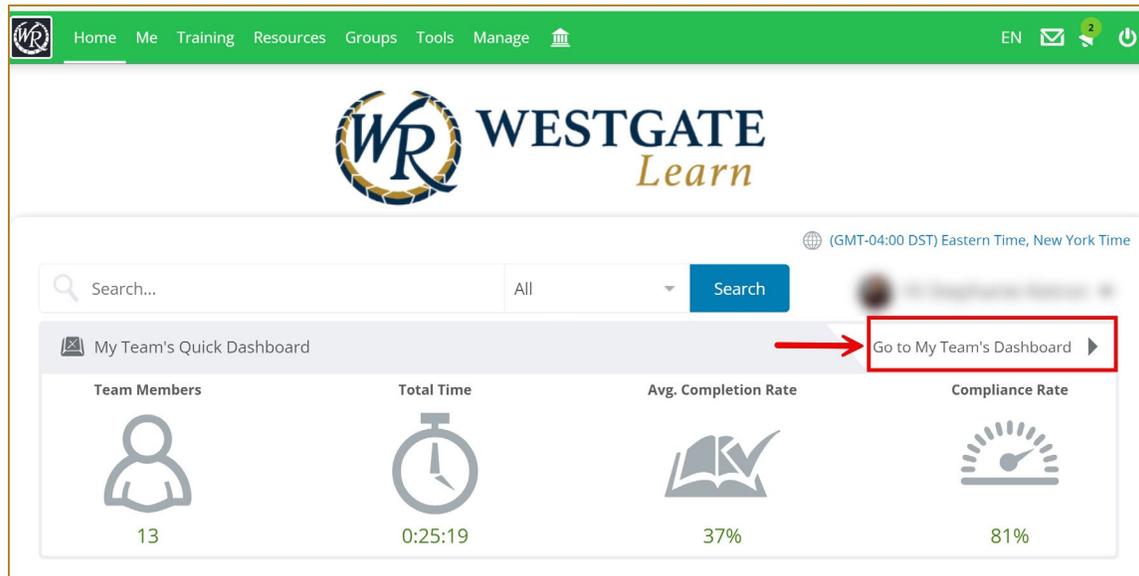




## Reporting

Tracking progress and completions is essential to the learning process. In the LMS, My Team's Dashboard makes it easy to see all this important information in one place.

You can find My Team's Dashboard by clicking **Go to My Team's Dashboard** on your homepage.

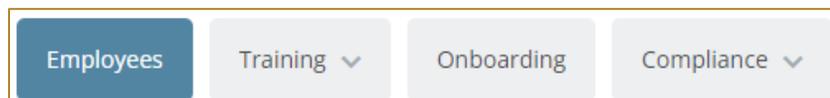


Alternatively, you can also select **Admin/Manage/Reporting** in the top navigation bar. Then, under **Reporting** on the left, **My Team's Dashboard**.



In My Team's Dashboard, you'll find several sections, accessible by their tabs, with some sections broken down further.

*\*\*\*Note: You will only use Employees, Training, and Compliance Reporting. \*\*\**



## Employees Tab

The Employees tab allows you to view an individual Team Member's progress. You'll have access and visibility to every Team Member on your team by clicking on **View Reporting**. You can search for specific individuals or groups of individuals using the search bar and filter options.





Academy control panel

My Team's Dashboard - Employees

Employees Training Onboarding Compliance Credits

Choose Type Choose Above Unit Choose Unit Choose Job

Choose additional fields

Search by name, username, email, external id   Alphabetical **A-Z**

Team Members

- Cathleen [view profile](#) [view reporting](#)
- Steven [view profile](#) [view reporting](#)
- Adam [view profile](#) [view reporting](#)
- Krystal

Here, you can view their training summary or a report of all training courses that they're enrolled in.

Home Me Training Resources Groups Tools Reporting EN  

**WR WESTGATE Learn**

(GMT-04:00 DST) Eastern Time, New York Time

**Administration**

- Online Training
- Panel
- Automated Rules
- In-Class Event
- Virtual Events
- Credits
- Polls
- Gamification
- Reporting**
- Report Builder
- My Team's Dashboard
- Past Employees Dashboard
- Guests Dashboard

Academy control panel

My Team's Dashboard - Employees

Employees Training Onboarding Compliance Credits

Back to employees list

Adam Heavner [view profile](#) Total Courses 12 Total Time 0:00:00 Completion Rate 75%

Summary **Training** Onboarding Compliance Credits

Courses Learning paths Exams On-the-Job Training Events

Search:  Type to search Sort By: Name (A-Z) Required: All Due date: Show All

Events: Events that users are registered in Status: All Courses Category: Choose Category

**Bloodborne Pathogens** Optional [Optional](#)

by admin 100%  Apr 5, 2024  0:00:00  Apr 8, 2024 [Details](#)

