

imc Learning Analytics

Functions in detail with imc Learning Suite 14.18

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1 imc Learning Analytics

1.1 Foreword

The document at hand provides you with a comprehensive overview of imc Learning Analytics, a new add-on for imc Learning Suite, the Learning Management System (LMS) of imc. It describes all the essential components, functions, and processes of imc Learning Analytics, so that you get an idea of how to use it to realise all related benefits it offers.

imc Learning Suite is an extremely flexible, modular LMS that has proven itself in daily use for over 25 years in a wide variety of applications across all industries and learning scenarios. With imc Learning Analytics it is now integrated with one of the market leading Business Intelligence Software Microsoft Power BI.

Trends analysis and our customers feedback has outlined a high demand of Learning Analytics solution for highly sophisticated learning evaluation as well as the facilitation of better and faster decisions to prove and improve the business impact of learning. That's what we offer with imc Learning Analytics.

The solution provided follows a core underlying idea "from insights to action", which allows direct action to the better and proves the impact by monitoring of trends following the basic understanding of "one can only improve what is measured".

The development of imc Learning Analytics was based on a continuous lively exchange with our customers. That led to out-of-the box best practice dashboards and reports for core use cases in our customer base. Please approach us in case of interest to contribute to the success of imc Learning Analytics with customers by sharing your concrete needs and take impact on upcoming further enhancements.

Yours sincerely,



Pragya Kaundal
Product Owner Learning Analytics



Michael Schlothauer
Vice President Learning Solutions

1.2 imc Learning Analytics briefly

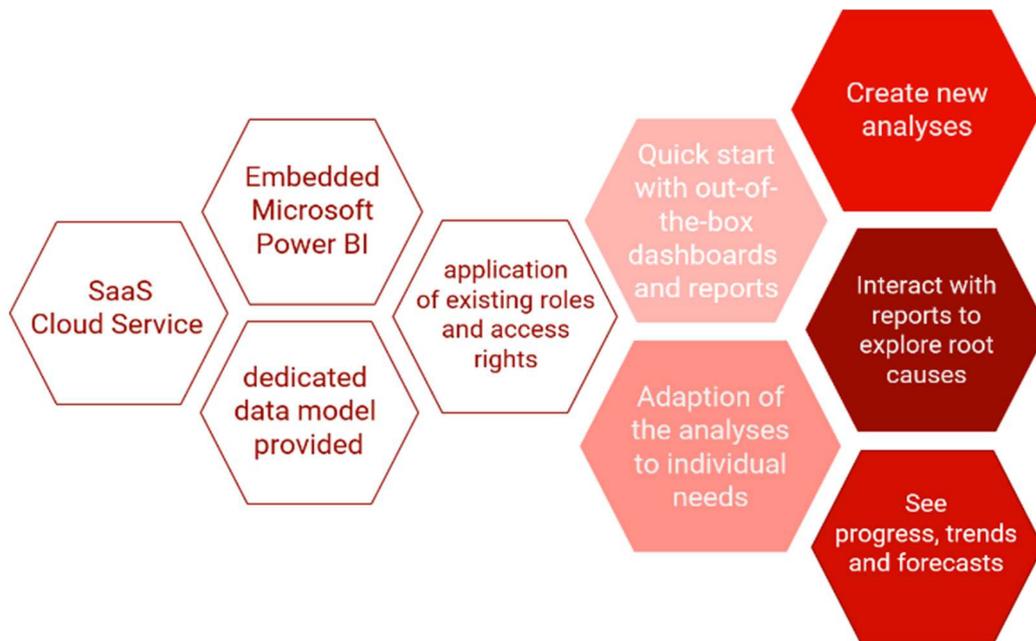


Figure 1: imc Learning Analytics briefly.

Figure 1 shows the imc Learning Analytics components briefly. The details are described in the following.

1.2.1 SaaS Cloud Service

imc Learning Analytics is a new cloud service provided by imc. Microsoft Power BI Embedded is provided by Microsoft as cloud service only. By using imc Learning Analytics as SaaS by imc, customers take full advantage of cloud solutions: Automated scaling of service performance even for high workload on peaks, lower cost through usage as shared service, outsourced hosting responsibility by imc experts for your convenience, to just name a few.

The hosting service for imc learning Suite as well as imc Learning Analytics including the hosting of Microsoft Power BI embedded is fully provided by imc. We stay as single contact for the hosting scenario.

1.2.2 Embedded Microsoft Power BI

imc Learning Analytics has been fully integrated in imc Learning Suite. That means you can directly take advantage of the Power BI function set from within imc Learning Suite. imc will setup a Microsoft Power BI workspace for you and provide you with a Microsoft Power BI Pro account to access and manage the workspace. Regarding Power BI itself please refer to <https://powerbi.microsoft.com>.

In addition to that Microsoft Power BI hosted in Microsoft Azure; it provides best connectivity for usage scenario on global scale. Please refer to section 2.7 for more details on the integration of Microsoft Power BI.

1.2.3 Dedicated data model

imc Learning Suite database is optimised for best performance in all learning management tasks on a daily operational basis. With imc Learning Analytics you will be served with a data model optimised and enhanced by imc for Learning Analytics purposes hosted on Microsoft Power BI.

This provides better Learning Analytics performance as well as easier access and understanding of the included data model for your own report adaptation or new report creation.

In addition, especially in the context of our out-of-the-box reports (see section 2 for details) included in your imc Learning Analytics service – imc provides measures and calculated tables. This addresses best practice based Key Performance Indicators which are composed by imc development to support data correlation scenarios.

1.2.4 Application of existing roles and access rights

When using imc Learning Analytics you can fully build the access right management upon you as it is in imc Learning Suite. The access rights to reports can be steered as you are used to by the imc Learning Suite standard reports already used within imc Learning Suite. A report can be defined to consider the access rights of the reporter to content (e.g., learning paths or courses) or to users within the already existing and setup context of imc Learning Suite. For more details, please refer to section 2.1

1.2.5 Quick start with out-of-the box dashboards and reports

imc Learning Analytics is prefilled with dashboards and reports covering best practice scenarios from our customer base. This provides you with a head start to just use them by assigning them to the reporting audience who is supposed to use them. The detailed description of the out-of-the box dashboards and reports can be found in section 2.

1.2.6 Adaption of analyses to individual needs

Following the flexible approach of imc Learning Suite in general also imc Learning Suite Analytics provides a high flexibility to configure it to your concrete needs. You simply duplicate the out-of-the box report and change it to your concrete needs before you assign it again to the user groups you want to serve. This includes the change of filters or thresholds as defined by imc, the deletion or addition of further metric of Power BI KPIs (Visuals).

1.2.7 Create new analysis

imc Learning Analytics allows the self-service of your individual further analysis use cases by providing direct access to the analytics data model via Microsoft Power BI embedded. You can start with an empty canvas and drag and drop visuals from Microsoft Power BI on it to assign the evaluation criteria to it in a second step by drag and drop of data values to the visuals.

1.2.8 Interact with reports to explore root causes

imc Learning Analytics provides you the possibility for drill-through and drill downs to support root cause analysis as needed. The out of the box dashboards and reports are providing insights from management level through mid-management level (business unit/group) down to the supervisor level for analysis of direct reporting learners. The drill-down works for top level granular details of a concrete learner or concrete single course/learning path in imc Learning Suite. Taking this as a head start for root cause analysis, users with access rights to the corresponding dataset can exploratively add further metrics to the already provided details to find correlations by flexibly exploration.

1.2.9 See progress trends and forecasts

Learning Analytics is all about trends and forecast. This directly provides transparency whether undertaken actions for improvement you take based on learning analytics insights had taken effect to improve the trend to the better. These get enabled by corresponding visuals in Power BI Embedded and data model optimisations provided by imc for out-of-the box reports. Trends and forecasts can also be created as self-service by yourself when adapting out-of-the-box reports or creating new reports.

1.3 Addressed target groups and scenarios

1.3.1 Targeted audience

imc Learning Analytics aims to serve several target groups with analysis tailored to their concrete demands. The needs per target group imc Learning Analytics targets to address are outlined in the following Figure 2.

TOP MANAGEMENT	LEARNING & DEVELOPMENT	LINES OF BUSINESS MANAGERS	TRAINING OWNERS	LINE MANAGERS	LEARNERS
<p>Increase ROI</p> <p>Ensure flexibility, sustainability and future competitiveness of the company</p>	<p>Prove business impact of learning by measuring key KPIs continuously</p>	<p>Need transparency of training needs to ensure continuity of services the department is providing</p>	<p>Need transparency about course progress, learner status and outcomes of trainings conducted</p>	<p>Need to track the learning development of the employees reporting to them at a glance</p>	<p>Need to get immediate insights into their current learning activities</p>

Figure 2: imc Learning Analytics needs identified by target groups

1.3.2 Scenarios: Compliance -, Training- and Skill Management

imc Learning Analytics addresses core needs for the target groups in the context of three covered core use case scenarios.

Compliance management

imc Learning Analytics allows management of mandatory training with a personal due date of your learners. Based on a corresponding dashboard and several reports the compliance status can be monitored and improved with a topic or person driven focus. Whether L&D or team managers wants to track compliance status of the staff towards e.g., first aid or firefighter requirements per region or location or the IT security officer needs to ensure data protection compliance of the overall company, the compliance analysis provides full transparency on the focused compliances status.

Thereby imc Learning Analytics answers the most important compliance related questions and provides the direct possibility to act to the better. KPIs are provided with the general pattern to initiate action where action is needed.

In the context of compliance management, action is needed when a course or learning path has a personal due date for the user, but the user has no access to the syllabus to complete the training (e.g., as he has been failed or cancelled) or the due date is approaching, and the learner has not yet completed the training.

Identifying the need for action early enough before the due date lowers the risk of having overdue learners. If reasons applied that learners got overdue, imc Learning Analytics directly alerts for action regarding those users.

Compliance officers or persons responsible for certain mandatory training topics (e.g., first aid) can drill down to the single learner or course and get the detailed course progress of the overdue learner and insights which help to get the learner back on track, e.g., by finding that a repeatedly failed test or missing prerequisite caused the learner to get stuck. Seeing the cause allows action to the better, so that it can be ensured that the learner is supported to pass the test or fulfil the prerequisites to proceed.

For more details how this is supported by direct interaction from imc Learning Analytics to imc Learning Suite please refer to section 1.2.8

For more details on the concrete compliance related dashboard and report options available with imc Learning Analytics please refer to section 3.1

Learning Management

As your Learning Management System, training is the core business of imc Learning suite. imc learning Analytics provides deep insights in answering the

question “How is the status of training execution?” and provides call to actions to enable to permanently improve training execution to the better.

Whether for content driven learning paths or courses of any kind, imc Learning Analytics puts the core performance indicators on the surface of the training owner or L&D dashboards.

One can easily identify often cancelled or failed training, drill-down for root cause analysis and act to the better. Action taken can monitor corresponding completion trends as well as learner engagement trends which outlines how often learner accessed the system and enter a course syllabus.

For more details how this is supported by direct interaction from imc Learning Analytics to imc Learning Suite please refer to section 1.2.8

For more details on the imc Learning Analytics dashboard and report options to manage learning path and course execution please refer to section 3.2

Skill Management

Using imc Skill and Competency Management within imc Learning Suite (subject to an extra needed license) addresses one of the core problems of organisations with distributed learning approaches in different regions or lines of businesses. Skill put a layer above training which can be analysed independent from the learning method used for skill enablement. Whether the skill is achieved by a learning path or course, imc Learning Analytics always includes the overall skill status of all training executed and tracked in imc Learning Suite.

This enables lines of business managers to ensure a global training initiative, puts business unit leads in the focus and provides team leads with a detail monitoring option of the skill development of the workforce reporting to them. All parties share their views as a basis of communication about the skills development status and actions needed.

Skill analysis simply monitors skill development following a traffic light approach.

- Green: Skill is acquired and up to date
- Yellow: Skill has been addressed by learning path or course assignment, but the learner has not yet started or completed the training
- Red: Skill gaps have been identified but no learning path or course for skill acquisition has yet been assigned to the learner.

Following this simple pattern reporting users can easily act to the better by facilitating users with yellow status and ensure training setup and assign for users with red status. The skill status trend provides direct insights for any action taken.

For more details how this is supported by direct interaction form imc Learning Analytics to imc Learning Suite please refer to section 1.2.8. For more details on the imc Learning Analytics dashboard and report options to manage skill driven development please refer to section 3.3.

Self-Service for all scenarios

The out-of-the-box dashboards and reports grow permanently via imc regular further development as known by imc Learning Suite innovation packages. It is important to understand that using the self-service functionality of imc Learning Analytics with Microsoft Power BI at your fingertips you can create any new report referring to included data for compliance- learning -and skill management also for your learners or your top management at any time yourself. Just ask your core stakeholders for the questions they have, and Learning Analytics will provide them with the corresponding dashboards and reports to answer them.

1.4 Prerequisites for imc Learning Analytics usage

1.4.1 Licensing

imc Learning Analytics is subject to additional license fee including the Microsoft Power BI Embedded hosting and the imc Learning Analytics add-on. Please contact you imc sales manager for further details.

1.4.2 imc Learning Suite - Minimum system version needed

Customers targeting to use imc Learning Analytics are supposed to use imc Learning Suite version 14.15.1 or higher to be able to use it with imc Learning Analytics.

1.4.1 Available hosting scenarios

imc follows a step by step go-to-market rollout approach for imc Learning Analytics to ensure best value-cost efficiency for our customers. This causes the need for a detailed check on your actual hosting scenario and how it qualifies for imc Learning Analytics now. Please approach imc to have this check conducted if you are interested in using imc Learning Analytics.

2 Learning Analytics Framework

This section outlines details about the general functions available with imc Learning Analytics.

2.1 Learning Analytics manager in imc Learning Suite

imc Learning Suite has been enhanced with a learning analytics manager available for imc Learning Suite users with corresponding access rights in imc Learning Suite backend. See the following Figure 2.

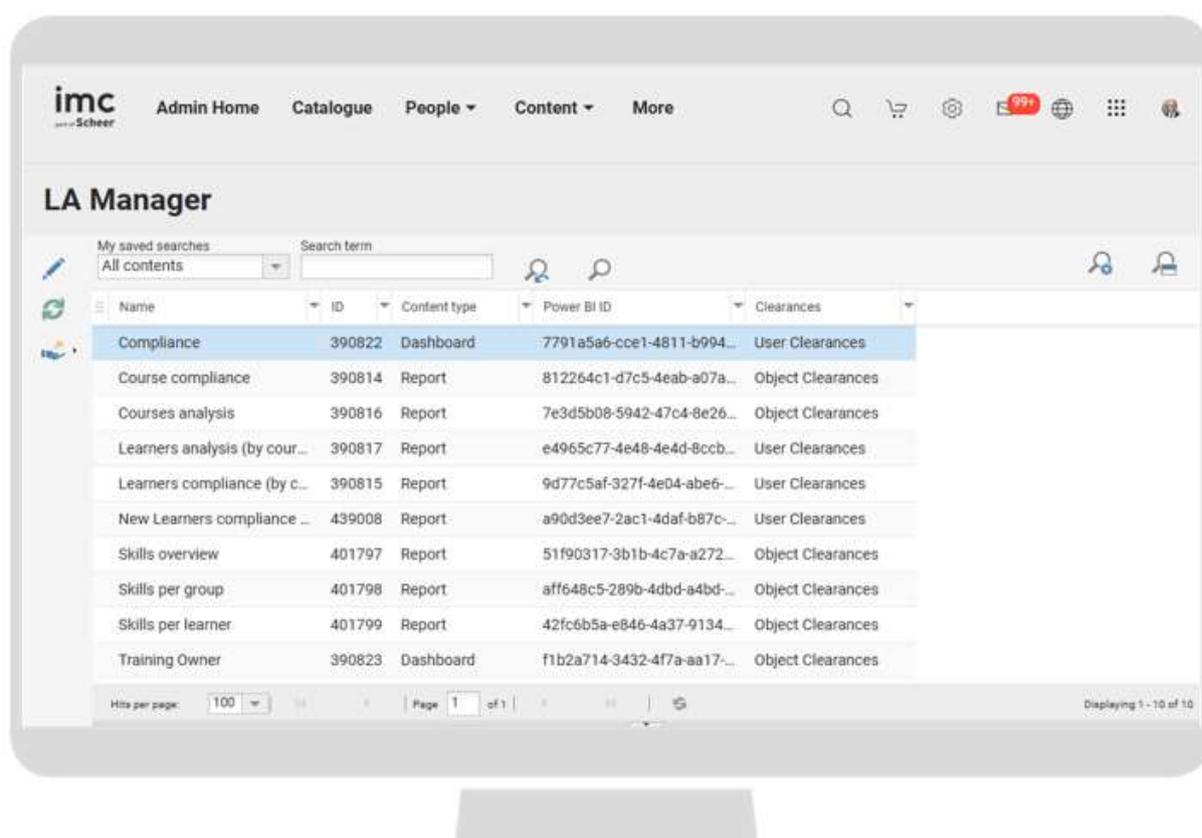


Figure 2: Learning Analytics manager in imc Learning Suite

The out of the box dashboards and reports of imc Learning Analytics are shown in the Learning Analytics manager as soon as the synchronization of the reports from the Microsoft Power BI working space to your imc Learning Suite system has been triggered. In this process the default access right of the person who starts the synchronization are overtaken for any synchronized dashboard and report.

As indicated in the first column from the right in Figure 2 each managed dashboard or report can be configured to either consider Object clearances of the report user or User clearances. Regarding user clearances, it can be more exactly defined what kind of user clearance such be taken in considerations for the dashboard or report. See the following Figure 3.

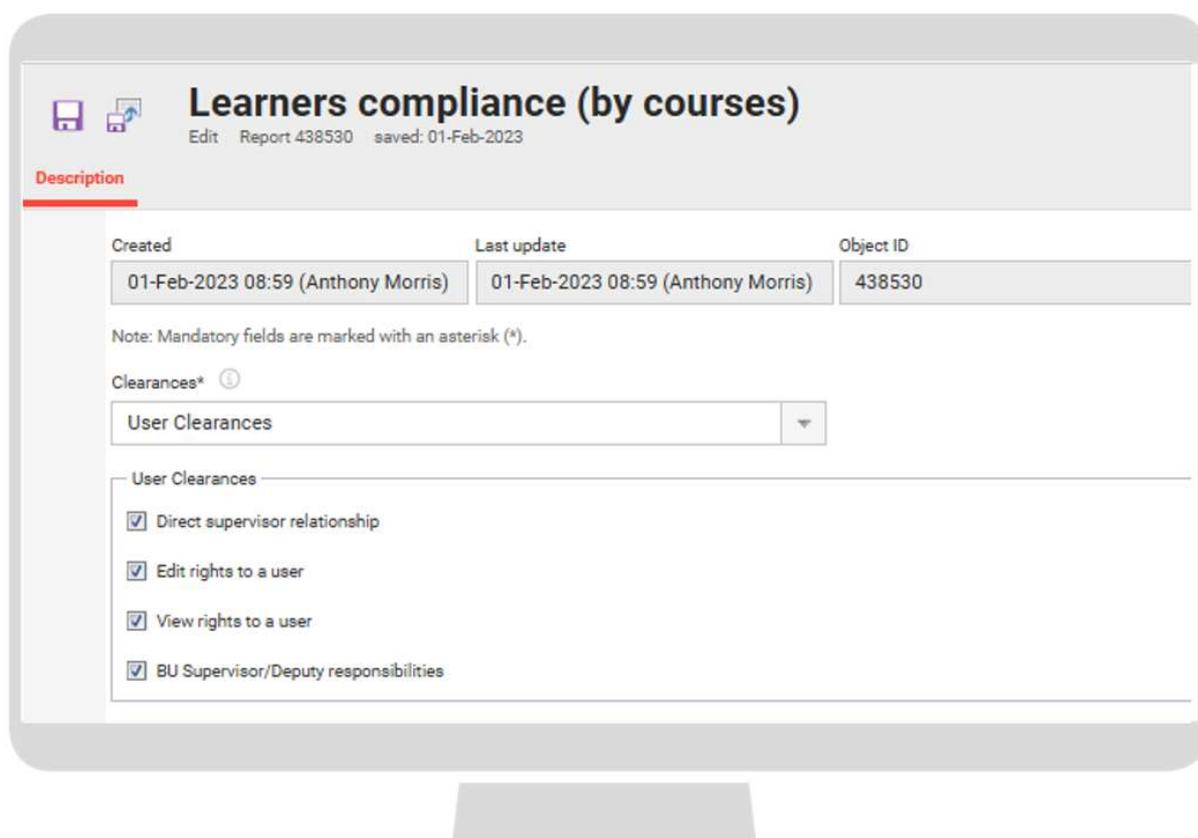


Figure 3: Detailed configuration of user clearances for dashboards and reports

This offers the benefit to reuse any given dashboard or report by duplication and user clearance restriction, e.g. have a top management report with all user clearances activated as shown in Figure 3 and then duplicate the report for dedication to supervisor (only "direct supervisor relationship" would be active) or HR Managers (only "Edit rights to a user" would be activated).

2.2 imc Learning Analytics landing page

imc Learning Analytics can be flexible integrated in the navigation menu. By default, it is considered as main navigation item which can be flexibly assigned to the already defined user roles. The general layout of the landing page is shown in Figure 4: imc Learning Analytics landing page

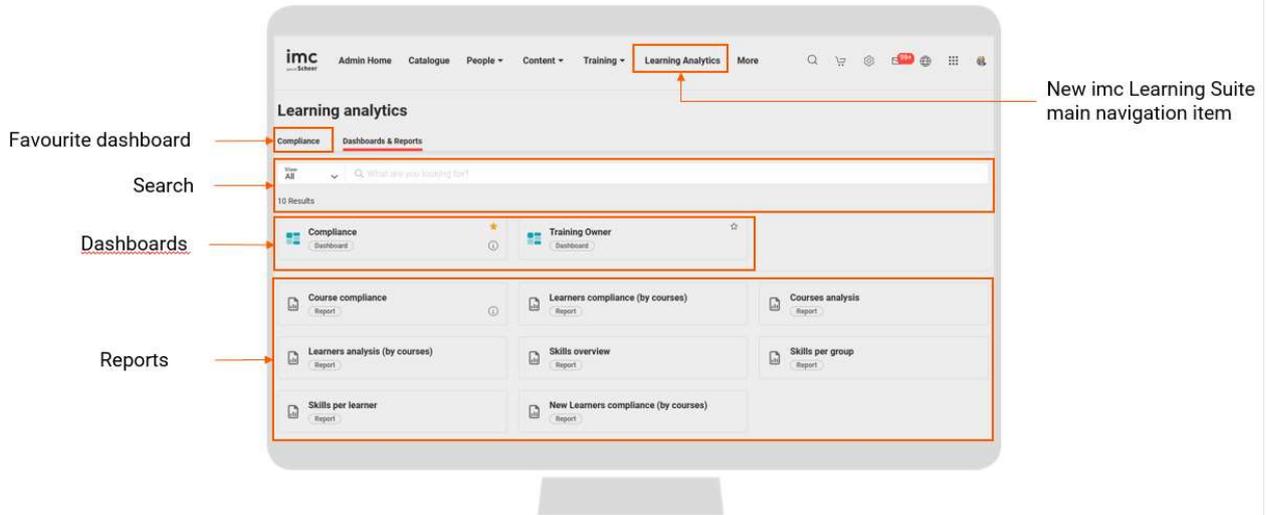


Figure 4: imc Learning Analytics landing page

The landing page provides the following sections:

- Direct access to a dashboard which is defined as the user favourite
- Search for dashboard and report titles
- Dashboards assigned to the report user
- Reports assigned to the report user

2.3 imc Learning Analytics dashboards

imc Learning Analytics supports the integration of Microsoft Power BI dashboards. Dashboards consist of a preselection of report visuals which are pinned on the dashboard for visualisation briefly. See an example of a dashboard in the following Figure 5: imc Learning Analytics Dashboard Example.



Figure 5: imc Learning Analytics Dashboard Example

Dashboards can be edited in Microsoft Power BI by a user with corresponding access rights. When clicking on a dashboard visual, the underlying report is loaded for a drill-down.

2.4 imc Learning Analytics report layout

imc Learning Analytics out-of-the-box dashboards follow a recurring layout pattern which is exemplified in the following Figure 5.

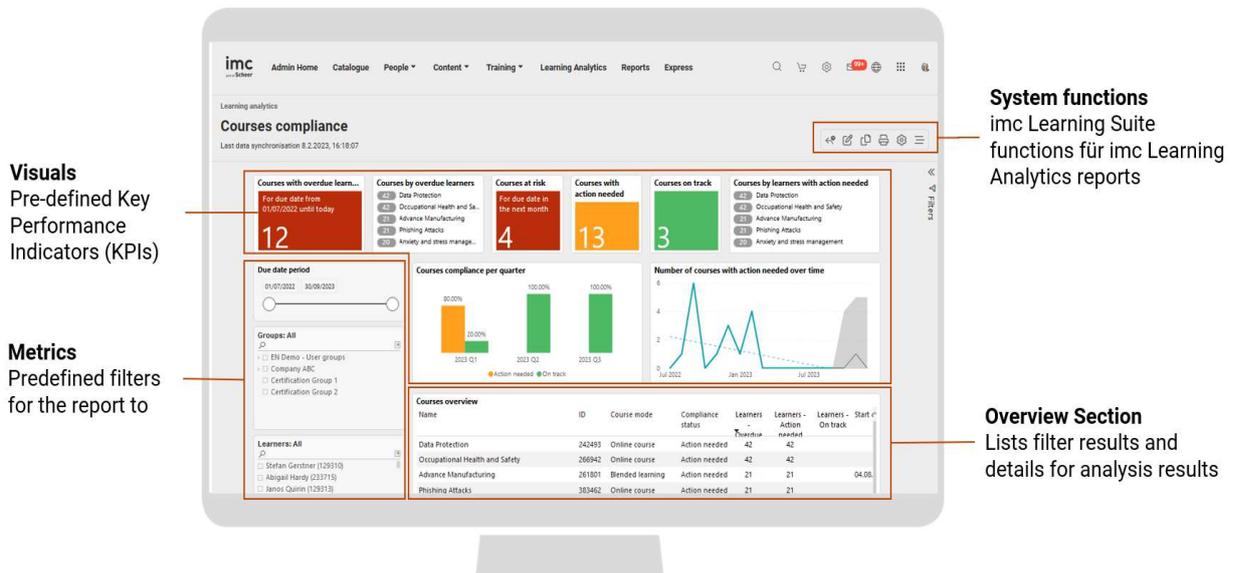


Figure 5: imc Learning Analytics report layout example

A report regularly consists of one or more of the following report sections:

- Visuals**
 Predefined Key Performance Indicator as provided by imc. Regularly those can be user to filter the overall report on click. As an alternative they might be for information purpose only. In that case they cannot be used for interaction with the report
- Metrics**
 Metrics are predefined onscreen filter possibilities to interact with the reporting data and filter it according to the metric dimension. Multiple selection in a report can be combined by press & hold of the ctrl-key (Windows Operating system differs from other operating systems)
- System functions**
 imc Learning Suite provides the following functions for imc Learning Analytics reports:

- Reset: Sets the report back to its standard values
 - Edit: Allows to switch to edit mode and opens the integrated Power BI Embedded (based on defined access rights per role)
 - Duplicate: Takes the displayed report for the creation of a new report as basis for further adaptation of the duplicated report by the user. This is the initial step to take advantage of the out-of-the-box reports as provided by imc.
 - Delete: Allows the deletion of the report by user with corresponding rights.
- **Overview section**
 The overview section in a report lists all search results which fulfil the chosen report criteria. By selection of a list element the report regularly provides the possibility to view details (drill-down) and or open the right drawer for available direct interactions with imc Learning Suite (see section 2.6 for details)

2.5 imc Learning Analytics report detail pages

Provided learner and content related dashboard can be drilled down to a single entity level of a user or learning path / course. Some examples of the layout for a learner and a course are shown in the following.

2.5.1 Learner details

A learner details report in imc Learning Analytics is exemplified in the following Figure 6.

