Feature Guide:
Analytics Engine & Dashboards

Spring 2019

ONPOINT

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Table of Contents

Table of Contents 2

Introduction 4

Standard Analytics Package 5
- Standard Dashboards 5
  - Groups 6
  - Objects 7
  - System 8

Advanced Analytics Package 9
- Dashboard Settings 9
  - Information 9
    - Title 9
    - Description 9
    - Timeframe 9
    - Availability 9
  - Translations 10
  - Manager Assignments 10
- Dashboard Groups 11
  - Information 12
    - Name 12
    - Description 12
    - Foreign Id 12
    - Status 12
  - Assignments 12

Widget Descriptions 14
- All Objects widgets 14
- Activity widgets 14
- Assessment Set widgets 15
- Course widgets 15
- Curriculum widgets 16
- Event widgets 16
- Nugget widgets 16
- Search widgets 17
- Session widgets 17
- Skill Profile widgets 17

Widget Visualization Types 18
- Bar Chart (Horizontal) 18
- Bar Chart (Horizontal) with secondary disaggregation 18
- Bar Chart (Vertical) 19
- Bar Chart (Vertical) with secondary disaggregation 19
- Donut Chart 20

All Rights Reserved

Line Graph 20
Simple Text 21
Single Value 21
Table 22

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Introduction

Learning Analytics is the measurement, collection, analysis, and reporting of data about learners and their contexts, for the purposes of understanding and optimizing learning and the environments in which it occurs. For L&D teams, having easy access to all of the relevant, detailed, and structured information from their various learning environments, training programs, and educational tools is more mission-critical than ever, but they also require effective and flexible ways to organize and manage these information flows to ensure operational performance and effectiveness.

OnPoint's ***Analytics Engine*** enables rapid, flexible, and visually rich insights into key learning and performance data that facilitate real-time decision making and course-correcting. The Analytics Engine, included in every OPLS v6.9+ installation free-of-charge, includes a collection of standard dashboards that provide data on key measures of learner progress and system use. For customers requiring a more comprehensive and customized set of dashboards, OnPoint's ***Advanced Analytics Module*** (optional purchase) includes access to additional features that allow System Administrators to tailor the settings of the standard dashboards, and control access to them via group permissions.

Working with OnPoint, customized dashboards can also be crafted to meet any business need by leveraging a growing library of data widgets. Each widget can be configured and filtered to pinpoint the most important data, calculate the key statistics for that data, and then communicate that data effectively by selecting from a broad set of visualization types. Customized dashboards deliver situation-specific results to administrators, managers, and supervisors, ensuring they can get to the data they need—and only the data they need—at the click of a mouse or the tap of a finger.

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Standard Analytics Package

The Analytics Engine feature set is available to all OnPoint customers and includes access to three standard dashboards. These are intended as an upgrade to and may be deemed a replacement for the existing dashboards found in the Performance Manager application if desired. These new dashboards provide a more detailed and visually engaging view of the same set of learner data accessible via the current object-oriented dashboards, plus additional system-level data not previously available.

Standard Dashboards

The standard dashboards are accessed through Performance Manager under the newly added "Analytics Dashboards" tab. If this tab is not present, please contact your OnPoint Engagement Manager to have it enabled.

The Groups Dashboard will be loaded first by default, but the other standard dashboards (Objects Dashboard and System Dashboard) can be viewed by selecting them from the My Dashboards drop-down list. The following paragraphs describe the three standard dashboards included with the OPLS v6.9 release.

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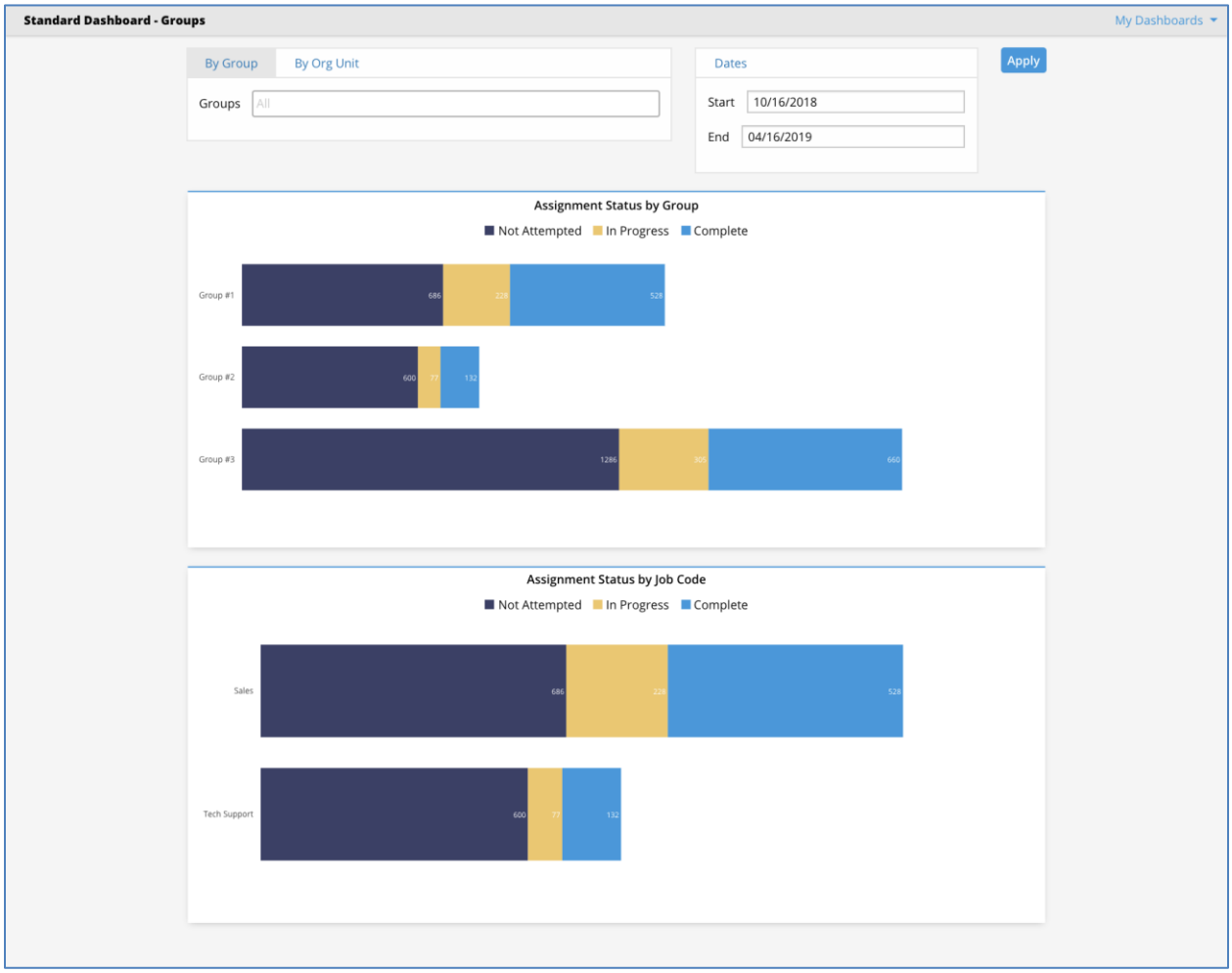
Groups

The Groups Dashboard contains two widgets that present completion status data for all direct- and self-assigned content: one broken down by Groups, the other by Job Code.



