EDGE Learning – AnalyticsDashboard

Contents

Introduction

This guide describes how to access EDGE Learning reports and assumes the reader has little to no priorexperience with UAccess Analytics.

All employees and DCCs have access to the EDGE Learning link in UAccess Employee. This is the link youremployees will use to find the courses they are required or recommended to take, to complete the training, and to receive acknowledgment of completion.

To access the "behind-the-scenes" information you want as a supervisor, such as which employees inyour unit have completed or are completing a particular course, you must request access to Analytics/Reporting.

About EDGE Learning Reports

Analytics is updated each evening, so the reports will reflect learners' status as of the day before. Historical information from UAccess Learning has been migrated over to EDGE, which means classes andcertifications completed in the former system (UAccess Learning) are captured in the Analytics reports.

There are three categories of content in EDGE Learning

Certifications: May be one or more courses. They have an expiration date and must be renewed on a setschedule (e.g., HIPAA certification).

**Courses:** Series of individual classes that may lead to a certification.

Classes: Content that may be self-paced or instructor-led (e.g., HIPAA Essentials, Handling and Safeguarding Protected Health Information).

Requesting Access to EDGE Analytics Reports

Eligibility: Active University of Arizona faculty, staff, or designated campus colleagues (DCCs) may request access to the restricted functions in UAccess (those with a padlock icon). Prior to requesting access, you must read theUAccess User Agreement and Complete Security Awareness Training. Details and links are found on UITSwebsite at https://uarizona.service-now.com/sp?id=sc_cat_item&sys_id=db8dfe321b9df0107947edf1604bcbdc

Steps for Requesting Access

1. To submit an access request visit https://uarizona.service-now.com/accessflow (requires NetID).

2. From the home page, select New Access Request.

3. Select the appropriate button to Add/Modify or Remove access for a particular employee or employees.
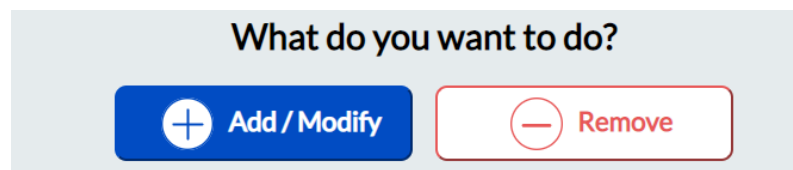
4. Begin entering a user's name or NetID in the **Add Access for** field until the desired individual appears. You can add access for several users at once as long as they have the same APL Approver.

5. The default time frame for access begins the next day for 99 years. You can reset the **Access Starts On** and **Access Ends On** dates if desired.

6. Open the drop-down menu under Select APL Approver. A list of approvers associated with your department and the selected users will appear. Select the correct person.

Note: If you are requesting access for someone in a department other than your own, be sure to select the correct APL approver for that department.

7. Scroll down to the **Set Permissions for Users** section. Select **UAccess Analytics** under **Select Category.**

8. Once the **What Access Required** list populates (center column), select **EDGE Learning.**

9. In the **Permission** (right-hand) column, select **Edge Learning–Medium.**

10. Select the **Add to List** button at the bottom of the **Permission** (middle) column, then the **Request Items List** column on the right will display the information you have entered.

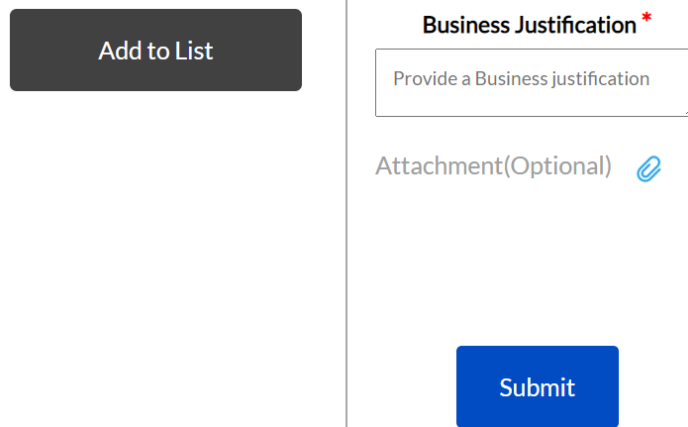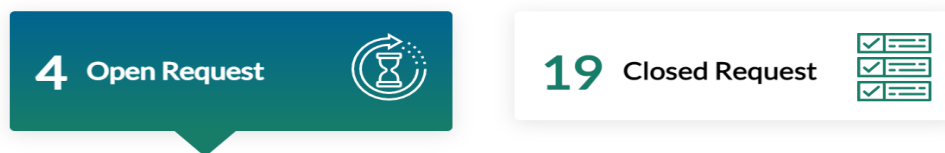11. If the item requested is correct, enter the **Business Justification** for requesting access. Use the **Submit** button at the bottom right of the screen to finalize your request.