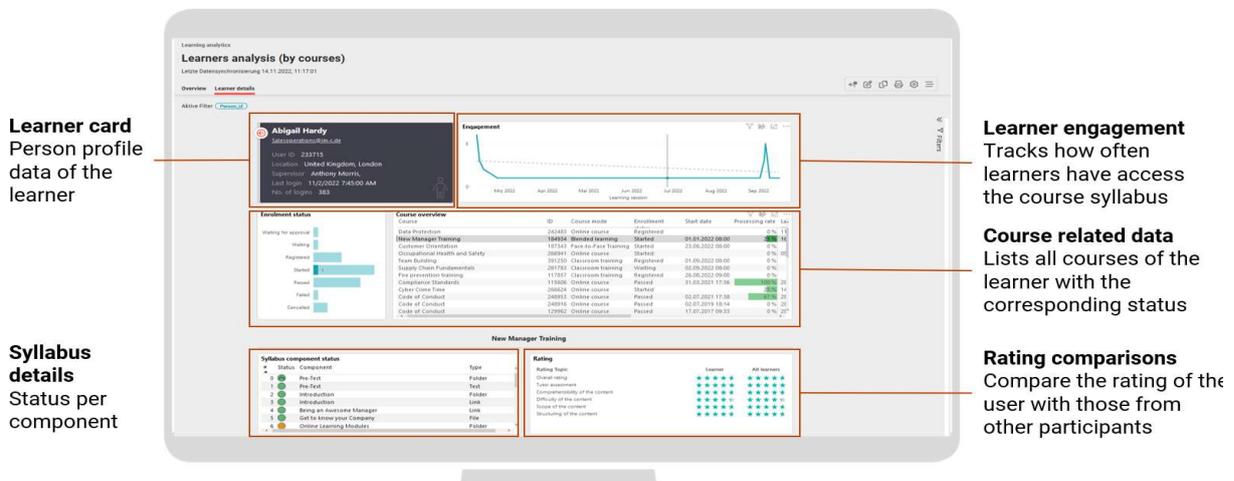


Figure 6: imc Learning Analytics - Learner details example

2.5.2 Course details

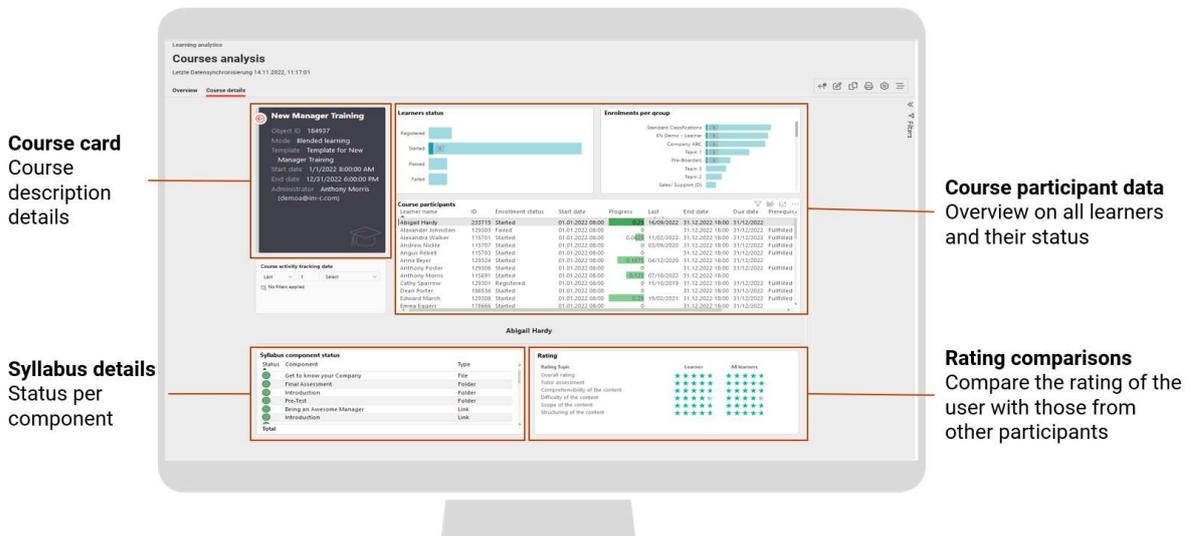


Figure 7: imc Learning Analytics - Course details example

2.6 imc Learning Analytics “From insights to action”

imc Learning Analytics targets to facilitate better and faster business decision and improvement of learning impact. Therefore, it is key that insights from Learning Analytics are directly processed into actions. The out-of-the-box reports as provided with imc Learning Analytics by imc are enhanced with direct actions based on selected entities.

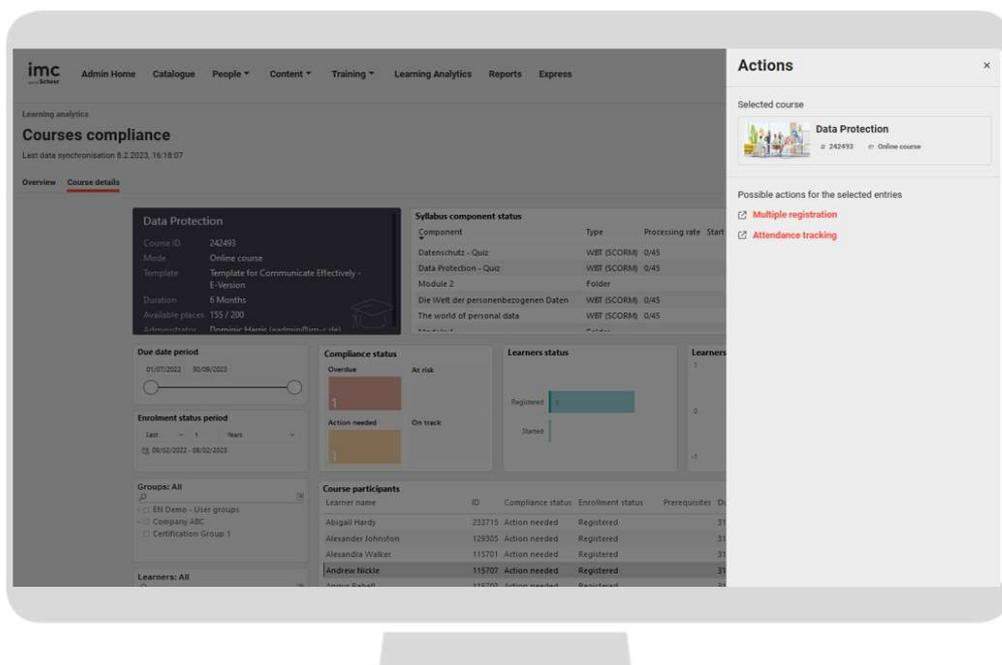


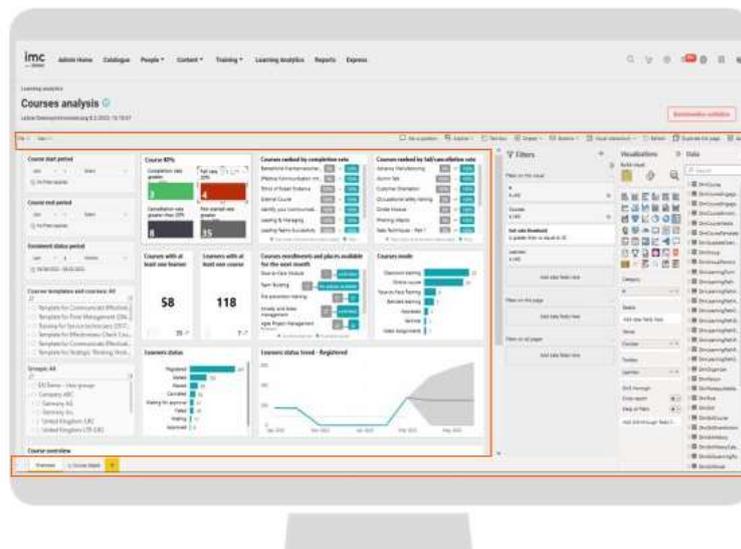
Figure 8: imc Learning Analytics - Direct action based on analytics findings

The possible actions forward the user on-click directly into imc Learning Suite to process with the action in the integrated platform. Based on the concrete report context and the selected report results one or more of the following interactions with imc Learning Suite are supported:

- Access of the learning status area of a learner
- Enrol employee
- Multiple registration
- Batch registration
- View course details
- Move registration
- Replace participant
- Access attendance tracking
- View the competency Profile of a learner
- Search the catalogue for training measures which addresses skill gaps

2.7 Seamless usage of Microsoft Power BI Embedded

Users with corresponding access rights to edit or duplicate a report are seamlessly provided with the full power of Microsoft Power BI Embedded at their fingertips in imc Learning Suite without the need of an extra login. Power BI is opened from the right-hand side next to the report from imc Learning Analytics, see the following Figure 9.



Power BI Embedded
Feature Set of Microsoft
Power BI Embedded when
access from within Imc
Learning Suite

Figure 9: imc Learning Analytics - Power BI Embedded usage from within imc Learning Suite

As an overview, the following possibilities are provided by Microsoft Power BI in this context:

Change filters or apply additional ones

The user can change or add filters by referring to the data model as provided by imc Learning Analytics. As an example, certain Key Performance Indicators as provided by imc in the out-of-the-box reports can be adapted to your demands by changing the filter threshold.

“Ask a Question”

This Microsoft Power BI function provides you with the possibility to enter a free-text question you want to answer based on the reported data or choose one of the suggestions for question as generated automatically by Microsoft Power BI for your convenience. See the following example based on imc Learning Analytics out-of-the-box report “Learner’s analysis (by courses) in

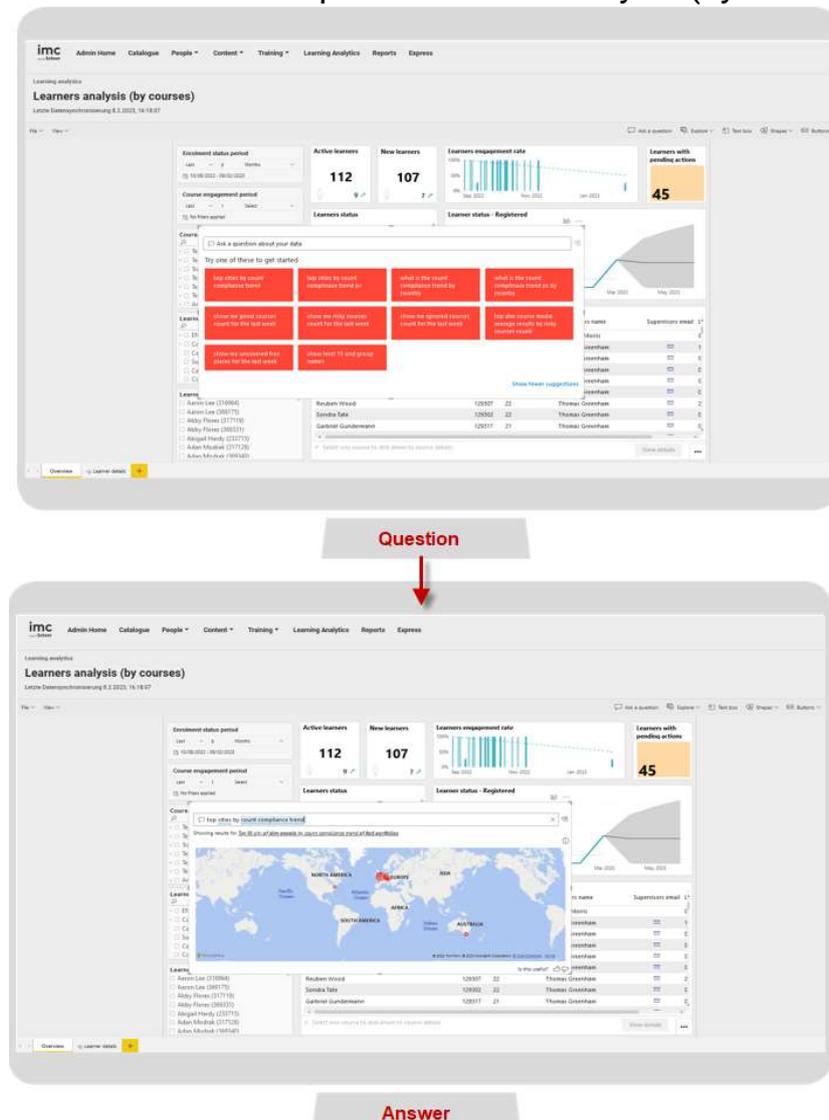


Figure 10.

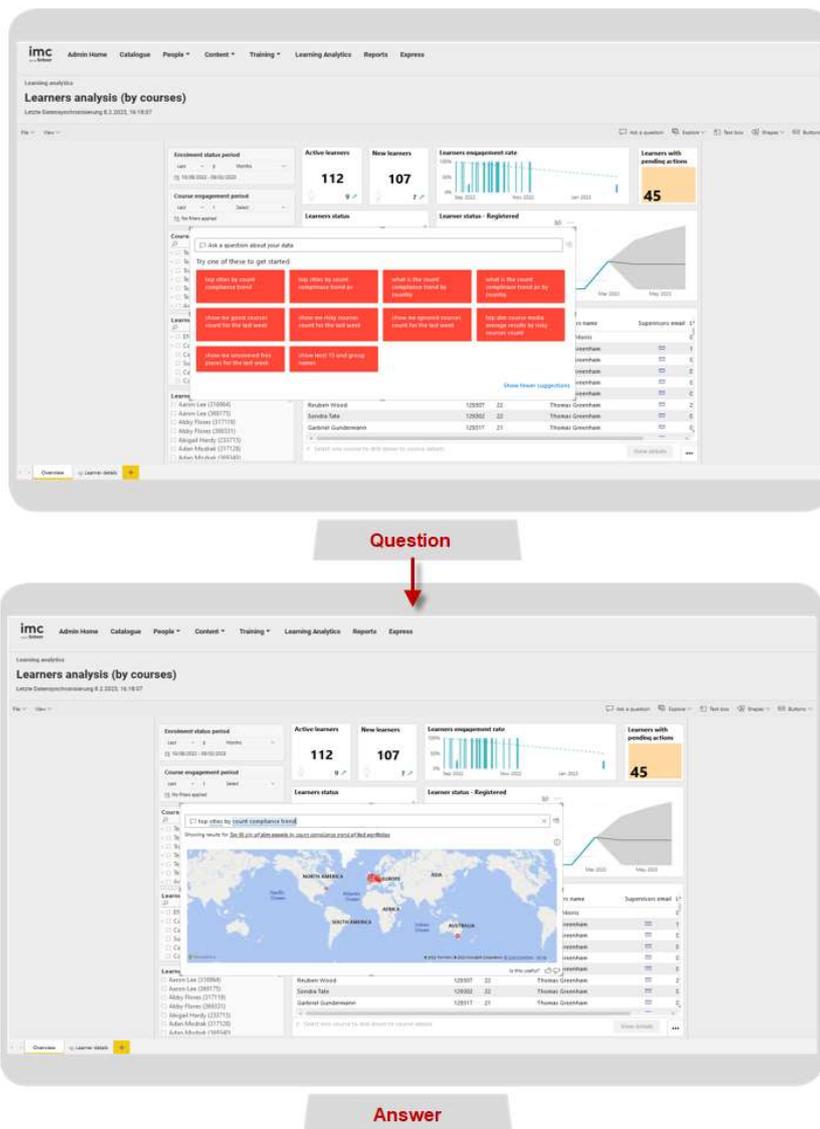


Figure 10: Example of "Ask a question" function in Microsoft Power BI

Filter area

Possibility to change or add filters per report, per page or per report visual referring to the available data in the data section on the right.

Visualisations

Give access to a wide range of chart options to be used in imc Learning Analytics reports. In addition, the canvas size per page can be defined.

Data

Allows access to all data tables as provided by imc with imc Learning analytics. This can be used for own definition of visual, metrics, overview lists etc. or even the creation of a completely new report.

2.8 imc Learning Analytics online help

imc Learning Analytics supports user with the provision of online help which is accessible via a question mark item for the out-of-the-box reports. See the following Figure 11

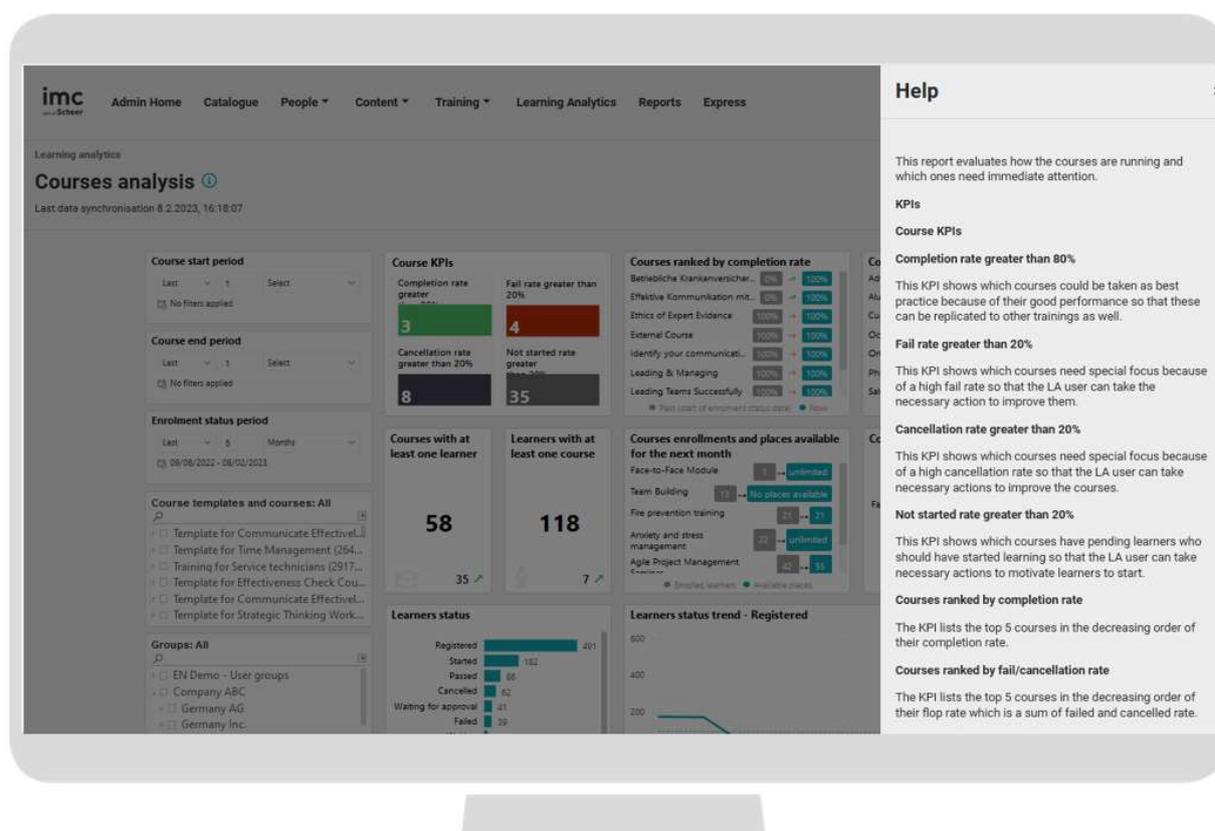


Figure 11: imc Learning Analytics - Example for Online help for reports

2.9 Microsoft Power BI related notes

2.9.1 Data refresh scheduling

In imc learning analytics data is transferred via ETL processes from the imc Learning Suite productive database to the database of imc Learning Analytics. The interval of this synchronization can be scheduled per customer. It is also possible to manually trigger a refresh from the desktop app of Microsoft Power BI by the customer admin of imc Learning Analytics with the Power BI Premium licence as provided by imc with the service.

2.9.2 External data integration

Power BI supports the external data integration from a variety of external data source, see a screenshot of the application as of February 2023 in the following Figure 12.

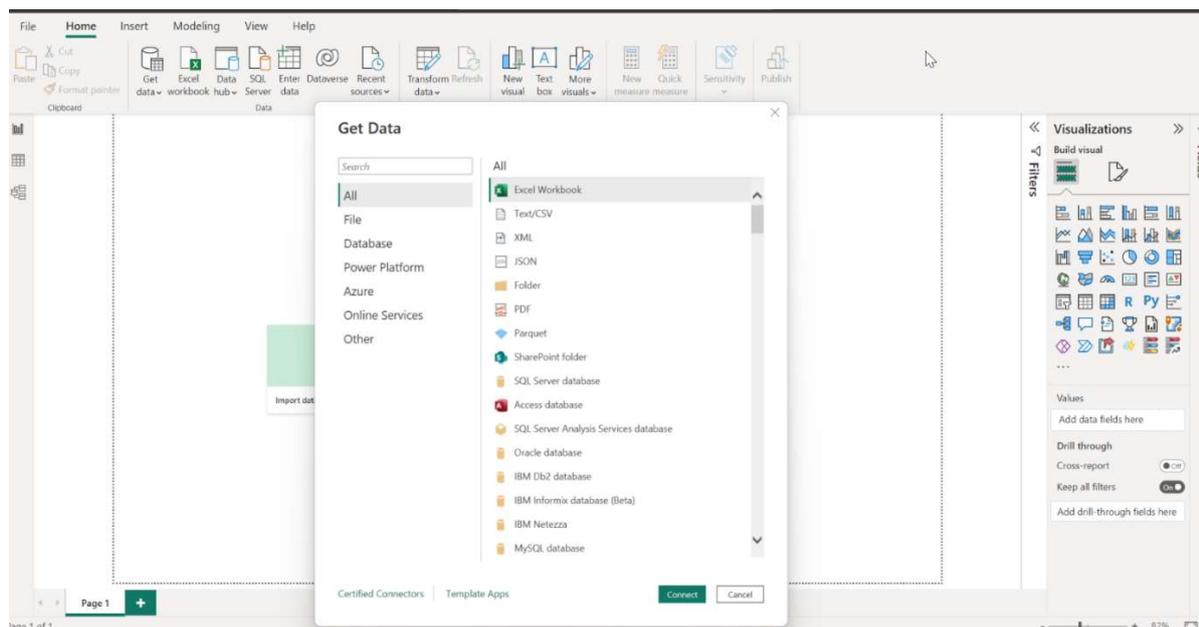


Figure 12: Screenshot in Microsoft Power BI with a wide variety of supported external data resources

For a complete list of supported data formats please see [Power BI data sources](#).

There are further steps needed to use the data of the selected resources effectively in Microsoft Power BI for Report creation and to publish and use the report in the context of imc learning Analytics. Those steps are briefly outlined in the following.

- ETL processes must be defined for the selected target source to achieve the intended data table layout in Microsoft Power BI. Data can then be imported and used for report creation in Power BI.
- A report as intended to be used in imc Learning Analytics is to be setup and to be published in the Microsoft Power BI workspace using the Microsoft Power BI premium account as included by imc in the imc Learning Analytics services. (Please note that is not possible to use existing Microsoft Power BI accounts). If your system landscape runs more than one system instances the targeted destination for the report publishing can be selected within Microsoft Power BI. Please see the following Figure 13 as an example.

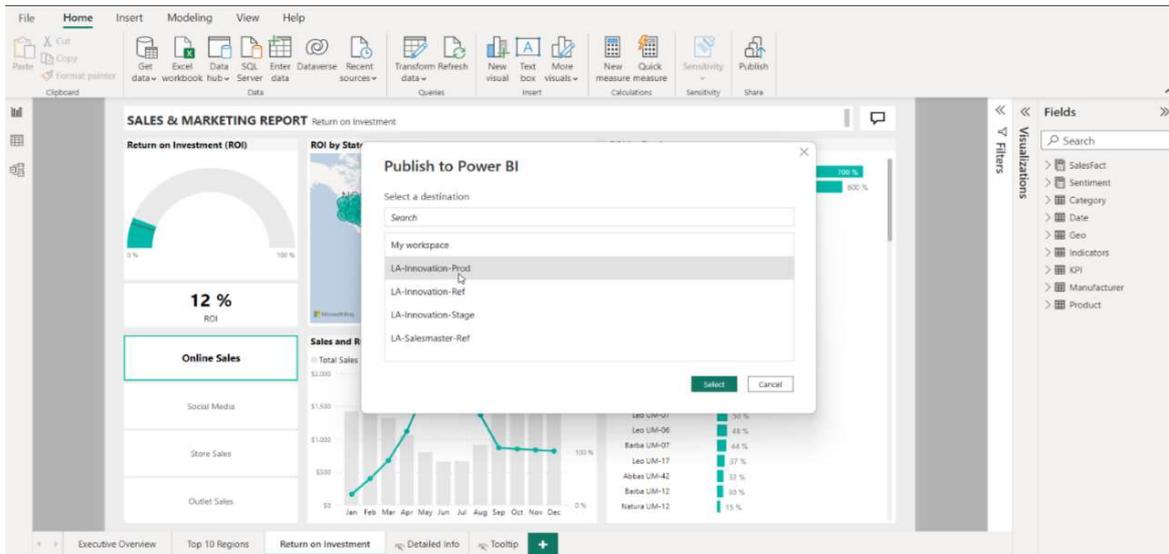


Figure 13: Publishing a Microsoft Power BI report to selected targeted workspace per system instance.

- As a next step the report can be accessed via [Power BI Service](#) within the workspace it has been published to. The created report can be open in edit mode and the user can select visuals from that report to be pinned on a Microsoft Power BI dashboard. See the following screenshot in Figure 14 of the corresponding dialogue in Microsoft Power BI.

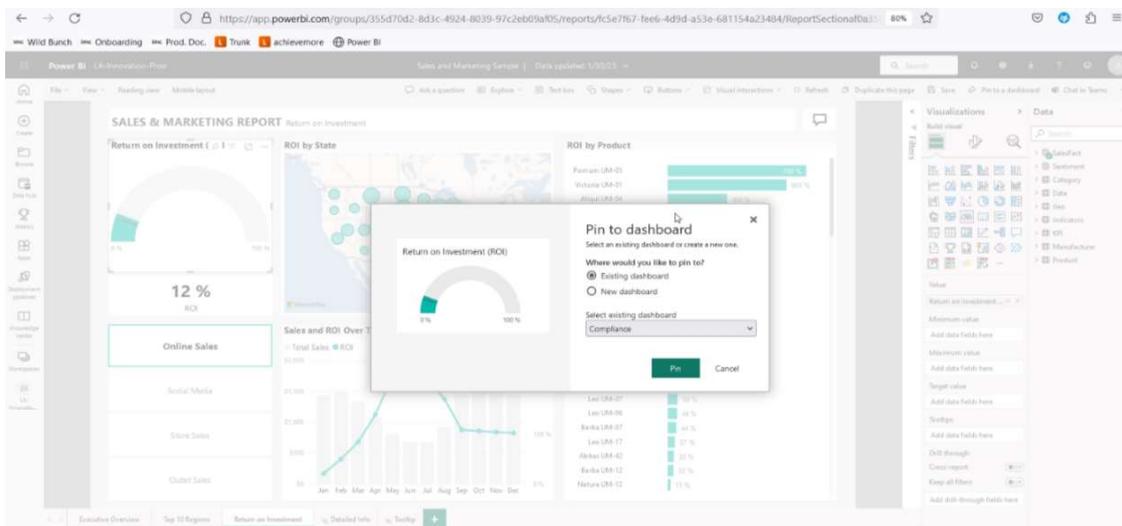


Figure 14 "Pin to dashboard" function in Microsoft Power BI

- Pinned visuals can be arranged to a dashboard layout as needed, see the following Figure 15 as example.