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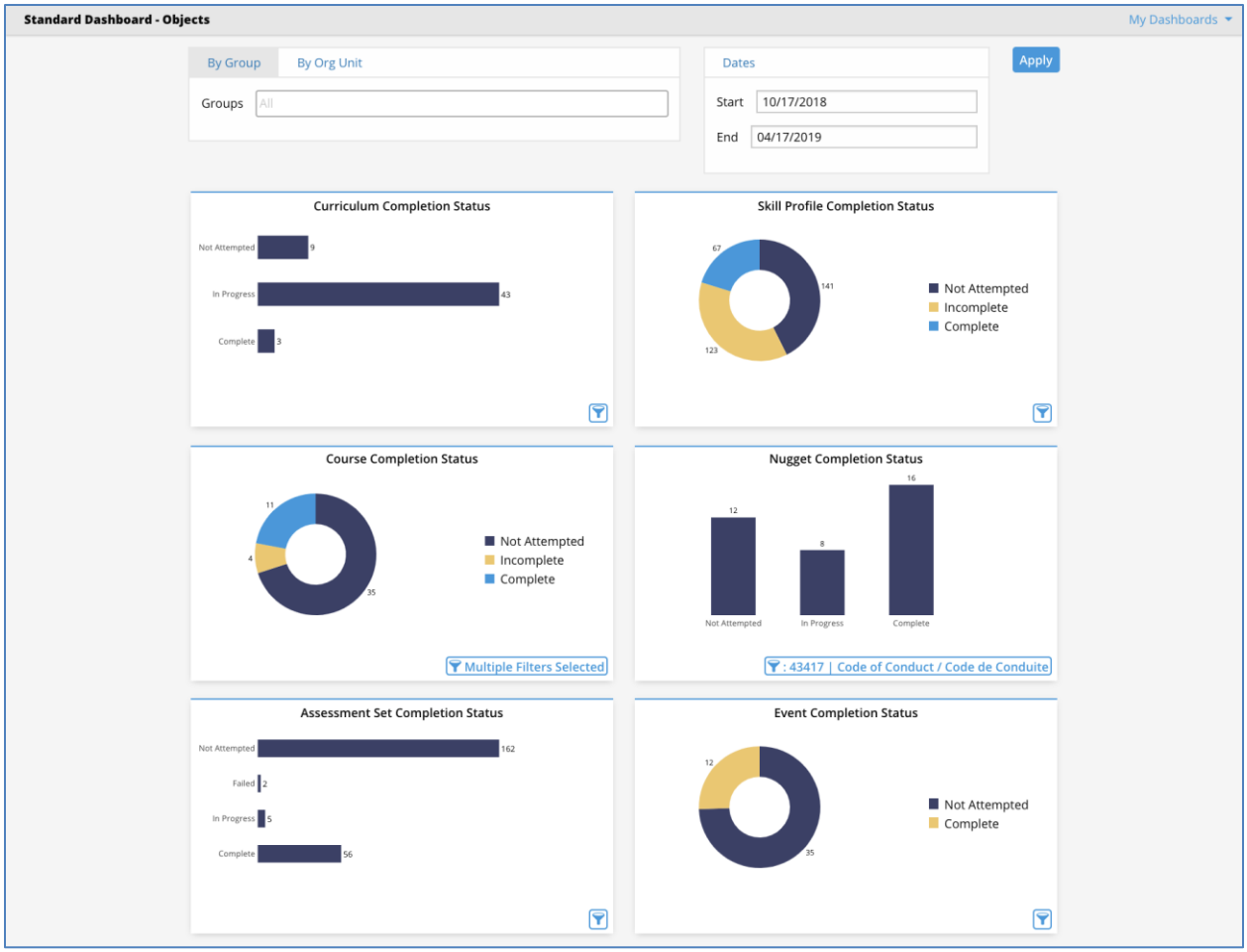
Objects

The Objects Dashboard contains seven widgets that present completion status data for each of the content object types available in the system: Curricula, Skill Profiles, Courses, Nuggets, Assessment Sets, Events, and Activities. Each widget can present aggregate data for all content of each of the types, or can be filtered to present data for one or more *selected* pieces of content of each type.