12. You will no longer receive automatic email notification when your request has been approved. To view the status of your request, select **Your Request** to log into the dashboard.

13. You will see two categories: **Open Request**s are still awaiting APL approval; **Closed Requests** have been processed.
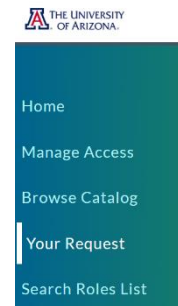
Navigating EDGE Learning Reports in Analytics

1. To access Analytics, you must be logged in to the University's Virtual Private Network, or VPN (learn more at https://it.arizona.edu/service/ua-virtual-private-network-vpn). Start by logging in if needed.

2. From UAccess.arizona.edu, select **Analytics** and log in with NetID and password. (**Tip:** *If you can't log in, select the link under **Status Alerts** to make sure the system is operating correctly.*)

3. Your Analytics home page shows the dashboards you have opened most recently. Once you have located the EDGE reports you want once, you can usually find the direct link here.

4. The Global Header in the top right is the menu bar you use to get around in Analytics. To find EDGE Learning information, open the **Dashboards** drop-down menu.
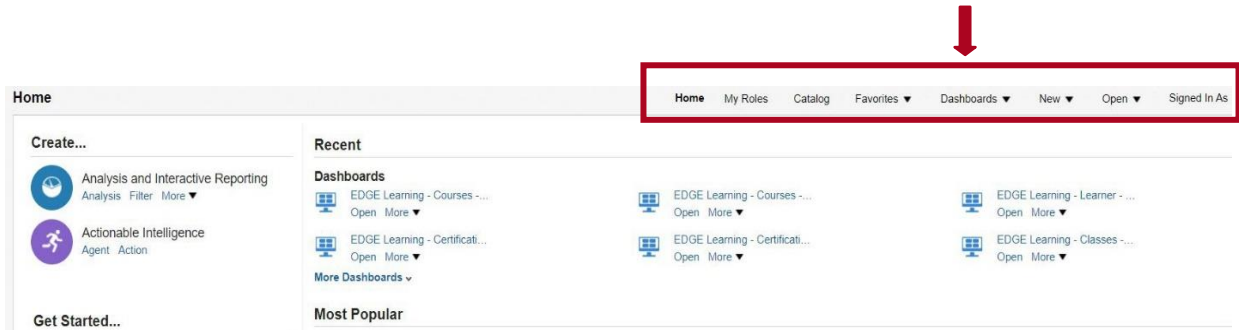
5. Select **EDGE Learning** to reach the Overview page.
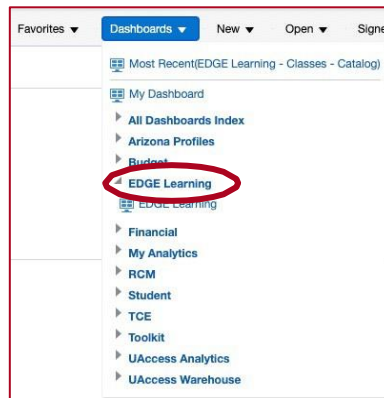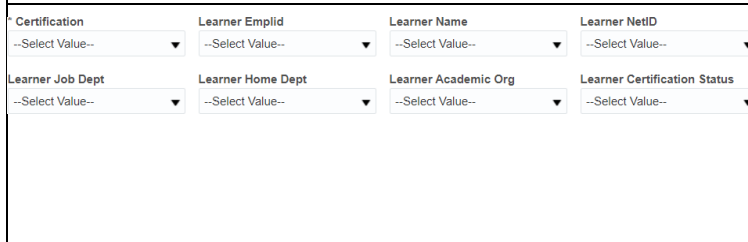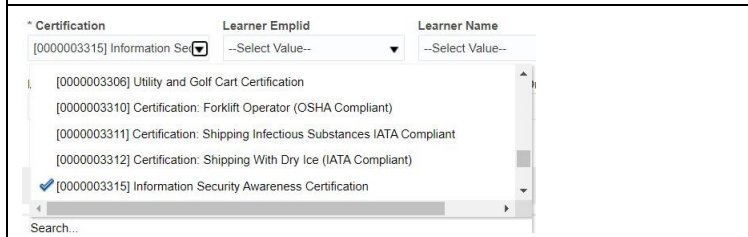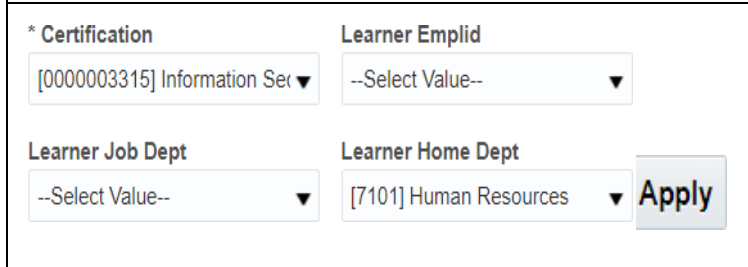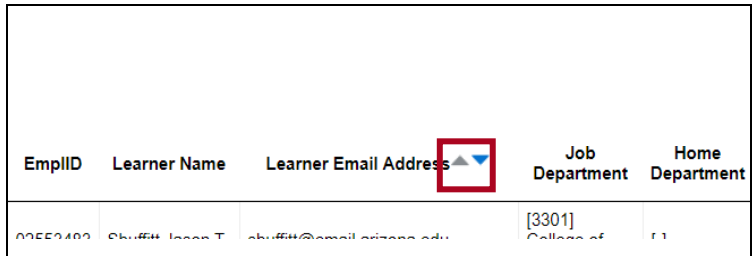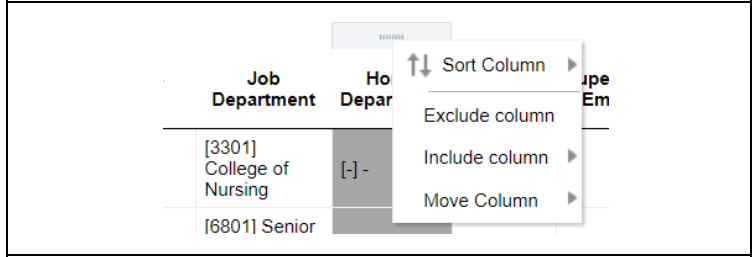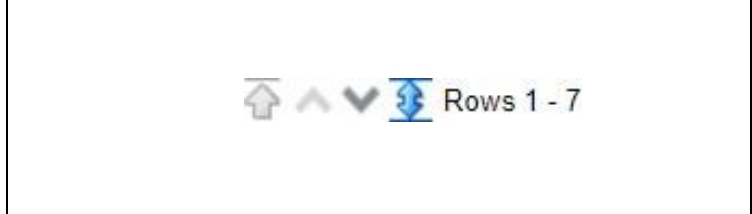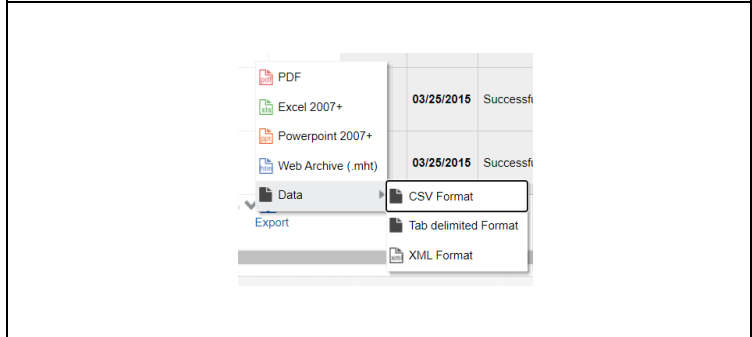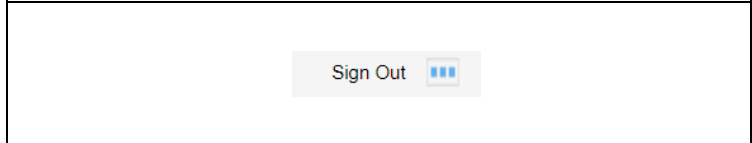
6. Now you will notice the landing pages in EDGE listed in the upper left, with the tab showing which one you are currently viewing. Open the green accordion items to view descriptions if you are not sure where to find the information you want. (This content is reproduced in the appendix, with hyperlinks, for your convenience.) On the right you will notice contact information for EDGE Learning and UAIR personnel, and a link to the old UAccess Learning dashboard, which is still available but no longer being updated.
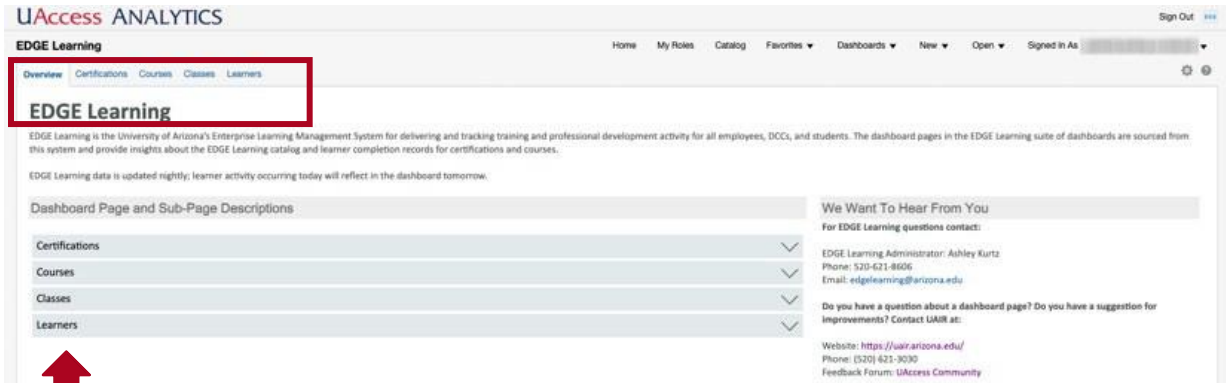
Tips and Tricks