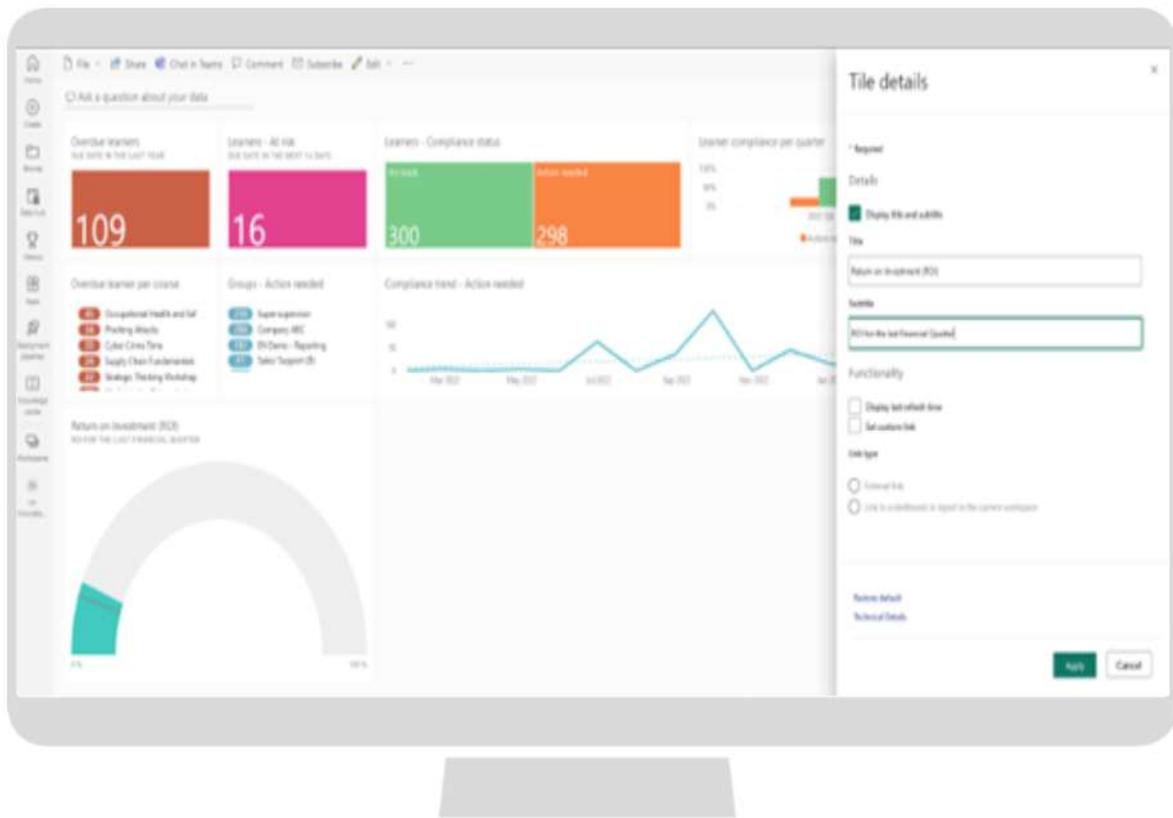


Figure 15: Arranging the dashboard layout based on the pinned visuals

- The dashboard would be updated automatically in imc Learning Suite within the LA manager and be displayed to person with defined access rights in imc Learning Suite as exemplified in the following Figure 16

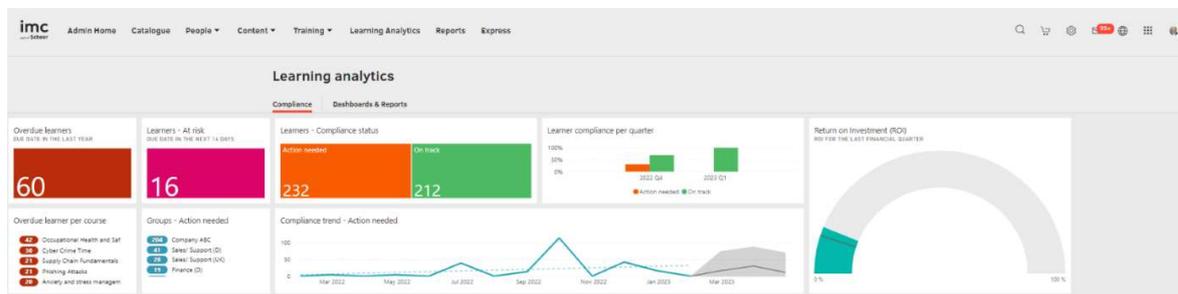


Figure 16: Access of the dashboard from within imc Learning Suite

3 Out-of-the box dashboards and reports

imc Learning Analytics comes with a wide range of out-of-the-box dashboards and reports. They are provided as head start for assignment to your target groups as they are delivered but can also be adapted and tailor to your concrete demands by yourself or by imc on demand. All dashboards and report which are included in imc Learning Suite out-of-box are described in the following. Please note that dashboard is just shown in their overall default layout as the KPIs the show are in detailed described in the corresponding report they are pinned from.

3.1 Compliance monitoring

imc provides compliance monitoring with a dedicated dashboard and corresponding reports. Please note that only evaluated courses and learning paths in which defined due dates for participating learners are set.

3.1.1 Compliance dashboard (content)

The following Figure 17 displays the compliance dashboard provided based on access rights to content, e.g., topic owners in your company focusing on a concrete course or learning path compliance.

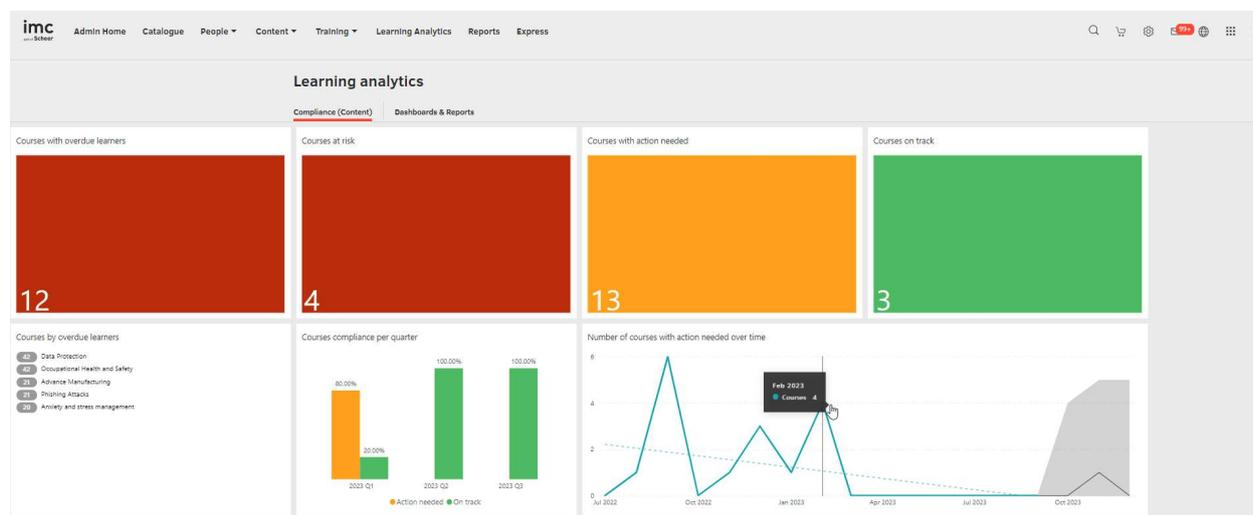


Figure 17: Compliance dashboard (content)

3.1.2 Compliance dashboard (learner)

In Figure 19 below, the compliance dashboard is provided based on access rights to persons, e.g., supervisor or business unit leads responsible for the compliance of their teams.

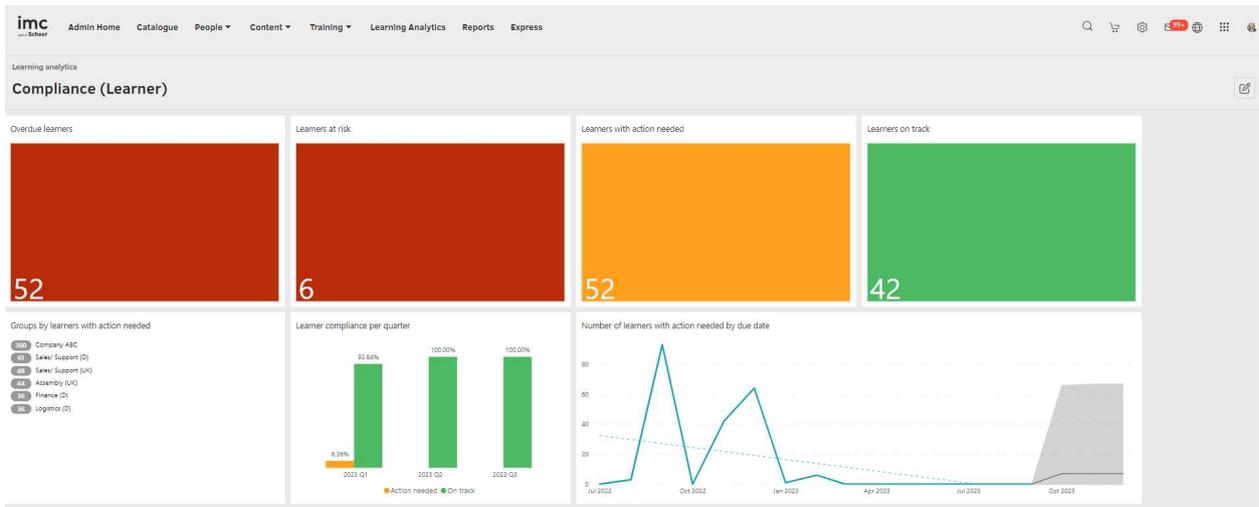


Figure 18: Compliance dashboard (learner)

3.1.3 Course compliance report

The following Figure 19 reveals the compliance report provided based on access rights to content, e.g., topic owners responsible for the data protection compliance in your company focusing on a concrete course or learning path compliance.

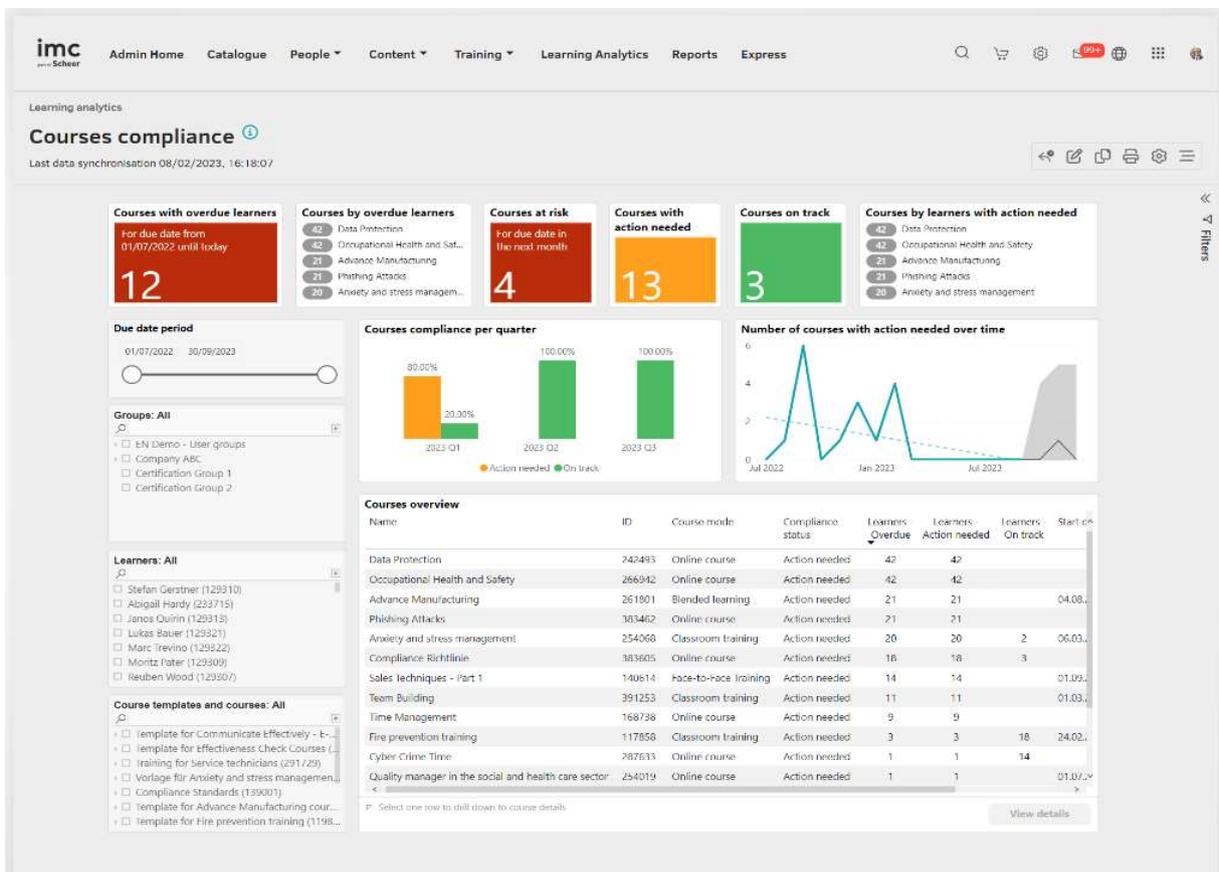


Figure 19: Course compliance report

Key Performance Indicators (KPIs)

The Course compliance report provides the following KPIs in the order mentioned.



This KPI displays the number of courses with at least one learner who is overdue and who has the personal due date within the set due date period set in the corresponding metric. The tooltip also shows the count of unique learners who are overdue on the courses and the earliest due date.



This KPI lists a ranking of courses with a high number of overdue learners who have the personal due date on the course within the due date period of the corresponding metric.



This KPI indicates the number of courses which are at risk because the compliance status of at least one learner is "Action needed" and his personal due date is scheduled in the next month (default). Focusing on that KPI allows close monitoring of learners in case they need support or facilitation in any manner. The tooltip also shows the count of unique learners and the earliest due date.



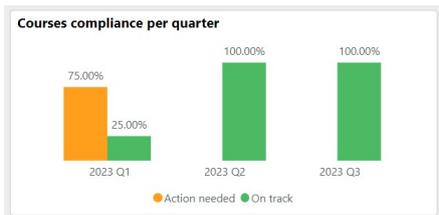
On this KPI, the number of courses with at least one learner whose compliance status is "Action needed" and whose personal due date is within the due date period of the corresponding metric. The tooltip also portrays the count of unique learners and the earliest due date.



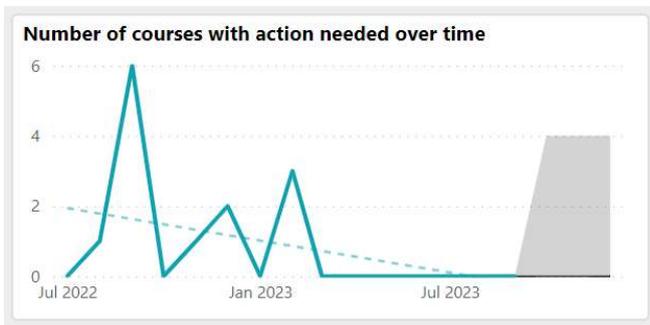
The number of courses with at least one learner whose compliance status is "On track" and whose personal due date is within the due date period defined by the corresponding metric can be seen on this KPI. The tooltip also shows the count of unique learners.



This KPI indicates a ranking of courses with a high number of learners who need action and have the due date in the period defined by the due date metric.



This KPI differentiates the compliance statuses "Action Needed" and "On track" for the evaluated courses for the previous two quarters including the current quarter and the next two quarters. The y-axis shows the percentage of courses per quarter which have the Course compliance statuses "Action needed" vs. "On Track". The tooltip shows the number of courses and the number of unique learners.



This KPI shows the trend of number of courses with action needed in the last 2 quarters including the current quarter and the next 2 quarters.

Course Overview

Courses overview							
Name	ID	Course mode	Compliance status	Learners - Overdue	Learners - Action needed	Learners - On track	Start date
Advance Manufacturing	261801	Blended learning	Action needed	19	19		04.08.2022 08:00
Agile Project Management Seminar	231732	Classroom training	On track			25	28.02.2023 08:00
Anxiety and stress management	254068	Classroom training	Action needed	18	18	1	06.03.2023 12:00
Compliance Richtlinie	383605	Online course	Action needed	16	16	3	
Cyber Crime Time	266631	Online course	On track			25	
Cyber Crime Time	287633	Online course	Action needed			3	
Data Protection	242493	Online course	Action needed	25	25		
Fire prevention training	117858	Classroom training	Action needed	1	1	5	24.02.2023 09:00
Occupational Health and Safety	266942	Online course	Action needed	25	25		
Phishing Attacks	383462	Online course	Action needed	19	19		
Sales Techniques - Part 1	140614	Face-to-Face Training	Action needed	1	1		01.09.2022 09:00
Supply Chain Fundamentals	261784	Classroom training	On track			6	03.04.2023 08:00
Team Building	201752	Classroom training	Action needed	6	6		01.02.2022 09:00

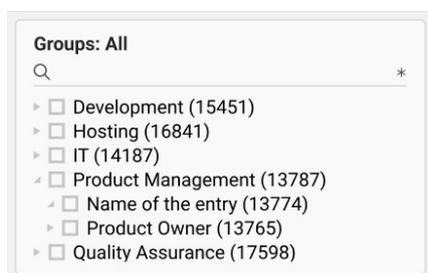
The course name, course ID, learning mode, compliance status, number of learners with status overdue, action needed and on track as well as start date and end date of the course (available only for date-dependent courses) is presented on this course overview.

Metrics

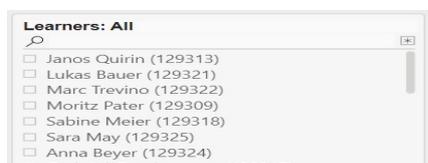
Following Metrics should be present on the Course Compliance report in the order mentioned.



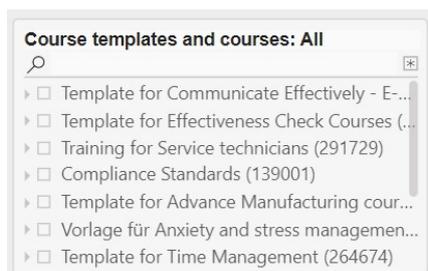
This metric filters the report by the desired due date period. All courses who have at least one learner with a personal due date within the defined due date period are evaluated in the report. The default due date period is the previous 2 quarters including the current quarter and the next 2 quarters.



This metric list all groups the reporter has at least view rights for. The selection of a group tree element selects the subgroups as well.



This metric list all learners who participate on courses the report evaluates and who are fulfilling the other selected report criteria.



This metric list all course template with at least one course with at least one learner with a personal due date in the defined due date period. The selection of a course template also selects all listed courses of that template.

3.1.4 Learning paths compliance report

The following Figure 20 shows the Learning paths compliance reports. This report evaluates the compliance status and trend of content-based learning paths which have a personal due date set for the learners.

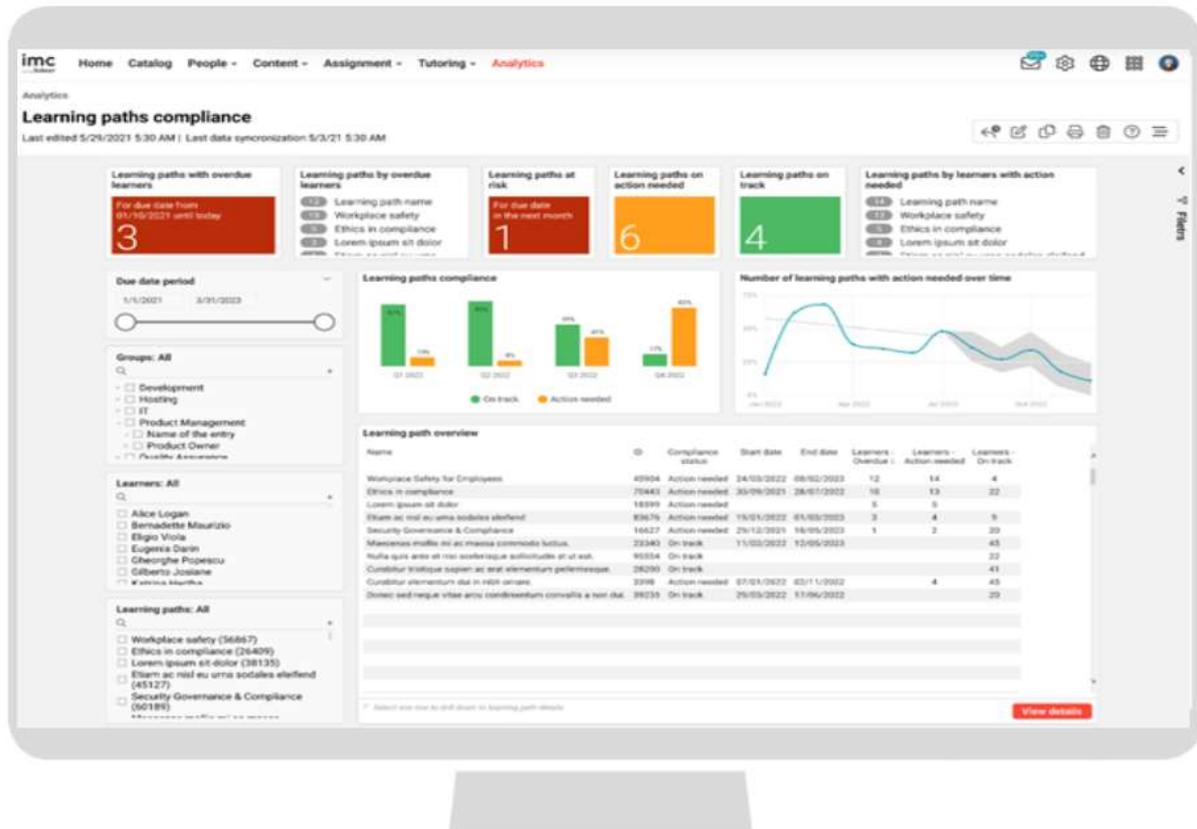


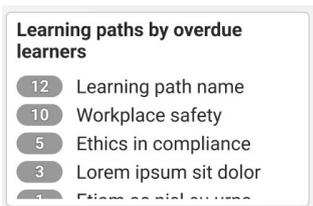
Figure 20: Learning paths compliance

Key Performance Indicators

The following KPIs are available on the Learning paths compliance report in the order mentioned.



On this KPI, the number of learning paths with at least one learner who is overdue and who has the personal due date within the set due date period set in the corresponding metric is shown. The tooltip also shows the count of unique learners and the earliest due date.



This KPI indicates a ranking of learning paths with a high number of overdue learners who have the personal due date on the learning path within the due date period of the corresponding metric.



The number of learning paths which are at risk because the compliance status of at least one learner is "Action needed" and his personal due date is scheduled in the next month is revealed on this KPI. Focusing on that KPI allows close monitoring of learners in case they need support or facilitation in any manner. This period is configurable via the due date filter on the visual. The tooltip also shows the count of unique learners and the earliest due date.



Displayed on this KPI is the number of learning paths with at least one learner whose compliance status is "Action needed" and whose personal due date is within the due date period of the corresponding metric. The tooltip also shows the count of unique learners and the earliest due date.



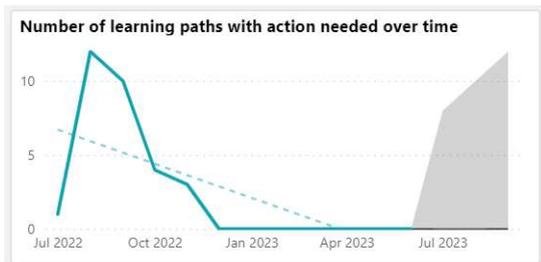
This KPI shows the number of learning paths with at least one learner whose compliance status is "On track" and whose personal due date is within the due date period defined by the corresponding metric. The tooltip also shows the count of unique learners.



The ranking of learning paths with a high number of learners who need action and have the due date in the period defined by the due date metric is revealed on this KPI.



This KPI differentiates the compliance statuses "Action Needed" and "On track" for the evaluated learning paths for the previous two quarters including the current quarter and the next 2 quarters. The y-axis shows the percentage of learning paths per quarter which have the Course compliance statuses "Action needed" vs. "On Track". The tooltip shows the number of learning paths and unique learners.



This KPI shows the trend of number of learning paths with action needed in the last 2 quarters including the current quarter and the next 2 quarters.

Learning path overview

Learning path overview								
Name	ID	Compliance status	Start date	End date	Learners - Overdue	Learners - Action needed	Learners - On track	
Workplace Safety for Employees	45904	Action needed	24/03/2022	08/02/2023	12	14	4	
Ethics in compliance	70443	Action needed	30/09/2021	28/07/2022	10	13	22	
Lorem ipsum sit dolor	18599	Action needed			5	5		
Etiam ac nisl eu urna sodales eleifend	83676	Action needed	19/01/2022	01/03/2023	3	4	9	
Security Governance & Compliance	16627	Action needed	29/12/2021	18/05/2023	1	2	20	
Maecenas mollis mi ac massa commodo luctus.	23340	On track	11/02/2022	12/05/2023			45	
Nulla quis ante et nisi scelerisque sollicitudin at ut est.	95554	On track					22	
Curabitur tristique sapien ac erat elementum pellentesque.	28200	On track					41	
Curabitur elementum dui in nibh ornare.	3398	Action needed	07/01/2022	02/11/2022		4	45	
Donec sed neque vitae arcu condimentum convallis a non dui.	39235	On track	29/03/2022	17/06/2022			20	

Select one row to drill down to learning path details

[View details](#)

This Learning path overview shows learning path name, learning path ID, compliance status, number of learners with status overdue, action needed and on track as well as start date and end date.

Metrics

The following metrics are provided on the Learning paths compliance report in the order mentioned.



This metric can be used to filter the report by the desired due date period. All learning paths who have at least one learner with a personal due date within the defined due date period is then further evaluated in the report. The default due date period is the previous 2 quarters including the current quarter and the next 2 quarters.

Groups: All

Development (15451)
 Hosting (16841)
 IT (14187)
 Product Management (13787)
 Name of the entry (13774)
 Product Owner (13765)
 Quality Assurance (17598)

This metric list all groups containing learners who participate on the learning paths the report evaluates. The selection of a group tree element selects the subgroups as well.

Learners: All

Janos Quirin (129313)
 Lukas Bauer (129321)
 Marc Trevino (129322)
 Moritz Pater (129309)
 Sabine Meier (129318)
 Sara May (129325)
 Anna Beyer (129324)

This metric list all learners who participate on learning paths, the report evaluates and who are fulfilling the other selected report criteria.

Learning paths: All

Workplace safety (56867)
 Ethics in compliance (26409)
 Lorem ipsum sit dolor (38135)
 Etiam ac nisl eu urna sodales eleifend (45127)
 Security Governance & Compliance (60189)

This metric list all learning paths with at least one learner with a personal due date in the defined due date period.

3.1.5 Learners compliance (by courses) report

This report evaluates the compliance status and trend of learners who have a personal due date set for the courses.

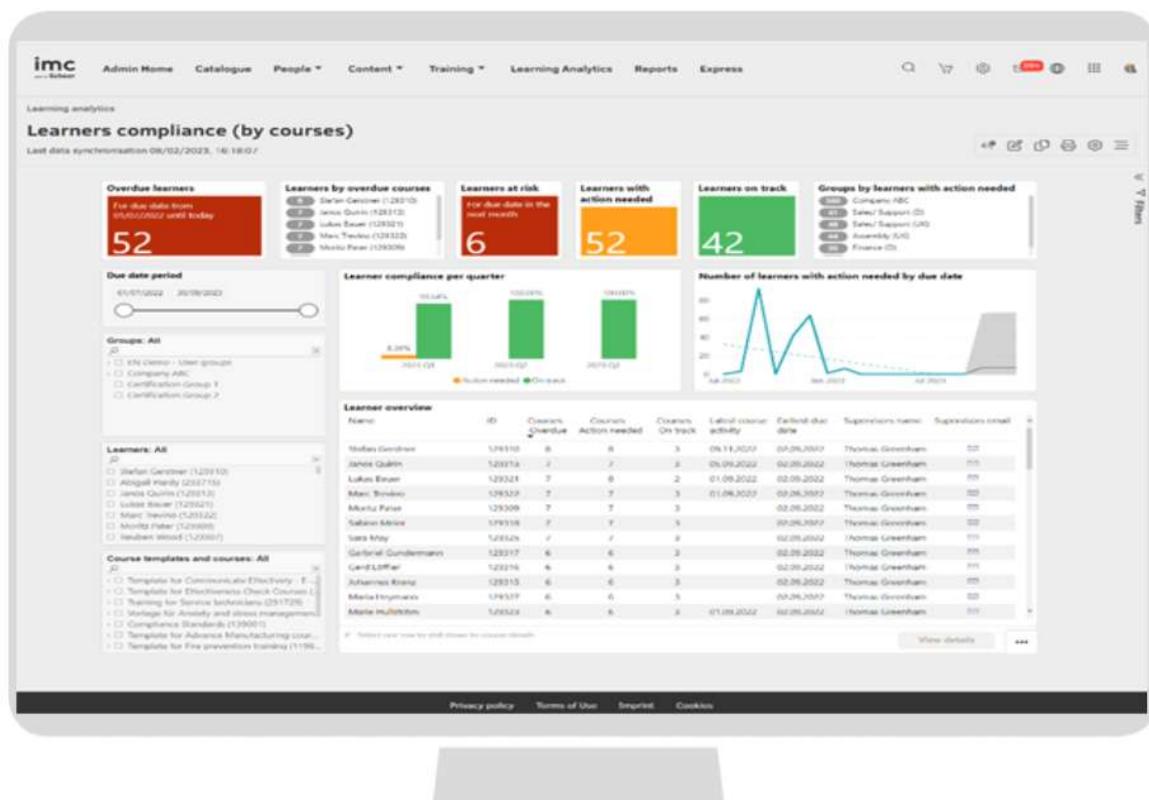


Figure 21: Learners compliance (by courses)

Key Performance Indicators

The "Learners compliance (by courses)" report displays the following KPIs in the mentioned order.



The number of unique learners who is overdue on at least one course and has the personal due date within the set due date period set in the corresponding metric is seen in this KPI.

The tooltip shows the count of unique courses and the earliest due date.



This KPI presents a ranking of learners with a high number of courses on which they are overdue and have the personal due date on the courses within the due date period of the corresponding metric.



