

Content Statuses in Reports

The reports that can be generated in iSpring Learn demonstrate how users are performing. The status in a report shows how far users have advanced through a module, a course, or a learning track.

← Report «Course Details» ✉ 🔔 

How is the user progressing through this course? ✎ Change report settings

User: Nick Moore (nick.moore) 🖨 Print 📄 Export

Modules complete: 1/3

Status: **In Progress** (33%)

Assigned: Dec 29, 2019, 12:00 AM - Jan 5, 2020, 12:00 AM

Completion date: - (overdue)

How to Sell Cars Professionally ⬆ Collapse all sections | ⬇ Expand all sections

Module 1 ⬆

 Auto Sales: First Contact with a Customer (optional)	In Progress
 Attract New Customers. Boost Your Sales (optional)	Complete
 The Best Selling Techniques to Help You Become a Better Salesperson (optional)	Not Started

Also, you can check how the user is studying a content item under the **Enrollments** tab on the **Edit Course** page.



Exploring the Universe

Course

Outline

General

Notifications

Availability

Completion

More ▾

🔍 Search

Export to CSV

New enrollment

<input type="checkbox"/> Name ↓	Department	Date	Status	Enrolle...	Re-enrollment Da...
<input type="checkbox"/> Bella Stone bstone@aol.com	Marketing Department My Company	1/15/20 - no due ...	Complete	🔄	-
<input type="checkbox"/> Brian Richards richbbb@gmail.com	Customer Success My Company > Sales	1/15/20 - no due ...	In Progress (50% ...	🔄	-
<input type="checkbox"/> Christine Becker christine.becker	Marketing Department My Company	1/15/20 - no due ...	Not Started	🔄	-

One more place where you can see content statuses is the **My Courses** section of the user portal.

The screenshot displays the 'My Courses' section of a user portal. At the top, there is a navigation bar with icons for 'My Courses', 'Events', 'Achievements', 'Catalog', and 'Knowledge Base'. Below this, a 'Back to My Courses' link is visible. The main content area features a course titled 'Business Sustainability' with a 'Completed' status. A progress bar is shown at the bottom of the course header. Below the course title, there are tabs for 'Outline', 'About Course', 'Reviews', and 'Questions and Responses'. Under the 'Outline' tab, there is a section for 'Introduction' with '3 content items'. A list of three items is shown:

Item	Status
Business sustainability quiz QUIZ	Passed (100%/80%)
8 Simple Ways to Green Your Business COURSE	Completed
Survey SURVEY	Completed

The statuses' values may vary for different content types. In this article, we will outline the statuses for all types of content supported in iSpring Learn and will figure out how they are calculated.

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- [Presentation with a Quiz or a Dialog](#)
- [Quiz without Resume](#)
- [Quiz with Resume](#)
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Presentation

Presentation is a kind of e-content, created with [iSpring Suite](#). The statuses for this type of content might be the following:

Status	Description
Not started	The user is enrolled in the course but hasn't opened it yet or opened and closed it immediately.
In progress	The user opened the presentation, started to view, but didn't finish it.
Complete	The user viewed all the presentation slides.

Sales Calls

iSpring Suite Module

▶ View

General
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Enrollments

Export to CSV

New enrollment

<input type="checkbox"/>	Name	Department	Date	Status ↑
<input type="checkbox"/>	Nick Moore <small>nick.moore</small>	My Company	2/6/20 - no due date	Complete
<input type="checkbox"/>	Leigh Ann Bellamy <small>leighann.bellamy</small>	Human Resources <small>My Company</small>	2/6/20 - no due date	In Progress (...)
<input type="checkbox"/>	Julie Gibson <small>julie.gibson</small>	SDR <small>My Company > Sales</small>	2/6/20 - no due date	Not Started

Presentation with a Quiz or a Dialog

A presentation created with [iSpring Suite](#) may contain a quiz compiled in [iSpring QuizMaker](#) or a dialog simulation made in [iSpring TalkMaster](#).

The statuses for this type of content might be the following:

Status	Description
Not started	The user is enrolled in the course but hasn't opened it yet or opened and closed it immediately.
In progress	The user opened the presentation, started to view the slides, but didn't view them to the end.
Failed	The learner completed the quiz or dialog but didn't get a passing grade.
Passed	The learner completed the quiz or dialog and got a passing grade.

Business Sustainability

iSpring Suite Module

▶ View

General

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🔍 Search

Export to CSV

New enrollment

<input type="checkbox"/>	Name	Department	Date	Status ↑
<input type="checkbox"/>	Christine Becker christine.becker	Marketing Department My Company	2/6/20 - no due date	Passed (100...
<input type="checkbox"/>	Leigh Ann Bellamy leighann.bellamy	Human Resources My Company	2/6/20 - no due date	Failed (33.33...
<input type="checkbox"/>	Nick Moore nick.moore	My Company	1/25/20 - no due date	In Progress (...)
<input type="checkbox"/>	Julie Gibson julie.gibson	SDR My Company > Sales	2/6/20 - no due date	Not Started

Quiz without Resume

Quizzes are created and published in [iSpring QuizMaker](#).

