SkillSoft 7.3 Process Guide – Running a SkillSoft Course Completion Report

This document describes how to run a SkillSoft completion report for a user or a course. Administrative users can create report templates and create schedules for reports to run automatically.

To run a completion report:

1. After accessing SkillSoft, click **Admin Home** in the top right corner.

2. On the Admin Home page, click the **Reports> Templates**. (This document shows steps shortened like this to indicate "click the **Reports** menu, and then click **Templates**.")
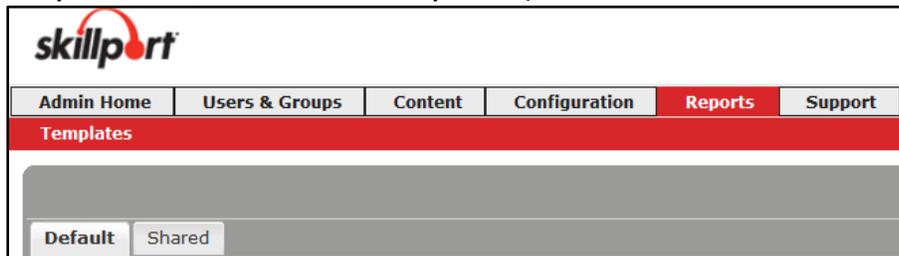
Templates are organized by Default and Shared. When you expand, or open a folder, you will see a description of each template to help you find the report you want.

3. Under the Default tab, select **Content> Content Activity**, and then double-click the **Course Activity by Content** template. You can use this template to run a report for a single course, a group of courses or all courses.

4. In the **Activity Dates** section, set the parameters for your report by selecting either **Previous** or **From** with the beginning and ending dates.

5. To run a report for an individual user or for a group you must click the **Groups /Users** tab and select either **Users** or **Groups** depending on what you want the report to contain.

   a. To run the report for a specific user, select **Users**, enter the employee ID or user name in the Search box and click Search. Select the user and click the green arrow to move the user name to the Users box on the right.

   b. To run a course completion report for a specific department or campus, select **Groups**, identify the campus for your report by clicking **SkillSoft (SkillSoft)> ALL CU DEPARTMENTS (ALLCU)**. To run the report for a specific department, select the campus and drill down to the specific department. Select the department on the left then click the green arrow to move it to the **Groups** box on the right. If you know the department number, enter it in the Search box and click Search. To include subgroups within the scope of the report, click the **Select Subgroups** checkbox below the Groups box.

   Note: You must select a campus or department before running a course report unless you are running an all-campus report.
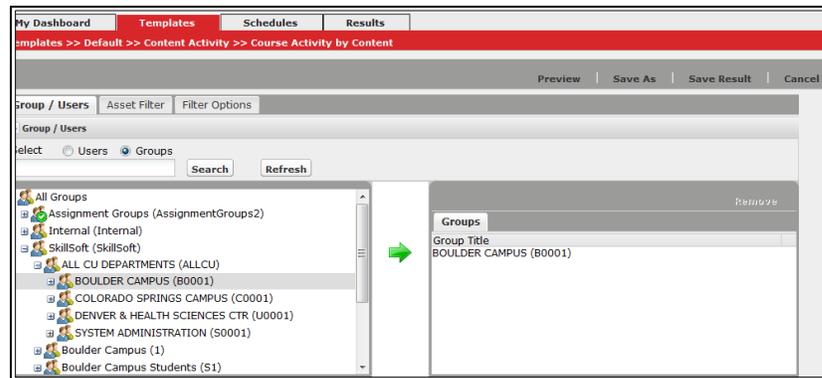
6. Select the **Asset Filter** tab and select a course or courses for your report. You may select a single course or multiple courses. Use the **Catalog** folders to navigate to the specific course, and then select the course or courses. (To select multiple courses, press Ctrl while selecting courses.) Click the green arrow to add your selection to the box at the right. You may enter the title or number of the course in the Search box using the exact course title or number.
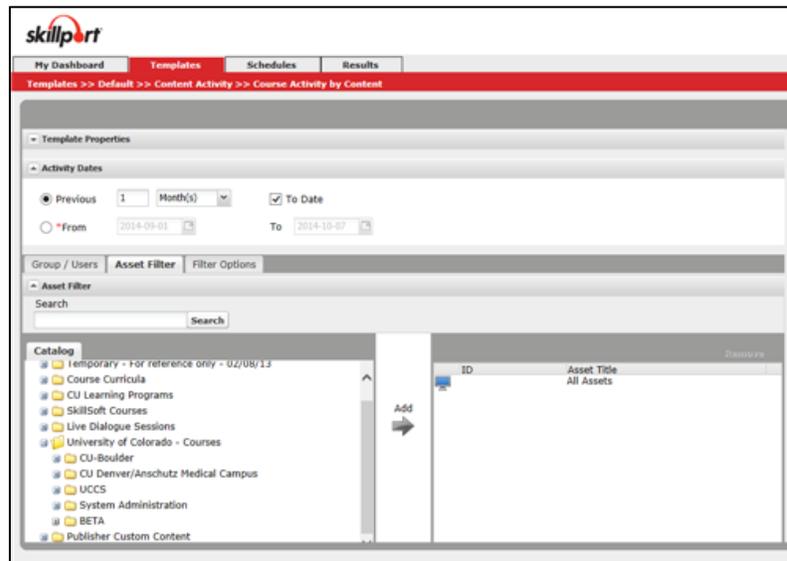
7. Click **Display Options** at the bottom of the template (scroll to the bottom of the screen).

   - From the **Select Time Zone** list box, select **(GMT -07:00) Mountain Time (US & Canada)**.

   - From the **List users within multiple groups in** list box, select **Single Row**.

   - From the **Displayed Fields** section, select the items you want listed in your report.

8. Click **Preview**, at the top of the templates page, to run the report and verify that the system produced the results you expected. If not what you expected, click **Edit** to go back to change your report parameters, and click **Preview** again until you get the results you want.

9. After you get the report fields and results you want, click **Save Result** at the top of the report page. Customize the Name and Description of the report and indicate the number of days to delete the report. If you choose to run the report to a CSV format, all of the fields listed will be included. If you choose to run the report to an Excel format, the specific fields you selected will be included in your report.

Note: If saving in Excel you must select the **Include report parameters** box.

10. To retrieve your report results, go to the **Reports>Results** tab. The report is ready to view when **Completed** appears in the Status column. Select the report and click **Download**. Save your report to your computer as an Excel workbook. Sort and format the course completion data in Excel as needed.