Managing results
Results Manager

Results Manager Guide

Introduction

Unlike Clarity's other programs, Results manager is exclusively for teachers and administrators. It integrates with Clarity's content programs to provide a comprehensive overview of learner activity. It does this by enabling a manager and teachers to:

- Organise learner records
- Generate reports
- View usage statistics
- Manage access to Clarity content programs

Results Manager has a network and webserver version; this guide is just for the webserver, whether online or on an intranet. Installation instructions are in a separate guide.

Types of users

To use Results Manager effectively, you first have to understand the simple hierarchy listed below.

Manager

There is one manager who can perform all the functions in Results Manager. The manager can:

- Generate reports from all the groups
- Add and delete groups at all levels
- Add and delete teacher and reporter accounts
- Add and delete learner accounts
- Import users from Excel or Word

- Change access options to the Clarity content programs

Teacher

You can have as many teachers as your licence allows, each with their own login and password. Teachers can:

- See their own group
- Add and delete subgroups
- Add and delete learner accounts
- Import users from Excel or Word
- Generate reports on their own group
- Change their own password

Reporter

You can have as many reporters as your licence allows, each with their own login and password. Reporters can only:

- See their own group
- Generate reports on their own group.

Create reporter accounts for people who you don't to have any chance of accidentally changing anything and just want to see what learners have done.

Learner

Provided learners are required to log in, Results Manager will record their activity on the Clarity content programs including scores, start times and time spent. Learners can't access Results Manager.

Accessing Results Manager

When you purchase your account you will be given a URL for Results Manager. Open it in your browser.

The first person to access Results Manager should be the manager. Start the program and type in the username and password that you have been given when you purchased your licence. Once in the program you will see the Management Centre. The manager can change their password by right-clicking on their name, and left-click on Details. The manager can then create groups and set up teacher accounts in each group so that each teacher has their own login and password. The manager might also want to change the name of the top-level group. Again, right-click on it and choose Details. Also see Help tip "Getting started".

The Management Centre

The Management Centre is Results Manager's main screen. It is from here that you manage learners and groups, initiate reports and control the availability of content.

Content

The screen is divided into two sections, plus help tips. The section on the left shows the programs that your learners have access to (e.g. Author Plus, Tense Buster, Business Writing, Active Reading). The programs are displayed as a collapsible tree, with courses, units and exercises, just like in Windows Explorer. To see the units and exercises included in a course, click on the ▸ beside the course name.

Next to each title, course, unit and exercise is a tick-box. This controls whether learners in a group can see this content, or whether it is hidden from them. See the section on controlling access to content for more details.

Users and Groups

This section, to the right of the Content section, shows you all groups and users. Right-click on any group or user to see the functions that you can perform. These include:

Adding groups in a hierarchy to reflect the structure of your institution

- ◆ Adding and deleting teachers and reporters
- ◆ Adding, importing and deleting learners
- ◆ Viewing and updating learner details
- ◆ Generating reports
- ◆ Searching for users
- ◆ Exporting groups and users

Adding groups

Right-click on the group at the top of the tree. A menu will appear. Click on Add group…. In the screen that appears, type the name of your new group. You might, for example, type Year 1. The name must be different from other group names that you can see, but it doesn't matter if it is the same as group in a different part of the institution. You can add more layers by right-clicking on your new group and adding subgroups. So, below Year 1, you could add Class 1A and Class 1B.

Adding teachers and reporters

When you have set up your group structure you can add teachers. In the example above, if Mrs Adams is the Year Group Leader for Year 1, you right-click on Year 1, choose Add teacher…, then input Mrs Adams's details. If Mr Barnet is the Class 1A teacher you would repeat the process for him by right-clicking on Class 1A, choose Add teacher…, then input his details.

Mrs Adams can now see everything for all of Year 1, and Mr Barnet can only see data from Class 1A. In other words, teachers can only see data directly relevant to them.

Only the manager can add teachers and reporters. Teachers can't see the details of other teachers, but can change their own passwords.

Deleting and moving teachers

To delete a teacher, right-click on their name and choose Delete.

To move a teacher from one group to another, simply click on the teacher's name and drag it to the new group.
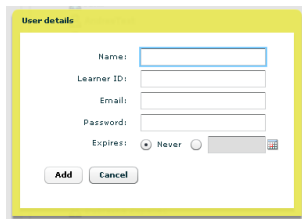
Renaming a group

Right-click on a group and choose Details. Change the name of the group and click Update. When Results Manager has finish reloading, you will see the group with the new name.

