

TeachMe Analytics

Overview

With TeachMe, you can leverage the new TeachMe Dashboard to gain visibility into how end-users are engaging with your lessons, courses and WalkMe items, as well as to evaluate end-users' quiz performance.

| 000 | $\langle \rangle$ | Q | | | | c) + 0 |
|--|---|---------------------|-----------|--------------------|-----------------------|---|
| TEACH | me | | | | | Users Started / Completed Courses |
| R Court | SCS a update at 05:04 ses will appear in the order below once | e you publish them. | Q Sear | ch., | + New Course | Over 4 |
| Name | Segemnt | Started | Completed | Avg. Quiz Score | Avg. Quiz Attempts | |
| Get Started New Course | QE Product Mark +3 | 10,560 | 892 | 70 | 3 | |
| Get Started New Course | QE Product Mark +3 | 10,560 | 892 | 70 | 3 | 2,580 2,130 |
| Get Started New Course | QE Product Mark +3 | 10,560 | 892 | 70 | 3 | 2, |
| ii 🗌 • Get Started New Course | QE Product Mark +3 | 10,560 | 892 | 70 | · / ··· | Quiz Completion Pate |
| Get Started New Course | QE Product Mark +3 | 10,560 | 892 | 70 | 3 | 93% Quiz Completion Rate |
| Get Started New Course | QE Product Mark +3 | 10,560 | 892 | 70 | 3 | 93% |
| Get Started New Course | QE Product Mark +3 | 10,560 | 892 | 70 | 3 | 930 of 1,000 Users |
| Get Started New Course | QE Product Mark +3 | 10,560 | 892 | 70 | 3 | 10:02 Minutes |
| uokee | | | | | | Average Completion Time 10:02 Minutes |

TeachMe Analytics is part of the new TeachMe Dashboard that can be accessed via **teachme.walkme.com**.

TeachMe Analytics includes 3 main pages:

- 1. TeachMe Analytics Overview (Main page) Analytics on user progress on all courses.
- 2. Course Analytics Analytics on a specific course.
- 3. User Analytics Analytics on unique user interactions with a course.

Please note:

⁷¹ Stevenson Street, Floor 20 San Francisco, CA 94105 | 245 Fifth Avenue, STE 1501 New York, NY, 10016 | 421 Fayetteville St STE 215 Raleigh, NC 27601 www.walkme.com



- The Dashboard does not support editing & viewing analytics of courses with old Walk-Thrus. This data can be accessed via Custom Reports in Insights.
- It takes about 2 hours for any data to appear on the TeachMe Dashboard.

TeachMe Analytics Overview (Main page)

TeachMe Analytics Overview displays combined analytics of **all** course data based on the following components:

Filters

System

Toggle between your systems to view analytics for the courses on each.

Environment

Toggle between your Test, Production, etc environments to view analytics on each.

Time

The Time Filter allows you to monitor course data within a chosen date range. Once you have chosen your date range, all data fields within this page will display data within that range. The default range is 7 days; after the first change, each new session will display the new range until you change it again.

Historic Data is available in a rolling window of **one year.**

Metrics

User Started

This field displays the number of users who started at least one course in the date range.

Starting a course means starting any Smart Walk-Thru or Resource that is assigned to that course, even if started outside TeachMe.

User Completed

This field displays the number of users that completed any course within the date range. If the same



user completed a course multiple times, **the most recent completion** is displayed. A course is considered complete when the last open item is completed, even if the item was done outside TeachMe.

Quiz Completion Rate

This field displays the rate of users who passed the quizzes out of the total number of users who submitted a quiz in the date range. This rate is calculated by using the most recent quiz submission per user per course.

Avg. Completion Time

This field displays the average time between "User Started" and "User Completed", for a specific course, for each user, within the date range.

Users that only have "User Started" or "User Completed" (not both) in date range, will not be included in this metric.





Courses Table

Let's take a look at each column within the Courses table:

Segment: This column displays the audience (or segment) that has access to this course.

Started: This column displays how many users started this course within the selected date range.

Completed: This column displays how many users started and completed this course.