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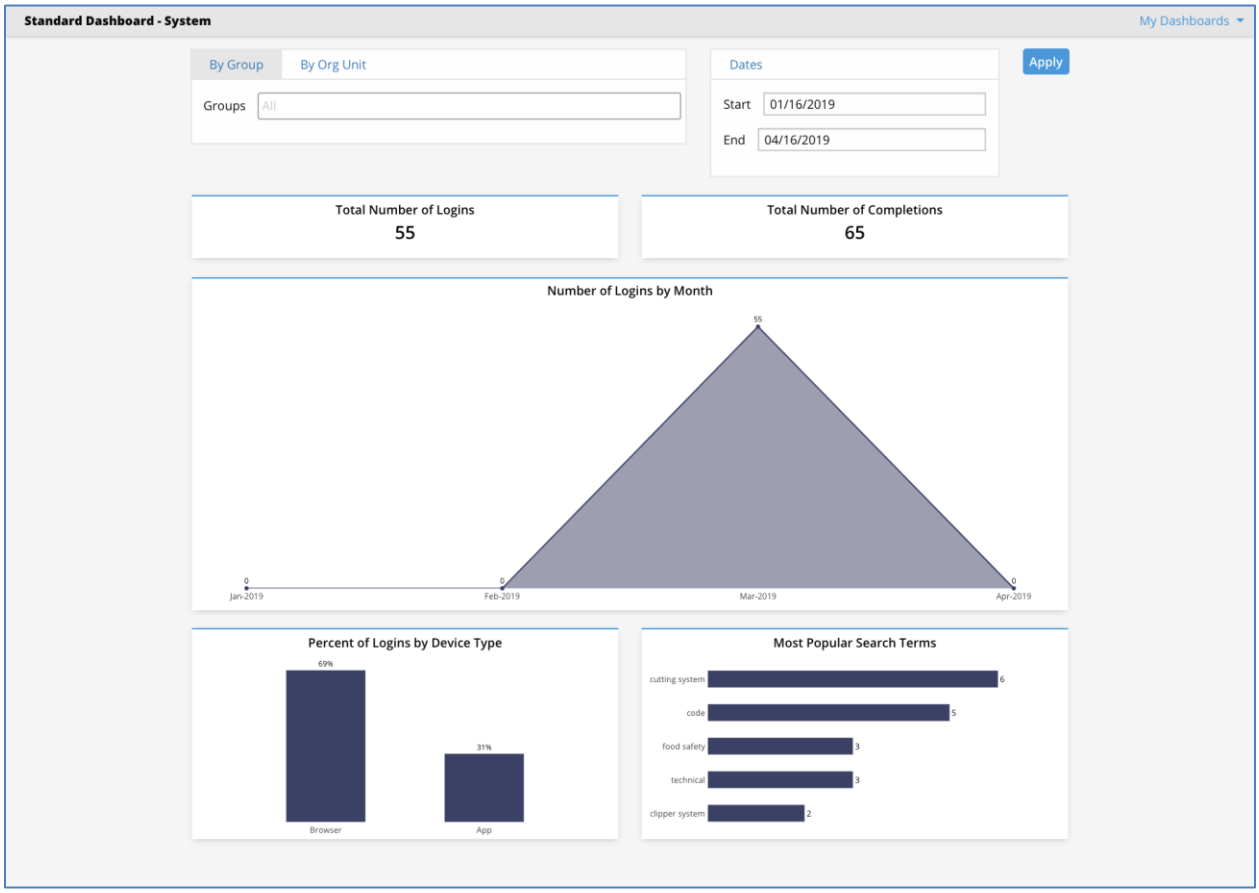
System

The System Dashboard contains five widgets that present system-level data, including the number of logins, the number of assignments completed, the number of logins broken down by day, the percent of logins by access method, and the most popular search terms.

NOTE: Search terms are only recorded for interfaces with the search tracking enabled. Please speak with your Engagement Manager to ensure that this feature is enabled for any custom interface.



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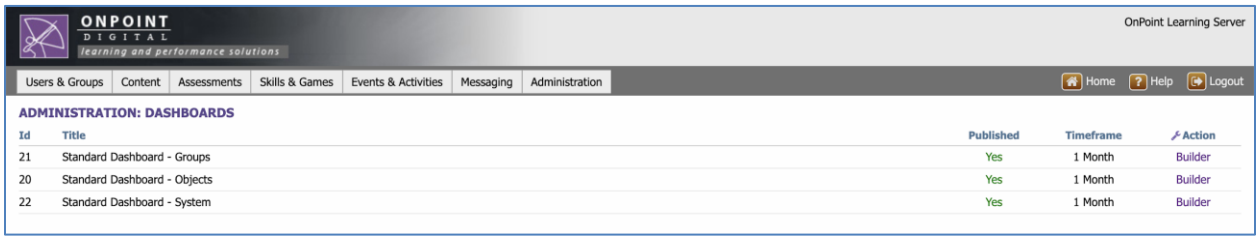
Advanced Analytics Package

Customers who have purchased the **Advanced Analytics Module** have access to additional features including Dashboard Settings and Dashboard Groups. The Advanced Analytics Module will eventually include access to the Dashboard Builder, allowing admins to create their own dashboards, add and configure widgets, and specify the type and display of the visualizations.

Dashboard Settings

Site Administrators have access to the Dashboard Administration page located under OPCM > Administration > Configuration > Dashboards. On this page, a list of available Standard and Custom Dashboards is presented. Clicking on a dashboard in the list allows one to view and edit the Dashboard Settings for each of the Dashboards.



Information

The Information page contains the following details:

Title

The title of the dashboard that is displayed on the Dashboard Administration page and in the My Dashboards menu in Performance Manager.

Description

A short explanation of the purpose of the dashboard, which could include the data it presents and the primary audience. This description is used for administrative purposes and is not shown to any manager or administrator actually viewing the dashboard.

Timeframe

The default time period for which a dashboard displays data. When a dashboard is first loaded, it will only display data from within the default timeframe specified. This timeframe can be modified in real-time by adjusting the Start and End Date filters; however, changing the Start and End Date while viewing a Dashboard does not change its default timeframe setting within OPCM.

Availability

An identifier noting whether or not a dashboard has been published and made available via Performance Manager.