Seen on this KPI, is the number of learners who are at risk because the due date is scheduled in the next month. Focusing on this KPI allows close monitoring of learners in case they need support or facilitation in any manner. Those learners are considered at risk who have the compliance status "Action needed" on at least one of the courses with personal due date within the next month. This period is configurable via the Due-Date filter on the visual. The tooltip also shows the count of courses and the earliest due date.



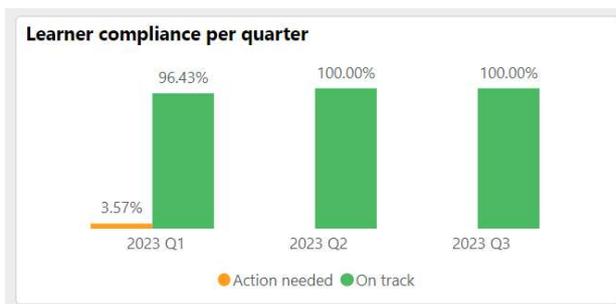
This KPI displays the number of learners who have the compliance status "Action needed" on at least one of the courses with personal due date within the due date period of the corresponding metric. The tooltip also shows the count of unique courses and the earliest due date.



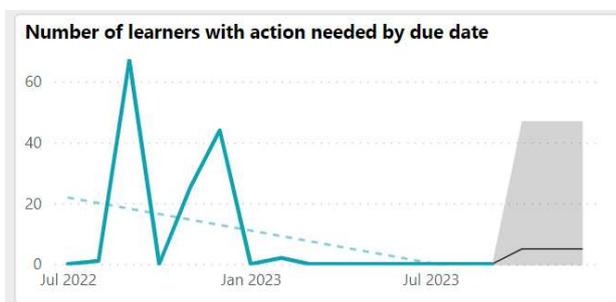
On this KPI, the number of learners who have the compliance status "On Track" on at least one of the courses with personal due date within the due date period of the corresponding metric is shown. The tooltip also shows the count of unique courses.



This KPI ranks various groups with a high number of learners who need action and have the due date in the period defined by the due date metric is displayed on this KPI.



This KPI differentiates the compliance statuses "Action Needed" and "On track" for the learners for the previous two quarters including the current quarter and the next two quarters. The y-axis shows the percentage of learners per quarter which have the Course compliance statuses Action needed vs. On track. The tooltip shows the number of courses and the number of learners.



This KPI shows the trend of number of learners with action needed in the last 2 quarters including the current quarter and the next 2 quarters. The y-axis shows the count of learners who have the compliance statuses Action needed or On track.

Learner Overview

Learner overview								
Name	ID	Courses - Overdue	Courses - Action needed	Courses - On track	Latest course activity	Earliest due date	Supervisors name	Supervisors email
Janos Quirin	129313	7	7	3	05.09.2022	02.09.2022	Thomas Greenham	
Lukas Bauer	129321	7	8	2	01.09.2022	02.09.2022	Thomas Greenham	
Marc Trevino	129322	7	7	3	01.09.2022	02.09.2022	Thomas Greenham	
Moritz Pater	129309	7	7	3		02.09.2022	Thomas Greenham	
Sabine Meier	129318	7	7	3		02.09.2022	Thomas Greenham	
Sara May	129325	7	7	3		02.09.2022	Thomas Greenham	
Garbriel Gundermann	129317	6	6	3		02.09.2022	Thomas Greenham	
Gerd Löffler	129316	6	6	3		02.09.2022	Thomas Greenham	
Johannes Kranz	129315	6	6	3		02.09.2022	Thomas Greenham	
Maria Heymann	129327	6	6	3		02.09.2022	Thomas Greenham	
Marie Hullström	129323	6	6	3	01.09.2022	02.09.2022	Thomas Greenham	
Martin Decker	129312	6	6	3		02.09.2022	Thomas Greenham	
Meta Hart	129328	6	6	3		02.09.2022	Thomas Greenham	

Select one row to drill down to course details

[View details](#) ⋮

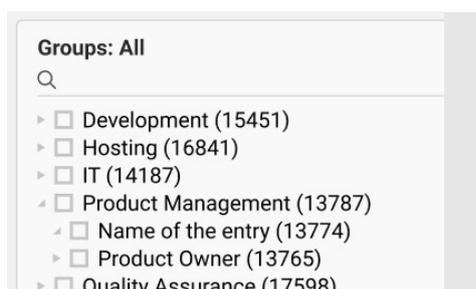
This Learner overview shows full name of the learner, learner ID, no. of courses on which the learner is overdue, no. of courses on which the learner need action, no. of courses on which the learner is on track, latest date on which the course activity occurred, earliest due date of the learner on his courses, supervisor full name (In case of multiple supervisors, the names would be concatenated), supervisor email-address.

Metrics

The following Metrics should be present on the Learners compliance (by courses) report in the order mentioned.



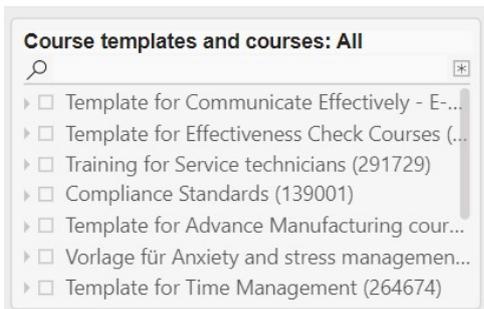
This metric filters the report by the desired due date period. All learners with a personal due date on the courses within the defined due date period are evaluated in the report. The default due date period is the previous 2 quarters including the current quarter and the next 2 quarters.



This metric list all groups holding learners whom the reporter has access right for. The selection of a group tree element selects the subgroups as well.



This metric list all learners the reporter has access right for and with a personal due date on the courses.



This metric list all course template and courses in whom the learners the report evaluates are participating. The selection of a course template also selects all listed courses of that template.

3.1.6 Learners compliance (by learning paths) report

Figure 22 shows the Learners compliance (by learning paths) report. This report evaluates the compliance status and risk trend of learners who have a personal due date set for the learning paths.

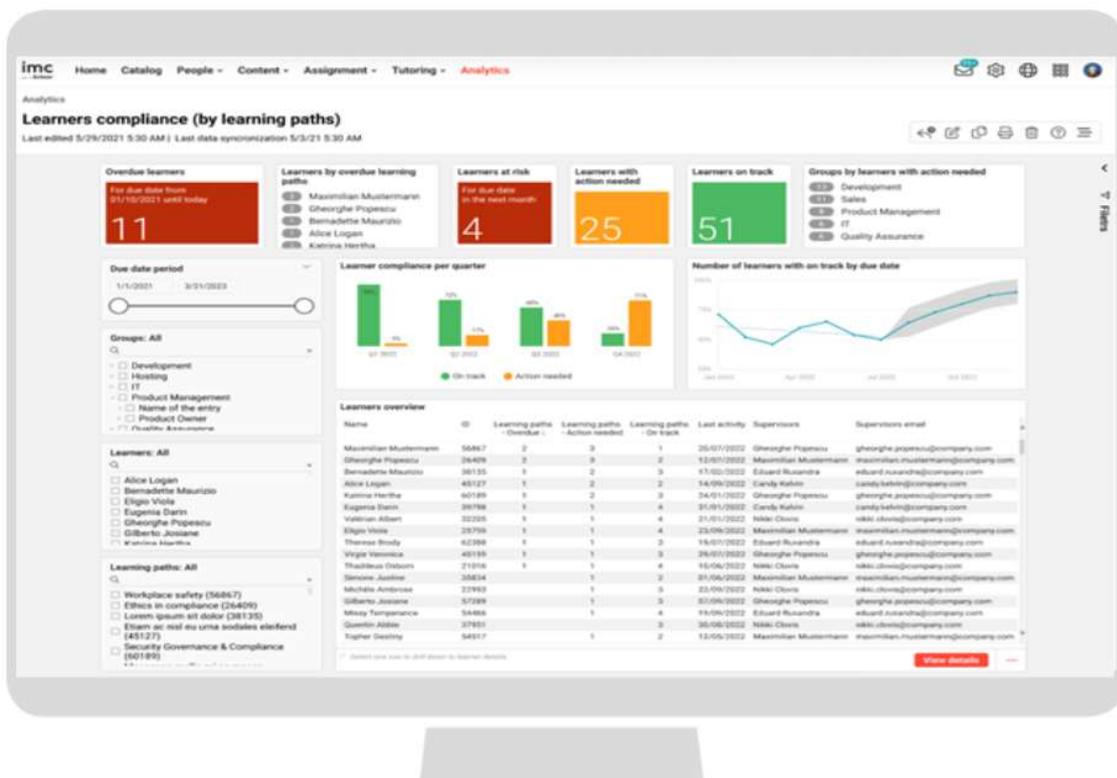


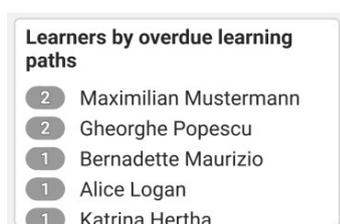
Figure 22: Learners compliance (by learning paths)

Key Performance Indicators

The following KPIs are available on the "Learner's compliance (by learning paths)" report in the order mentioned.



The number of unique learners who are overdue on at least one learning path and have the personal due date within the set due date period set in the corresponding metric is shown on this KPI. The tooltip also shows the count of learning paths and the earliest due date.



A ranking of learners with a high number of learning paths on which they are overdue and have the personal due date on the learning paths within the due date period of the corresponding metric is being displayed on this KPI.



The number of learners who are at risk because the due date is scheduled in the next month can be seen on this KPI. Focusing on this KPI allows close monitoring of learners in case they need support or facilitation in any manner. Those learners are considered at risk who have the compliance status "Action needed" on at least one of the learning paths with personal due date within the next 1 month. This period is configurable via the due date filter on the visual. The tooltip also shows the count of learning paths and the earliest due date.



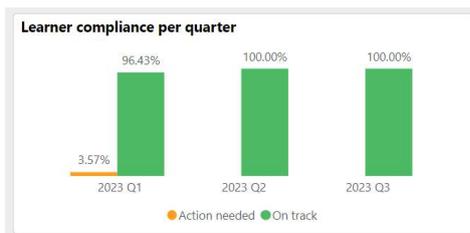
This KPI shows the number of learners who have the compliance status "Action needed" on at least one of the learning paths with personal due date within the due date period of the corresponding metric. The tooltip also shows the count of unique learning paths and the earliest due date.



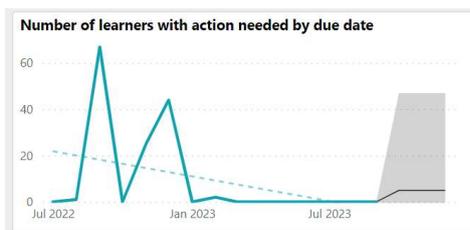
There are number of learners who have the compliance status "On Track" on at least one of the learning paths with personal due date within the due date period of the corresponding metric which is seen on this KPI. The tooltip also shows the count of unique learning paths.



This KPI shows a ranking of groups with a high number of learners who need action and have the due date in the period defined by the due date metric.



This KPI differentiates the compliance statuses "Action Needed" and "On track" for the learners for the previous two quarters including the current quarter and the next two quarters. The y-axis shows the percentage of learners per quarter which have the compliance statuses Action needed vs. On track. The tooltip shows the number of learning paths and the number of learners.



This KPI displays the trend of number of learners with action needed in the last 2 quarters including the current quarter and the next 2 quarters. The y-axis shows the count of learners who have the compliance statuses Action needed or On track. The tooltip shows the percentage of learners and the learning paths.

Learners Overview

Learners overview							
Name	ID	Learning paths - Overdue	Learning paths - Action needed	Learning paths - On track	Last activity	Supervisors	Supervisors email
Maximilian Mustermann	56867	2	3	1	20/07/2022	Gheorghe Popescu	gheorghe.popescu@company.com
Gheorghe Popescu	26409	2	3	2	12/07/2022	Maximilian Mustermann	maximilian.mustermann@company.com
Bernadette Maurizio	38135	1	2	3	17/02/2022	Eduard Ruxandra	eduard.ruxandra@company.com
Alice Logan	45127	1	2	2	14/09/2022	Candy Kelvin	candy.kelvin@company.com
Katrina Hertha	60189	1	2	3	24/01/2022	Gheorghe Popescu	gheorghe.popescu@company.com
Eugenia Darin	39798	1	1	4	31/01/2022	Candy Kelvin	candy.kelvin@company.com
Valérian Albert	32205	1	1	4	21/01/2022	Nikki Clovis	nikki.clovis@company.com
Eligio Viola	25759	1	1	4	23/09/2022	Maximilian Mustermann	maximilian.mustermann@company.com
Therese Brody	62388	1	1	3	19/07/2022	Eduard Ruxandra	eduard.ruxandra@company.com
Virgie Veronica	45159	1	1	3	29/07/2022	Gheorghe Popescu	gheorghe.popescu@company.com
Thaddeus Osborn	21016	1	1	4	10/06/2022	Nikki Clovis	nikki.clovis@company.com
Simone Justine	35834	1	2	2	01/06/2022	Maximilian Mustermann	maximilian.mustermann@company.com
Michèle Ambrose	22993		1	3	22/09/2022	Nikki Clovis	nikki.clovis@company.com
Gilberto Josiane	57289		1	3	07/09/2022	Gheorghe Popescu	gheorghe.popescu@company.com
Missy Temperance	54466		1	4	19/09/2022	Eduard Ruxandra	eduard.ruxandra@company.com
Quentin Abbie	37951			3	30/08/2022	Nikki Clovis	nikki.clovis@company.com
Topher Destiny	54517		1	2	12/05/2022	Maximilian Mustermann	maximilian.mustermann@company.com

Select one row to drill down to learner details

[View details](#) ⋮

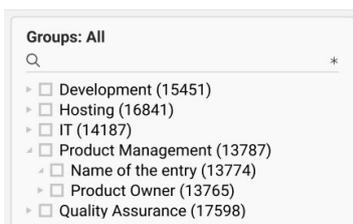
This “Learners overview” shows full name of the learner, Learner ID, no. of learning paths on which the learner is overdue, no. of learning paths on which the learner needs action., no. of learning paths on which the learner is on track, latest date on which the activity occurred on at least one of the courses of the learning path, earliest due date of the learner on his learning paths, full name and email-address of the supervisor.

Metrics

Following Metrics are present on the Learners compliance (by learning paths) report in the order mentioned.



This metric filters the report by the desired due date period. All learners with a personal due date on the learning paths within the defined due date period are then further evaluated in the report. The default due date period is the previous 2 quarters including the current quarter and the next 2 quarters.



This metric list all groups holding learners whom the reporter has access right for. The selection of a group tree element selects the subgroups as well.



This metric list all learners the reporter has access right for and with a personal due date on the learning paths.



This metric list all learning paths in whom the learners the report evaluates are participating.

3.1.7 Terminology in compliance analysis

Overdue

A learner is overdue on a course if he has one of the following enrolment statuses and the due date is in the past including today: requested, confirmed, waiting, cancelled, enrolled, in progress, failed, personal syllabus, reserved, reserved for waiting list, not successfully completed.

Action Needed

The status "Action Needed" refers to status of the learner who is not actively learning on the courses and is in one of the following enrolment statuses which does not allow the access of the learning path or course irrespective of the due date: wish list, requested, confirmed, not confirmed, waiting, cancelled, failed, deleted, personal syllabus, reserved on waiting list, not successfully completed. When the due date is in the past: enrolled, in progress.

On Track

The status "On Track" refers to the status of the learner who is actively learning on the courses and is in one of the following enrolment statuses if the due date is in the future: enrolled, in progress. Irrespective of the due date: finished, passed, successfully completed.

3.2 Training Owner Analysis

The following dashboard and reports enable the training owner to take the necessary steps to make sure the trainings he handles are running successfully.

3.2.1 Training owner (content) dashboard

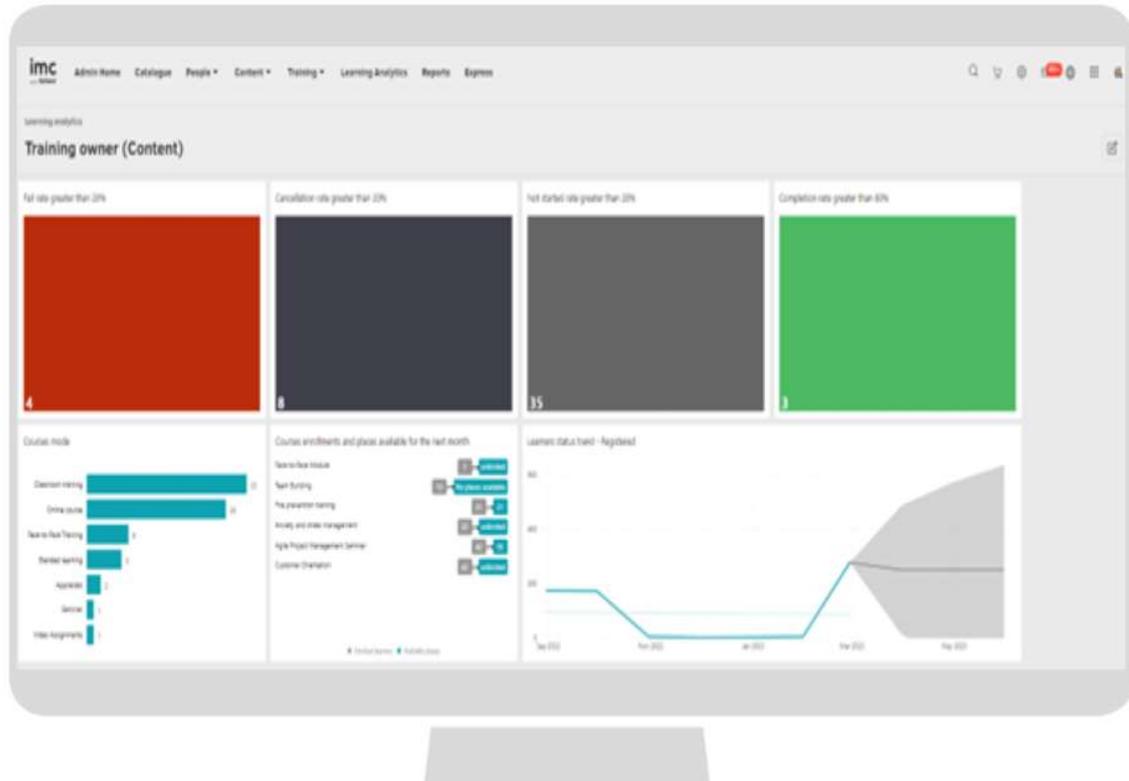


Figure 23: Training owner dashboard (Content)

Figure 23 shows the “Training owner (content) dashboard which outlines how the courses/learning paths are running and which ones need immediate attention.

3.2.2 Training owner (Learner) dashboard

Figure 24 shows the “Training owner (learner) dashboard” which outlines how the courses/learning paths are running and which ones need immediate attention.

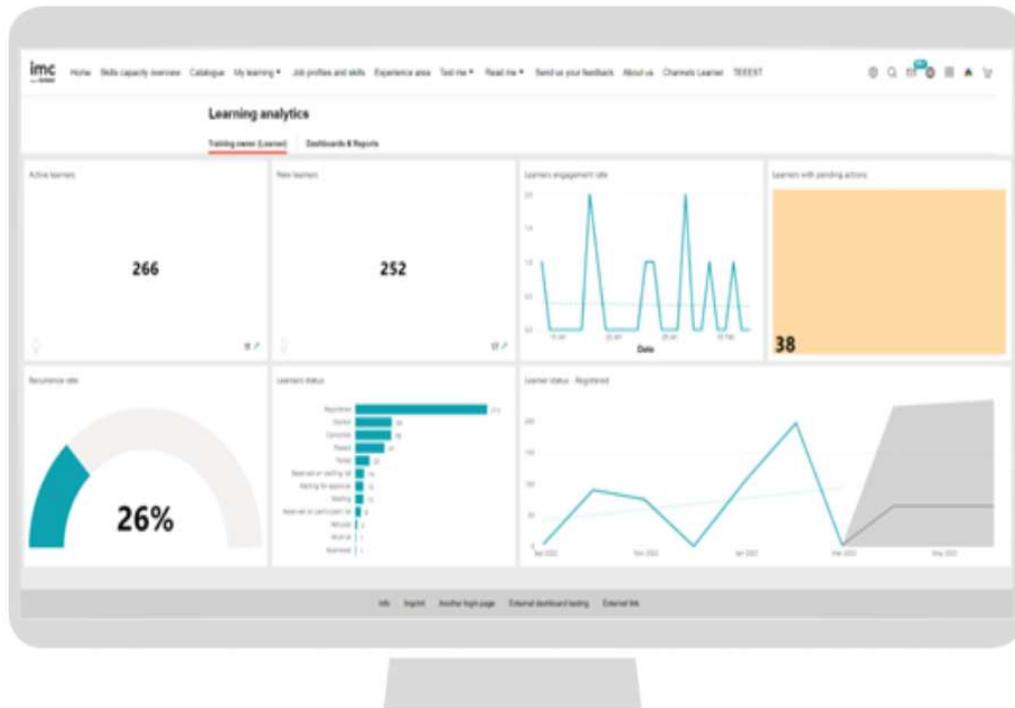


Figure 24: Training Owner dashboard (learner)

3.2.3 Courses analysis report

Figure 25 shows the “Course analysis report” which evaluates how the courses are running and which ones need immediate attention.

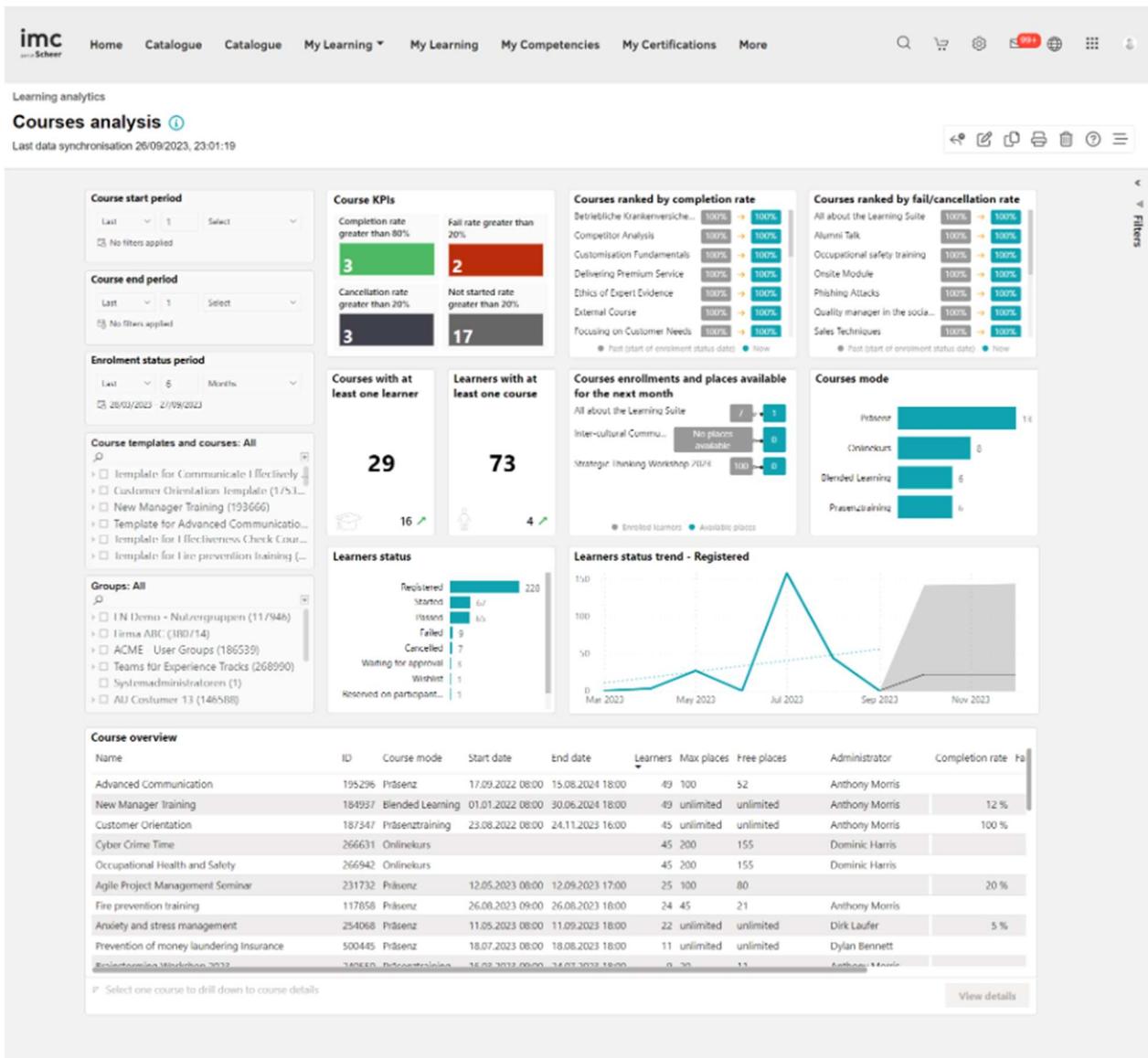
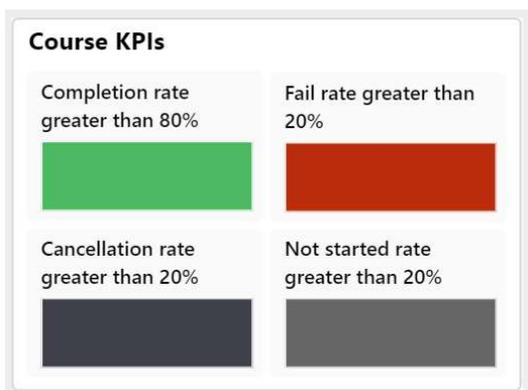


Figure 25: Course analysis report

Key Performance Indicators

The Course analysis report analyses the following KPIs in the order mentioned.



Failing rate greater than 20%.

This KPI shows which courses need special focus because of a high fail rate.

Not started rate greater than 20%.

This KPI shows which courses have pending learners who should have started learning so that the reporter can take necessary actions to motivate learners to start.

Cancellation rate greater than 20%.

This KPI shows which courses need improvement because of a high cancellation rate.

Completion rate greater than 80%.

This KPI shows which best practice courses because of their superior performance.



This KPI lists the top five courses in the decreasing order of their completion rate. This KPI also shows how the completion rate has changed from the start of the "Enrolment status period" chosen by the reporter. The arrow shows "the trend" based on whether the up-to-date status is higher or lower than the status at the beginning of the filtered "Enrolment status period".



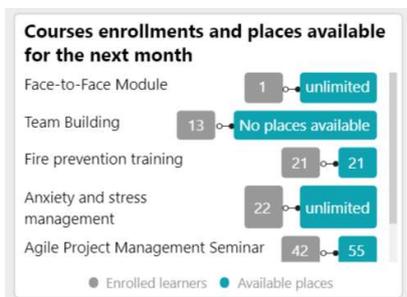
This KPI lists the top 5 courses in the decreasing order of their flop rate which is a sum of failed and cancelled rate. This KPI also shows how the flop rate has changed from the start of the "Enrolment status period" chosen by the reporter. The arrow indicates "the trend" based on whether the up-to-date status is higher or lower than the status at the beginning of the filtered "Enrolment status period".



This KPI shows the number of courses with at least one learner who is enrolled, in progress, finished, passed, failed, or cancelled.



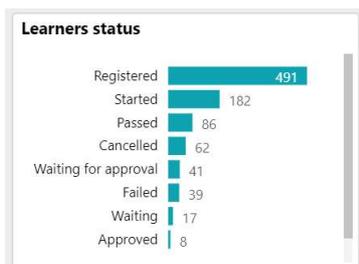
This KPI shows the number of learners with status (enrolled, in progress, finished, passed, failed, or cancelled) on at least one course. It also shows how many learners have increased/decreased from the start of the enrolment status period on the courses.



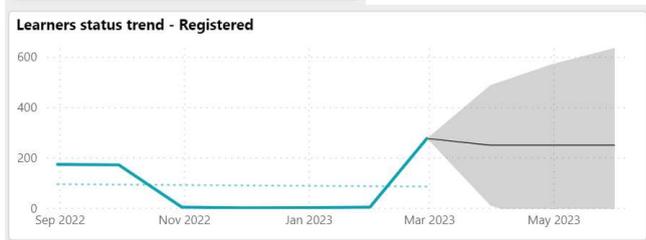
The date-dependent courses which are starting in the next month and have still places available.



The number of learners on each learning form of the courses (Online course, Classroom training, etc.) can be seen on this KPI.



The count of the learners with the respective enrolment statuses on the courses the reporter handles is shown on this KPI.



The numbers of users on the status chosen by the reporter on the visual "Learner's status trend" is displayed on this KPI. The period to be considered is defined by the metric "Enrolment status period".