**Compliance Essentials for Call Center Professionals (Annual)** Optional [Optional](#)

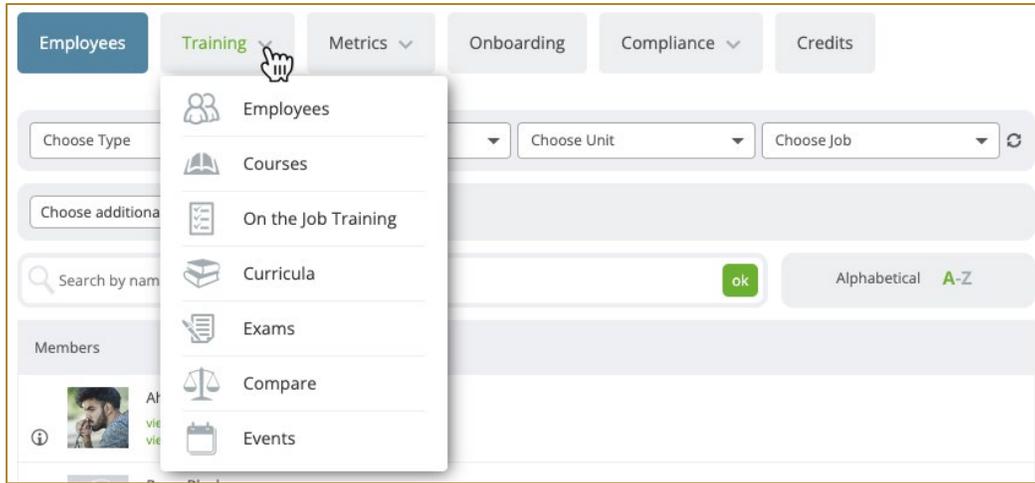
by admin 100%  Apr 8, 2024  0:00:00  Apr 9, 2024 [Details](#)





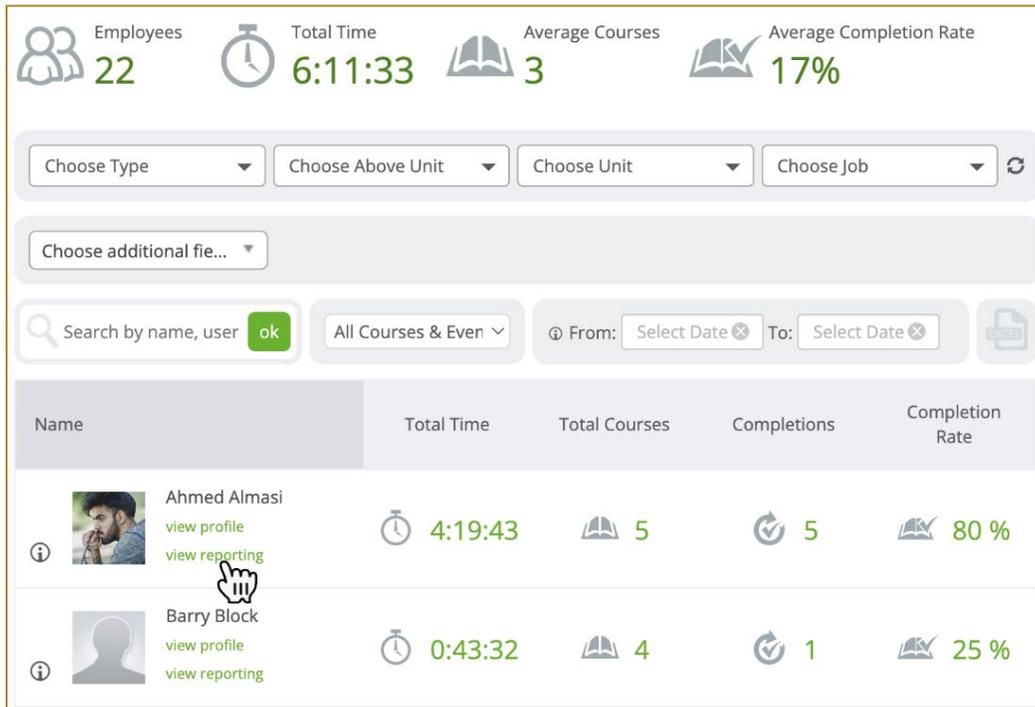
## Training Tab

The Training Tab drop-down options make it easy for you to focus on specific aspects as they relate to courses, On the Job Trainings, events, and more.



## Training Tab – Employees

Similar to the dedicated Employees tab (above), you can view the progress of individuals in specific training areas. Select **view reporting**, then use the sub-tabs to navigate to different areas.



Name	Total Time	Total Courses	Completions	Completion Rate
 Ahmed Almasi <a href="#">view profile</a> <a href="#">view reporting</a>	4:19:43	5	5	80 %
 Barry Block <a href="#">view profile</a> <a href="#">view reporting</a>	0:43:32	4	1	25 %





← Back to employees list



Ahmed Almasi  
view profile

5
 4:19:43
 80%

Courses
Curricula
Exams
On The Job Training
Events

**Search:**  **Sort By:** Name (A-Z) **Required Only:** All **Due date:** Show All

**Events:** Events that users are registered in **Status:** All Courses **Category:** Choose Category



**Customer Service Basics** Required

100%

Dec 8, 2022
 3:06:30

✓ Dec 8, 2022

Details ▶

### Training Tab – Courses/Learning Paths (Course Completion)

Select the course/learning path to view more details on the individuals enrolled. Here, you can view the completion rate, overdue, enrolled users, and overall progress. You can also view individual progress by selecting the Team Member.

