional gap

To Do: Measures to Achieve the Goal

1. Organizational Measures

- Launch onboarding tutorials for new users, including video walkthroughs and quick-start guides
- Create a feedback loop with regular surveys and issue reporting tools
- Schedule platform updates during off-peak hours to minimize disruption
- Train instructors on best practices for course setup and student engagement

2. Technical Measures

- Upgrade server infrastructure to handle peak usage without lag
- Redesign the user interface for clarity, responsiveness, and mobile compatibility
- Integrate Moodle with student tools like calendars, messaging apps, and gradebooks
- Implement caching and optimization strategies to improve load times

3. Content and Usability Measures

- Standardize course layouts using templates with icons, color cues, and clear sectioning
- Add search and filter functions for faster access to assignments and materials
- Enable multilingual support, especially Russian-language UI and instructions
- Improve accessibility features, including screen reader compatibility and adjustable font sizes

Expected Outcomes

By implementing these measures, we expect to:

- Foster greater student engagement and reduce missed deadlines
- Create a more inclusive learning environment for bilingual and differently-abled users
- Enhance collaboration between instructors and students
- Position Moodle as a central hub for academic success and communication