Avg. Quiz Score: This column displays that course's average of all **most recent** "Quiz Scores" of all users within the selected date range of that course

• If this course doesn't have a quiz, a dash is displayed.

Avg. Quiz Attempts: This column displays the total number of times a user completed a quiz and received a Quiz Score, within the selected date range.

• If this course doesn't have a quiz, a dash is displayed.

Course Analytics

Course Analytics are very similar to the Overview Analytics, just with a few changes:

1. All data is relevant to the selected course only.



- 2. Average quiz score is displayed.
- 3. Course outline tab displays detailed analytics on the learner's progress.
- 4. Quiz tab displays analytics for each question.

| III ТЕАСН те | < | | _ | Users Started / Completed Course |
|--|---------------------------------------|------------|--------------|--|
| Course > Security Tests for New Employees Security Tests for New Employee Itime Ouiz New Employee | S Q Search Users Completed Item | Drop-off 2 | Cedit Course | 3 2 1 0 0//01 06/01 12/01 18/01 24/01 31/01 |
| Set • Learn how to create a new lead | 324 (98%) | 25% | 1 2 | Users Started Users Completed 2,580 2,130 |
| • Send me my order Assists with New or Difficult Processes | 324 (98%) | 25% | | • Use Average Completion Time 2,58 10:02 Average Minutes |
| Send me my order | 324 (98%) | 25% | | 10:(Minutes |
| Learn how to create a new lead | 120 (77%) | 0% | | Quiz Completion Rate |
| Send me my order | 324 (98%) | 25% | | 930 of 1,000 Users |
| Learn how to create a new lead | 120 (77%) | 0% | | |
| Send me my order | 324 (98%) | 25% | | 70 Avg. Quiz Score Passmark: 100 |

For the sake of brevity, let's take a look at only the new analytics:

Outline Tab

The outline tab displays analytics for each item within that course.

Users Completed Item

If the item is:

- Smart Walk-Thru You will see the **number** of users who completed the Smart Walk-Thru and the **percentage** of users who completed it out of the users who started.
- Resources (articles and videos) You will see the number of users who started the item.

Drop-off

This column will only be populated if you have enforced the order of the course outline.

If the order is enforced you will see the following data for each item:



- **Smart Walk-Thrus** The number of users who haven't completed the SWT and percentage of users who started the SWT.
- **Resources** Since we can't actually track if a user has completed a resource, this number will always show 100%.

Quiz Tab

Quiz analytics gives you a deep dive on how your users are managing on each quiz.

To access quiz analytics, click the **relevant course** from the Courses page then navigate to the **Quiz tab**.



| Jutline Quiz | |
|---|-----------------------|
| Question | Responses |
| You've received an Okta push prompt on your phone. What course of action should you follow next? Single Selection | |
| Always click "Yes It's Me", even if I did not attempt to login recently. What can possibly happen? | 0% (0) |
| Always click "No It's not Me", unless I just initiated a login myself. | 100% (32) |
| Who are the targets of modern-day hackers? Single Selection | |
| Private companies that hold a lot of proprietary information. | O% (0) |
| Public companies that hold credit card numbers of customers. | 3% (1) |
| Banks and finance companies who process a lot of payments. | 0% (0) |
| Any organization or individual is liable to be the victim of hackers. | 97% (31) |
| Digital Adoption Solutions that increase ROI on digital transformation and reduce costs of adoption, training, and support. | O% (0) |
| According to the WalkMe Data Classification Policy, what is the highest classification level? Single Selection | |
| Sensitive | 60% (¹⁸) |
| Confidential | 27% (8) |
| Top secret | ■ 7% (2) |
| None of the answers are correct | 7% (2) |

The Quiz Tab displays the following analytics for this course:

Question & Responses: Here you will see each question within the quiz and all the responses associated with that question.

- The percentage next to the answer is the percent of the total number of users who took the quiz that selected this answer on their most recent submission within that date range.
- The number (#) next to the percentage is the number of unique users who selected the answer on their most recent submission within that date range.

Updating questions and answers - If the text of an answer is updated or changed, the date range



you select will display the most recent change if we select a date range before that specific day, we would *still* see the most recent version of the question's text. The question ID does not change if we change text.

