Deliver Customized Reports and Meet ROI Objectives

Use Adobe Captivate Prime's new Admin Dashboard to generate the reports you need.

ABSTRACT

The all-new, fully revamped Reports feature showcases the Admin Dashboard, a powerful reporting tool with custom reports to track the many components of training, helping you maximize your company's ROI.

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Customer Guide, Sept. 2020

Customer Guide

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Successfully Manage Tracking in Prime

As Admin, you want to answer questions on Training quickly and efficiently such as:

❖ Are people using the LMS?

❖ What are they learning? Are they just viewing Trainings or are they consuming learning and completing Trainings?

❖ How effective are the Trainings?

❖ What Skills are most achieved in the LMS?

❖ Do we publish Trainings frequently enough?

❖ Are learners using their mobile devices or do they prefer a web browser?

The August 2020 release of Adobe Captivate Prime (henceforth referred to as Prime in this document) features a fully revamped **Reports feature,** showcasing the new Admin Dashboard, a powerful engine that tracks all the many components of Training, helping you maximize returns on your company's ROI.

At a high level the Admin Dashboard helps you to:

1. Track Usage,
2. Track effectiveness of Trainings, and
3. Drive Training Strategy

This document will take you through the Dashboard's features that support the fulfillment of these requirements.

Track Usage

Log in to your Admin account, navigate to **Reports** and select the first tab: **User Activity**.

User Activity

Tracking user activity in Prime is useful to understand not just people's training metrics, but also to study learner behavior. Once you access these fundamentals in Prime, it makes it possible to draw conclusions and possibilities to shape and direct learning behavior.

The graphs in this section give an Admin access to up-to-date information on various kinds of user activity and behavior in the LMS including:

❖ The number of registered users in the LMS at any given point of time (hover over a blue dot for numbers on that day),

- ❖ Of these active users, how many actually use the LMS – enroll, start, complete Trainings. In addition, find out how users access the LMS: mobile device (green) or browser.
- ❖ You can filter the information further by **User Group** and time **Date Range** to get more relevant data, depending on what you are looking for; and finally,
- ❖ The time learners spend on Training activities.

The information you get from these will help drive your training strategies, and help you plan future endeavors. For example, if you see that user activity is low when compared to the number of registered users, you can consider how to encourage or motivate more learners to enroll in all the various Trainings available (for example, gamification). This information combined with data on feedback on trainings is invaluable in understanding learner responses to your training content.

Track the Effectiveness of Trainings

- ❖ Are users in the LMS enrolling in available Trainings?
- ❖ How many start their Trainings?
- ❖ How many finish? What is the ratio?
- ❖ How many Trainings are in use out of all Trainings?
- ❖ What is learner feedback on the Trainings?
- ❖ What is manager feedback on the Trainings?

Learn the answers to all the above questions and more about Trainings that are currently available in your account. You can correlate numbers of available training with information such as start finish ratio or compare the start: finish ratio with Learner/Manager Feedback scores, if you wish. Essentially all information available about your Trainings can be tracked using these custom reports.

Training Reports.

This graph shows you the total number of published/available trainings available at various points in time in the LMS. This number changes as you remove or add Trainings (parallel green line), and you can tell the changes that occur in total as you delete, add, publish, etc.

Once Trainings are available, you can also tell which ones are the most popular.

Active Trainings Report

The large number that you immediately see is the percentage of Trainings that is currently active in the LMS. Use the drop-down menus above to filter the data by User Group and/or Date Range. Hover over the different column headers to see more information. The little arrow at the top right corner enables you to export this report as an excel sheet.