Changing user information:

Right-click on a user and choose Details. In the User details screen that appears, you can change the following user information:

- Name
- Learner ID
- Email address
- Password
- Expiry date and option
- User type

Adding learners

Adding learners one-by-one is the same as adding teachers. Right-click on a group, choose Add learner and input the details.

- Choose an expiry date if you want this learner to be blocked from access after a certain date.
- Enter an email address to be able to use future releases of Results Manager for sending reminder or motivational emails. Learners will also be able to use the "I forgot my password" feature from some login screens if the email field is completed.
- If you want learners to login with an ID instead of a name, then fill in a Learner ID as well as the name. The learner's name will be used on reports and the ID for access.

User and group icons

The icons in the list show you what type of user everyone is:

Manager   Teacher

Reporter   Learner

Any user whose account has expired will have this icon on top of their main icon:

A normal group looks like this , and a group that has been blocked from seeing some content looks like this .

Linking a teacher to extra groups

Just like all users, a teacher is created within a group. But sometimes you want a teacher to be able to work with learners from other groups. The manager is able to link a teacher with these other groups. Right-click on the teacher

and choose Link to extra groups… Then click on the other group(s) that you want this teacher to be linked with.

When the teacher logs in, they will see all these groups listed.

Exporting users

If you want a copy of all the user details, perhaps as a backup or for a report, you can export them. Right-click a group, a user or several users and choose Export users… This will create an XML file with all the user details which you can save on your computer.

Search

If you want to find a particular learner and you don't know which group they are in, you can use Search. Right-click on a group that you want to search and choose Search. Then type in the details you want to find.

- You can type part of a name, for instance to find all users with "ann" in their name. This will find "Ann Roger", "Anne Lees" and "Paul Dannson".
- Search is not case-sensitive.
- You can use the Empty tick box next to Email and Learner ID to find all users who have no email or ID. See Help tip on Search.

When you click the Search button you will see all users who match the data. You can still perform all functions on this filtered list. It is coloured green to remind you that you are not working with all users. If you try to delete a group you will see an extra warning because you might be about to

delete users you can't see. Clear the search using the Clear search button at the top of the list. This returns you to the regular Users and groups tree.
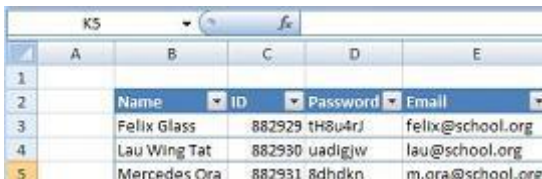
There is a special search function to find all expired learners. Right-click a group and choose Select expired learners. They will all be highlighted blue and you can export, delete or change their expiry dates by right-clicking on any of the highlighted rows.

Importing learners

If you have a lot of learners you will find it easier to import them in a batch rather than adding them one by one.

From the Management Centre, right-click on the group that you want to add the learners to and choose Import users.

The most common source for importing is a spreadsheet. Create a table in the spreadsheet as follows:

Then copy and paste this into the box on the Import screen in Results Manager. The program will then import these users and show you a table of which ones are successfully imported.

What can you import?

Your spreadsheet must at least have a 'Name' or 'ID' column – or both. You must also copy and paste the column headings row.

- Name
- ID
- Password
- Email
- Country
- Usertype – enter 'Learner/Student', 'Teacher' or 'Reporter'. If you leave this blank the new user is assumed to be a learner.
- Expiry date – must be in YYYY-MM-DD format. Use Excel to change your data format if necessary. If you leave this blank the user's account will not expire.
- City
- Country
- Group

The order of columns doesn't matter. Column names are not case sensitive and there are some variations that you can use:

- name, username, user name, user_name
- id, student id, id_no, id_number
- usertype, type, user type
- email, e-mail
- expiry date, expiry, expirydate, expiry_date
- city, region

If the name you enter under the group column matches an existing group's name, the user will be added to that group. If it is a new name, then a new group will be created.

Where can you import from?

As well as Excel, you can import from any application that can create a tab-delimited list. This includes tables in Word.

You can also import from the XML that was created when you choose to Export users.