User Analytics

The User Analytics is a great way to get insight on each individual user's progress. The User Analytics page displays:

- Which course the user has taken.
- When they started, completed, how long it took them to complete the course.
- The user's quiz result.
- How many times the user took the quiz.

| | | | | | Confluence - Prode | uction - MC |
|---------------------------------------|--|-------------------------------|-------------------------------|------------------|--------------------|--------------|
| Users Last data update at 02:40 pm | | | | | 2021-11-01 > | 2021-11-30 📋 |
| ~ All Users | All Quiz Results Clear Apply Filters | | | | | |
| User A | Course Name | Started | Completed | Time to Complete | Quiz Result | No. of quiz |
| | Security Awareness Training - 2021 | 5 months ago | 5 months ago | 2 days | 95 | 1 |
| | Prevention of Sexual Harassment - Training | 5 months ago | 5 months ago | - 6 | | 2 |
| | Privacy Awareness Training - 2021 | Nov. 10, 2021 | Nov. 10, 2021 | a rew seconds | | 2 |
| | Security Awareness Training - 2021 | 5 months ago Nov. 10, 2021 | 5 months ago Nov. 11, 2021 | a day | 100 | 4 |
| | Phishing Awareness Training - 2021 | 5 months ago Nov. 10, 2021 | 5 months ago Nov. 11, 2021 | a day | 95 | 2 |
| | Prevention of Sexual Herassment - Training | 5 months ago Nov. 10, 2021 | 5 months ago Nov. 11, 2021 | a day | | |
| | Privacy Awareness Training - 2021 | 5 months ago Nov. 11, 2021 | 5 months ago Nov. 11, 2021 | a few seconds | 100 | 2 |
| | Security Awareness Training - 2021 | 5 months ago Nov. 11, 2021 | 5 months ago Nov. 11, 2021 | a few seconds | 100 | 2 |
| | Phishing Awareness Training - 2021 | 5 months ago Nov. 11, 2021 | 5 months ago Nov. 11, 2021 | a minute | 89 | 1 |
| | Prevention of Sexual Harassment - Training | 5 months ago Nov. 11, 2021 | 5 months ago Nov. 11, 2021 | a few seconds | | |
| Showing 1-50 of 1432 users | Privacy Awareness Training - 2021 | 5 months ago | 5 months ago | a few seconds | 100 | 1 |
| () | | E menthe ann | E months age | | | |

User Analytics can also be filtered via time, environment, or system (as above) as well as the following:

Course

Select the course for which you'd like to view user analytics.

User Progress

Filter based on user completion or incompletion.

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Quiz Results

Filter between users who passed or did not pass a quiz.

User Analytics Table

Let's take a look at each column of the User Analytics table:

User: The UUID of the user as defined when setting up the system.

Course Name: The name of the course that this users has started

Started: The most recent start date of any Smart Walk-Thru or Resource that is assigned to that course, even if started outside TeachMe, within the selected date range.

Completed: The date the user completed the course.

Time to Complete: How long it took the user to complete the course.

Quiz Result: Displays the score of the **most recent** quiz that was submitted by that user within the selected date range.

 If this course doesn't have a quiz OR the user hasn't completed it, you will see "Ø Did not submit."

No. of Quiz Attempts: The total number of times this user submitted the quiz for a specific course and received a Quiz Score, within the selected date range.

TeachMe vs Insights analytics

Why am I seeing different data on Insights about TeachMe courses?

TeachMe logs the **first occurrence** of user activity. Meaning, TeachMe keeps the first time a user starts and completes a course or quiz for analytics.

Insights tracks **all user activity**, including latest user activity. If a user decides to revisit a course or quiz, Insights will track it. TeachMe **does not** track this activity.

Typically, in terms of learning and development, the most valuable data is the data from the user's first interaction with the course, which indicates whether or not a user understood the content, or if further development is needed.

It is not recommended to update a course and request users to retake it. If a course needs to be



changed, a new course should be created instead. This will maintain the integrity of the data in relation to the course content.

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