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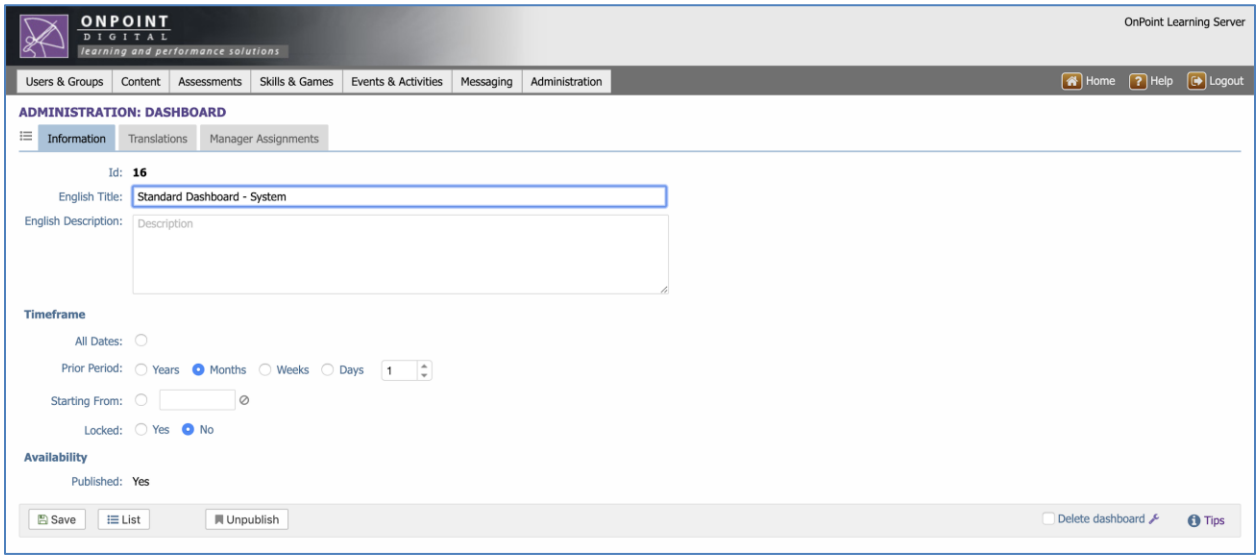
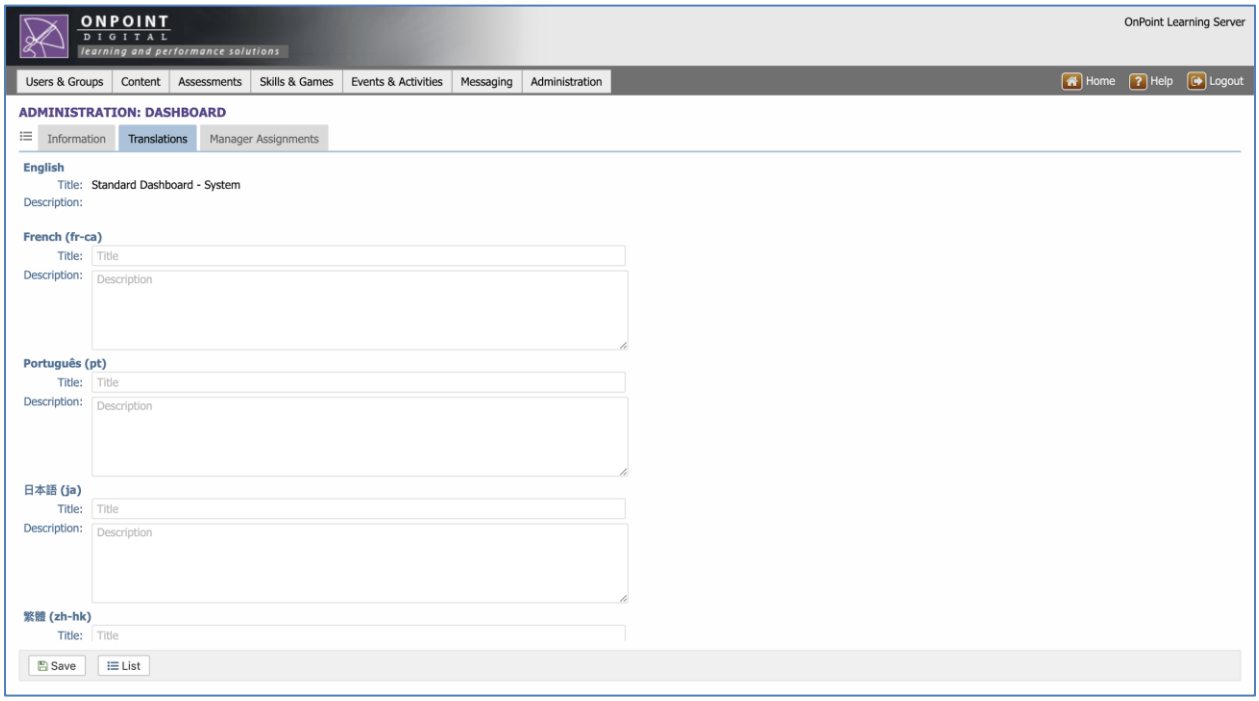


Translations

The Translations tab allows for translating the dashboard title and description into other supported languages (if any are defined). The page includes the English title and description for reference, then lists all languages for the customer and fields for defining the same text in the alternate language(s).



Manager Assignments

The Manager Assignments tab lists the dashboard groups (see “Dashboard Groups”) that are currently able to view the dashboard via Performance Manager. The tab also includes functions to assign or unassign said groups from the specified dashboard.

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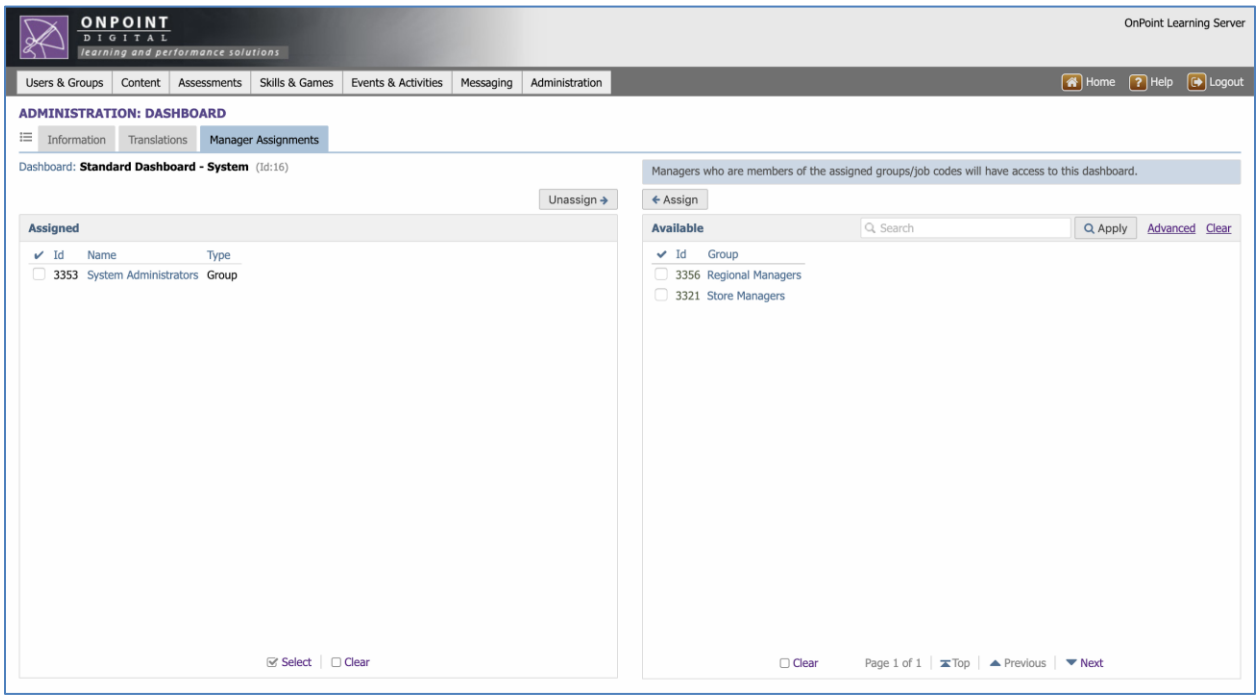
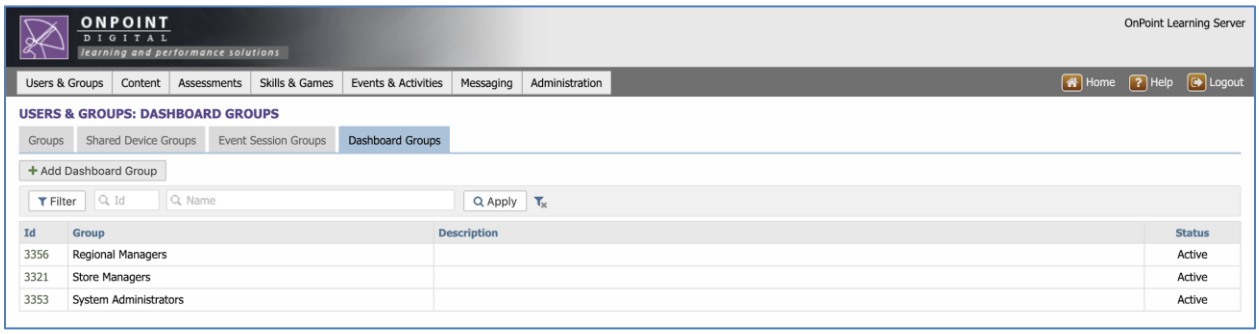
An Admin or Manager can be associated with multiple dashboard groups and multiple dashboards can be associated with a single dashboard group. **If a dashboard is established with no assigned dashboard group then it is available to all Admins and Managers in the Dashboard Analytics tab in Performance Manager.**