There are standard features you can locate on each page view in Analytics.

	When you choose a landing page, a second level appears underneath showing you the dashboard options in that category and allowing you to select the level you want.
	In the upper right you will find options to apply filters to drill down in the data. **Select Value** means you have applied no filters and are viewing University-wide data.
	To drill down, you can scroll down the list, type the name in the box, or select **Search** at the bottom to search for what you want by name. You can select multiple items in the list.
	You can also set multiple filters. The example here will return data on completion status of Information Security Awareness Training for Human Resources employees. Do not forget to hit **Apply** to pull the data.

EmplID Learner Name Learner Email Address ▲▼ Job Department Home Department	The data will generally appear in graphic form with a table below it. Note the up/down arrows at the top of the table. They allow you to sort on that column (high–low or low–high).
Job Department Home Department Sort Column ▶ Exclude column Include column ▶ Move Column ▶ [3301] College of Nursing [-] - [6801] Senior	If you hover over a column, your cursor will change to a four-headed arrow, and you can open options to add, hide, move, or reorder columns to display the information you want.
⇧ ∧ ∨ ⬍ Rows 1 - 7	Moving to the bottom of the table, this navigator means that you are only viewing part of the results. Use the up and down arrows to scroll page by page, or the double-headed arrow to open the entire data table.
PDF Excel 2007+ Powerpoint 2007+ Web Archive (.mht) Data CSV Format Export Tab delimited Format XML Format 03/25/2015 Successf 03/25/2015 Successf	The **Export** link below the table allows you to download the data in various formats. If you want to manipulate the data after downloading, choose **CSV** or **Tab Delimited** format under **Data**, rather than the Excel option. This eliminates issues with merged cells.
Sign Out ▐▐▐	Do not forget to sign out (upper left) when you are done. Otherwise, you may get an error message when you try to log in the next time.
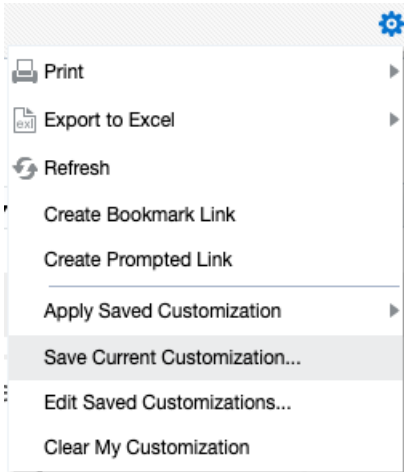
Dashboard Customizations