If you want your users to resume a closed quiz from the very beginning, click **Player** on the iSpring QuizMaker toolbar. Then, select **Navigation** and, in the **On restart** menu, choose **Always start over**.

Navigation

Answer Submission

- Submit one question at a time
- Submit all at once
- Allow user to finish without answering all questions

Question List

- Enable navigation using question list

Resume

On restart:

Always start over ▼

Prompt to resume

Always resume

Always start over

The reports for such quizzes can show the following statuses:

Status	Description
Not started	The user opened and closed the quiz.
Failed	The user took the quiz but did not reach the passing score.
Passed	The user took the quiz and reached the passing score.

Everest				▶ View	
Quiz					
General	Notifications	Availability	Completion	Enrollments	Reports
<input type="text" value="Search"/>		<input type="button" value="Export to CSV"/>		<input type="button" value="New enrollment"/>	
<input type="checkbox"/> Name	Department	Date	Status ↑		
<input type="checkbox"/> Nick Moore nick.moore	My Company	2/6/20 - no due date	Passed (71.43%...		
<input type="checkbox"/> Leigh Ann Bellamy leighann.bellamy	Human Resources My Company	2/6/20 - no due date	Failed (7.14%/5...		
<input type="checkbox"/> Julie Gibson julie.gibson	SDR My Company > Sales	2/6/20 - no due date	Not Started		

Quiz with Resume

Quizzes are created and published in [iSpring QuizMaker](#).

If you want your users to resume a closed quiz from the question or slide they left off on, click **Player** on the iSpring QuizMaker toolbar. Then, select **Navigation** and, in the **On restart** menu, choose **Always resume** or **Prompt to resume**.

Navigation

Answer Submission

Submit one question at a time
 Submit all at once
 Allow user to finish without answering all questions

Question List

Enable navigation using question list

Resume

On restart:

Always resume ▼

Prompt to resume
Always resume ▶
 Always start over

The reports for such quizzes can show the following statuses:

Status	Description
Not started	The user opened and closed the quiz.
Failed	The user took the quiz but did not reach the passing score.
Passed	The user took the quiz and reached the passing score.

Everest

Quiz ▶ View

General
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Export to CSV

New enrollment

<input type="checkbox"/> Name	Department	Date	Status ↑
<input type="checkbox"/> Nick Moore <small>nick.moore</small>	My Company	2/6/20 - no due date	Passed (78.57%...
<input type="checkbox"/> Julie Gibson <small>julie.gibson</small>	SDR <small>My Company > Sales</small>	2/6/20 - no due date	Failed (0%/50%)
<input type="checkbox"/> Leigh Ann Bellamy <small>leighann.bellamy</small>	Human Resources <small>My Company</small>	2/6/20 - no due date	Not Started

Quiz as Part of Course

A quiz, created with [iSpring QuizMaker](#), can be a part of a course, created and published in [iSpring Suite](#).

For these quizzes, the statuses will be the same irrespective of the **On Restart** settings:

Status	Description
Not started	The user opened and closed the quiz or did not finish it.
Failed	The user did not reach the passing score.
Passed	The user reached the passing score.



Summary for series of quizzes, simulations and tasks

Change report settings

Department "My Company"

Print Export

User ↑	Department	Business sustainability quiz	Passed Items
Nick Moore	My Company	Passed (100%) Jan 16, 2020 00:00:30	1
Leigh Ann Bellamy	Human Resources	Not Started	0
Julie Gibson	SDR	Failed (66.67%) Jan 16, 2020 00:00:27	0
jim.halpert@ispringsolutions.com	Accounting and Finance	Not Started	0

Survey

Surveys are created and published in [iSpring QuizMaker](#).

The reports for a survey can show the following statuses:

Status	Description
Not started	The user did not open the survey or opened and closed it immediately.
Incomplete	The user started the survey and did not finish it.
Complete	The user answered all the survey questions.

Employee Feedback Survey

Survey

▶ View

General

Notifications

Availability

Completion

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Reports

🔍 Search

Export to CSV

New enrollment

<input type="checkbox"/> Name	Department	Date	Status ↑
<input type="checkbox"/> Nick Moore nick.moore	My Company	2/6/20 - no due date	Complete
<input type="checkbox"/> Bella Stone bstone@aol.com	Marketing Department My Company	2/6/20 - no due date	In Progress
<input type="checkbox"/> Leigh Ann Bellamy leighann.bellamy	Human Resources My Company	2/6/20 - no due date	Not Started

Interaction

Interactions are created and published in [iSpring Visuals](#).