Dashboard Groups

Access to dashboards can be facilitated through the creation and management of Dashboard Groups. These groups are granted access to individual dashboards via the Dashboard Settings -- Manager Assignments function (described above).

If the Advanced Analytics module is purchased, administrators in OPCM have access to the Dashboard Groups tab located under Users & Groups > Groups. On this page, a list of available Dashboard Groups is presented. A new dashboard group can be added by clicking the "Add Dashboard Group" button. Clicking on a Dashboard Group in the list allows one to view and edit the Dashboard Group Settings.



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Information

The Information page contains the following details:

Name

The name of the Dashboard Group that is displayed on the Dashboard Groups tab and under the Manager Assignments tab in the Dashboard Settings.

Description

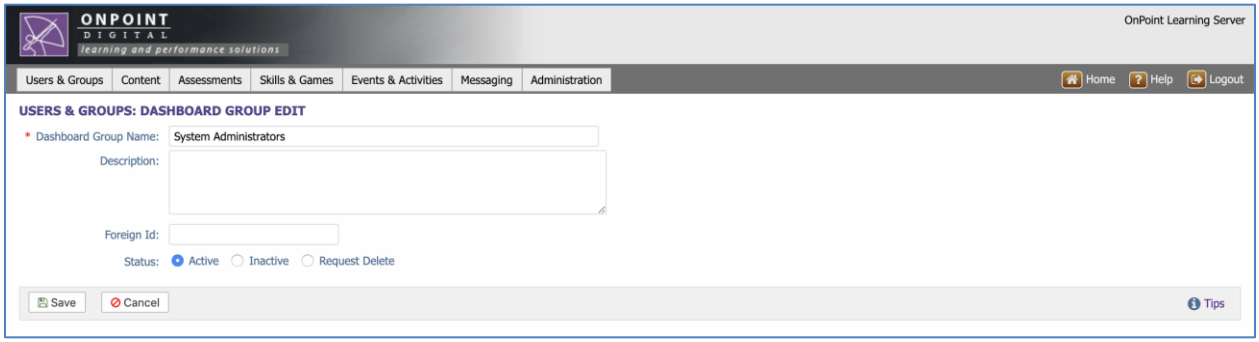
A short description of the purpose of the Dashboard Group, which could include an explanation of the members and the dashboards to which they have access.

Foreign Id

A reference to another element in OPLS or an external system; for example, the ID of a similar group of users in a standard group, an HR system, or secondary LMS.

Status

An indicator of whether the dashboard group is active or not, or whether the deletion of the dashboard group has been requested.



Assignments

The Assignments tab includes a list of Administrators and Managers who are currently assigned to this dashboard group. If any changes are required, this page allows for assigning or unassigning users from this dashboard group.

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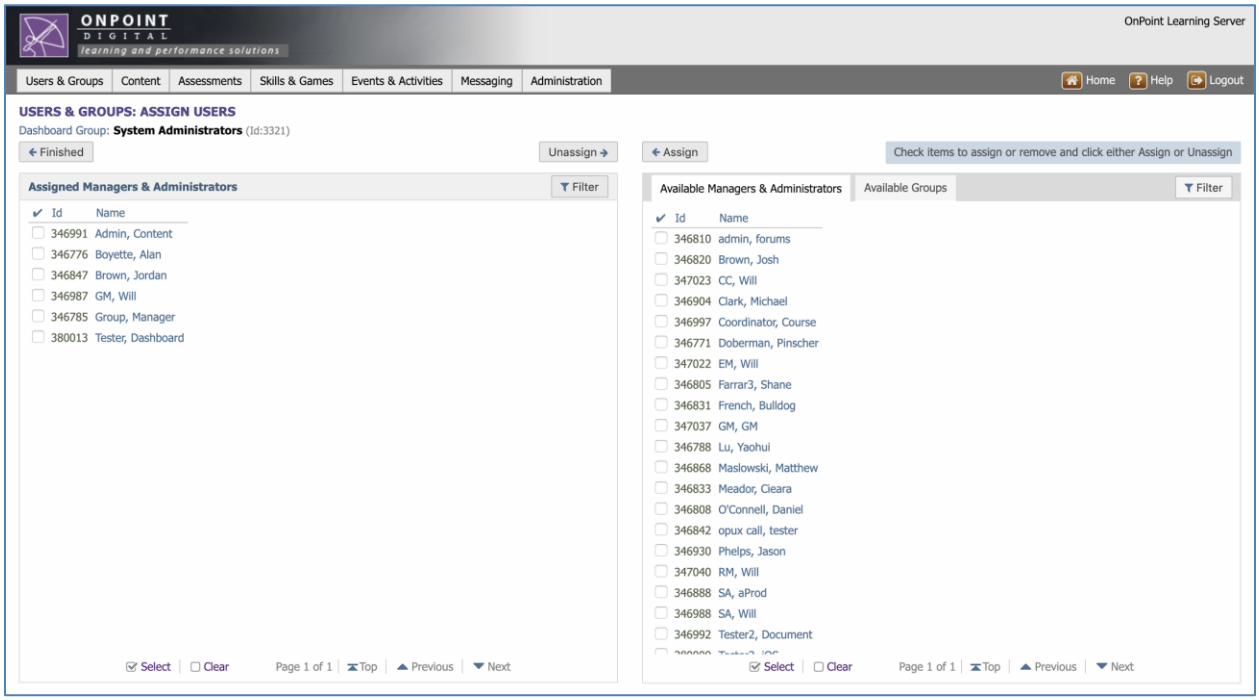

Note that Dashboard Groups are a unique type of group in that they are used exclusively for allowing access to specific dashboards and cannot be used for most standard group functions (such as the assignment of content). Standard groups should continue to be used for all other purposes.