Reports

You can generate a report for a group, learner or content item. Right-click on the group, learner or content item and choose Generate report… You then see a report building screen where you choose what information you want to see. If you are making a report for a learner or group, the main choice is what content you want in the report and what level of detail you want. If you are making a report for a content item, the choice is which users to include. You can also filter out records based on dates or scores or attempts. Reports are generated as new windows in your browser so you can keep multiple reports open if you want to compare. By choosing Interactive version you can generate a dynamic report which allows you to sort, group and filter the data. By choosing Print version you can generate a plain report which is quicker to load and more suitable for printing.

Report types

Learner report

A learner report enables you to see the individual activities of a particular learner and how he or she performed in each one.

Right-click on the learner you want a report on and choose Generate report... Then follow the four steps shown on the screen.

1) Choose the type of report: a title report lets you select one or more titles, while a course report lets you select one or more courses etc.
2) Choose the content,
3) Restrict the scope of your report by adding filters.
4) Show every record or summarise within a course or unit.

The report will show:

- Each exercise the learner has done, grouped into units.
- The score for each exercise, the time spent on each exercise and when it was started.
- A summary of all the exercises with average score, average duration and total time.
- Using the summarise step, 4, on the screen will group exercises based on the type of report and show average scores and durations.

Group report

A group report gives you a summary of the performance of learners in a group without listing every exercise.

Right-click on the group or groups you want a report on and choose Generate report... Then follow the three steps shown on screen.

1) Choose the type of report: a title report lets you select one or more titles, while a course report lets you select one or more courses etc.
2) Choose the content.
3) Restrict the scope of your report by adding filters.

The report will show:

- Each learner in the group(s) who has completed at least one exercise, grouped into courses or units
- For each learner: the average score, the number of exercises they have completed, the average time per exercise and the total time spent on the exercises

Content report

A content report enables you to judge how suitable particular items of content are for your learners. If the report shows that all learners are scoring 100%, the content is probably too easy.

Right-click on the title, course, unit or exercise you want a report on and choose Generate report... Then follow the three steps shown on screen.

1) Choose the type of report: a group report lets you select one or more groups, while a user report lets you select one or more users.

2) Choose the users or groups.

3) Restrict the scope of your report by adding filters.

The report will show:

- ◆ a list of learners who have completed at least one exercise in the content you have chosen.
- ◆ For each learner: the average score, the number of exercises they have completed, the average time per exercise and the total time spent on the exercises.

Report filters

There may be many reasons why you wish to restrict the scope of your reports.

- **Dates**. You might want to focus only on the work done in the last week, month or term. This is the first setting for the filter.
- **Exclusions**. You might decide that learners who have not been working seriously distort the overall picture of usage. You can therefore exclude scores lower than a certain level (for example 20%) or times less than, say, a minute or more than, say, an hour.
- **Attempts**. Learners can attempt exercises more than once. Obviously you would expect them to get a better score the second time around! The third setting therefore enables you to choose whether to include just the first attempt, just the last attempt or all attempts.
- **Teachers and reporters**. Teachers and reporters are not included in reports to avoid skewing learner averages.

Displaying the report

Once you have made all your selections you are ready to generate and display it. Click on the Full report button. This will open the report in a new browser window. You can sort, group and filter the information in the report, but you can't print directly. To print the report, click Print, which will show you a simple view you can print.

Exporting the report

You can export directly from the report building screen by choosing Export on Excel. You can also export after you have

looked at the report by choosing Excel export in the new browser window.

To export the report contents to Excel, click Export for Excel. You will then be asked to save a file to your computer. You can then open this file in Excel. This file is a 'csv' file with commas as the delimiter and line-breaks between each row. It has header fields. Many other applications will be able to open this file as well as Excel.

Controlling access to content

You can use Results Manager to control learner access to content. This is done by making content available to a group, or hiding it from a group.

First, click on the group that you want to control content access for. If you choose a group that has sub-groups, they will be included. Once you have clicked on a group, you will see that the tick boxes next to the content names are active. To start with they will all be ticked, which means learners in this group can access all content. Click on a tick box to remove the tick and now that item will be hidden from learners. If you remove the tick from a course, all units and exercises in that course are automatically hidden too. Likewise removing the tick from a unit hides all exercises in that unit.

To make the content available, click on the tick box again.

Remember that content availability is set for the group that you have clicked on. This means that a teacher cannot

accidentally hide content from another teacher's learners as they will be in a different group.