Active trainings report
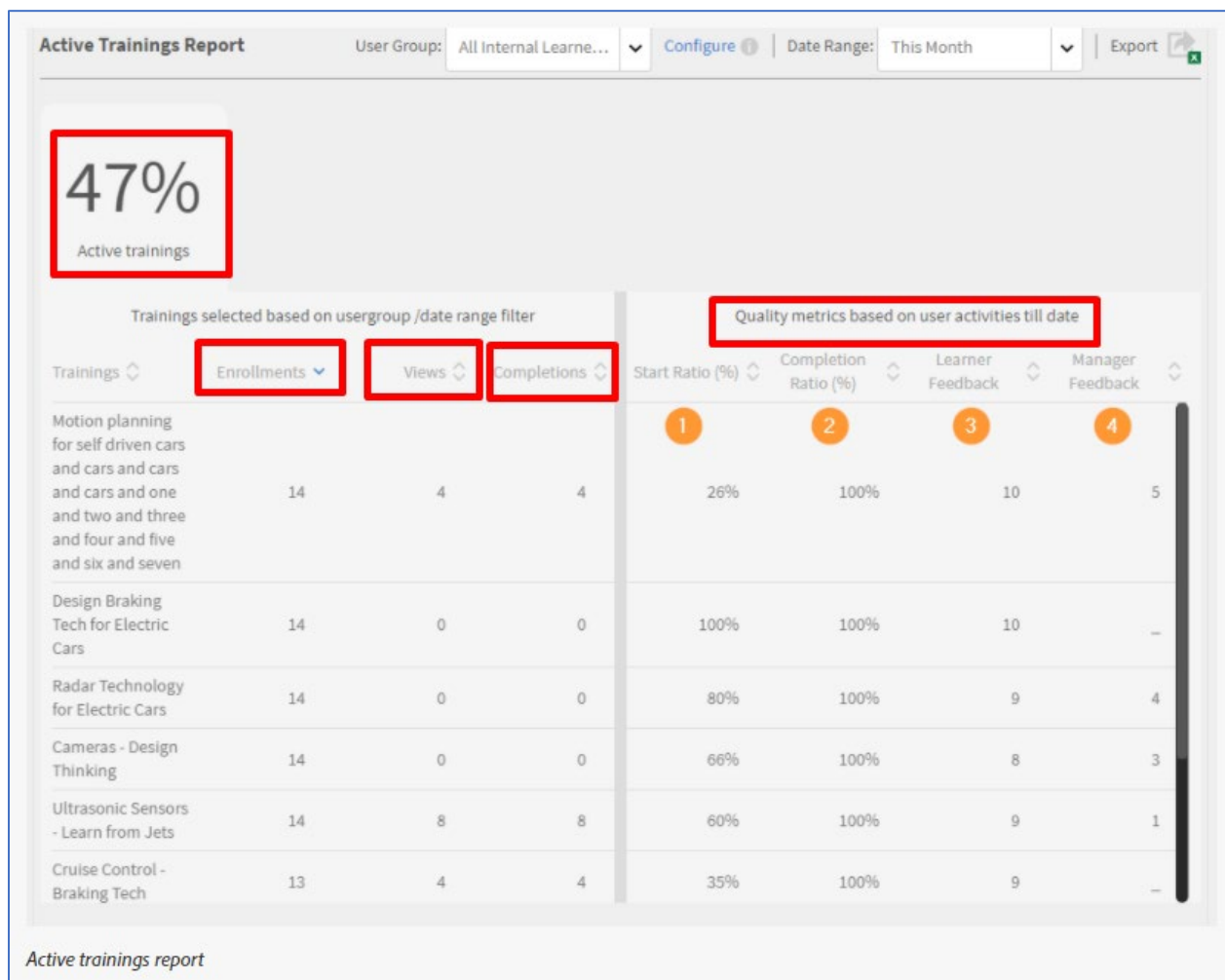
The table next to this shows you **Quality Metrics based on user activities till date**. This information correlates with the Training names as shown in the first table. Please note, however, that the percentages here consider **all** users and are not filtered by user group or date range.

1. Start ratio – reflects the percentage of learners who complete the Training after Enrolling in it.
2. Completion ratio – how many learners complete the Training after they Start.
3. Learner Feedback – This is the average score given to this Training by learners (you must have enabled L1 feedback at the Course level to see this score).