Finally, all Performance Manager rules remain intact. Managers assigned to a dashboard group will still only see data in the dashboards about users who report to them based on group management or org chart hierarchy.

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Widget Descriptions

All Objects widgets

Display data about all types of assignable objects including Curricula, Skill Profiles, Courses, Nuggets, Assessment Sets, Events, and Activities.

Name	Description
All Objects - Complete	Displays data about all objects that have been completed, either as a total number or disaggregated by Day, Month, or Year.
All Objects - Completion Status	Displays data about the completion of all objects, disaggregated by the statuses of Complete, In Progress, and Not Attempted, or Complete and Incomplete.
All Objects - Incomplete	Displays data about all objects that have not been completed, either as a total number or disaggregated by the statuses of In Progress and Not Attempted, or Pending and Overdue.
All Objects - Past Due	Displays data about all objects, disaggregated by the statuses of Complete, Pending, and Overdue, or by two user-defined thresholds defined in days (e.g., 30 and 60 days overdue).

Activity widgets

Display data about Activities.

Name	Description
Activity - Completion Status	Displays data about the completion of Activities, disaggregated by the statuses of Complete, In Progress, and Not Attempted, or Complete and Incomplete.

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Assessment Set widgets

Display data about Assessments Sets.

Name	Description
Assessment Set - Completion Status	Displays data about the completion of Assessment Sets, disaggregated by the statuses of Complete, In Progress, Failed, and Not Attempted, or Complete and Incomplete.
Assessment Set - Duration	Displays data about the average amount of time taken to complete one or more Assessment Sets.
Assessment Set - Past Due	Displays data about Assessment Sets, disaggregated by the statuses of Complete, Pending, and Overdue, or by two user-defined thresholds defined in days (e.g., 30 and 60 days overdue).

Course widgets

Display data about Courses.

Name	Description
Course - Complete	Displays data about Courses that have been completed, either as a total number or disaggregated by Day, Month, or Year.
Course - Completion Status	Displays data about the completion of Courses, disaggregated by the statuses of Complete, In Progress, and Not Attempted, or Complete and Incomplete.
Course - Duration	Displays data about the average amount of time taken to complete one or more Courses.
Course - Past Due	Displays data about Courses, disaggregated by the statuses of Complete, Pending, and Overdue, or by two user-defined thresholds defined in days (e.g., 30 and 60 days overdue).

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Curriculum widgets

Display data about Curricula.

Name	Description
Curriculum - Completion Status	Displays data about the completion of Curricula, disaggregated by the statuses of Complete, In Progress, and Not Attempted, or Complete and Incomplete.

Event widgets

Display data about Events.

Name	Description
Event - Attendance Status	Displays data about the attendance of Event Sessions, disaggregated by the statuses of Attended, No Show, and Pending, or Yes and No.
Event - Completion Status	Displays data about the completion of Events, disaggregated by the statuses of Complete and Not Attempted.

Nugget widgets

Display data about Nuggets.

Name	Description
Nugget - Completion Status	Displays data about the completion of Nuggets, disaggregated by the statuses of Complete, In Progress, and Not Attempted, or Complete and Incomplete.
Nugget - Duration	Displays data about the average amount of time taken to complete one or more Nuggets.
Nugget - Past Due	Displays data about Nuggets, disaggregated by the statuses of Complete, Pending, and Overdue, or by two user-defined thresholds defined in days (e.g., 30 and 60 days overdue).

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Search widgets

Display data about Searches.

Name	Description
Search - Most Popular	Displays data about the top five (5) most popular search terms and phrases.

Session widgets

Display data about Sessions.

Name	Description
Session - Count	Displays data about user sessions, either as a total number or disaggregated by Day, Month, or Year.
Session - Devices	Displays data about user sessions disaggregated by Application (“App”) and Browser.

Skill Profile widgets

Display data about Skill Profiles.

Name	Description
Skill Profile - Completion Status	Displays data about the completion of Skill Profiles, disaggregated by the statuses of Complete, In Progress, and Not Attempted, or Complete and Incomplete.

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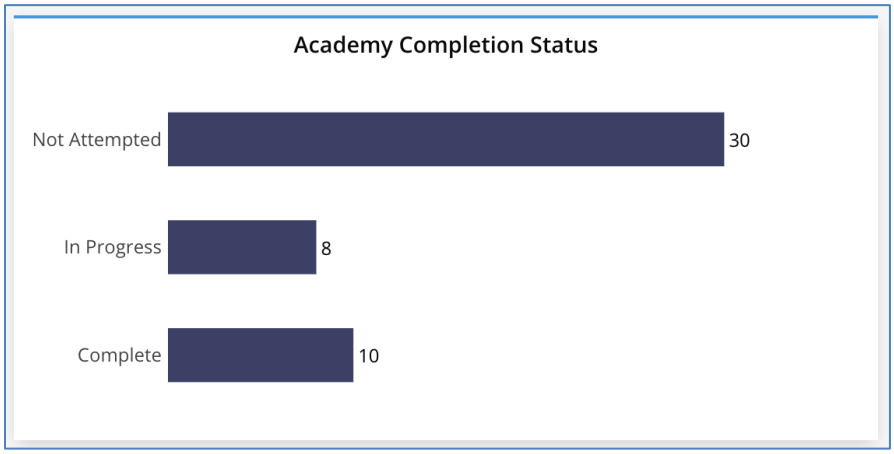
Widget Visualization Types

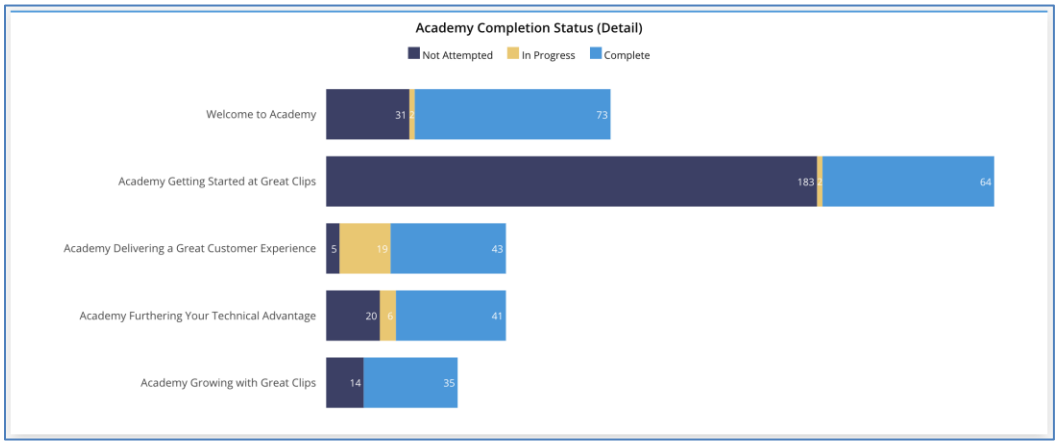
Bar Chart (Horizontal)