The following statuses can be shown in the interactions reports:

Status	Description
Not started	The user opened and closed the interaction or viewed only the introduction.
In progress	The user started to view the interaction slides but didn't finish.
Complete	The user viewed all the interaction slides.

Online Store Sales Funnel

Interaction

 View

General

Notifications

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Enrollments

 Search

Export to CSV

New enrollment

<input type="checkbox"/>	Name	Department	Date	Status 
<input type="checkbox"/>	Bella Stone bstone@aol.com	Marketing Department My Company	2/6/20 - no due date	Complete
<input type="checkbox"/>	Nick Moore nick.moore	My Company	2/6/20 - no due date	In Progress (7...
<input type="checkbox"/>	Leigh Ann Bellamy leighann.bellamy	Human Resources My Company	2/6/20 - no due date	Not Started

Interactive Books iSpring Flip

This type of content is created and published in [iSpring Flip](#). You can convert PDF, Word documents, and PPT-presentations into e-books.

The following statuses are available for this type of content:

Status	Description
Not started	The user did not start to view the e-book.
In progress	The user started to view the e-book but didn't finish.
Complete	The user viewed all the pages of the e-book.

10 PowerPoint Tips to Make Your Slides More...

Flip Book

▶ View

General

Notifications

Availability

Completion

Enrollments

🔍 Search

Export to CSV

New enrollment

<input type="checkbox"/>	Name	Department	Date	Status ↑
<input type="checkbox"/>	Nick Moore nick.moore	My Company	2/6/20 - no due date	Complete
<input type="checkbox"/>	Bella Stone bstone@aol.com	Marketing Department My Company	2/6/20 - no due date	In Progress (8...
<input type="checkbox"/>	Leigh Ann Bellamy leighann.bellamy	Human Resources My Company	2/6/20 - no due date	Not Started

SCORM 1.2/ 2004

SCORM courses can be created and published in [iSpring Suite](#) and other authoring tools.

Statuses of SCORM courses in the reports depend on the information transferred to iSpring Learn by the course. For example, a course may not transfer the reached score and the passing score.

The following statuses are available for SCORM courses:

Status	Description
Incomplete	The user did not reach the passing score.
Complete	The user didn't achieve the passing score.
Failed	The user did not view all the slides. The status is displayed only if the completion status is 'Passed'.
Passed	The user did not view all the slides. The status is displayed only if the completion status is 'Passed'.
In progress	The course transferred the Incomplete status and is not available to be resumed.

Introduction		
3 content items ^		
	Business sustainability quiz QUIZ	Passed (100%/80%)
	8 Simple Ways to Green Your Business COURSE	Completed
	Survey SURVEY	Completed

Video and Audio

Video and audio courses are uploaded through the iSpring Learn interface.

The following statuses are available for this type of content:

Status	Description
Not started	The user did not open the course
Incomplete	The user opened the course but did not watch it or listen to it till the end.
Complete	The user watched the course or listened to it until the end.

Sales Onboarding		 Collapse all sections	 Expand all sections
Part 1 ^			
	Manage leads & customer information using our CRM (optional)	Complete	
	How to Create a Mobile-First Online Course: 10 Must-Follow Rules (optional)	Complete	
	Attract New Customers. Boost Your Sales (optional)	Complete	
	Create a Landing Page (optional)	Accepted (100%/90%)	

Reference documents (PDF, DOC, XLS, PPT), Flash-files, and links

For the documents, Flash-files, and links, the following statuses are available:

Status	Description
Not started	The user did not open the file or the link.
Complete	The user opened the file or the link.

Attract New Customers. Boost Your Sales

PDF Document

▶ View

General

Notifications

Availability

Completion

Enrollments

🔍 Search

Export to CSV

New enrollment

<input type="checkbox"/>	Name	Department	Date	Status ↑
<input type="checkbox"/>	Nick Moore nick.moore	My Company	2/6/20 - no due date	Complete
<input type="checkbox"/>	Leigh Ann Bellamy leighann.bellamy	Human Resources My Company	2/6/20 - no due date	Not Started

Assignment

Administrators can add [assignments](#) in iSpring Learn and send any user an invitation to take it. After the assignment is completed, the user sends it to the administrator to check. The administrator rates the assignment and accepts or declines it.

For the assignments, the following statuses are available:

Status	Description
Not started	The user did not make any attempts to complete the assignment.
Pending Review	The user sent the assignment to check.
Declined	The administrator did not accept the assignment.
Accepted	The administrator accepted the assignment.



How did users do on their assignments?