4. Manager Feedback – This is the average score given to this Training by managers (you must have enabled L3 feedback at the Course level to see this score).

Drive Training Strategy

Combine all the above information on user activity within the LMS, Training reports, and data from the Learning Summary dashboards such as:

❖ How learners are faring overall in the organization,

❖ Which teams are faring better than others,

❖ Any Skill Gaps,

❖ Strengths (top 5 Skills), and

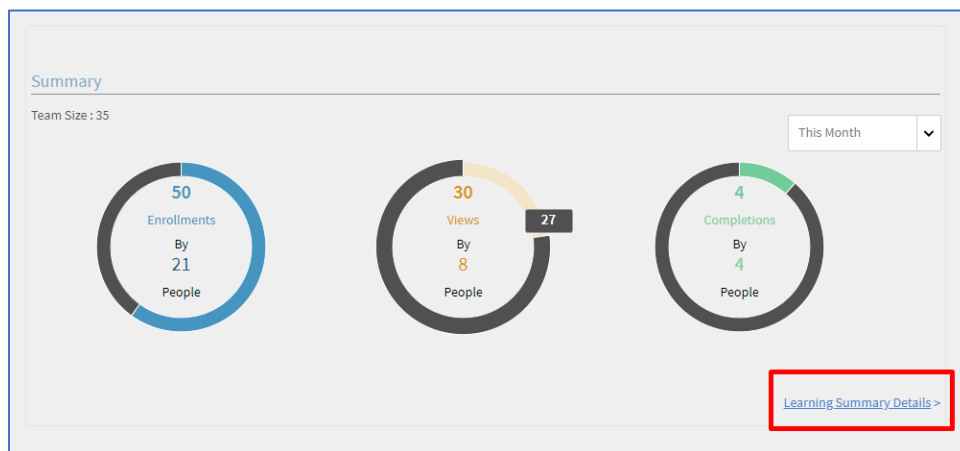❖ Compliance rates (Certification Courses with deadlines).

Use all this data to further shape learning strategies within your organization.

Learning Summary

This is a summary report of all learning activity on the platform, comprising:

➢ Summary

➢ Skills Status, and

➢ Compliance Dashboard

Summary

The appearance of this dashboard is like the Manager Dashboard. It is based on the same concept and shows the Admin the learning summary for the entire organization.

At a glance, you can see how many people are enrolled in Trainings for a given time period (the drop-down menu gives you time period options); and how many are viewing their Courses, and of those how many are actually completing them.

The **Learning Summary Details** link lets you drill down into the data to see it distributed by team. *This information should give you a clear picture of which teams are faring well and those that may need interventions.*

Skills Summary

The Skills Summary shows you the top skills in the organization represented here as the top 5 Skills achieved in the LMS.
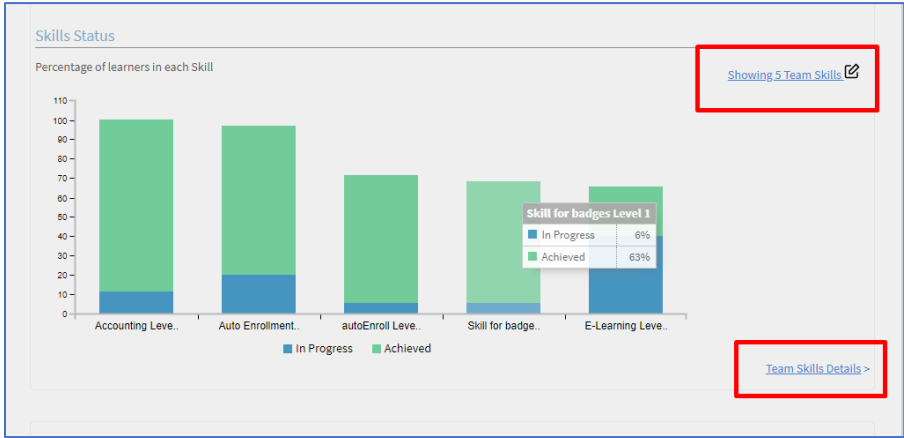

To track any other Skill(s), select the link that says **Showing 5 Team Skills,** and enter the Skills you want to track. The bar graph will change to display data for the Skills you have chosen. Select **Team Skills Details** to drill down into the data and learn about team-specific achievements.