Useful for: comparing sets of data across a single dimension (e.g., completion status)



Bar Chart (Horizontal) with secondary disaggregation

Useful for: comparing sets of data across two dimensions (e.g., curriculum item and completion status)



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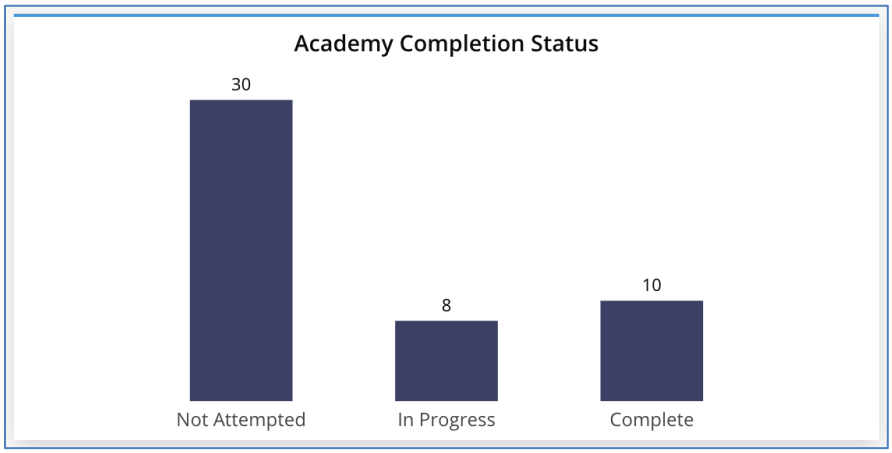
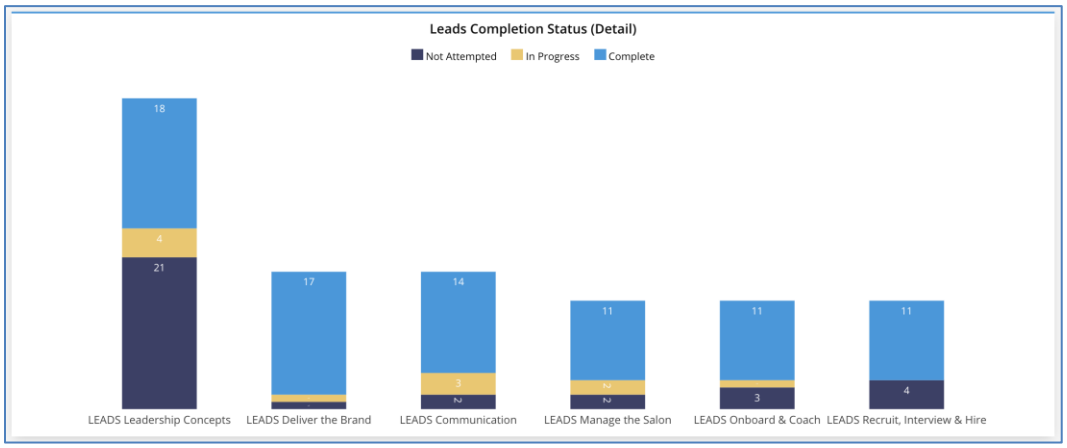
Bar Chart (Vertical)

Useful for: comparing sets of data across a single dimension (e.g., completion status)



Bar Chart (Vertical) with secondary disaggregation

Useful for: comparing sets of data across two dimensions (e.g., curriculum item and completion status)



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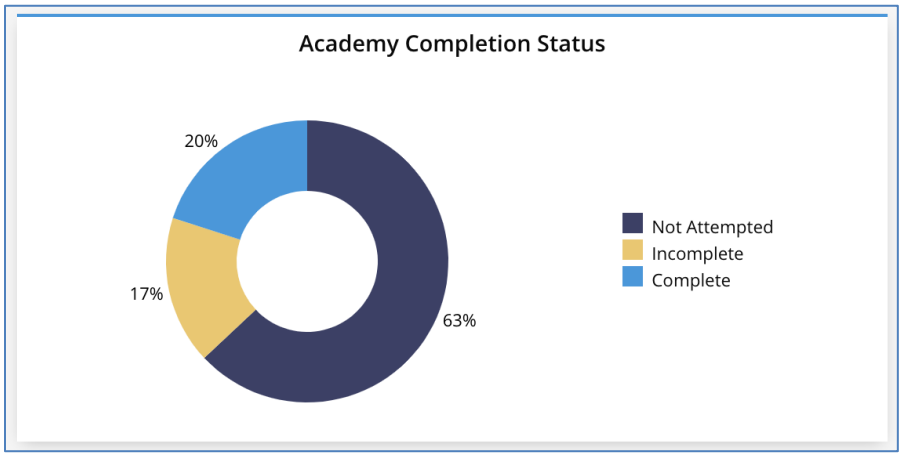
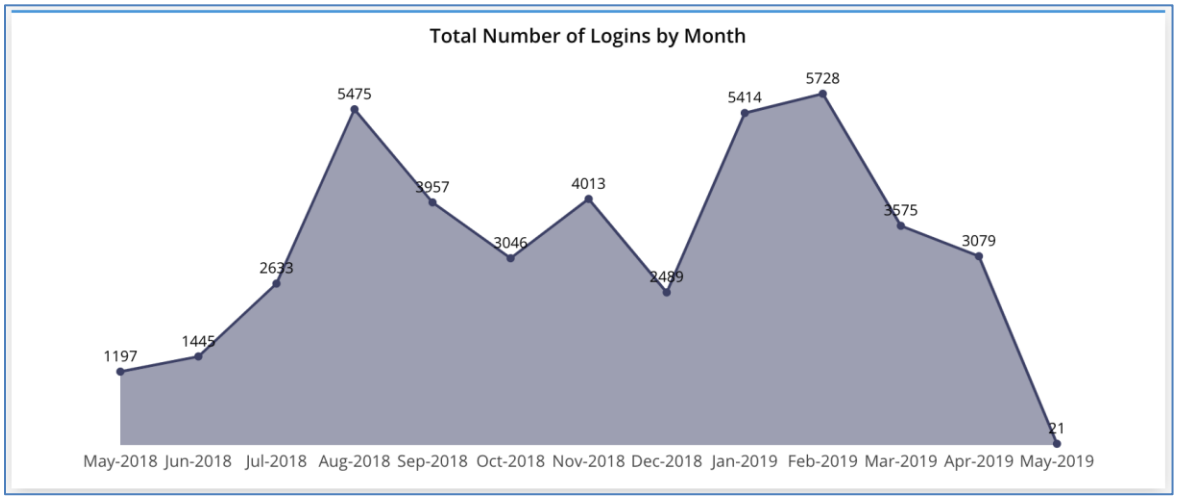
Donut Chart

Useful for: comparing sets of data across a single dimension (e.g., completion status), especially when represented as percentages that sum to 100%.