Once you have dashboards set up, you can select **Page Options** (the cog icon) button in the upper right-hand corner of the page and select**Save Current Customizations** from the menu options. Name the customization and select **OK.** Next time, you can just select **Apply Saved Customization** to have the data appear the way you want.

Book office hours

Need One-on-One Analytics Help?

Use our virtual office hours! Sign up for a 25-minute session during one of the time frames below.

Monday–Wednesday: 2–3 p.m. Thursday–Friday: 10–11 a.m.

What questions can I answer using EDGE Learning Analytics?

- How many learners are not current with a certain certification?

- Which learners have completed a particular course or certification, when, and on what dates will their certifications expire?

- How many learners are actively enrolled in a course?

- For the class I am instructing, what is my upcoming schedule and what is the roster for each session?

- For myself, what courses have I enrolled in and completed? Am I overdue or expired on any of these?

How Do I . . .

View graphs of overall usage?

- The second level of landing pages is organized from most to least detailed. Choose **Summary** for graphs and trend data.

- Remember, on every page you can use the filter boxes to narrow down by department or other criteria.

View a transcript of all the courses an individual has completed?

- Go to Learners > Specific Detail.

- Enter the EMPL or Net ID of the individual and **Apply**.

- The Summary at the top identifies the learner, the learner's department and supervisor, and the number of enrollments and transcripts.

- Below the Summary is the data table. Select **Enrollments** to include completed, in progress, or pending classes, or **Transcripts** to view only in-progress and completed classes. Your table will have these headers:

Course ID	Course Name	Created On	Course Created By	Owning Department	Course Status	Transcript ID	Date Completed	Completion Status	Transcript Created On	Is Ad Hoc Transcript	Is Score Overridden	Transcript Notes	Course Delivery Type	Course Waived On	Course Waived Reason

View what percentage of employees is out of compliance with a particular certification?

These employees are identified as "inactive."

- To derive percentages of employees who are inactive, in progress, or certified, go to Certifications > Summary.

- Apply the blank filters to view data for all certifications or select a department and/or a particular certification to narrow the data.

Find out who in my unit has completed a particular certification, or is due or overdue to retake it?

- Go to Certifications > Specific Details.

- Set the filters to the training you wish to view (e.g., Preventing Discrimination & Harassment) and your home department or academic organization. Select **Apply**.

- The Summary gives information about the course and its owning department. Scroll down to the table.

- Your table will display these columns:

Learner	Learner Email Address	Job Department	Home Department	Academic Org	Supervisor	Supervisor Email	Certification Assigned On	Learner Certification Status	Certification Started On	Number of Days Until Due	Number of Days Overdue	Is Certification Expired	Certification Expiration Date	Number of Days Expired	Recertification Starts On	Completion Percentage	Required Items

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View all employees in my unit, to know if they have been assigned, are completing, or have completed required certifications?

The **Unit Overview** dashboard allows you to view all employees in a unit. This is the only dashboard that shows you employees who have never enrolled in, or enrolled in then cancelled a course or certification.

- You can search by Course, Certification, or individual Learner.

- To view a specific Learner, enter the person's EmplID, Name, or NetID. Set the filters under Course(s) and Certification(s) to display the trainings you wish to review.