Course overview

Course overview												
Name	ID	Course mode	Start date	End date	Learners	Max places	Free places	Administrator	Completion rate	Fail rate	Not started rate	
Time Management	168738	Online course			62	unlimited	unlimited		50 %			
Communicate Effectively	140131	Online course			50	200	141	Anthony Morris				
Strategic Thinking Workshop	127406	Classroom training	08.05.2023 09:00	09.05.2023 18:00	50	100	41	Anthony Morris				100 %
Agile Project Management Seminar	231732	Classroom training	28.02.2023 08:00	28.02.2023 17:00	42	100	55					100 %
Customer Orientation	187347	Face-to-Face Training	23.02.2023 08:00	24.11.2023 16:00	42	unlimited	unlimited	Anthony Morris				100 %
Cyber Crime Time	266631	Online course			42	200	155	Dominic Harris				100 %
Data Protection	242493	Online course			42	200	155	Dominic Harris				98 %
New Manager Training	442418	Blended learning	01.01.2023 08:00	31.12.2023 18:00	42	unlimited	unlimited	Anthony Morris				
Occupational Health and Safety	266942	Online course			42	200	155	Dominic Harris				86 %
Training for Sales Executives	290011	Blended learning	02.01.2022 08:00	28.02.2023 08:00	42	200	158	Ulrich Muehl		7 %		95 %

Select one course to drill down to course details View details

This “Course overview” shows course name, component ID, learning mode, start date, end date, no. of learners, maximum places, No. of free places, Administrator full name, administrator email-address, completion rate, fail rate, not started rate, cancellation rate.

Metrics

The following Metrics are present on the Courses analysis report in the order mentioned.

Course start period

Last Select

No filters applied

This metric filters the report by courses which have a start date in the chosen period.

Course end period

Last Select

No filters applied

This metric filters the report by course which have an end date in the chosen period.

Enrolment status period

Last Months

02/08/2022 - 01/02/2023

This metric filters the report by the desired period for which the reporter is interested to see the enrolment status changes for the learners. The default is the last six months.

Course templates and courses: All

- Template for Communicate Effectively - E-...
- Template for Effectiveness Check Courses (...)
- Training for Service technicians (291729)
- Compliance Standards (139001)
- Template for Advance Manufacturing cour...
- Vorlage für Anxiety and stress managemen...
- Template for Time Management (264674)

This metric lists the courses the reporter has access rights and their course templates. The choice of a course template also selects all listed courses of that template.



This metric lists all groups containing learners who are related to the courses the reporter has access rights. The selection of a group tree element selects the subgroups as well.

3.2.4 Learning paths analysis report

Figure 26 shows the “Learning path analysis” which evaluates how the learning paths are running and which ones need immediate attention.

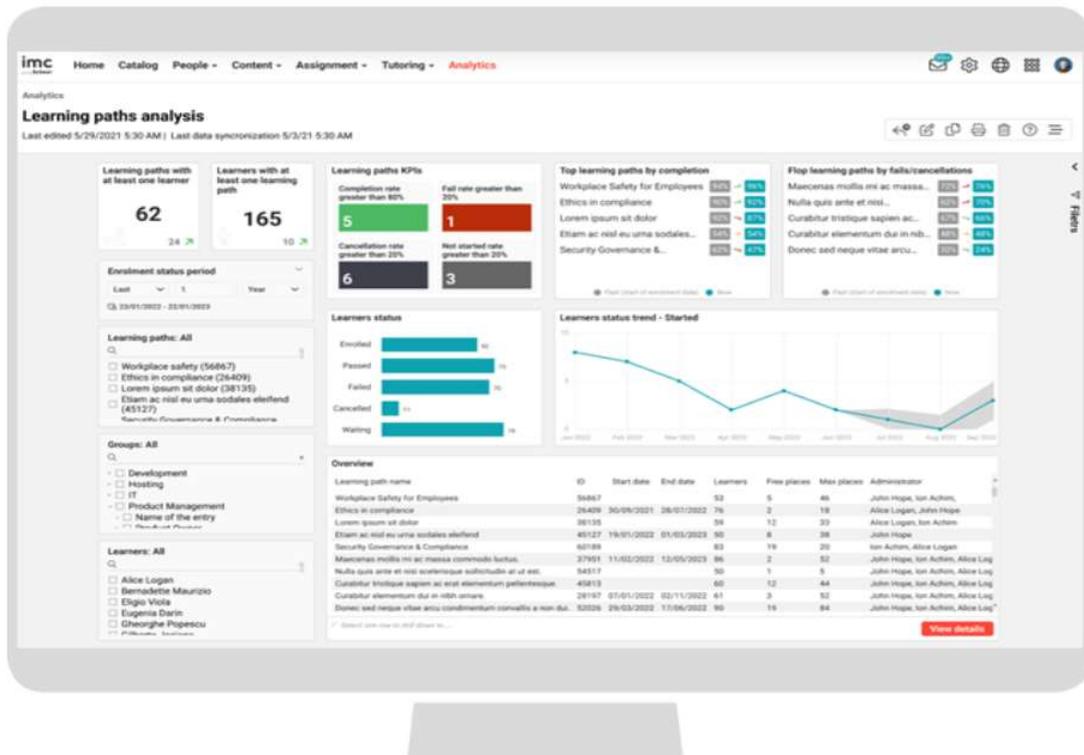


Figure 26: Learning paths analysis report

Key Performance Indicators

The following KPIs are present on the Learning paths analysis report in the order mentioned.

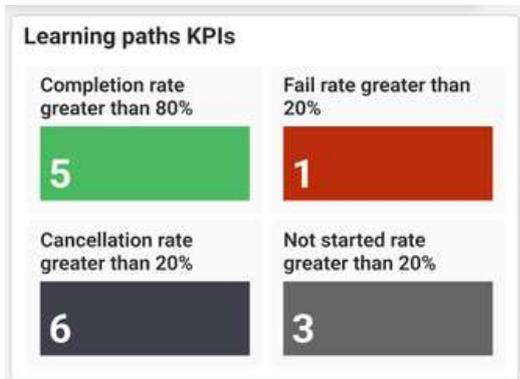


This KPI has the number of learning paths with at least one enrolled learner whose status is enrolled, finished, passed, failed, or cancelled.



This KPI show the number of learners who are enrolled, finished, passed, failed, or cancelled on at least one learning path.

It also shows whether the number of learners has increased/decreased from the start of the enrolment status period on the learning paths.



Failing rate greater than 20%. This KPI shows which learning paths need special focus because of a high fail rate.

Not started rate greater than 20%. This KPI shows which learning paths have pending learners who should have started learning.

Cancellation rate greater than 20%. This KPI shows which learning paths need improvement because of a high cancellation rate.

Completion rate greater than 80%. This KPI shows which learning paths could be taken as best practice because of their superior performance.



The KPI lists the top 5 learning paths in the decreasing order of their completion rate. The KPI also shows how the completion rate has changed from the start of the "Enrolment status period" chosen by the reporter. Only successful completion with status "passed" is considered.

The arrow shows "the trend" based on whether the up-to-date status is higher or lower than the status at the beginning of the "Enrolment status period".



The KPI lists the top 5 learning paths in the decreasing order of their flop rate which is a sum of failed and cancelled rate.

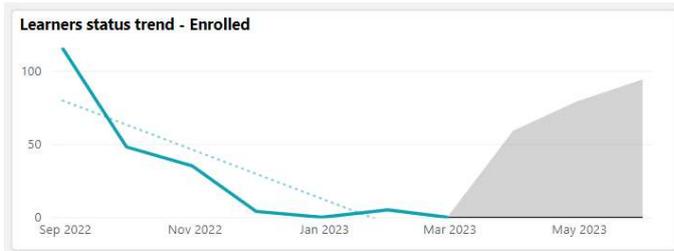
The visual also shows how the flop rate has changed from the start of the "Enrolment status period" chosen by the reporter.

The arrow indicates "the trend" based on whether the up-to-date status is higher or lower than the status at the beginning of the filtered "Enrolment status period" time

range.



This KPI shows the count of the learners with the respective enrolment statuses on the learning paths the reporter is responsible for.



The numbers of users on the status chosen by the reporter on the visual "Learner's status" is displayed on this KPI. The period to be considered is defined by the metric "Enrolment status date".

Learning paths overview

Learning path name	ID	Mode	Start date	End date	# learners	Free places	Administrator
Workplace Safety for Employees	56867	Content driven			53	5	John Hope, Ion Achim,
Ethics in compliance	26409	Content driven	30/09/2021	28/07/2022	76	2	Alice Logan, John Hope
Lorem ipsum sit dolor	38135	Content driven			59	12	Alice Logan, Ion Achim
Etiam ac nisl eu urna sodales eleifend	45127	Content driven	19/01/2022	01/03/2023	50	8	John Hope
Security Governance & Compliance	60189	Content driven			83	19	Ion Achim, Alice Logan
Maecenas mollis mi ac massa commodo luctus.	37951	Content driven	11/02/2022	12/05/2023	86	2	John Hope, Ion Achim, Alice L

Select one row to drill down to [View details](#)

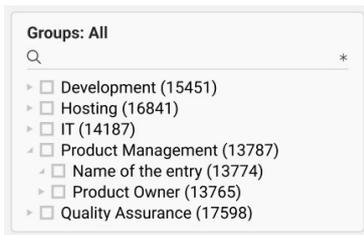
This "Learning paths overview" shows the learning path name, learning path ID, no. of learners on the learning path, start date of the learning path, end date of the learning path, no. of free places available, completion rate, fail rate, not started rate, cancellation rate.

Metrics

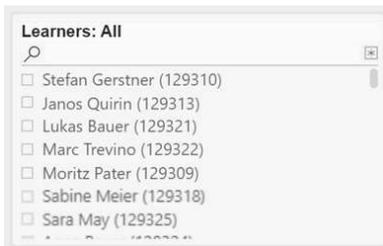
The following metrics are present on the Learning paths analysis report in the order mentioned.

This metric filters the report by the desired period for which the reporter is interested to see the enrolment status changes for the learners. The default is last six months.

This metric can be used to filter the report by one or more learning paths for which the reporter has access rights.



This metric lists all groups holding learners who participate on the learning paths the report evaluates. The selection of a group tree element selects the sub-groups as well.



This metric list all learners who participate on the learning paths the report evaluates.

3.2.5 Learners analysis (by courses) report

Figure 27 shows the “Learners analysis (by courses)” report which evaluates how the learners are engaging with the courses and which learners need immediate attention.

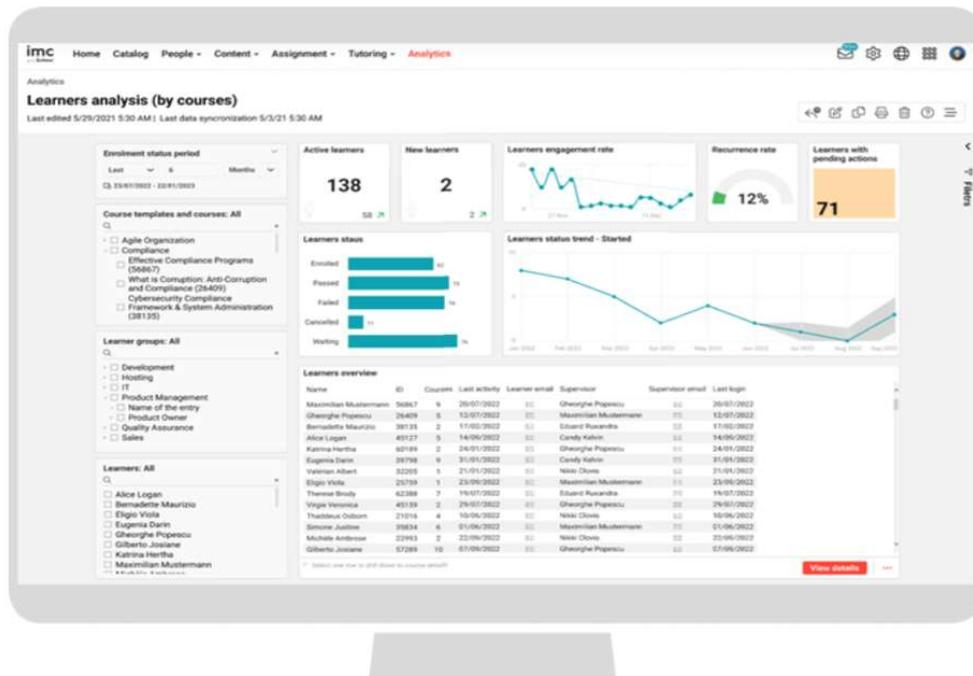


Figure 27: Learners analysis (by courses)

Key Performance Indicators

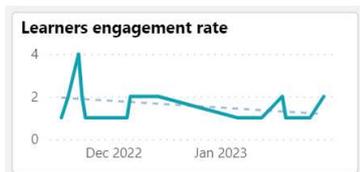
The following KPIs are present on the "Learner’s analysis (by courses)" report in the order mentioned.



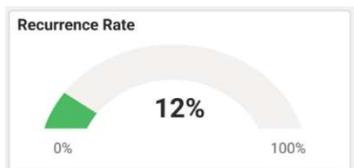
This KPI shows counts unique learners who have accessed at least one course in the last month so that the reporter can get an overview on training activity level.



The number of unique learners that have enrolled or in progress so that the reporter can get an overview on training activity level is reflected on this KPI.



This KPI displays the engagement of the learners on the courses in the last four weeks (configurable) so that the reporter can take necessary actions to raise the engagement rate.



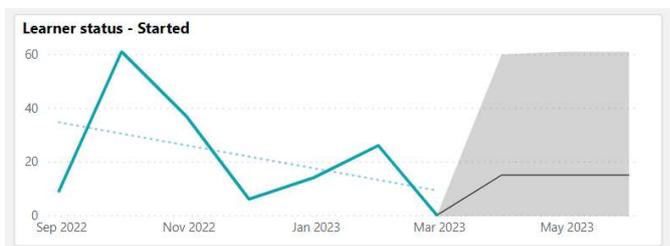
The number of learners that have been recurring in the given time range so that the reporter can take necessary actions to raise the recurrence rate is seen on this KPI.



The count of learners who have an enrolment status "Waiting", "Waiting for approval" and "Reserved on Waiting list" on the course is shown on this KPI.



This KPI displays the count of the learners with the respective enrolment statuses on the courses.



The numbers of learners on the particular status chosen by the reporter on the visual "Learners status" is displayed on this KPI. The period to be considered is defined by the metric "Enrolment status period".

Learners overview

Name	ID	Courses	Last activity	Learner email	Supervisor	Supervisor email	Last login
Maximilian Mustermann	56867	9	20/07/2022	✉	Gheorghe Popescu	✉	20/07/2022
Gheorghe Popescu	26409	5	12/07/2022	✉	Maximilian Mustermann	✉	12/07/2022
Bernadette Maurizio	38135	2	17/02/2022	✉	Eduard Ruxandra	✉	17/02/2022
Alice Logan	45127	5	14/09/2022	✉	Candy Kelvin	✉	14/09/2022
Katrina Hertha	60189	2	24/01/2022	✉	Gheorghe Popescu	✉	24/01/2022
Eugenia Darin	39798	9	31/01/2022	✉	Candy Kelvin	✉	31/01/2022
Valérian Albert	32205	1	21/01/2022	✉	Nikki Clovis	✉	21/01/2022
Eligio Viola	25759	1	23/09/2022	✉	Maximilian Mustermann	✉	23/09/2022
Therese Brody	62388	7	19/07/2022	✉	Eduard Ruxandra	✉	19/07/2022
Virgie Veronica	45159	2	29/07/2022	✉	Gheorghe Popescu	✉	29/07/2022
Thaddeus Osborn	21016	4	10/06/2022	✉	Nikki Clovis	✉	10/06/2022
Simone Justine	35834	6	01/06/2022	✉	Maximilian Mustermann	✉	01/06/2022
Michèle Ambrose	22993	2	22/09/2022	✉	Nikki Clovis	✉	22/09/2022
Gilberto Josiane	57289	10	07/09/2022	✉	Gheorghe Popescu	✉	07/09/2022

✎ Select one row to drill down to course details

[View details](#) ...

This “Learner’s overview” shows learner full name, learner ID, no. of courses the learner currently has status on, last activity date, supervisor full name, supervisor email-address and last login date on the system.

Metrics

The following metrics are present on the Learners analysis (by courses) report in the order mentioned.

Enrolment status period

Last Months

📅 20/06/2022 - 19/12/2022

This metric allows filtering the report by the desired period for which the reporter is interested to see the enrolment status changes. The default is last six months.

Course templates and courses: All

🔍

- ▶ Template for Communicate Effectively - E-...
- ▶ Template for Effectiveness Check Courses (...)
- ▶ Training for Service technicians (291729)
- ▶ Compliance Standards (139001)
- ▶ Template for Advance Manufacturing cour...
- ▶ Vorlage für Anxiety and stress managemen...
- ▶ Template for Time Management (264674)

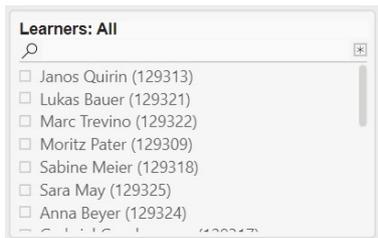
This metric list all course template and courses in whom the learners the report evaluates are taking part. The selection of a course template also selects all listed courses of that template.

Groups: All

🔍 *

- ▶ Development (15451)
- ▶ Hosting (16841)
- ▶ IT (14187)
- ▶ Product Management (13787)
 - ▶ Name of the entry (13774)
 - ▶ Product Owner (13765)
 - ▶ Quality Assurance (17598)

This metric list all groups holding learners for whom the reporter has access right. The selection of a group tree element selects the subgroups as well.



This metric list all learners the reporter has access right for.

3.2.6 Learners’ analysis (by learning paths) report

Figure 28 shows the “Learner’s analysis (by learning paths) report” which evaluates how the learners are engaging with the learning paths and which learners need immediate attention.

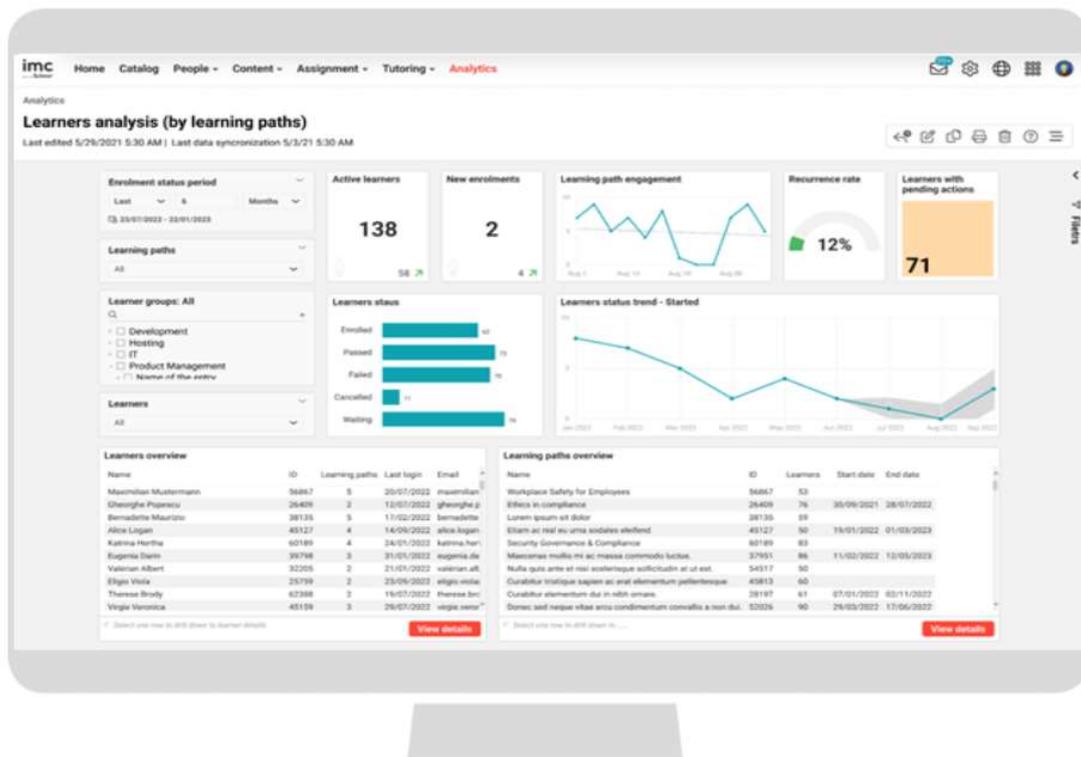


Figure 28: Learner’s analysis (by learning paths)

Key Performance Indicators

Following KPIs are present on the Learners analysis (by learning paths) report in the order mentioned.



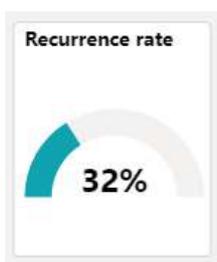
The number of unique learners that have accessed at least one course in the learning paths so that the reporter can get an overview on training activity level is displayed on this KPI.



This KPI shows how many unique learners have enrolled in the learning paths so that the reporter can get an overview on training activity level.



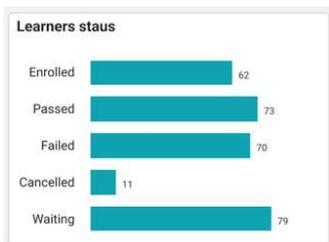
The engagement of the learners on the learning paths for the last one month so that the LA user is aware how much the learners are engaging with the learning path is shown on this KPI. Engagement refers to the count of the syllabus accesses of the learners on the courses of the learning paths. Multiple accesses of the same course within the same day would only count as one access.



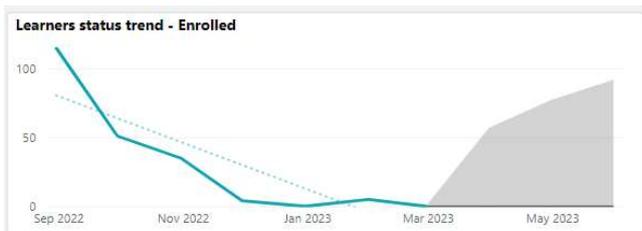
The percentage of learners that are actively learning and were also active in the same period before is shown on this KPI.



This KPI shows all learners who have an enrolment status "Waiting", "Waiting for approval" and "Reserved on Waiting list" on the learning path.



This KPI shows the count of the learners with the respective enrolment statuses on the learning paths.



This KPI shows the numbers of learners on the status chosen by the reporter on the visual "Learner's status". The period is defined by the metric "Enrolment status period".

Name	ID	Learning paths	Last login	Email
Maximilian Mustermann	56867	5	20/07/2022	maximilian.mustermann@comp
Gheorghe Popescu	26409	2	12/07/2022	gheorghe.popescu@company.cc
Bernadette Maurizio	38135	5	17/02/2022	bernadette.maurizio@company.c
Alice Logan	45127	4	14/09/2022	alice.logan@company.com
Katrina Hertha	60189	4	24/01/2022	katrina.hertha@company.com
Eugenia Darin	39798	3	31/01/2022	eugenia.darin@company.com
Valérian Albert	32205	2	21/01/2022	valérian.albert@company.com
Eligio Viola	25759	2	23/09/2022	eligio.viola@company.com
Therese Brody	62388	2	19/07/2022	therese.brody@company.com
Virgie Veronica	45159	3	29/07/2022	virgie.veronica@company.com

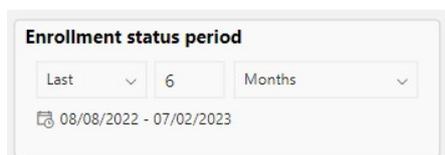
The learners overview lists all learners with their number of learning paths assigned, the last login as well as their email address.

Learning path name	ID	Mode	Start date	End date	# learners
Workplace Safety for Employees	56867	Content driven			53
Ethics in compliance	26409	Content driven	30/09/2021	28/07/2022	76
Lorem ipsum sit dolor	38135	Content driven			59
Etiam ac nisi eu urna sodales eleifend	45127	Content driven	19/01/2022	01/03/2023	50
Security Governance & Compliance	60189	Content driven			83
Maecenas mollis mi ac massa commodo luctus.	37951	Content driven	11/02/2022	12/05/2023	86
Nulla quis ante et nisi scelerisque sollicitudin at ut est.	54517	Content driven			50
Curabitur tristique sapien ac erat elementum pellentesque.	45813	Content driven			60
Curabitur elementum dui in nibh ornare.	28197	Content driven	07/01/2022	02/11/2022	61
Donec sed neque vitae arcu condimentum convallis a non dui.	52026	Content driven	29/03/2022	17/06/2022	90

This "learning paths overview" shows learning path name, learning path ID, no. of learners, start date and end date.

Metrics

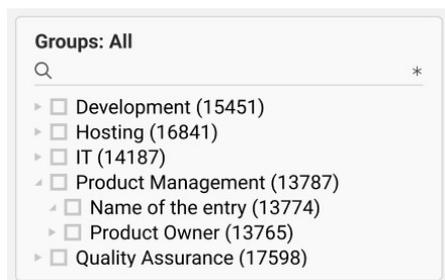
Following metrics are present on the Learning paths analysis report in the order mentioned.



This metric filters the report by the desired period for which the reporter is interested to see the enrolment status changes. The default is last six months.



This metric lists all learning paths in which the learners the report evaluates are participating.



This metric list all groups the reporter has at least view rights for. The selection of a group tree element selects the subgroups as well.



This metric list all learners the reporter has access right for and with a personal due date on the learning paths.

3.3 Skill based analysis

Please note that the analyses possibility outlined in this section are supported only in case the Skills & Competency extension license is activated in imc Learning Suite (subject to additional costs)

3.3.1 Tracked skill statuses

In skills related analysis imc Learning Analytics tracks the following different skill status of learners:

Skills acquisition not started

These are the skills which have been assigned to the employee and yet no trainings have been assigned to him which have a target level on these skills by which these skills can be acquired by him or the skills which have been assigned to the employee and the employee is neither enrolled nor in progress on the trainings assigned to him.

Skills acquisition in progress

These are the skills assigned to the employees who are enrolled or in progress on the trainings providing these skills.

Skills acquired

These are the skills which have been assigned to the employees and they have acquired those skills that means they have achieved the target value of the skills.

3.3.2 Skills dashboard

This dashboard evaluates how many of the skills can be served/are in progress/need to be planned so that a training/regional training head can continuously offer all products and services he wants to offer by the employees working in his department / region / dealership.

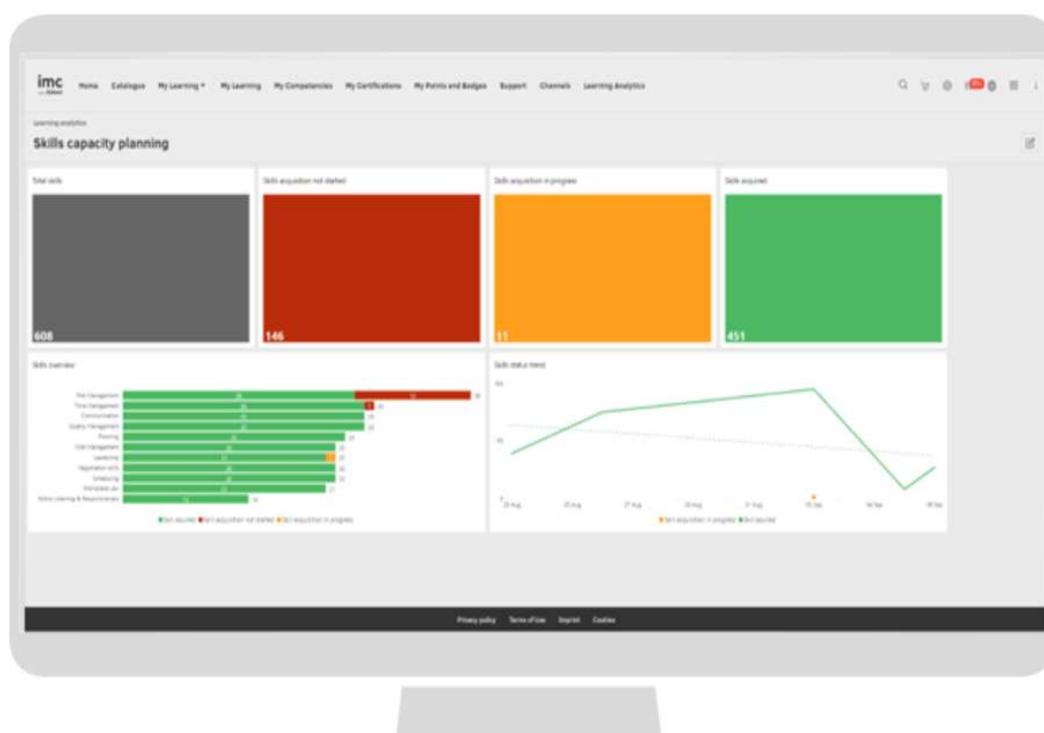


Figure 29: Skill capacity dashboard

3.3.3 Skills overview report

This report comes with 3 pages to evaluate the skills KPIs to support the capacity planning for the overall company or lines of businesses, the drill down on business unit or group level including employees of those units. It furthermore provides supervisor with a detailed skills status analysis of their team members. To provide focus for those use cases the report is clustered in three report pages which are described in the following.

