

EduTrack – Frequently Asked Questions

Q1: What is EduTrack used for?

A1: EduTrack helps educational institutions monitor student engagement, analyze learning behavior, and proactively support at-risk learners through data-driven insights.

Q2: Which platforms does EduTrack integrate with?

A2: EduTrack integrates seamlessly with LMS platforms such as Moodle, Canvas, Blackboard, Google Classroom, and can be extended to custom LMS solutions via API.

Q3: What types of student data does EduTrack analyze?

A3: It analyzes logins, session duration, assignment submission patterns, quiz scores, discussion participation, video viewing activity, and more.

Q4: How does EduTrack predict dropout risks?

A4: The platform uses machine learning algorithms that flag students at risk based on inactivity, declining academic performance, missed deadlines, and low participation.

Q5: How does EduTrack benefit teachers?

A5: Instructors receive weekly summaries, alerts about disengaged students, and tools to send personalized feedback or motivational nudges.

Q6: Can students access their own dashboards?

A6: Yes. Students can view their own learning progress, receive AI-generated tips, and compare their engagement anonymously against peers.

Q7: Does EduTrack support real-time notifications?

A7: Yes. Push notifications are sent to students and faculty for approaching deadlines, grade updates, course announcements, and risk alerts.

Q8: Is student data secure?

A8: Absolutely. EduTrack complies with FERPA and GDPR standards, uses 256-bit encryption, and offers fine-grained access control by role.

Q9: Can the platform be customized for different programs or departments?

A9: Yes. Dashboards, KPIs, alert thresholds, and report formats can all be tailored for academic units or institutional needs.

Q10: What insights can academic administrators gain?

A10: Admins can track student performance trends across courses, compare program effectiveness, and identify gaps in instructor engagement.

Q11: Is there a self-hosted version of EduTrack?

A11: Yes. EduTrack offers both cloud-hosted SaaS and on-premise deployments for institutions with specific data residency needs.

Q12: What formats are reports available in?

A12: Reports can be downloaded in PDF, CSV, or Excel, and shared via secure URLs or embedded into LMS dashboards.

Q13: How often is data updated in the system?

A13: Data is refreshed every hour by default. Real-time syncing options are available for premium clients.

Q14: Can EduTrack be used in hybrid or blended learning models?

A14: Yes. EduTrack consolidates both online interaction data and offline metrics like attendance to give a full picture of learner behavior.

Q15: Does EduTrack support attendance tracking?

A15: Yes. It offers digital attendance via QR codes, LMS-based check-ins, and integrations with biometric or RFID-based systems.

Q16: How is pricing structured?

A16: Pricing is based on the number of enrolled learners per year. Tiered pricing and volume discounts are available for larger institutions.

Q17: Is training and onboarding included?

A17: Yes. New clients receive onboarding workshops, video tutorials, live Q&A sessions, and access to EduTrack's support portal.

Q18: Does EduTrack integrate with Student Information Systems (SIS)?

A18: Yes. It can sync with most SIS platforms to fetch enrollment, demographics, and academic standing data.

Q19: How does EduTrack notify instructors about at-risk students?

A19: Faculty receive weekly alerts and visual cues on their dashboards, highlighting students who need attention based on defined risk thresholds.

Q20: Where can users learn about new EduTrack features?

A20: Feature updates are published via in-app announcements, email newsletters, and the EduTrack Knowledge Base.