When learners login to a Clarity content program that you have hidden some content for, they will see the content on the menu, but will not be able to open it.

Usage statistics

This section tells you how many people have been using the Clarity content programs that you have subscribed to. Click on the title on the left of the screen to see statistics for it.

Licence information. You will have purchased each Clarity program with a number of licenced learners. You can track how many licences have been used and how many are free. A Learner Tracking licence is counted as one learner running a program. Once a learner starts using a licence, another learner cannot use it until it is renewed.

Title information. See how many times each course in the title has been run. This will be displayed as a number if there is just one course (such as Business Writing) or as a pie-chart if there are several courses (such as each level in Tense Buster). If you have created a lot of courses in Author Plus, you will see a table. You will also see how long each course has been run for. This is measured from the time a learner selects the course until the time they close the course. If a learner closes their browser without closing the course the timer will stop about 15 seconds later.

Failed logins. This is a useful section that will show you how often and why learners are unable to run the programs. It can help you to establish if you have the right number of licences.

Access control

Only the manager can change access control. This controls the way that learners login to all Clarity content programs.

- The first option is to decide simply whether learners login with their name or ID.
- For some special licences you are allowed to let learners login with no name.
- You can choose to let learners work with no password, but this is not recommended.

Allowing learners to self-register

Another way for learners to be added to Results Manager is for them to do it themselves. In the Access control tab,

allow unregistered learners to use the program by clicking on Yes. Then choose what data you want them to input. As learners self-register in the Clarity content programs, their names will appear in the top-level group in Results Manager. A teacher or the manager will then need to move them into the right groups. Learner names will not appear in Results Manager in 'real time'. They will appear next time you start up Results Manager.

Frequently asked questions

1. *I have exported my users as XML – how can I get this into an Excel spreadsheet?*
   Open Excel 2007. Choose Data and then select Get external data from other sources. Then choose From XML data import. Just click through the options and the data will appear in a table. Other versions of Excel have similar steps.
2. *What do I need to install to let teachers use Results Manager?*
   Nothing apart from making sure they have the latest Adobe Flash Player running in their browser.
3. *I right-click and see options for Settings and About Adobe Flash Player. What are they for?*
   These are built into the Adobe Flash Player which Results Manager is using. They have nothing to do with Results Manager. If you click Settings you will be asked about your local storage, microphone and webcam privacy. Results Manager doesn't need any of this.
4. *Can I use a mixture of languages (i.e. Chinese and Turkish) in my student names?*

Yes. Results Manager will accept all characters that are written left to right. Technically we are using UTF-8.

5. *Do you use American or British formatting for dates?*
Neither. All dates are in YYYY/MM/DD format and you choose most from calendars anyway.

6. *I don't want all my learners to see all of the programs, can I limit access to some of them?*
Yes. In the Management Centre, click on a group and use the ticks next to the content to indicate which items learners in that group have access to. See the Controlling access to content section for more details.

Troubleshooting

1. *I started clicking while that little clock icon was still spinning. Now I can't see my mouse at all!*
Press escape and just right-click anywhere, the mouse will come back.

2. *I generate a report but just see a blank page.*
The report generation uses javascript to format the report. If your browser is blocking this try to turn it on. If you can't do that, then you should still be able to choose a 'plain' report from the Report Builder screen by clicking on Report for printing.

3. *I generated a report and see the top of it, but it disappears half-*way down.
The report generation uses javascript to format the report. If you have a big report, your browser might not be able to complete the formatting. In this case, click the Print button to view the report in a much simpler format.

4. *I tried to export a report to Excel, but nothing happens when I clicked the button.*
   You might have to enable pop-up windows for our website on your browser. You may see a bar across the top of the screen telling you this, or you may have to choose File, Tools, Options or the equivalent to find your privacy tab.
5. *I right-click on a teacher so that I can generate a report, but this action is not allowed. Why not?*
   Whilst a teacher can look at their own progress records within a Clarity content program, their records are not included in Results Manager to avoid skewing learner averages.

Tutorials

Getting started

Coming soon

Importing learners

Coming soon

Setting up a weekly course

Coming soon

Contact us

If you have any technical or other questions, please contact us

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Lead programmer: Dave Keen, www.actionscriptdeveloper.co.uk

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Results Manager uses the following technologies: Flex, amfphp, amfext, adodb, smarty, json, php. Many of these are open source tools and are included with full licence references.