Report page “Capacity overview”

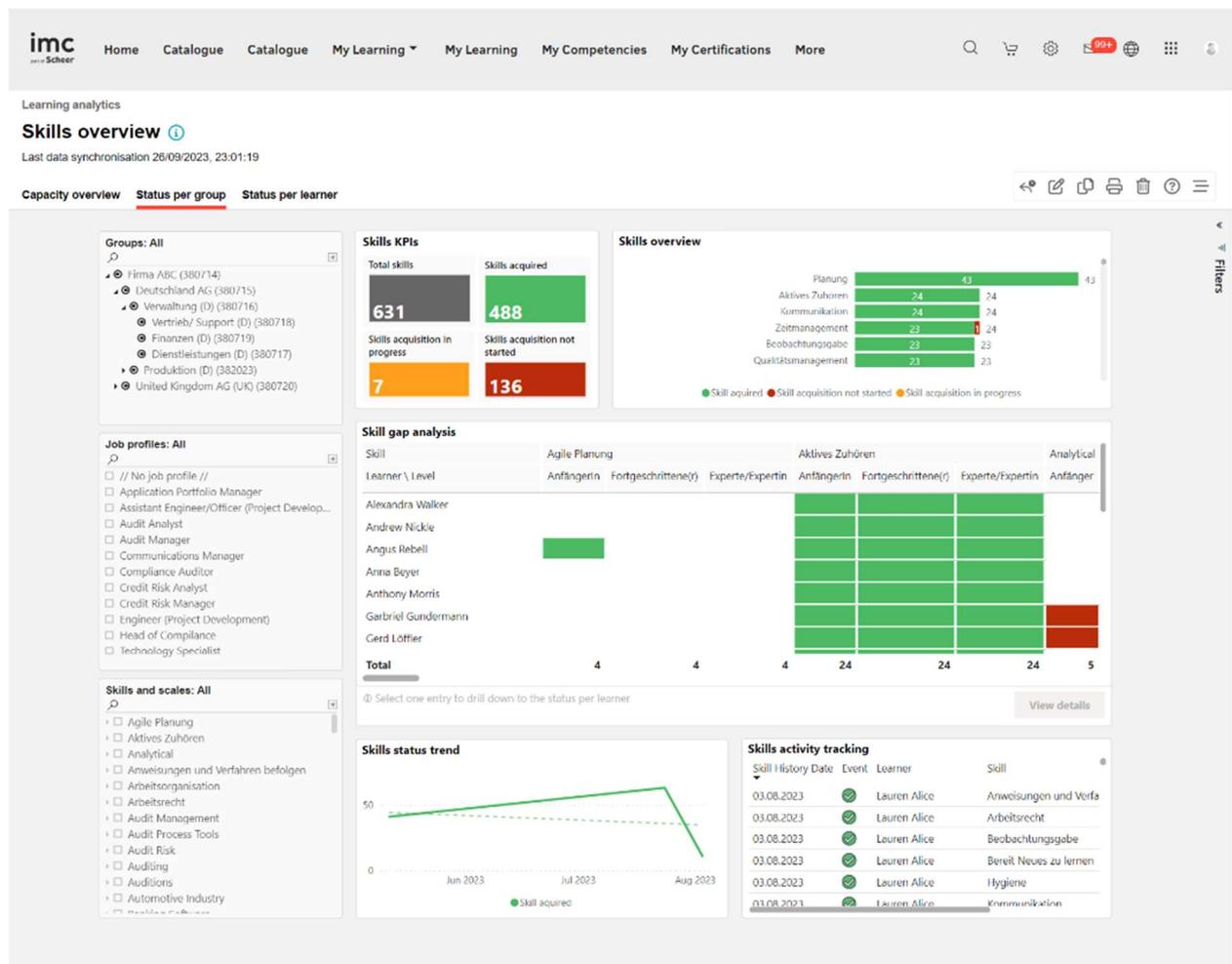
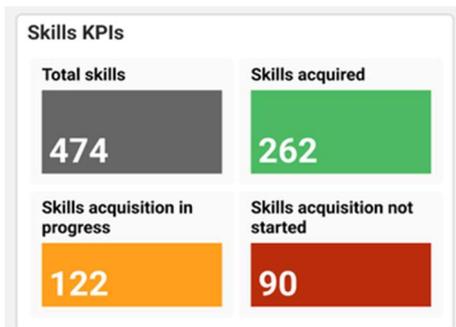


Figure 30: Report page "Capacity overview"

Key Performance Indicators

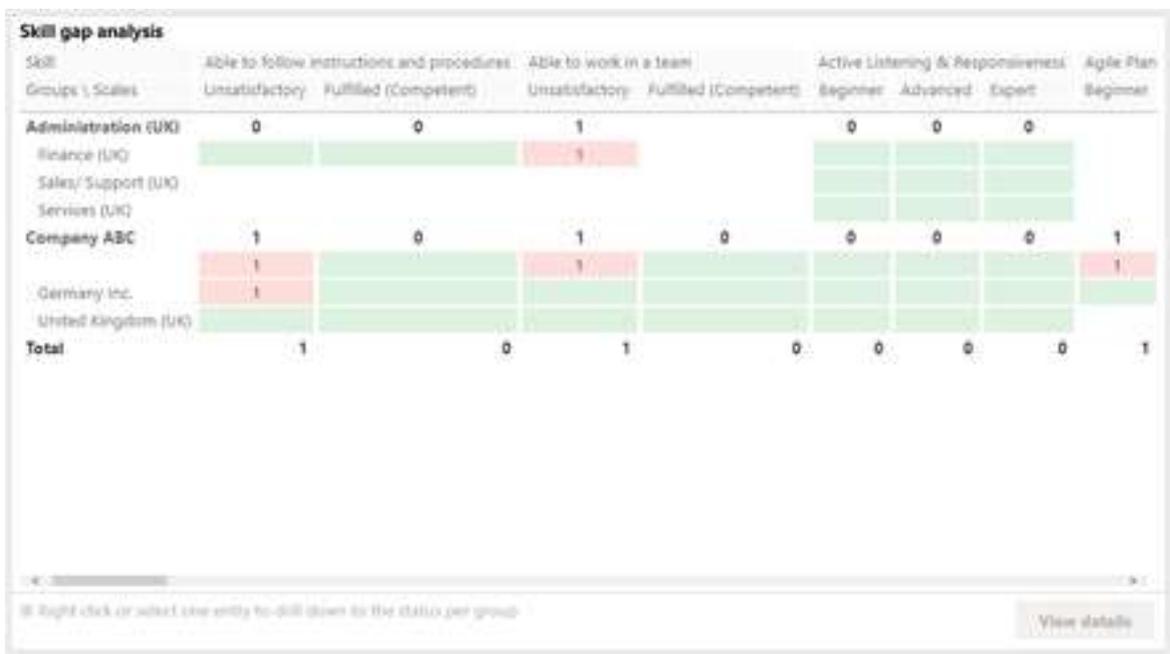
The “Capacity overview” page provides the following KPIs in the order mentioned.



The count of employees whose acquisition of skills has not yet started / in progress / done is shown for the skills is recorded on this KPI.



This KPI shows the count of employees whose acquisition of skills has not yet started / in progress / done is shown for the skills.



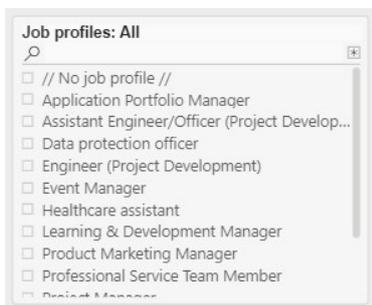
This “Skill gap analysis” shows how many uncovered skill gaps are there so that one can take necessary action to close these skill gaps.

Metrics

Following metrics are present on the Skills overview report in the order mentioned.

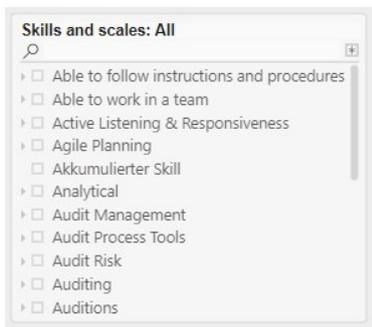


This metric enables a drill down to a certain selected group/business unit. Only those groups the LA user has viewing rights for and have at least one learner with at least one skill assigned are shown. The choice of a group tree element selects the subgroups as well.



This metric enables to drill down to a certain selected job profile. Only the job profiles which have been assigned to the learners with at least one skill assigned are shown.

A // no job profile // means that the report is showing the skills which have not been assigned to any job profile.



This metric enables to drill down to a specific skill and scale. Only the skills which have been assigned to the learners are shown. The skills assigned to the learner are whether assigned by a job profile or directly. Only skill scales assigned to a skill are considered.

Report page “Status per group”

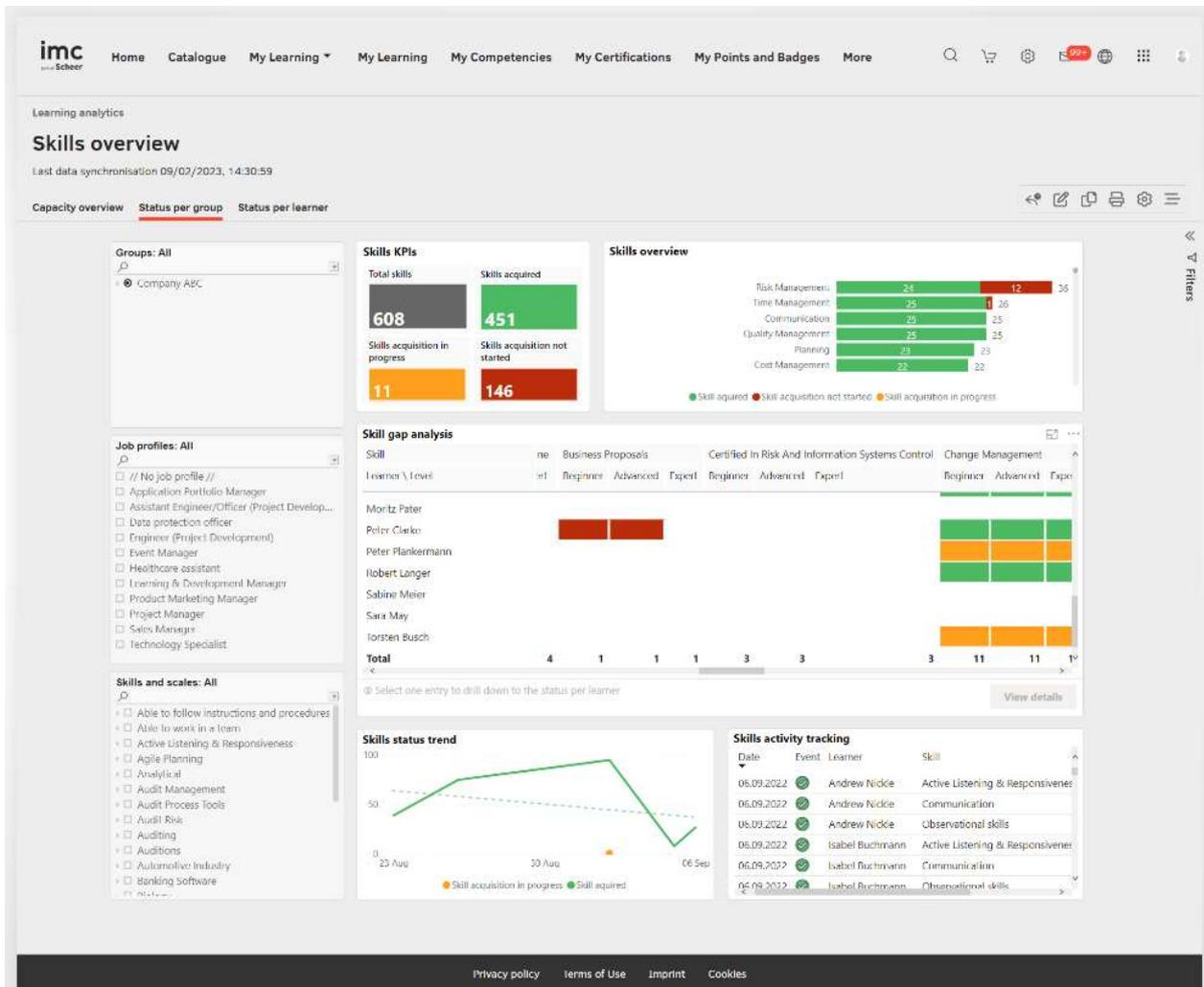
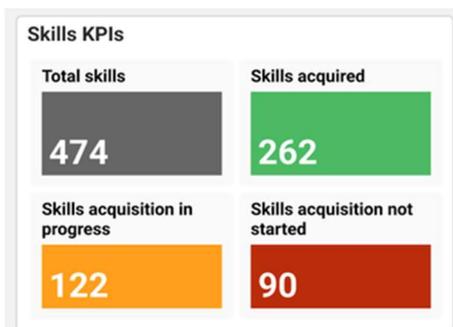


Figure 31: Report page "Status per group"

Key performance indicators

The “Status per group” page displays the following KPIs in the order mentioned.



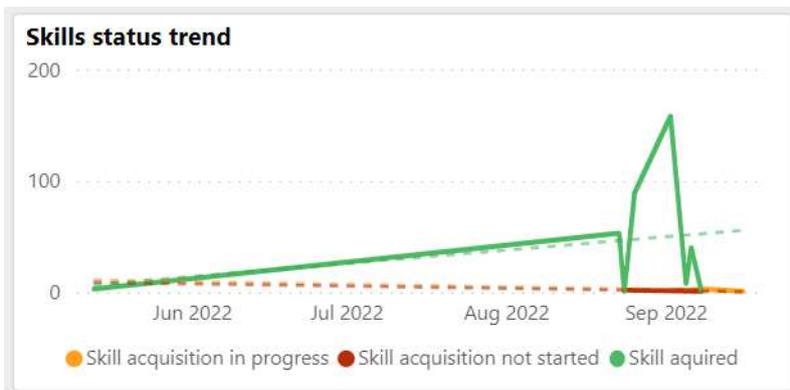
The count of employees whose acquisition of skills has not yet started / in progress / done for the selected group is displayed on this KPI.



This KPI shows the status of the skills which need to be trained by the employees belonging to the selected group.



This KPI shows how many uncovered skill gaps are there so that the regional training head can take necessary action to close these skill gaps.



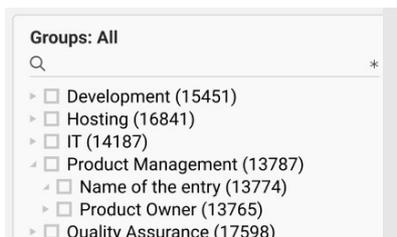
This “skill status trend” shows qualification trend of the skills for the last one year for the employees belonging to the group.

Date	Event	Learner	Skill	Achieved level
03.12.2020	☹	Abigail Hardy	First Aid	Intermediate Level
03.12.2020	✔	Abigail Hardy	Communication	Advanced Level
03.12.2020	➔	Abigail Hardy	First Aid	
03.12.2020	➔	Stefan Gerstner	First Aid	
03.12.2020	☹	Stefan Gerstner	First Aid	Advanced Level
03.12.2020	✘	Stefan Gerstner	Workplace Law	Advanced Level

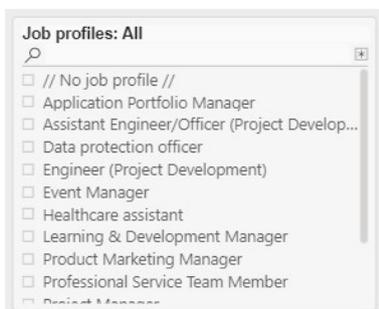
This “skill activity tracking” the skill history of the employees belonging to the group.

Metrics

Following metrics should be present on the Status per group page in the order mentioned.



This metric filters the report results to selected group/business unit. Only those groups are shown for which the Learning Analytics user has viewing rights and have at least one learner with at least one skill assigned. The selection of a group tree element selects the subgroups as well.



This metric can be used to drill down to a certain selected job profile. Only the job profiles which have been assigned to the learners with at least one skill assigned are shown. “// no job profile //” means that also those skills which have not been assigned to any job profile are evaluated.



This KPI can be used to drill down to a specific skill and scale. Only the skills which have been assigned to the learners whether by a job profile or directly are shown. Only skill scales assigned to a skill are considered.

Report page “Status per learner”

This page evaluates how many skills can be served/are in progress/need to be planned for the selected employee so that all products and services can be continuously offered by him.

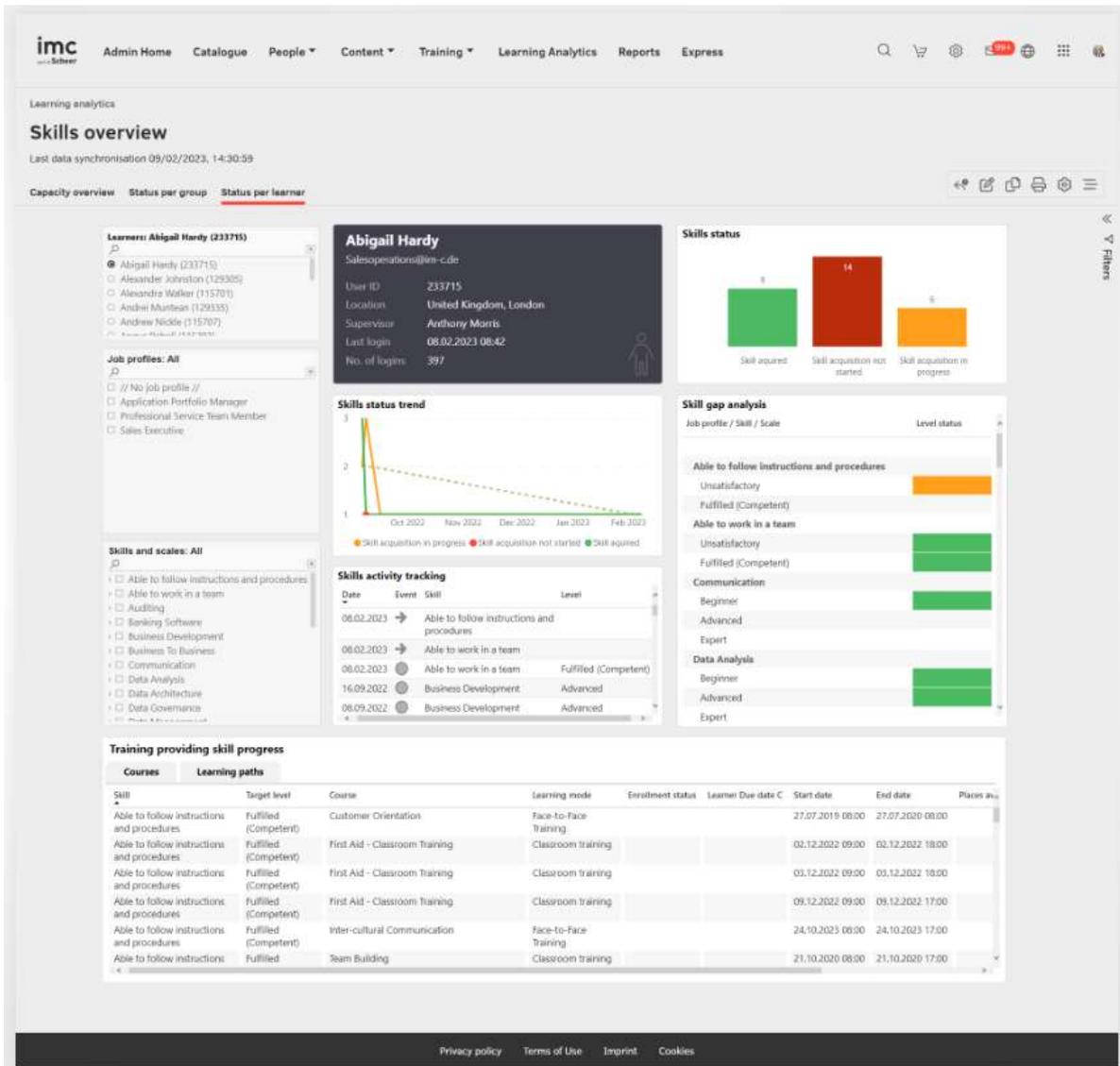


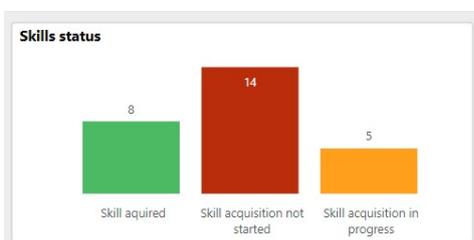
Figure 32: Report page "Status per learner"

Key performance indicators

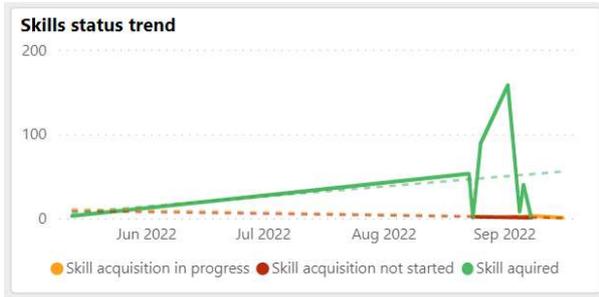
The "Status per learner" page provides the following KPIs in the order mentioned.



This card shows all relevant details about the learner like full name, email address, learner ID, location, supervisors full name and email address, last login date and time, total number of logins.



The number of employees in the related status on the traffic light based skill reporting system is shown on this KPI.



There is a qualification trend of the skills for the last one year for the selected employee on this KPI.

Skill gap analysis

Job profile / Skill / Scale	Level status
Beginner	Green
Advanced	Green
Expert	Red
Business To Business	
Beginner	Green
Advanced	Yellow
Expert	Red
Global Marketing	
Beginner	Green
Advanced	Green
Expert	Red
Presales	
	Green
Project management	
Beginner	Red
Advanced	Red

This view lists the skills status per job profile and uncovered skill gaps to that so that they can be addressed.

Skills activity tracking

Date	Event	Learner	Skill	Achieved level
03.12.2020	☹️	Abigail Hardy	First Aid	Intermediate Level
03.12.2020	✅	Abigail Hardy	Communication	Advanced Level
03.12.2020	➡️	Abigail Hardy	First Aid	
03.12.2020	➡️	Stefan Gerstner	First Aid	
03.12.2020	⊖	Stefan Gerstner	First Aid	Advanced Level
03.12.2020	❌	Stefan Gerstner	Workplace Law	Advanced Level

The skill activity history of the employee is seen on this KPI.

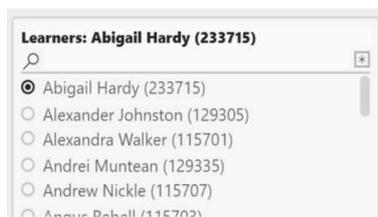
Training providing skill progress

Course	Learning paths	Skill	Target level	Course	Learning mode	Enrollment status	Learner	Due date C	Start date	End date	Places available	Adv.
Time Management	Advanced	Advance Manufacturing		Blended learning					04.08.2022 08:00	31.12.2022 08:00	0	Uric
Communication	Expert	Advanced Communication		Classroom training					17.09.2022 08:00	18.09.2022 18:00	7	Ant
Communication	Expert	Advanced Communication		Face-to-Face Training					12.03.2020 09:00	13.03.2020 16:00	9	Ant
Communication	Expert	Arztpraxis Management		Online course								Dirk
Quality Management	Expert	Arztpraxis Management		Online course								Dirk
Risk Management	Expert	Arztpraxis Management		Online course								Dirk
Time Management	Expert	Arztpraxis Management		Online course								Dirk
Communication	Expert	Back to Basics: the Basic Communication Model		Online course	Passed						138	Ant

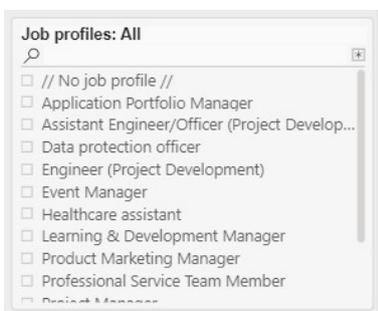
This “Training providing skill progress shows the trainings which can be assigned to the learners to support them to complete the qualification in time.

Metrics

The “Status per learner” page allows filtering report results by the following metrics in the listed order.

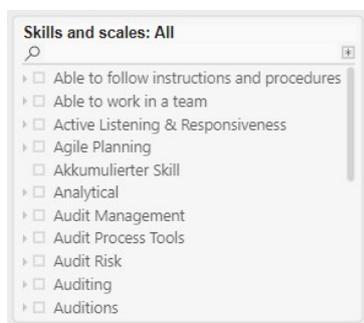


This metric can be used to drill down to a particular learner.



This metric can be used to drill down to a certain selected job profile. Only the job profiles which has been assigned to the learner with at least one skill assigned are shown.

A // no job profile // job profile means that the report is showing the skills which have not been assigned to any job profile.



This metric can be used to drill down to a specific skill and scale. Only the skills which have been assigned to the learner whether by a job profile or directly are shown. Only skill scales assigned to a skill are considered.

3.4 Feedback analysis

The following dashboard and report enable the training owner to evaluate the feedback collection and submission rate so that further actions can be taken to improve the same.

3.4.1 Feedback dashboard

This dashboard evaluates the feedback collection and submission rate so that in case of low feedback submission or collection, training owner can drill-down to the feedback report to identify those courses leading to the improvement of the start-to-end feedback collection process.

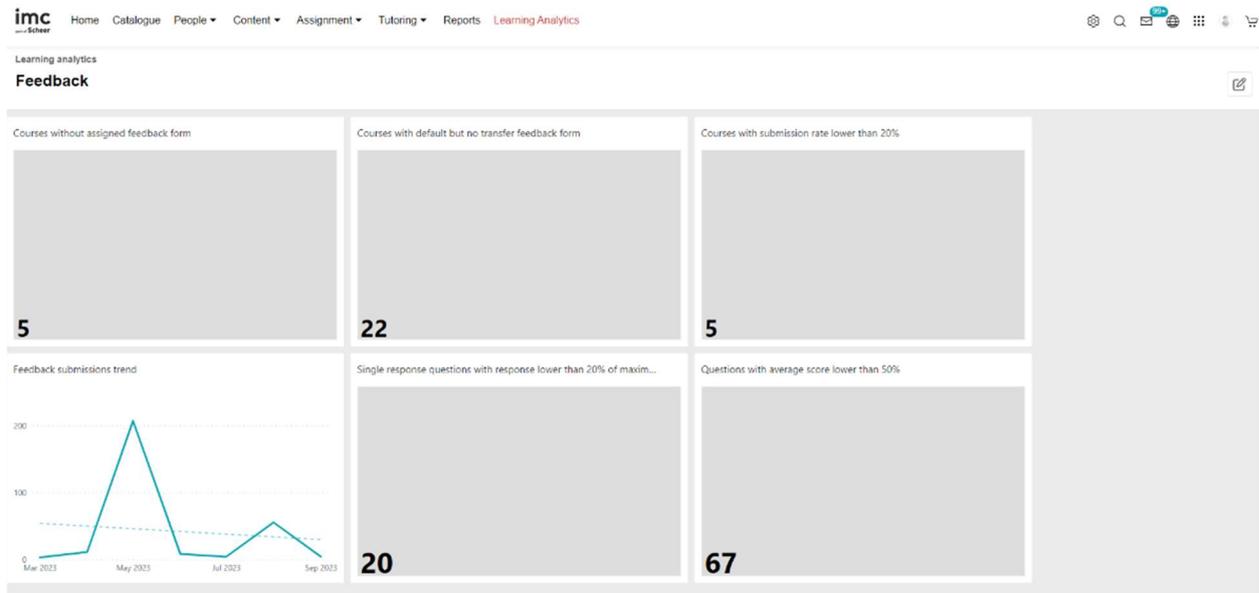


Figure 33: Feedback dashboard

3.4.2 Feedback report

This report provides the report executor with a detailed evaluation of the feedback gathering process. In this way it can be ensured that more feedback with more answers can be obtained and thus the significance of the evaluation results can be increased.