Use this information to identify your organizational strengths as well as any existing skill gaps.

Compliance Dashboard

Use this Dashboard to track one or multiple Certification programs that have deadlines. Prime tells you the percentage of employees who are or are not compliant (where compliant means they have met their deadlines). Select the **Compliance Status Details** link to delve into team specifics.
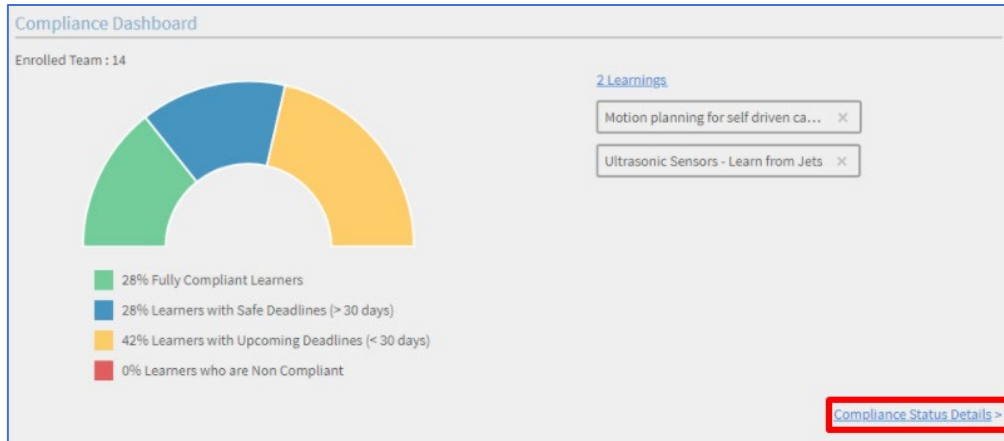
Use this dashboard to identify challenges and prioritize Trainings accordingly.

Custom Reports

The final tab in your **Reports** menu takes you to the customizable reports section, which is also the older version of the Reports feature. Here you can create custom dashboards, select reports to export and subscribe to various reports at a set frequency. [Find out more about these here](#).

Conclusion

All these reports can be exported by you (Admin) at any time in the form of excel sheets. The export and analysis of the many reports that are now readily available to you should help you:

✓ Understand learner behavior in the LMS (enrollments, consumption, completions, etc.).
✓ Identify Skill gaps.
✓ Prioritize Trainings, e.g. must-haves vs. nice-to-haves / short-term & long-term.
✓ Plan and deliver training programs.
✓ Plan and allocate resources.

Further, you can use the new enhancements in our Power BI connector to combine reports to add to your overall enterprise data, if required.

Compared to the older functionality of reporting in Prime, the Admin Dashboard provides you a lot more information at a glance, where previously you might have had to export separate Learner Transcripts or Training reports and then perform various analytics to retrieve the information you want. We have tried to

better anticipate your Admin requirements with the introduction of the Admin Dashboard. We hope we've succeeded!

Do contact your CSAM any assistance with the Dashboard. For further support please do contact captivateprimesupport@adobe.com. For feedback on this document please write to jaisim@adobe.com.

Further customize your report exports

The Admin Dashboard is a pretty great way to access sets of customized reports.

If you already use Power BI for your organizational data visualizations, use Prime's Power BI connector to export LMS reports towards supplementing data

Whether you wish to use the reports purely for L&D analytics or for overarching organizational data analyses and management, you can now use the connector to export unified reports to get a combined picture of various reports from your Prime LMS account.

Find out more here.