- For Course or Certification, set the filter to your desired unit or units. The Summary field shows all the trainings that at least one person in your unit has enrolled in. To view the status of individual learners, you must select a single training in the Breakdown field. Optionally, you can filter by Completion Status (e.g., successful, suspended, unsuccessful).

These are only a few of the most commonly asked questions. Experiment with the dashboards and features in Edge Analytics, and you can find almost anything you want to know.

Appendix

If you are logged in to VPN, the hyperlinks below will take you directly to the corresponding dashboard in Analytics.

Dashboard Page	Description
Unit Overview	
Certifications	The Unit Overview–Certifications page allows users to view the workforce of a specificdepartment or academic organization to identify certification enrollment and completion totals.The "Summary" displays the aggregated totals of unit headcount, enrollments and completions for every certification. The "Breakdown" displays a detailed view of each certification, showing the learners that are and are not enrolled.
Courses	The Unit Overview–Courses page allows users to view the workforce of a specific department or academic org to identify course enrollment and completion totals. The "Summary" displays the aggregated totals of unit headcount, enrollments and completions for every course. The "Breakdown" displays a detailed view of each course, showing the learners that are and are not enrolled.
Learners	The Unit Overview–Learners page allows users to view the workforce of a specific department or academic org to identify certification/course completion dates. Columns ineach table are based off of the prompts for the section. In the "Certifications" section the table is affected by the "Certification(s)" prompt just above it, selecting or unselecting certifications in the prompt will add or remove columns in the table so that only the certifications selected in the prompt will display as columns in the table. The table and prompt in the "Courses" section behave the same way as in the "Certifications" section, with courses instead of certifications.

Certifications	
Summary	The certifications summary data displayed in this dashboard page represents the currentsnapshot of active certifications. Enrollment and completion totals depict only those tiedto currently active certifications.
Catalog	Certifications consist of training content that expires after a given period of time and requires recertification. Most certifications in EDGE Learning fulfill training requirements imposed by federal regulations and/or University policy. The catalog allows users to viewall certifications offered in EDGE Learning.
PopulationDetails	The population details dashboard allows users to view the total counts for enrollment,progress status, and completion status by certification.
Specific Details	The certifications specific detail allows users to view in-depth the enrollments, progress,and expiration for each certification

Curricula	
Summary	The curricula summary data displayed in this dashboard page represents the current snapshot of active curricula. Enrollment and completion totals depict only those tied tocurrently active curricula.
Catalog	Curricula are official documents used to represent a person's level of achievement. Thecatalog allows users to view all curricula offered in EDGE Learning.
PopulationDetails	The population details dashboard allows users to view the total counts for enrollment,progress status, and completion status by curricula.
Specific Details	The curricula specific detail allows users to view in-depth the enrollments, progress, andexpiration for each curriculum.

Courses	
Summary	The course summary data displayed in this dashboard page represents the current snapshot of active courses. Enrollment and completion totals depict only those tied tocurrently active courses.

Catalog	The course catalog allows users to view all the courses offered in EDGE Learning.
PopulationDetails	The population details dashboard page allows users to view the total counts forenrollment, progress status, and completion status by course.
Specific Detail	The course specific detail allows users to view in-depth the enrollments andcompletions/transcripts for the course selected.
Classes	
Summary	The class summary data displayed in this dashboard page represents the current snapshotof active classes and their offered sessions. Sessions offered are only those that have already been offered; excluding those that are being offered in the future. Learners enrolled counts a learner for each session they are enrolled in.
Catalog	The class catalog allows users to view all the courses offered in EDGE Learning.
Population Details (Web-Based)	The population detail (non web-based) displays session, enrollment, and completion totals for each class. The "Session and Enrollment Splits" sections splits aggregate leveldata by delivery type, duration, day of week, and time of day to better understand scheduling. These can be viewed by all time or current month totals.
Population Details (NonWeb-Based)	The population detail (web-based) displays session, enrollment, and completion totals foreach class. The "Session and Enrollment Splits" sections splits aggregate level data by duration. This can be viewed by all time or current month totals.
Specific Detail	The specific details page displays the session schedule and roster for the sessions offeredby a specific class.
Learners	
Individual Detail	The learner specific detail page allows users to have an in-depth look at EDGE Learningenrollments and transcripts at the course level for a specific learner.