← Back to courses list



**Customer Service Basics**

Employees Overdue: 0   Enrolled Users: 10   Completion Rate: 40%   Progress: 45%   No Ratings

Name	Enrollment Date Completion Date	Due Date	Expiration Date	Time	Progress	
 <div style="margin-left: 5px;"> <p>Ahmed Almasi</p> </div>	Dec 8, 2022 Dec 8, 2022	Required		3:06:30	<div style="width: 100px; height: 10px; background: linear-gradient(to right, green 100%, white 0%);"></div> 100%	Details

User info ▶

Settings ▶

History ▶

Course details ▼

Lectures	Time	Progress	Attempts
Serving Customers With Disabilities	0:00:05	<div style="width: 100px; height: 10px; background: linear-gradient(to right, green 100%, white 0%);"></div> 100%	1
Turning Around A Customer Experience	0:06:08	<div style="width: 100px; height: 10px; background: linear-gradient(to right, green 100%, white 0%);"></div> 100%	1
Guest Satisfaction: Making It a Part Of Your Culture	0:00:04	<div style="width: 100px; height: 10px; background: linear-gradient(to right, green 100%, white 0%);"></div> 100%	1
Understanding Customer Complaints	0:00:04	by admin <div style="width: 100px; height: 10px; background: linear-gradient(to right, green 100%, white 0%);"></div> 100%	1

Exams	Attempts	Time	Best Attempt	Score	Points	Status	
Customer Service Exam	1	0:00:09	Dec 8, 2022	100%	24/24	Passed	Details ▶

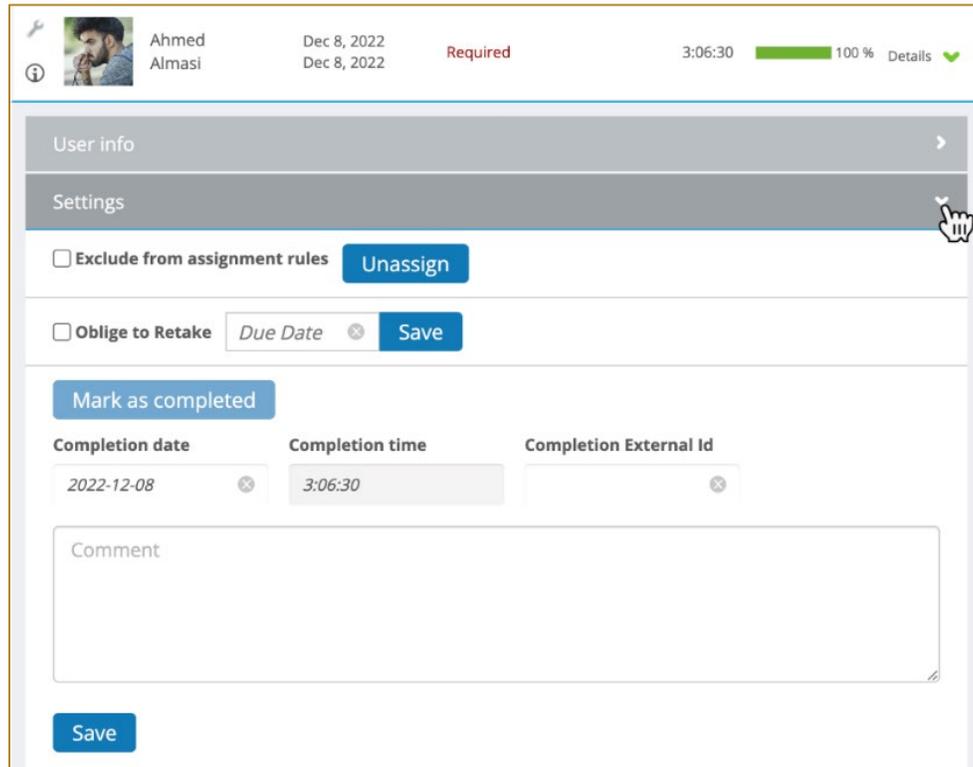
**On The Job Trainings** Progress

On The Job Training 
 100%





The **wrench** icon and **Settings** allow you to unassign the course/curriculum, mark it as complete, or oblige the individual to retake the course/curriculum.



The screenshot shows a user profile for Ahmed Almasi. At the top, there is a wrench icon, a profile picture, the name 'Ahmed Almasi', dates 'Dec 8, 2022', a 'Required' status, a completion time of '3:06:30', a '100%' progress bar, and a 'Details' link with a dropdown arrow. Below this is a 'Settings' section with a wrench icon on the right. The settings include: 'Exclude from assignment rules' with an 'Unassign' button; 'Oblige to Retake' with a 'Due Date' field and a 'Save' button; a 'Mark as completed' button; and a table for completion data:

Completion date	Completion time	Completion External Id
2022-12-08	3:06:30	

Below the table is a 'Comment' text area and a 'Save' button at the bottom.

