

SymTrain Reporting System User Guide

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I. Introduction

This document is intended to aid users in understanding the reporting system at SymTrain. It breaks down the intended use of each report, explains how to use them, and provides strict definitions of each field contained in them. Field names are displayed exactly as they appear in the actual reports.

II. “Users Report” Usage Guide

Description

The Users Report allows a manager or org admin to view user metadata for members of the organization. Once downloaded, this file displays information on a user’s role, teams, managers, and status. An entry in the file represents an individual user in the organization. No user results or performance data will be shown in this report.

Filters

This report does not contain any filters. No prompts will be displayed upon downloading the report.

Fields

Field name	Required?	Display type	Allowed values	Description	Notes
Name	Yes	Alphanumeric string	Text	User’s first and last name	
Username	Yes	Alphanumeric string	Text	User’s unique username	
Role	Yes	Alphanumeric string	Text	User’s role in the organization	Can be “Org Admin”, “Sym Creator”,

					“Manager”, or “Trainee”
Division	No	Alphanumeric string	Text	The name of the division the user belongs to, if applicable	This field is blank if the organization does not use the division structure
Team(s)	No	Alphanumeric string	Text	List of names of any team(s) the user may be part of, if applicable	If the user is in more than one team, they will all be displayed
Manager(s)	No	Alphanumeric string	Text	List of names of any manager(s) the user may have, if applicable	If the user has more than one manager, they will all be displayed
Status	Yes	Alphanumeric string	Text	User’s status	Can be “Active” or “Inactive”

III. “Syms Report” Usage Guide

Description

The Syms Report allows a manager or org admin to view sym metadata for the sym in the organization’s system. Once downloaded, this file displays information on a sym’s version, creator, publish date, and more. An entry in the file represents a unique sym in the organization. No specific sym results or performance data will be shown in this report

Filters

This report does not contain any filters. No prompts will be displayed upon downloading the report.

Fields

Field name	Required?	Display type	Allowed values	Description	Notes
Sym #	Yes	Integer	Positive integers	Unique identification number for the sym	
Sym name	Yes	Alphanumeric string	Text	Plain-text name of sym	Sym names are not unique within an organization

Sym version	Yes	Alphanumeric string	Text	The most recently labeled “version” of the sym	Use of an integer counting system to track the version of the sym (e.g., 1, 2) is recommended
Sym type	Yes	Alphanumeric string	Text	The sym type: app (visual) or voice (audio)	Can be “visual” or “audio”
Syms attempts	Yes	Integer	Positive integers	Cumulative count of attempts of the sym by all members of the organization	Includes abandoned sym attempts
Syms completions	Yes	Integer	Positive integers	Cumulative count of the completed attempts of this sym by all members of the organization	
Created on	Yes	Numeric	ISO 8601 timestamp	Date and time the sym was created	
Created by	Yes	Alphanumeric string	Text	Username/email of the user who created the sym	The user may be represented with a username or email
Last modified	Yes	Numeric	ISO 8601 timestamp	Last time the sym was modified	

IV. “Teams Report” Usage Guide

Description

The Teams Report allows a manager or org admin to view team metadata for teams within the organization. Once downloaded, this file displays information on a team’s members, creator, creation date, and more. An entry in the file represents an individual team within the organization. No team or user performance data will be shown in this report.

Filters

This report does not contain any filters. No prompts will be displayed upon downloading the report.

Fields

Field name	Required?	Display type	Allowed values	Description	Notes
Team name	Yes	Alphanumeric string	Text	Plain-text name of team	
Number of users in team	Yes	Integer	Positive integers	Cumulative count of users belonging to the team	
Number of syms completed by team	Yes	Integer	Positive integers	Cumulative count of sym completions by the team	
Number of syms attempted by team	Yes	Integer	Positive integers	Cumulative count of sym attempts by the team	Includes abandoned sym attempts
Created on	Yes	Numeric	ISO 8601 timestamp	Date and time the team was created	
Created by	No	Alphanumeric string	Text	Username of the user who created the team	The user may be represented with an email or username

V. “Modules Report” Usage Guide

Description

The Modules Report allows a manager or org admin to view module metadata for modules within the organization. Once downloaded, this file displays information on a module’s contents, creator, creation date, and more. An entry in the file represents an individual module within the organization. No user performance data will be shown in this report.

Filters

This report does not contain any filters. No prompts will be displayed upon downloading the report.

Fields

Field name	Required?	Display type	Allowed values	Description	Notes
Module #	Yes	Integer	Positive integers	Unique identification number for the module	
Module name	Yes	Alphanumeric string	Text	Plain-text name of the module	
Number of syms	Yes	Integer	Positive integers	Cumulative count of the number of unique syms in the module	
Syms completed	Yes	Integer	Positive integers	Cumulative count of sym completions for syms in the module	
Syms attempted	Yes	Integer	Positive integers	Cumulative count of sym attempts for syms in the module	Includes abandoned sym attempts
Created on	Yes	Numeric	ISO 8601 timestamp	Date and time the module was created	
Created by	Yes	Alphanumeric string	Text	Username of the user who created the team	The user may be represented with an email or username

VI. “User Results” Usage Guide

Description

The User Results Report allows a manager or org admin to view aggregate performance data by users in the organization. Once downloaded, this file displays user performance data such as best and worst sym, average scores, time spent taking syms, and more. An entry in the file represents a unique user in the organization.