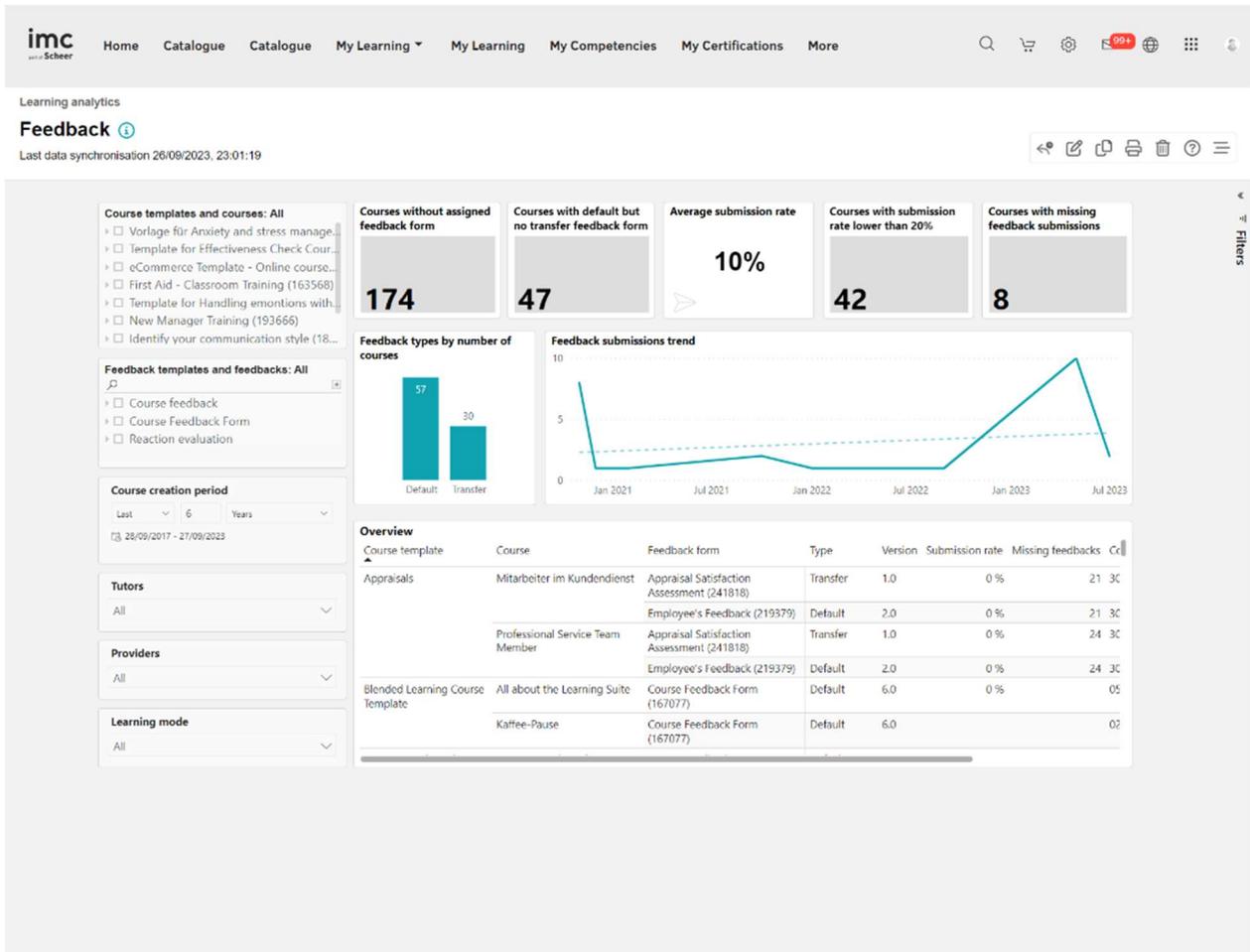


Figure 34: Feedback report

Key performance indicators

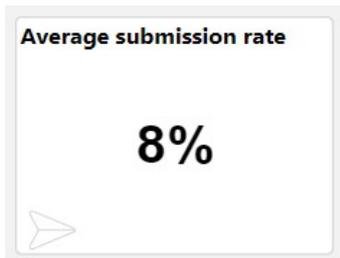
The feedback report analyses the following KPIs in the order mentioned.



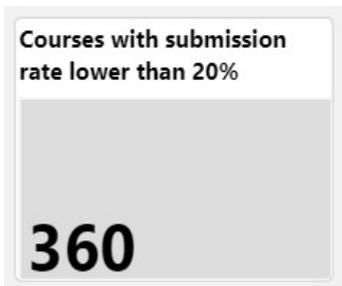
This KPI reports the count of courses which do not have any feedback form assigned. These courses can be identified, and further action can be taken like assigning feedback forms to the courses to improve feedback collection rate.



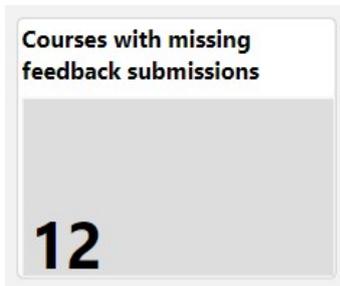
The count of courses which have warm, but no transfer feedback form assigned is shown on this KPI. These courses can be identified, and further action can be taken like assigning transfer feedback forms to the courses to improve feedback collection rate.



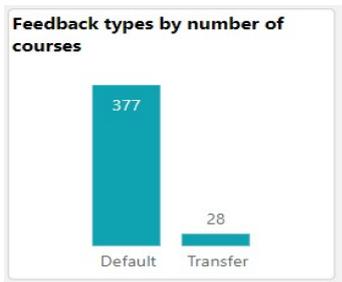
This KPI shows the average submission rate of the feedback forms of the courses. Submission rate = no. of participants who have submitted the feedback/ no. of participants who are enrolled, in progress, passed, failed, cancelled (only who have submitted the feedback). The higher the submission, the more the data the reporter has based on which he can evaluate the course effectiveness and increase the learners’ satisfaction.



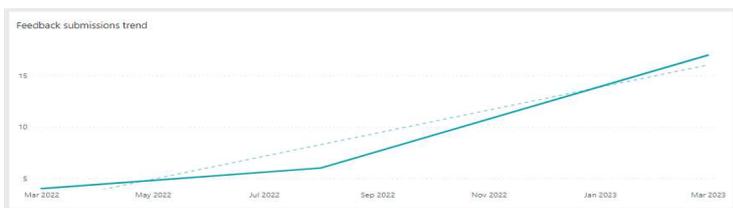
This KPI displays the count of courses with submission rate lower than 20%. These courses can be identified, and further action can be taken like sending reminders to the learners to fill the feedback forms. The threshold is configurable via the average submission rate filter on the visual.



The number of courses with missing feedback submissions can be seen on this KPI. These courses can be identified, and further action can be taken like sending reminders to the learners to fill the feedback forms. Only those courses are considered where the minimum number of feedback forms have been received as defined by the feedback response rate. This threshold is configurable via the configuration manager.



This KPI compares the no. of courses which have feedback forms of the type of transfer vs warm. These courses can be identified, and further action can be taken like assigning the required feedback forms to the courses to improve feedback collection rate.



This KPI shows the submissions trend of the feedback forms for the courses enabling the tracking of the impact of improvement measure on the future submissions rates. The period considered is configurable via the date filter on the visual.

Overview							
Course template	Course	Feedback form	Type	Version	Submission rate	Missing feedbacks	Course end date
Blended Learning Course Template	All about the Learning Suite	Course Feedback Form (167077)	Default	6.0	0 %	1	05.10.2023 17:00
Customer Orientation Template	Customer Orientation	Course Feedback Form (167077)	Default	6.0	17 %	5	06.08.2023 18:00
Stefans Kursvorlage	Stefans Kurs	Course feedback (495855)	Default	1.0	100 %	0	13.07.2024 08:00
Template for Strategic Thinking Workshop	Strategic Thinking Workshop 2023	Course Feedback Form (221848)	Default	9.0			01.10.2023 18:00

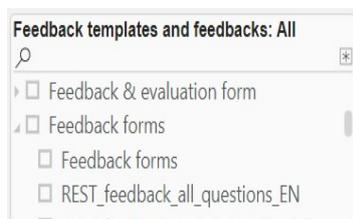
This overview displays the course template name, course name, feedback form name, feedback form type, feedback form version, submission rate, no. of missing feedbacks and course end date.

Metrics

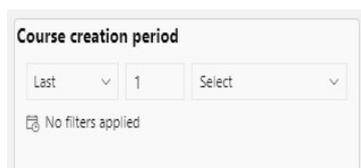
The Feedback collection report allows filtering the report results by the following metrics in the listed order.



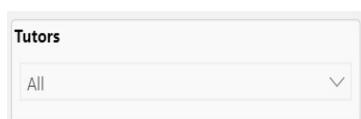
This metric list all course template and courses the reporter has access rights. The selection of a course template also selects all listed courses of that template.



This metric list all feedback form templates, and feedback forms assigned to the courses the reporter has access rights. The selection of a feedback form template also selects all listed feedback forms of that template.



This metric can be used to filter the report by the desired course creation period. The default period is 6 months.



This metric list all tutors who have been assigned the tutor role in the course template and courses the reporter has access rights.

Providers

All

This metric list all providers assigned to the courses the reporter has access rights.

Learning mode

All

This metric list all learning modes assigned to the courses the reporter has access rights.

3.4.3 Feedback evaluation report

This report provides the report executor with a detailed evaluation of the feedback responses so that he can evaluate how the courses are performing and can take relevant actions to increase course efficiency and learner’s satisfaction.

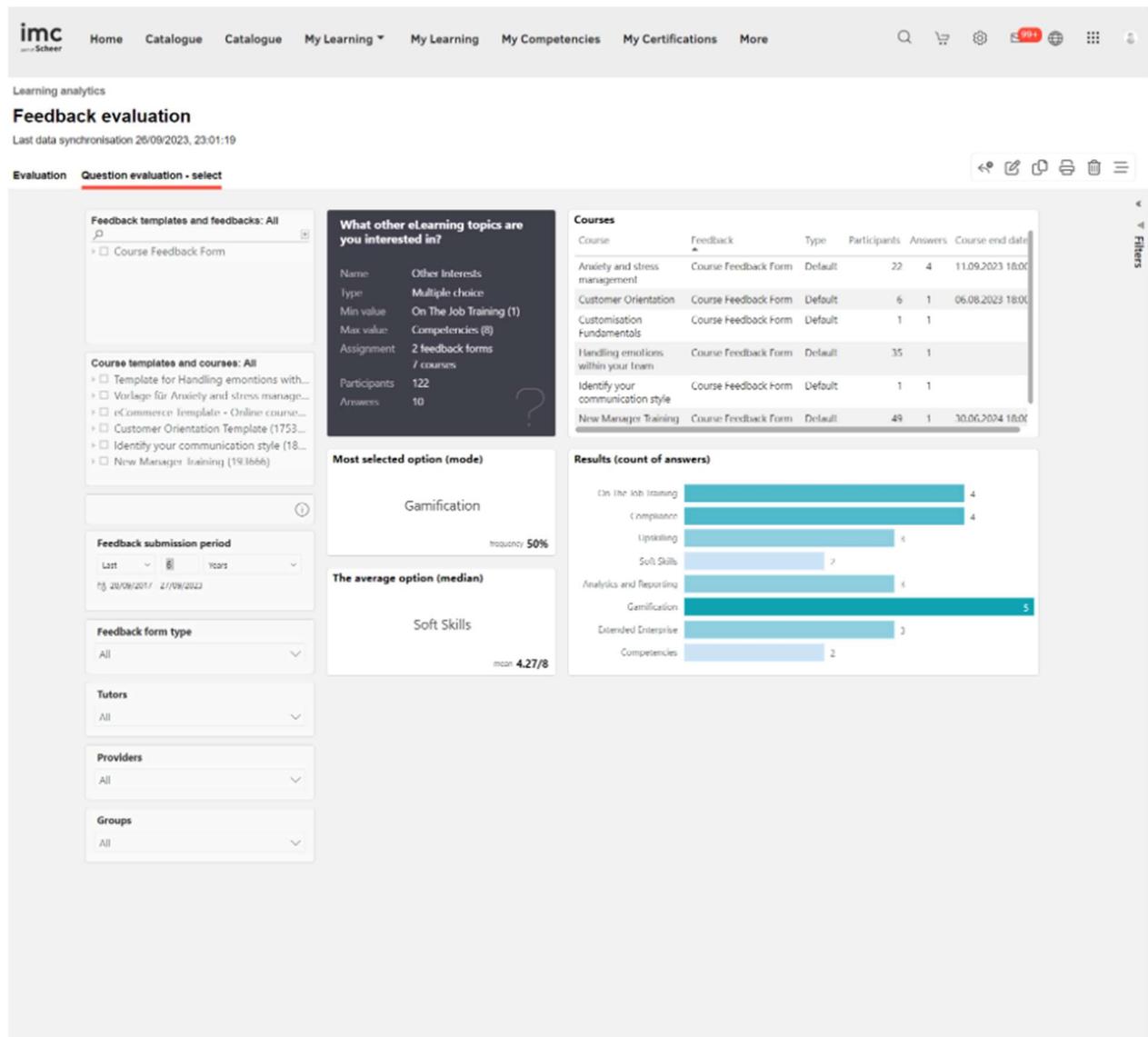
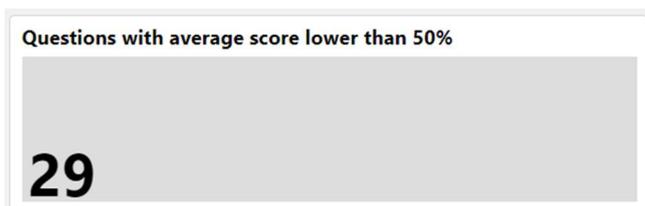


Figure 35: Feedback evaluation report

Key performance indicators

The feedback evaluation report analyses the following KPIs in the order mentioned.



This KPI shows the number of questions with an average score lower than 50% reflecting the courses which have not been well-received by the participants and need further

improvement. The threshold is configurable. Average Score is calculated as follows:

- Yes/No - (no. of users who have responded yes / total no. of replies) * 100
- Single response - (average value of the responses/highest value) * 100
- Multiple choice - (average value of the responses/highest value) * 100
- Free text: no. of participants who have responded positive / total no. of replies) * 100

For Arrange and Matrix feedback form question types, average score is n/a.



This KPI displays the number of single response questions which have received even a single response lower or equal than 20% of the maximum value and thus helps to identify the outliers.

Questions								
Name	Text	Type	Version	Participants	Answers	Average score	Nr. of lower replies	ID
Other Interests	What other eLearning topics are you interested in?	Multiple choice	5.0	122	10	50%		166795
Learning Objectives	Did the Course clearly explain the Learning Objectives?	Yes/No	6.0	122	10	100%		166581
Effect on quality	Did the course enable you to improve the quality of your work?	Single response	2.0	29	9	77%		231506
Applicability of knowledge	Has the knowledge gained in this course been applied in your every-day work environment?	Single response	3.0	29	9	87%		230181
Effect on	Did the course enable you to improve	Single response	6.0	29	9	90%		231304

This overview displays the question’s name, text, type, published version, no. of participants of the courses which have the feedback forms to which these questions have been assigned (enrolled, in progress, passed, failed, cancelled (only if they have submitted the feedback)), no. of replies, average score, nr. of lower replies and question ID.

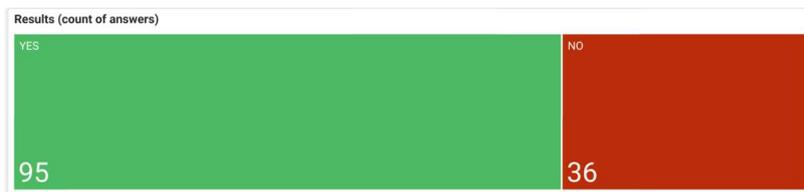
Do you deem the training appropriate?

Name Evaluation of the training
 Type Single response
 Assignment 4 feedback forms
 5 courses
 Participants 60
 Answers 7

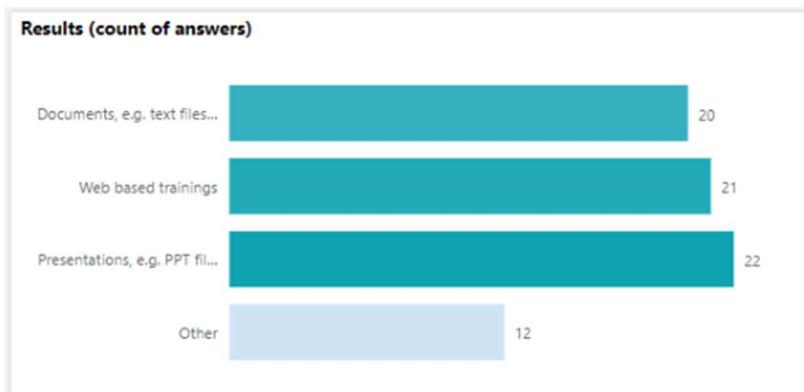
This card is shown if the specific question is selected. It displays question text, name, type, minimum value, maximum value, no. of feedback forms, courses, participants to which have this question has been assigned, no. of replies.

Course	Feedback	Type	Participants	Answers	Course end date
Anxiety and stress management	Course Feedback Form	Default	22	4	11.09.2023 18:00
Customer Orientation	Course Feedback Form	Default	6	1	06.08.2023 18:00
Customisation Fundamentals	Course Feedback Form	Default	1	1	
Handling emotions within your team	Course Feedback Form	Default	35	1	
Identify your communication style	Course Feedback Form	Default	1	1	
New Manager Training	Course Feedback Form	Default	49	1	30.06.2024 18:00

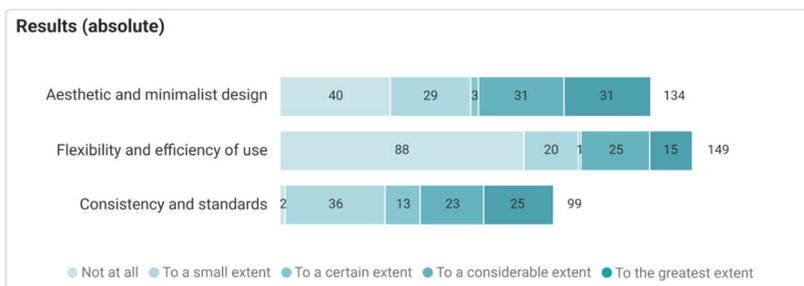
This overview displays courses to which the selected feedback question has been assigned, feedback form name, feedback form type, no. of participants including cancelled participants if they have submitted the responses, no. of replies and course end date.



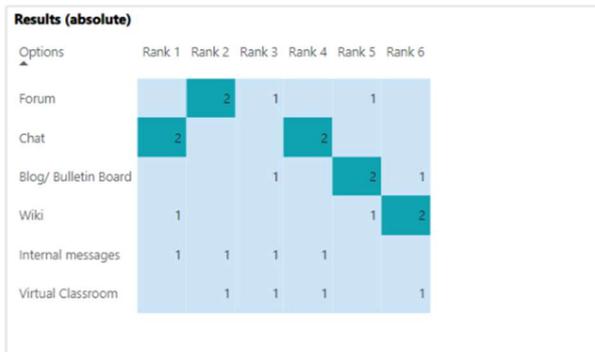
This KPI displays how many participants have chosen yes and how many have chosen no.



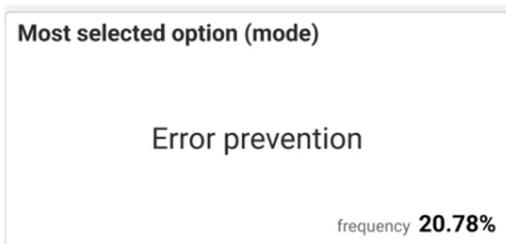
This KPI displays how many participants have chosen the specific option for the selected single response/multiple choice question (both statistically evaluable and non-evaluable).



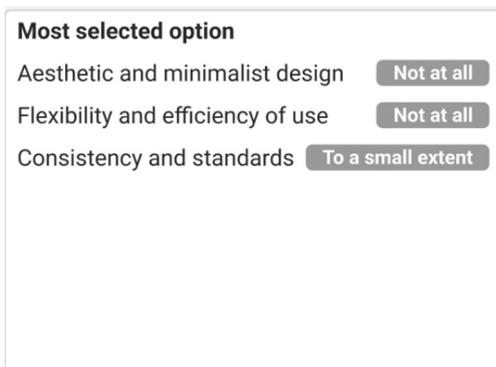
This KPI displays the number of participants who have chosen the respective option in each row of the selected matrix feedback question.



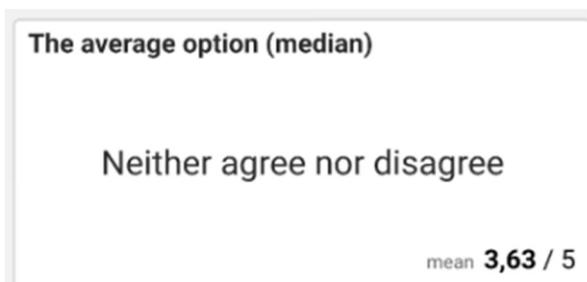
This KPI lists the number of participants who have ranked the specific item as first, second and so on for the selected arrange feedback question.



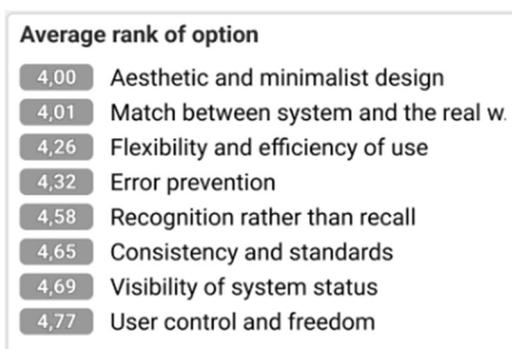
This KPI displays which option has been selected by most participants for the selected single response/multiple choice/arrange feedback form question.



This KPI displays the option which has been chosen by the most participants for each row of the selected matrix feedback question.

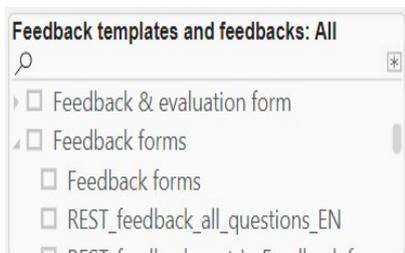


This KPI displays the average option for the selected single response/multiple choice feedback form question. In case of non-evaluable single response/multiple choice feedback form question, this KPI displays N/A.



This KPI displays the average rank of each of the items for the selected arrange feedback question.

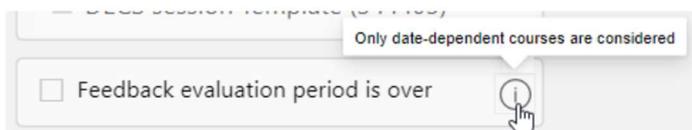
The Feedback evaluation report allows filtering the report results by the following metrics in the listed order.



This metric lists all feedback form templates and feedback forms assigned to the courses the reporter has access rights. The selection of a feedback form template also selects all listed feedback forms of that template.

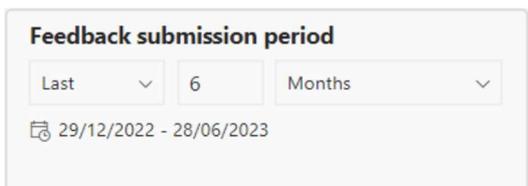


This metric lists the courses the reporter has access rights and their course templates. The choice of a course template also selects all listed courses of that template.

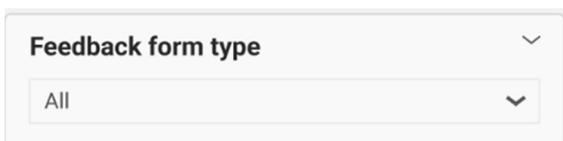


When the “Feedback evaluation period is over” is selected, only the questions from the feedback forms assigned to date-dependent

courses for which the feedback evaluation period is over are considered. N/A is shown in case no such feedback question is available.

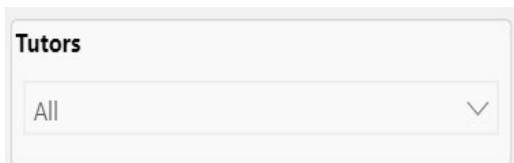


This metric filters the report by the desired feedback submission period when the feedback form was submitted. The default time period is 6 months.

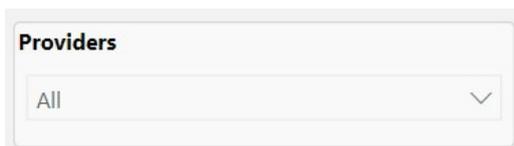


This metric filters the report by the desired feedback form type (default, transfer) of the feedback templates and feedback forms assigned to the courses the

user has access to and their course templates.



This metric lists all tutors who have been assigned the tutor role in the course template and courses the reporter has access rights.



This metric lists all providers assigned to the courses the reporter has access rights.

Groups: All

Q *

- ▶ Development (15451)
- ▶ Hosting (16841)
- ▶ IT (14187)
- ▶ Product Management (13787)
- ▶ Name of the entry (13774)
- ▶ Product Owner (13765)
- ▶ Quality Assurance (17598)

This metric lists the groups of the learners who are enrolled / progress / failed / passed / cancelled (only if they have submitted the feedback) from the courses the reporter has access rights. The choice of a group tree element selects the subgroups as well.

3.4.4 Feedback comparison report

This report enables the report executor to compare the feedback responses across various dimensions so that he can drill down to know the reasoning behind the bad performance of some courses.

Feedback comparison
Last data synchronisation: 19/07/2023, 17:35:39

Dimensions for comparison

- Courses**
 - Fundamental Project Management Knowledge (111882)
 - Fundamental Project Management Knowledge Q1 2011 (11...
 - Fundamental Sales Knowledge (656149)
 - Fundamental Sales Knowledge Q4 2011 (118115)
 - Geldwäscherei 2011 (324668)
 - GRAAF-Demosiere zum Thema VORSCHEID (1167967)
- Tutors**
 - Peter Baumgart (103152)
 - Peter Gardener (103153)
 - Theo Lange (645202)
 - Tutor Business Scenario (484760)
 - Tutor Business Scenario (484759)
- Groups**
 - How Engine Are Made Group (431227)
 - Human Resources (10)
 - imc_admin Standard Group (434947)
 - Knowledge Transfer - IP 8 (645115)
 - Learner (3)
- Learning mode**
 - Blended learning
 - Classroom training
 - Online
 - REG Course mode - Course
 - Test Course Mode
- Providers**
 - Corp Provider
 - IMC AG
 - Microsoft
 - Nexans University
 - UBS Online
- Applied dimensions**
There are no dimensions applied

Feedback evaluation period is over ⓘ

Feedback form
All

Feedback submission period
Last 6 Months
21/01/2023 - 20/07/2023

Feedback form type
All

Course templates
All

Questions

Name	Text	Type	Version	Participants	Answers	Average score
Arrange feedback #EN	Arrange all the elements in the right order.	Arrange	1.0	9	9	
- Completion Yes/No	Did the learner complete the course in its entirety?	Yes/No	1.0	21	9	73%
TD21 Feedback - Stars - Q21	Did you access any additional or outside information?	Single response	1.0	3	2	50%
OS20 Feedback - Stars - Q7	Did you get fatigued reading the material?	Single response	1.0	20	12	84%
Use of time	Did you make good use of the time?	Single response	2.0	9	4	63%
Evaluation of the training 02/05	Do you deem the training appropriate?	Single response	1.0	16	15	
Evaluation of the training	Do you deem the training appropriate?	Single response	2.0	35	7	

Compare based on: Courses Feedback types Tutors Groups Learning modes Providers

Figure 34: Feedback comparison report

Key performance indicators

The feedback comparison report analyses the following KPIs in the order mentioned.

Questions								
Name	Text	Type	Version	Participants	Answers	Average score	Nr. of lower replies	ID
Learning Objectives	Did the Course clearly explain the Learning Objectives?	Yes/No	6.0	77	6	100%		166581
Stefans Feedbackfrage	Hat Dir der Kurs gefallen?	Yes/No	1.0	1	1	100%		495789
Reaction & Behaviour evaluation	How do learners react to the training measure "Has behaviour in the workplace changed/improved?"	Matrix	1.0	9	5			113399
Effectiveness	How effective was the course at helping you achieve the Learning Objectives?	Single response	8.0	6	1	80%		166688
Effectiveness	How effective was the course at helping you achieve the Learning Objectives?	Single response	9.0	71	4	85%		221244
Learning Experience	In 50 words or less, please describe your overall course	Free text	6.0	49	1	0%		166631

This overview displays the question’s name, text, type, published version, no. of participants of the courses which have the feedback forms to which these questions have been assigned (enrolled, in progress, passed, failed, cancelled (only if they have submitted the feedback)), no. of replies, average score, nr. of lower replies and question ID.