Line Graph

Useful for: showing trends over time; for example, course completions per month, or sessions per day.



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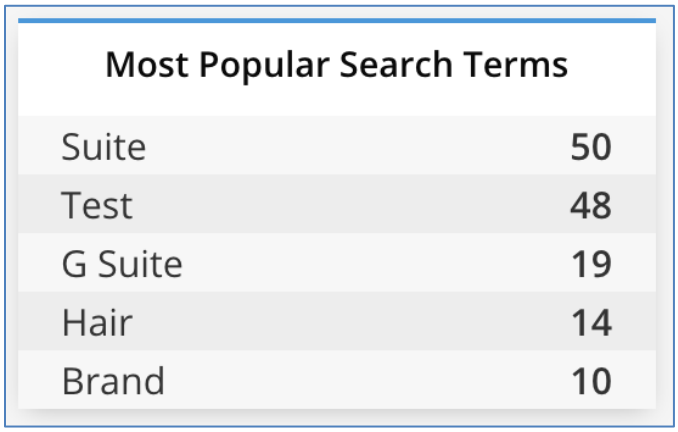
Simple Text

Useful for: listing a small set of data points (generally fewer than 10, usually 5 or fewer); for example, "Most Popular" lists.



Single Value

Useful for: displaying a single value; for example, the total number of sessions within a time period, or the average rating for a piece of content.

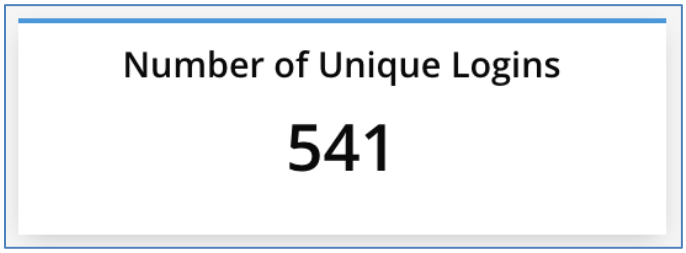


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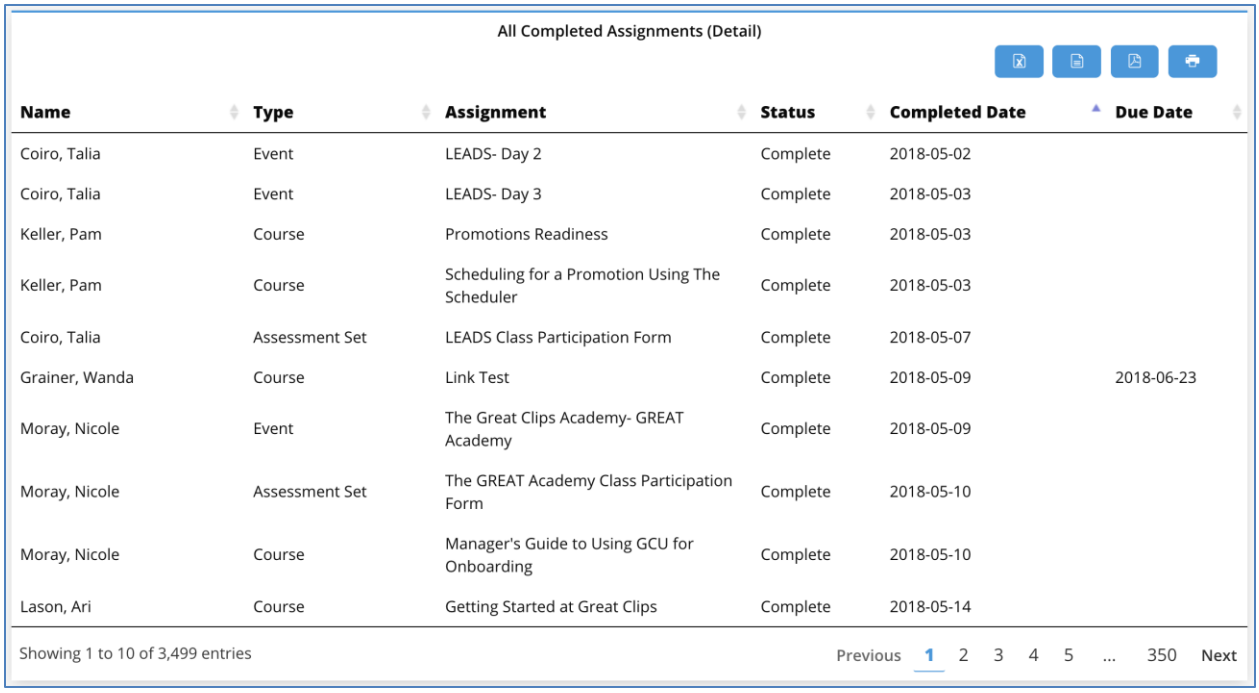
Table

Useful for: displaying a large set of raw data with multiple dimensions and values.



All Completed Assignments (Detail)

Name	Type	Assignment	Status	Completed Date	Due Date
Coiro, Talia	Event	LEADS- Day 2	Complete	2018-05-02	
Coiro, Talia	Event	LEADS- Day 3	Complete	2018-05-03	
Keller, Pam	Course	Promotions Readiness	Complete	2018-05-03	
Keller, Pam	Course	Scheduling for a Promotion Using The Scheduler	Complete	2018-05-03	
Coiro, Talia	Assessment Set	LEADS Class Participation Form	Complete	2018-05-07	
Grainer, Wanda	Course	Link Test	Complete	2018-05-09	2018-06-23
Moray, Nicole	Event	The Great Clips Academy- GREAT Academy	Complete	2018-05-09	
Moray, Nicole	Assessment Set	The GREAT Academy Class Participation Form	Complete	2018-05-10	
Moray, Nicole	Course	Manager's Guide to Using GCU for Onboarding	Complete	2018-05-10	
Lason, Ari	Course	Getting Started at Great Clips	Complete	2018-05-14	

Showing 1 to 10 of 3,499 entries

Previous 1 2 3 4 5 ... 350 Next

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