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## How do I generate and download engagement reports in HSI Blue Ocean Brain?

To access the Reports Dashboard, select **Admin**, then **Reports** from the drop down menu. Click on **Generate Reports** to create a report based on your needs or click on **Download Reports** to download the reports available and generated by you.

*Note: The Reports Dashboard is located in the Admin menu of HSI Blue Ocean Brain.*

*Access to Admin features is granted individually to Learning Leaders. If you need access, please email our Support Team with your name, organization, and a brief description of your request.*

## What data is shown on the Reports Dashboard?

The Reports Dashboard provides a quick, at-a-glance view of how your learners are interacting with HSI Blue Ocean Brain, split into the following seven displays:

- [Engaged Learners Across the Workday](#): This display shows the percentage of learners who are accessing HSI Blue Ocean Brain at any given hour of the workday, calculated using Eastern Standard Time.
- [Microlearning Content Consumed](#): This display shows the number of emails, content assets, and Brain Exercises consumed by learners during the time period. The time periods for the bar chart are divided into Days 1-7, Days 8-14, Days 15-21, and Days 22-end of the month.
- [Top Six Trending Assets](#): This display shows the six “most read” content assets across your population of learners.
- [Most Engaging Topics](#): This display shows visually the representation of your learners’ most read content by topic area, including any custom content presented on HSI Blue Ocean Brain.

- Most Engaged Learners: This display shows the top learners who have engaged with the most learning activities. This is NOT based on total points, which is shown on the Leaderboard.
- Unique Engaged Learners: This display shows the total number of unique learners who engaged with HSI Blue Ocean Brain during the time period.
- Access Preference: This display shows how learners accessed HSI Blue Ocean Brain content, totaled across all the times the learners accessed HSI Blue Ocean Brain.

## How do I generate my own reports?

On the Reports Dashboard, click **Generate Reports** on the top of your screen.

**Step 1: Select your report type.** There are nine report types available for you to download:

- Assets Viewed: Displays how many views each asset received and how many different learners viewed the asset (only includes data for registered learners).
- Employee Listing in BOB: Displays all learners (both registered and deactivated) within your organization's group.
- Learner Course Details - Assets: Displays completion metrics by learner account for each content asset they interacted with. **This report is useful for confirming who completed certain assets** (only includes data for registered learners).
- Learner Course Details - Lessons: Displays completion metrics by learner account for each Lesson they interacted with. **This report is useful for confirming who completed a certain lesson** (only includes data for registered learners).
- Learner Participation with Details: Displays individual learner metrics such as Account Creation Date, Total Logins, Total BOB Points, First and Last Login Dates, and a breakdown of where the Learner accessed from (only includes data for registered learners).
- Lessons in Library: Displays all Lessons currently available in your HSI BOB Library.
- Past Lessons Featured on Calendar: Displays the lessons that have previously been featured on your content calendar.
- SCORM Lesson Count: Displays the number of active and inactive SCORM files purchased by your organization if your organization has purchased SCORM lessons

- Unique Engaged Learners: Displays each learner that accessed SI BOB in a given month, broken down by week. Each learner will only show in once-per-week intervals. Only monthly date options are available for this report (only includes data for registered learners).

**Step 2: Customize your dates.** Once you've selected your desired report type, you'll then select your desired date range for your data. For the date range of your report, there are options for:

- Last 30 days
- Last 60 days
- Last 90 days
- Last 365 days
- Since Launch (If you're unsure of your organization's launch date, hover over the Launch Date informational on the top right of your screen.)
- Previous Week
- Previous Month
- Custom (Select the Start Date and End Date of your range - see below for important information on entering custom date ranges)

*Note: Reports with dates prior to your group's Launch Date cannot be generated. If you attempt to generate a report with the start or end date before your group's Launch Date, you will receive the error message, "There is no information found within this date range." If you receive this error message, confirm that the Start Date or End Date of the report is on or after the Launch Date. The Launch Date for your group can be found in an informational pop-out at the top right on the Generate Reports page.*

Once you've selected your desired date range, click **Generate Report**. You will see a confirmation pop-out at the bottom of your screen, prompting you to navigate to the Download Reports area.

## How do I download my own reports?

Navigate to the Download Reports tab to view the reports that have been generated.

## Viewing the Download Reports page

You'll see the following columns:

- Report Type: This is the report type that was requested to generate.
- Created By: This indicates the person with access to BOB Reports who generated the report at your organization.
- Date Range: This is the requested date range of the report. This column can be manually sorted by Newest>Oldest or Oldest>Newest.
- Creation Date: This is the date the report was generated. This field automatically sorts the Downloaded Reports list by Newest>Oldest by default. This column can be manually sorted by Newest>Oldest or Oldest>Newest.

You can filter by Report Type and click Clear to clear the filter.

## Downloading the Report

Once a report has been generated, you'll see the **Download** button available as one of three statuses:

- Ready to Download: If the report is ready to download, you can select the Download Report button. The exported report will download as a CSV file.
- In Progress: If the report is still being processed, you'll notice an "In Progress" status button. You can always return to this screen to download your report once it is ready.
- Error: If there is an error with the downloadable report, you'll see an "Unable to Process" status button. Please reach out to support@blueoceanbrain.com with a screenshot of your error so the team can assist with troubleshooting.

## Do Reports update with data in real time, or is there a delay?

The available data within the downloadable reports refreshes at 6:00 am UTC daily (12:00 AM EST). However, the data pertaining to dates within the downloadable reports (e.g. completion date, first date accessed, last date accessed, etc.) reflects the time zone selected for your group in HSI Blue Ocean Brain settings.

## **Why is there a discrepancy between My Learning data and Reports data?**

The Group's Launch Date is used to generate reports about HSI BOB usage starting from that specific date. However, at times, there are learners added to HSI Blue Ocean Brain prior to launch. Although BOB points can be reset prior to launch, any metrics regarding lessons, articles, or Show-What-You-Know questions completed prior to launch will not be cleared. You may notice that the number of assets read or the number of Show What You Know questions answered may appear higher within the My Learning area than in the downloadable reports for this reason.