Change report settings

Department "My Company"

Pending Review	1/8
Not started:	7/8
Declined:	0/8
Accepted:	0/8

Date	Course	User	Department	Groups	Status ↓	Attempts
Jan 3, 2020	Make a vector illustration for a landing page	Bella Stone	Marketing Department	Active Sales	Pending Review	2
	Make a vector illustration for a landing page	Nick Moore	My Company	Active Sales, Discussion Group, Product Training	Not Started	0

Pages

[Pages](#) are created in iSpring Learn and represent long articles consisting of chapters.

A page may have the following statuses:

Status	Description
Not started	The user hasn't started to view the page.
In Progress	The user has started reading the page but hasn't read all the chapters.
Completed	The user has read all the chapters of the page.

← Learner Progress ✉ 🛎 👤

📄 Module Name: The Four Phases of Employee Experience ▾



Trained [?]	Completed	In Progress	Not Started	Overdue
40.0%	2	0	3	0

Learners: 5 🗪 +

<input type="checkbox"/> Full Name	Status
<input type="checkbox"/> Julie Gibson	Complete
<input type="checkbox"/> Mark Spencer	Not Started
<input type="checkbox"/> Marsha Hunt	Not Started
<input type="checkbox"/> Nick Moore	Complete
<input type="checkbox"/> Norman Bates	Not Started

Rows per page: 25 ▾

Trainings and Zoom Meetings

[Trainings](#) and [Zoom meetings](#) are events that can be created in iSpring Learn.

For these events, the following statuses are available:

Status	Description
Not invited	The user was not invited to the event.
Missed	The user did not attend the event.
Attended	The user attended the event.

← Report «Attendance»

Who attended the event?

Department "My Company"

User ↓	 Workplace Safety Overview	 Web Copywriting Intensive	 Effective Time Management
Bella Stone	Missed	Missed	Missed
Brian Richards	Missed	Missed	Missed
Christine Becker	Missed	Attended	Attended
Claire Miles	Attended	Missed	Attended
Courteney Bass	Missed	Attended	Attended
Emily Sohail	Missed	Missed	Attended
James Wilson	Missed	Attended	Attended
jim.halpert@ispringsolutions.com	Attended	Missed	Missed
Julie Gibson	Attended	Attended	Attended
Leigh Ann Bellamy	Missed	Missed	Attended

Show on page items of 11

Courses

A [course](#) is a set of lessons or standalone items (courses, quizzes, etc.). It consists of chapters which include modules.

For a course, you can set up the completion condition: **Complete all modules** or **Specified module**. The following statuses are available for courses:

Status	Description
Not started	The user did not pass any modules.
In progress	The user started or passed at least one module, but the completion condition was not reached.

Complete The completion condition is reached.

← Learner Progress ✉ 🔔 

☰ Add Filter 📅 Course Name: How to Sell Cars Professionally 📅 Start Date: Last 90 days 📄 Export

 **Trained** [?] **9.1%**

Completed	In Progress	Not Started	Overdue
1	1	9	10

Learners: 11 ☰ +

<input type="checkbox"/>	Full Name	Department	User Role	Status ↓	Time Spent
<input type="checkbox"/>	Leigh Ann Bellamy	Human Resources	Learner	Complete	00:00:23
<input type="checkbox"/>	Nick Moore	My Company	Account Owner	In Progress	00:00:08
<input type="checkbox"/>	Bella Stone	Marketing Department	Learner	Not Started	00:00:00
<input type="checkbox"/>	Brian Richards	Customer Success	Learner	Not Started	00:00:00

Learning Tracks

A [learning track](#) is a row of courses united by a shared topic or goal, for example, adaptation of new employees in a company.

Status	Description
Not Started	The user hasn't started to view the learning track yet.
In Progress	The user has started to study the learning track but hasn't viewed it to the end.
Complete	The learner has successfully completed all courses on the learning track.

☰ Add Filter

📅 Learning Track: Sales Onboarding

📄 Export ▾



Trained [?]
18.2%

Completed
2

In Progress
4

Not Started
5

Overdue
0

Learners: 11

☰ +

<input type="checkbox"/>	Full Name	Job Position	User Role	Status	Progress ↑
<input type="checkbox"/>	Bella Stone	Sales Manager	Learner	Complete	100.0%
<input type="checkbox"/>	Nick Moore	Copywriter	Account Owner	Complete	100.0%
<input type="checkbox"/>	Brian Richards	Sales Manager	Learner	In Progress	0.0%
<input type="checkbox"/>	Christine Becker	Sales Manager	Publisher	Not Started	0.0%
<input type="checkbox"/>	Claire Miles	-	Learner	Not Started	0.0%
<input type="checkbox"/>	Courtney Bass	Sales Manager	Learner	In Progress	0.0%