Filters

1. Date – before downloading the User Results Report, the manager or org admin will be prompted to select a start and end date. This will filter the report to only show data from attempts between and including these two dates. The default filter setting is the most recent seven days.

Fields

Field name	Required?	Display type	Allowed values	Description	Notes
Name	Yes	Alphanumeric string	Text	User's first and last name	
Username	Yes	Alphanumeric string	Text	User's unique username	
User role	Yes	Alphanumeric string	Text	User's role within organization	Can be "org admin", "sym creator", "manager", or "trainee"
Division	No	Alphanumeric string	Text	The name of the division the user belongs to, if applicable	This field will be blank if the organization does not use the division structure
Team name	No	Alphanumeric string	Text	List of names of any team(s) the user may be a part of, if applicable	If the user belongs to more than one team, they will all be displayed
Manager name	No	Alphanumeric string	Text	List of names of any manager(s) the user may have, if applicable	If the user has more than one manager, they will all be displayed
Syms created	No	Integer	Positive integers	The cumulative number of syms created by this user	
Syms assigned	Yes	Integer	Positive integers	Count of the number of unique syms the user is assigned	
Syms taken	No	Integer	Positive integers	The cumulative number of syms taken by the user	
Highest score	No	Decimal	0.0 – 1.0	Highest percentage score this user has achieved in any sym taken	Highest score is determined from total score, see notes for

					“average total score”
Lowest score	No	Decimal	0.0 – 1.0	Lowest percentage score this user has taken in any sym taken	Lowest score is determined from total score, see notes for “average total score”
Best sym	No	Alphanumeric string	Text	Plain-text name of the sym in which user achieved their highest score	
Worst sym	No	Alphanumeric string	Text	Plain-text name of the sym in which the user achieved their lowest score	
Average total score	No	Decimal	0.0 – 1.0	Average (mean) total percentage score this user receives on syms	Calculated as the mean value between average keyword score and average click score
Average keyword score	No	Decimal	0.0 – 1.0	Average (mean) keyword score this user receives on syms	
Average click score	No	Decimal	0.0 – 1.0	Average (mean) click score this user receives on syms, if applicable	If the user has not taken any visual syms, this field will be left blank and average total score will match average keyword score
Syms abandoned	Yes	Integer	Positive integers	Count of the number of syms the user started and did not complete	
Time spent taking syms	No	Numeric	Integer	Cumulative amount of time (in seconds) this user	

				has spent taking syms	
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VII. “Sym Results” Usage Guide

Description

The Syms Results Report allows a manager or org admin to view result and performance data for each sym attempt by all users in the organization – including abandoned attempts. Once downloaded, this file displays performance data such as time spent, keyword and sentiment scores, and more. An entry in the file represents a unique sym attempt by a user in the organization.

Filters

1. Date – before downloading the Sym Results Report, the manager or org admin will be prompted to select a start and end date. This will filter the report to show only sym results between and including these two dates. The default filter setting is the most recent seven days.

Fields

Field name	Required ?	Display type	Allowed values	Description	Notes
Sym #	Yes	Integer	Positive integers	Unique identification number for the sym	
Sym name	Yes	Alphanumeric string	Text	Plain-text name of the sym run	
Sym type	Yes	Alphanumeric string	Text	The sym type - app (visual) or voice (audio) – of the sym run	Can be “visual” or “audio”
Trainee name	Yes	Alphanumeric string	Text	Name of the user who ran the sym	
Trainee username	Yes	Alphanumeric string	Text	Unique username of the user who ran the sym	
Attempt type	Yes	Alphanumeric string	Text	Setting (practice or test) that the user ran the sym on	Can be “PRACTICE” or “TEST”
Attempt number	Yes	Integer	Positive integers	Cumulative count of attempts of this	

				sym by all users in the organization	
Time performance	Yes	Numeric	Time displayed as hr:min:sec	The total amount of time the sym was running for	
Trainee keyword score	No	Integer	Positive integers	Count of keywords detected in the sym	If the sym was abandoned, no value will be shown
Keyword score possible	No	Integer	Positive integers	Maximum number of keyword points in the sym	If the sym was abandoned, no value will be shown
Trainee keyword score %	No	Decimal	0.0 – 1.0	Percent of keyword points the user achieved in the sym; displayed as a decimal	If the sym was abandoned, no value will be shown
Confidence	No	Integer	0 – 100	Sentiment score for confidence on a 0 – 100 scale	If the sym was taken in practice mode, no value will be shown
Concentration	No	Integer	0 – 100	Sentiment score for concentration on a 0 – 100 scale	If the sym was taken in practice mode, no value will be shown
Energy	No	Integer	0 – 100	Sentiment score for energy on a 0 – 100 scale	If the sym was taken in practice mode, no value will be shown
Division	No	Alphanumeric string	Text	Name of the division of the user who ran the sym	This field will be blank if the organization

				belongs to, if applicable	does not use the division structure
Team name	No	Alphanumeric string	Text	List of names of any team(s) the user who ran the sym may be part of, if applicable	If the user belongs to more than one team, they will all be displayed
Manager name	No	Alphanumeric string	Text	List of names of any manager(s) the user who ran the sym may have, if applicable	If the user has more than one manager, they will all be displayed
Date of completion	Yes	Numeric	Mm/dd/yy yy hr:min	Date and time the sym was attempted	