Do you deem the training appropriate?

Name: Evaluation of the training

Type: Single response

Assignment: 4 feedback forms
5 courses

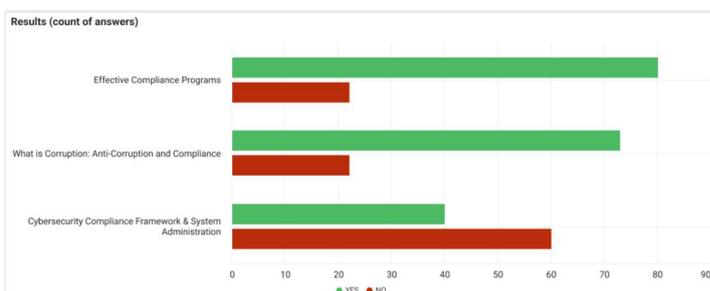
Participants: 60

Answers: 7

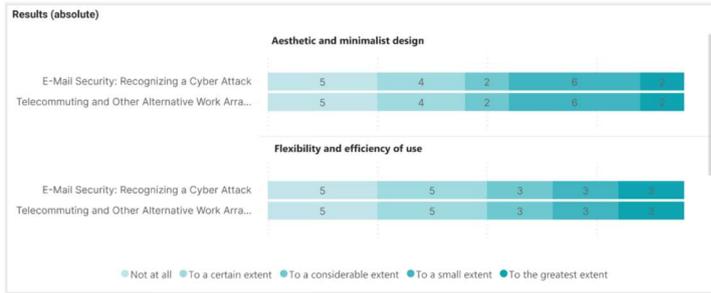
This card is shown if the specific question is selected. It displays question text, name, type, minimum value, maximum value, no. of feedback forms, courses, participants to which have this question has been assigned, no. of replies.

Courses					
Course	Feedback	Type	Participants	Answers	Course end date
Anxiety and stress management	Course Feedback Form	Default	22	4	11.09.2023 18:00
Customer Orientation	Course Feedback Form	Default	6	1	06.08.2023 18:00
Customisation Fundamentals	Course Feedback Form	Default	1	1	
Handling emotions within your team	Course Feedback Form	Default	35	1	
Identify your communication style	Course Feedback Form	Default	1	1	
New Manager Training	Course Feedback Form	Default	49	1	30.06.2024 18:00

This overview displays courses to which the selected feedback question has been assigned, feedback form name, feedback form type, no. of participants including cancelled participants if they have submitted the responses, no. of replies and course end date.



This KPI displays how many participants have chosen yes and how many have chosen no for the selected Yes/No feedback question and compare it across the chosen dimension.



This KPI displays the number of participants who have chosen the respective option in each row of the selected matrix feedback question and compare it across the chosen dimension.



This KPI displays the number of participants who have ranked the specific item as first, second and so on for the selected arrange feedback question and compare it across the chosen dimension.

Results details

Course	Most selected option	Frequency
Effective Compliance Programs (56867)	YES	78%
What is Corruption: Anti-Corruption and Compliance (26409)	YES	77%
Cybersecurity Compliance Framework & System Administration (38135)	NO	40%

This KPI displays the most selected option for the selected Yes/No feedback question and compares it across the chosen dimension.

tion.

Results details

Course	Most selected option	Frequency	Average option	Mean ot of max value
Effective Compliance Programs (56867)	Strongly agree	32%	Neither agree nor disagree	3.62
What is Corruption: Anti-Corruption and Compliance (26409)	Agree	17%	Agree	4.20
Cybersecurity Compliance Framework & System Administration (38135)	Strongly agree	20%	Neither agree nor disagree	3.33

This KPI displays the most selected and the highest averaged option for the selected single response/multiple-choice feedback question and compares it across the chosen dimension.

Results details by average rank of option

Rank / Course	Effective Compliance Programs (56867)	What is Corruption: Anti-Corruption and Compliance (26409)	Cybersecurity Compliance Framework & System Administration (38135)
Rank 1	Aesthetic and minimalist design	Flexibility and efficiency of use	Consistency and standards
Rank 2	Match between system and the real world	Aesthetic and minimalist design	Error prevention
Rank 3	Flexibility and efficiency of use	Consistency and standards	Aesthetic and minimalist design
Rank 4	Error prevention	Error prevention	Match between system and the real world
Rank 5	Recognition rather than recall	Match between system and the real world	Flexibility and efficiency of use
Rank 6	Consistency and standards	Flexibility and efficiency of use	Recognition rather than recall

This KPI displays the highest average rank option for the selected arrange question and compare it across the chosen dimension.

Results details

Question / Course	Most selected option	Average selected option
Aesthetic and minimalist design E-Mail Security: Recognizing a Cyber Attack Telecommuting and Other Alternative Work Arrangements	To a small extent To a small extent	Aesthetic and minimalist design Aesthetic and minimalist design
Consistency and standards E-Mail Security: Recognizing a Cyber Attack Telecommuting and Other Alternative Work Arrangements	To a certain extent To a certain extent	Consistency and standards Consistency and standards
Error prevention E-Mail Security: Recognizing a Cyber Attack Telecommuting and Other Alternative Work Arrangements	To a small extent To a small extent	Error prevention Error prevention
Flexibility and efficiency of use		

This KPI displays the most selected and the highest averaged option for the selected matrix feedback question and compares it across the chosen dimension.

mension.

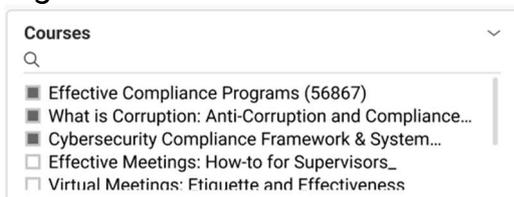
Course	Sentiment	Answer
Effective Compliance Programs (56867)	Positive	It was a question of which of the two she preferred. On the one hand, the choice seemed simple. The more expensive one with a brand name would be the choice of most. It was the easy choice. The safe choice. But she wasn't sure she actually preferred it.
Effective Compliance Programs (56867)	Negative	I'm going to hire professional help tomorrow. I can't handle this anymore. She fell over the coffee table and now there is blood in her catheter. This is much more than I ever signed up to do.
What is Corruption: Anti-Corruption and Compliance	Positive	How had she been so wrong? All her instincts and intuition completely failed her for the first time in her life. She had so heavily relied on both

This KPI displays responses for the selected free-text feedback question and marks it as positive, negative, or neutral

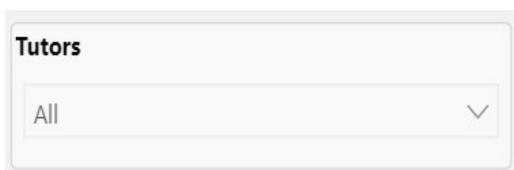
and compares it across the chosen dimension.

Dimensions

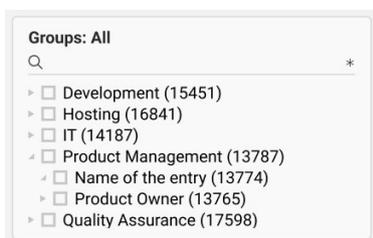
The Feedback comparison report allows filtering the report results by the following dimensions in the listed order.



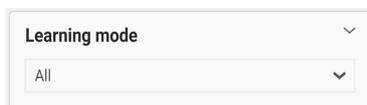
This dimension lists all courses the reporter has access rights.



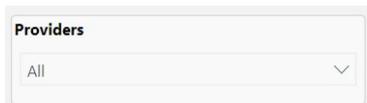
This metric lists all tutors who have been assigned the tutor role in the course template and courses the reporter has access rights.



This dimension lists the groups of the learners who are enrolled / progress / failed / passed / cancelled (only if they have submitted the feedback) from the courses the reporter has access rights. The choice of a group tree element selects the subgroups as well.



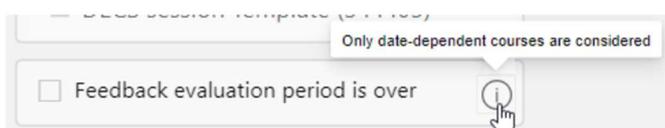
This metric list all learning modes assigned to the courses the reporter has access rights.



This dimension lists all providers assigned to the courses the reporter has access rights.

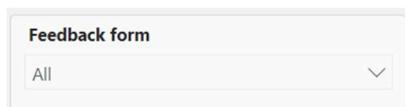
Metrics

The Feedback comparison report allows filtering the report results by the following metrics in the listed order.



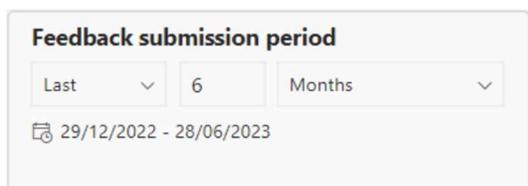
When the “Feedback evaluation period is over” is selected, only the questions from the feedback forms assigned to date-dependent courses for which the feedback evaluation period is over are considered.

N/A is shown in case no such feedback question is available.



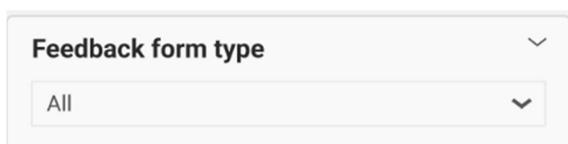
The screenshot shows a dropdown menu titled "Feedback form" with the option "All" selected.

This metric lists all feedback forms assigned to the courses the reporter has access rights. The selection of a feedback form template also selects all listed feedback forms of that template.



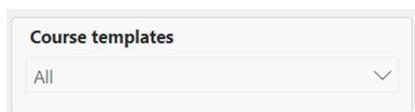
The screenshot shows a filter for "Feedback submission period" set to "Last 6 Months" with a date range of "29/12/2022 - 28/06/2023".

This metric filters the report by the desired feedback submission period when the feedback form was submitted. The default time period is 6 months.



The screenshot shows a dropdown menu titled "Feedback form type" with the option "All" selected.

This metric filters the report by the desired feedback form type (default, transfer) of the feedback templates and feedback forms assigned to the courses the user has access to and their course templates.



The screenshot shows a dropdown menu titled "Course templates" with the option "All" selected.

This metric lists all course templates of the courses the reporter has access rights.

3.4.5 Effectiveness check report

This report provides the report executor with a detailed evaluation of the effectiveness check feedback form responses so that he can evaluate the effectiveness of the trainings being conducted.

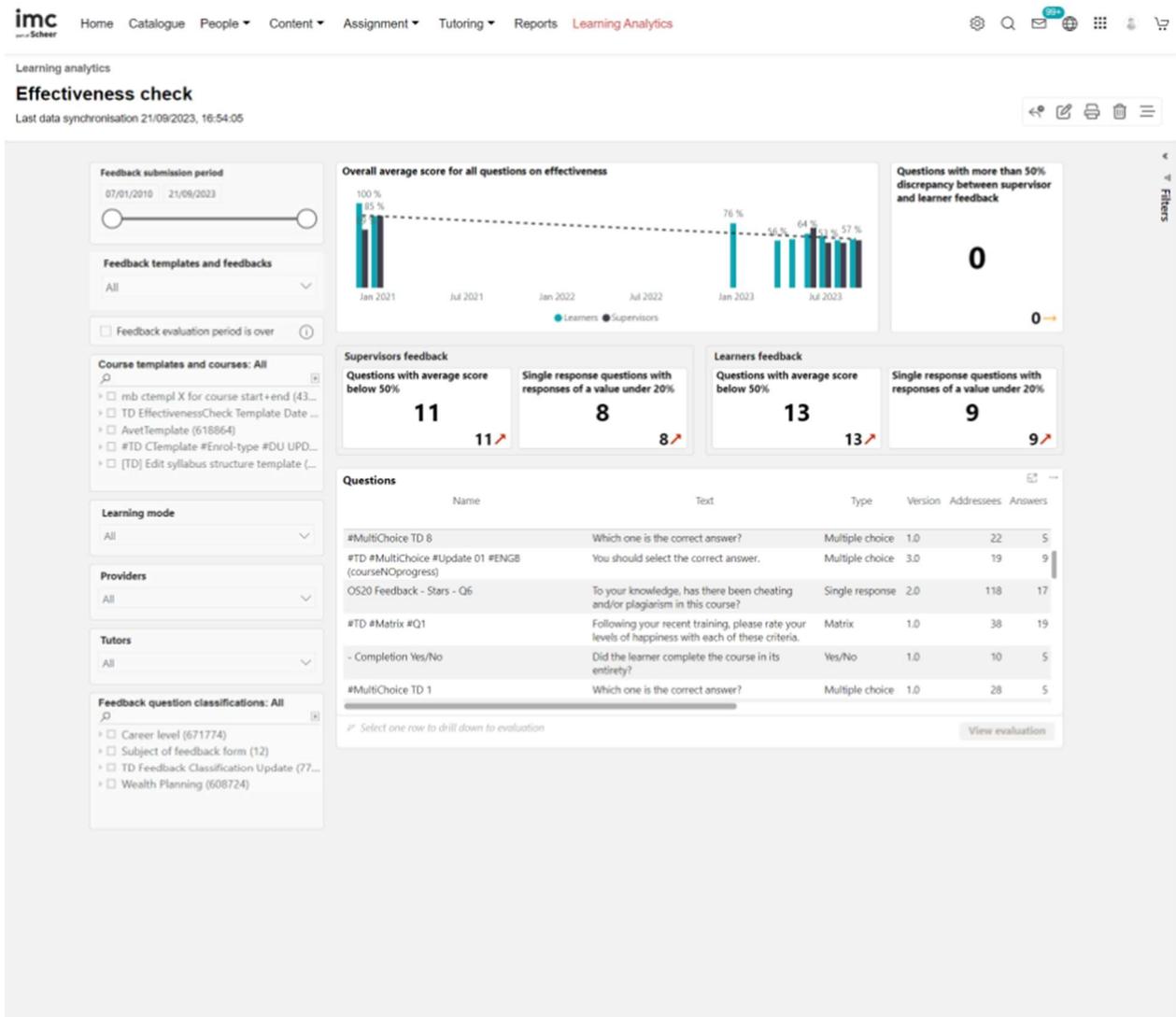
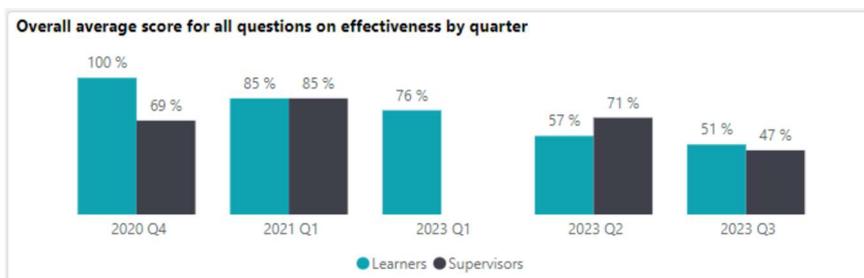


Figure 37: Effectiveness check report

Key performance indicators

The effectiveness check report analyses the following KPIs in the order mentioned.



This KPI shows the average score for all questions on effectiveness (in percentage) by quarter. Average Score is calculated as follows:

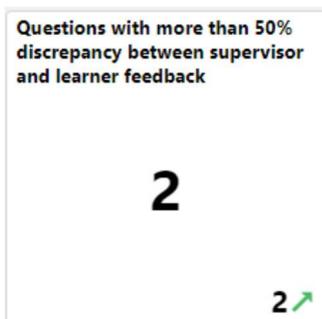
Yes/No - (no. of users who have responded yes / total no. of replies) * 100.

Single response - (average value of the responses/highest value) * 100

Multiple choice - (average value of the responses/highest value) * 100

Free text: (no. of participants who have responded positive / total no. of replies) * 100.

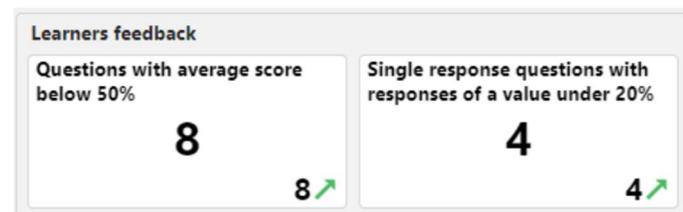
Matrix: sum of average values of each row / no of rows
 For Arrange feedback form question type, average score is n/a.



This KPI displays a count of questions with more than 50% discrepancy between supervisor and learner feedback.



This KPI displays the number of questions with an average score below 50% reflecting the courses which have not been well-received by the participants and need further improvement.



Also the KPI displays the number of single response questions which have received even a single response lower or equal than 20% of the maximum value and thus helps to identify the outliers.

Name	Text	Type	Version	Addressees	Answers	Response rate	Average score (learner + supervisor)	Average score (supervisor)	Average % score (supervisor)	Average score (learner)	Average % score (learner)	ID
TD_Q2_Statc course	Overall, are you satisfied with the Statistics course?	Yes/No	3.0	2	2	100.00 %	100.00 %	1.00	100.00 %	1.00	100.00 %	733598
[21] Reaction & Behaviour evaluation	Reaction evaluation is how the delegates felt, and their personal reactions to the training or learning experience.	Matrix	1.0	2	2	100.00 %	58.33 %	2.00	66.67 %	1.00	33.33 %	927500

This overview displays the question’s name, text, type, published version, no. of addressees (participants (enrolled, in progress, passed, failed, cancelled if response has been submitted) and their supervisor), no. of replies, response rate, avg. response value in % (learner and supervisor combined), avg. response value (supervisor), avg. response value in % (supervisor), avg. response value (learner) avg. response value in % (learner) and question ID.

Drill-down page

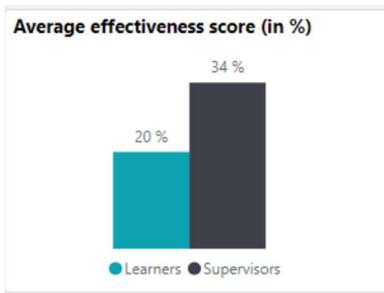
The drill-down page analyses the following KPIs in the order mentioned.



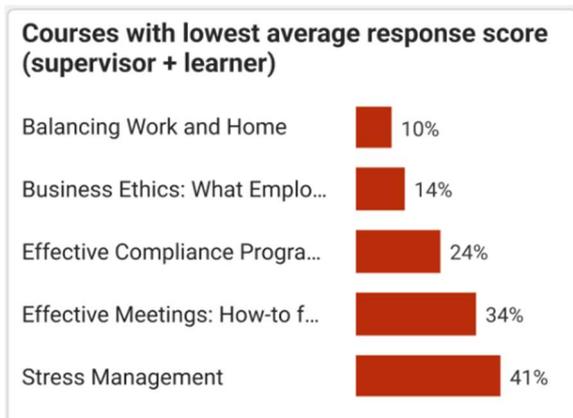
This card is shown if the specific question is selected. It displays question text, name, type, minimum value, maximum value, no. of feedback forms, courses, addressees to which have this question has been assigned, no. of replies.

Courses					
Course template	Course	Addressees	Answers	Evaluation period is over	
[PK] New Manager Training	[PK] [EC] New Manager Training	2	2	yes	

This overview displays course templates and courses to which the selected feedback question has been assigned, addressees, no. of replies and if feedback evaluation period is over.



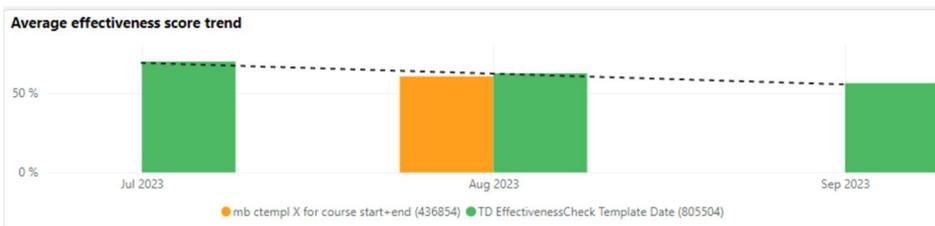
This KPI displays the average effectiveness score (in %) given by the learners and supervisors for the selected feedback question.



This KPI displays the courses with lowest average score (in %) given by the learners and supervisors for the selected feedback question.

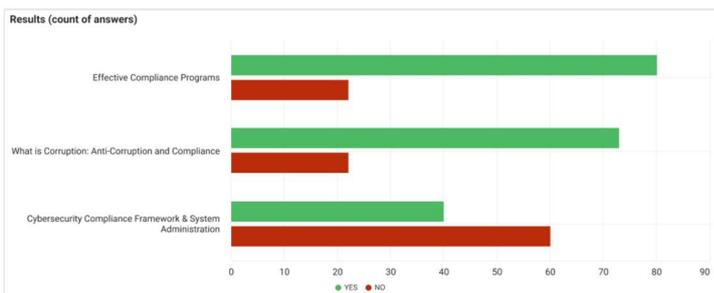


This KPI displays the courses with top average score (in %) given by the learners and supervisors for the selected feedback question.

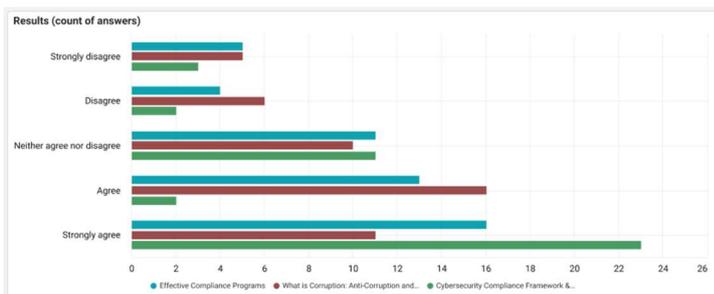


This KPI displays the trend of the combined average score (in %) by the learner and the supervisor compared by the course templates (including versions) for the selected question.

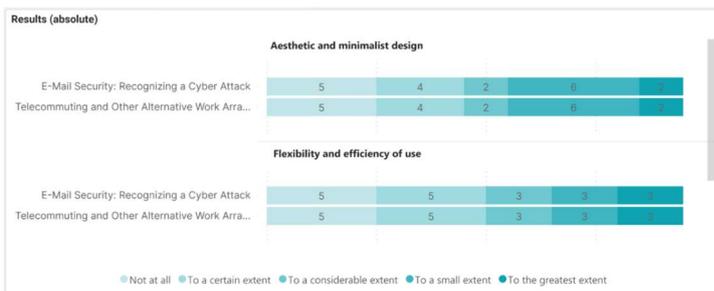
This KPI displays the courses with top average score (in %) given by the learners and supervisors for the selected feedback question.



This KPI displays how many participants have chosen yes and how many have chosen no for the selected Yes/No feedback question and compare it across the courses.



This KPI displays how many participants have chosen the specific option for single response/multiple choice feedback question and compare it across the courses.



This KPI displays the number of participants who have chosen the respective option in each row of the selected matrix feedback question and compare it across the courses.

Results (absolute)

Error prevention	15	16	6	15	19	4	8	16
Consistency and standards	6	4	24	17	21	6	13	11
Aesthetic and minimalist design	3	24	21	10	27	5	3	8
User control and freedom	15	3	10	10	18	19	18	7
Flexibility and efficiency of use	20	18	4	15	9	3	9	21
Recognition rather than recall	17	5	7	21	10	19	9	13
Visibility of system status	10	14	8	17	16	3	18	15
Match between system and the real world	17	13	16	13	15	13	3	11
	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Rank 7	Rank 8

This KPI displays the number of participants who have ranked the specific item as first, second and so on for the selected arrange feedback question and compare it across the courses.

Results details by average rank of option

Rank / Course	Effective Compliance Programs (56867)	What is Corruption: Anti-Corruption and Compliance (26409)	Cybersecurity Compliance Framework & System
Rank 1	Aesthetic and minimalist design	Flexibility and efficiency of use	Consistency and standards
Rank 2	Match between system and the real world	Aesthetic and minimalist design	Error prevention
Rank 3	Flexibility and efficiency of use	Consistency and standards	Aesthetic and minimalist design
Rank 4	Error prevention	Error prevention	Match between system and the real world
Rank 5	Recognition rather than recall	Match between system and the real world	Flexibility and efficiency of use
Rank 6	Consistency and standards	Flexibility and efficiency of use	Recognition rather than recall

This KPI displays the highest average rank option for the selected arrange question and compare it across the courses.

Results details

Course	Sentiment	Answer
Effective Compliance Programs (56867)	Positive	It was a question of which of the two she preferred. On the one hand, the choice seemed simple. The more expensive one with a brand name would be the choice of most. It was the easy choice. The safe choice. But she wasn't sure she actually preferred it.
Effective Compliance Programs (56867)	Negative	I'm going to hire professional help tomorrow. I can't handle this anymore. She fell over the coffee table and now there is blood in her catheter. This is much more than I ever signed up to do.
What is Corruption: Anti-Corruption and Compliance	Positive	How had she been so wrong? All her instincts and intuition completely failed her for the first time in her life. She had so heavily relied on both

This KPI displays responses for the selected free-text feedback question and marks it as positive, negative, or neutral

and compares it across the courses.

Overview

Course	Response rate	Average score (learner + supervisor)	Discrepancy in score (learner vs. supervisor)	Average score (supervisor)	Average % score (supervisor)	Average score (learner)	Average % score (learner)
[PK] [EC] New Manager Training (938249)	100.00 %	100.00 %	0.00 %	1.00	100.00 %	1.00	100.00 %
Course for Effectiveness check '23 (935150)	16.67 %	0.00 %				0.00	0.00 %
JT course for Effectiveness check (812371)	3.57 %	100.00 %		1.00	100.00 %		
TD course for Effectiveness check #1 (934909)	20.00 %	0.00 %	0.00 %	0.00	0.00 %	0.00	0.00 %
TD course for Effectiveness check (805811)	100.00 %	33.33 %	66.67 %	0.00	0.00 %	0.67	66.67 %
TD course for Effectiveness check Report (813158)	35.71 %	100.00 %	0.00 %	1.00	100.00 %	1.00	100.00 %

This overview displays the course name, response rate, average respondents score, discrepancy in score (learner vs supervisor), average score (supervisor), average % score (supervisor), average score (learner), average % score (learner), course card.

Metrics

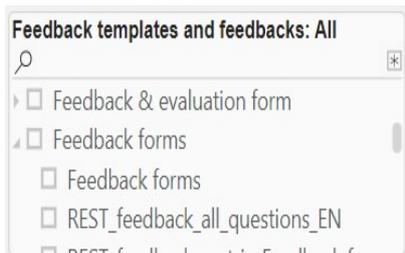
The effectiveness check report allows filtering the report results by the following metrics in the listed order.

Feedback submission period

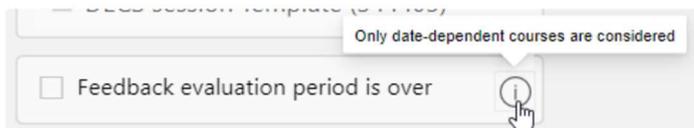
Last Months

📅 29/12/2022 - 28/06/2023

This metric filters the report by the desired feedback submission period when the feedback form was submitted. The default time period is 6 months.



This metric lists all feedback form templates and feedback forms assigned to the courses the reporter has access rights. The selection of a feedback form template also selects all listed feedback forms of that template.

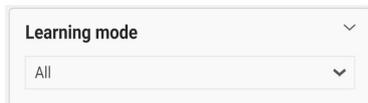


When the “Feedback evaluation period is over” is selected, only the questions from the feedback forms assigned to date-dependent courses for which the feedback evaluation period is over are considered.

N/A is shown in case no such feedback question is available.



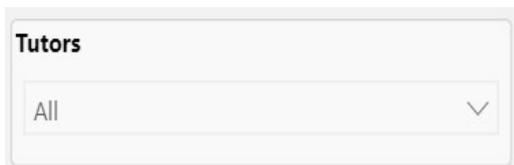
This metric list all courses the reporter has access rights and their course templates. The choice of a course template also selects all listed courses of that template.



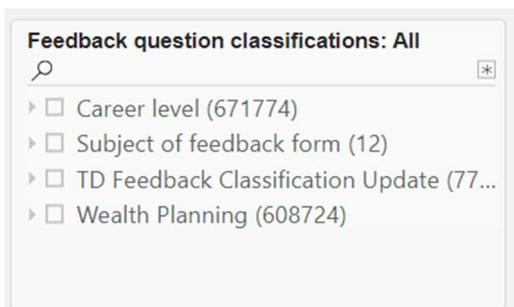
This metric list all learning modes assigned to the courses the reporter has access rights.



This metric lists all providers assigned to the courses the reporter has access rights.



This metric lists all tutors who have been assigned the tutor role in the course template and courses the reporter has access rights.



This metric filters the report by the desired classification assigned to the feedback form question belonging to the effectiveness check feedback form of the courses the user has access to.