



## 7 Dashboard

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Dashboard is a graphical presentation and it shows the data in graph by clicking on the  button. Click on the  button to view the data in tabular format.

Let us discuss on the representation of Retention, Tickets and Students.

### 7.1 Retention

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Retention module displays four graphs which demonstrate the student count, Top 5 Hold Details, Student Drop Out, and Top 5 Issue Details for each term corresponding to the selected schools.

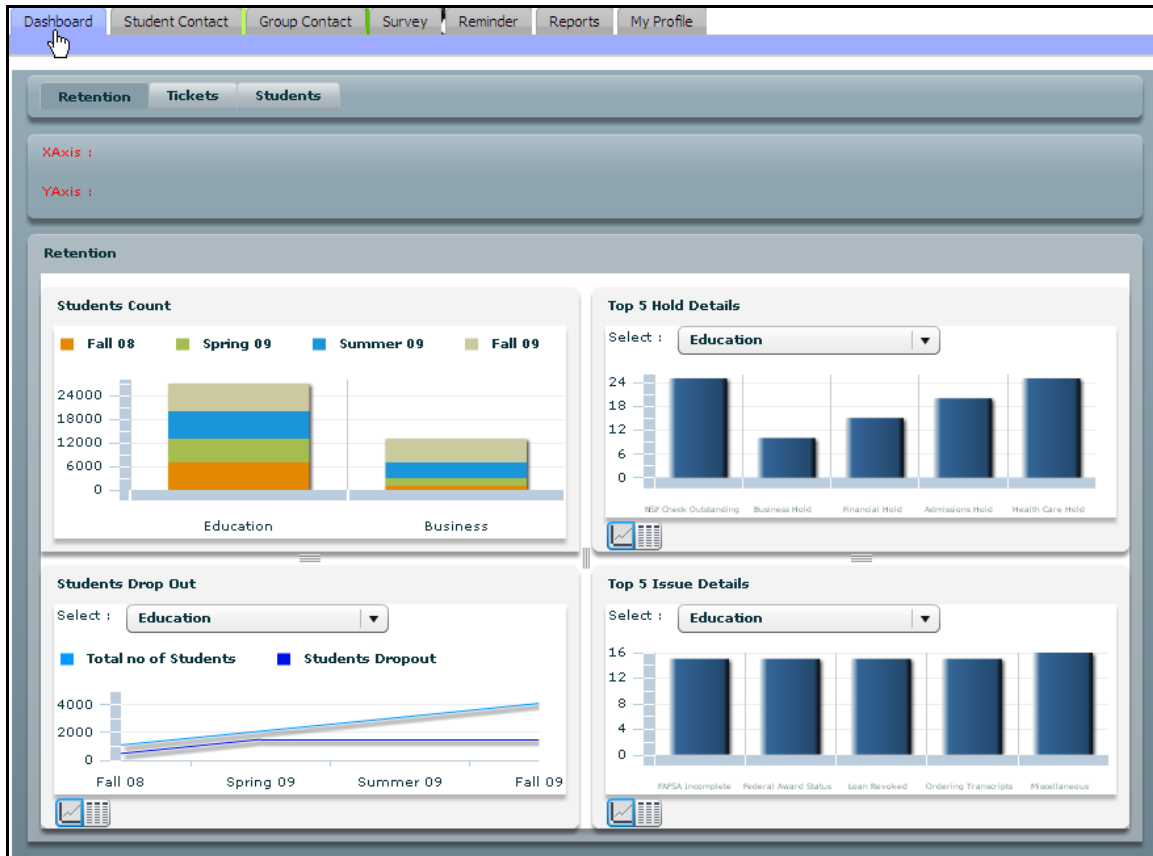
1. Student Count- In Retention module, Student count X-axis has schools and Y-axis has Student Count for each term

When a School is selected from the X-axis, Student count for various degree levels corresponding to the terms will be driven out. Alike Schools, on selecting the Degree level, student count for each degree level with percentage will be displayed. Opt for the required degree level which directs to various programs available for the selected degree level.

Let us assume one of the Schools available is Education. Student count for educational school in a particular term can be viewed by rolling the mouse over the graph and a text message appears with the total number of students and the number of students in the selected term. Number of students also gets displayed in percentage mode having the comparison with total number of students.

Monthly student count can be made with respect to the selected terms by clicking over the display of graph. Once the monthly count is shown, weekly student count can be viewed with the same action

2. Student Drop Out: Student Drop out graph provides the count on total number of students and the Students Drop out. X-axis illustrate the terms and Y-axis illustrate Total number of students in its corresponding terms which is totally driven out from Students Count
3. Top 5 Hold Details: Top 5 Hold details enclose the hold ticket count. The display priority of the hold tickets are based on the maximum number of tickets under various categories
4. Top 5 issues: This is similar to Top 5 Hold Details. Top 5 issues details enclose the issue count. Top 5 gets selected with the highest number of issues under a particular category



10. Pro Retention Dashboard Retention screen

## 7.2 Tickets

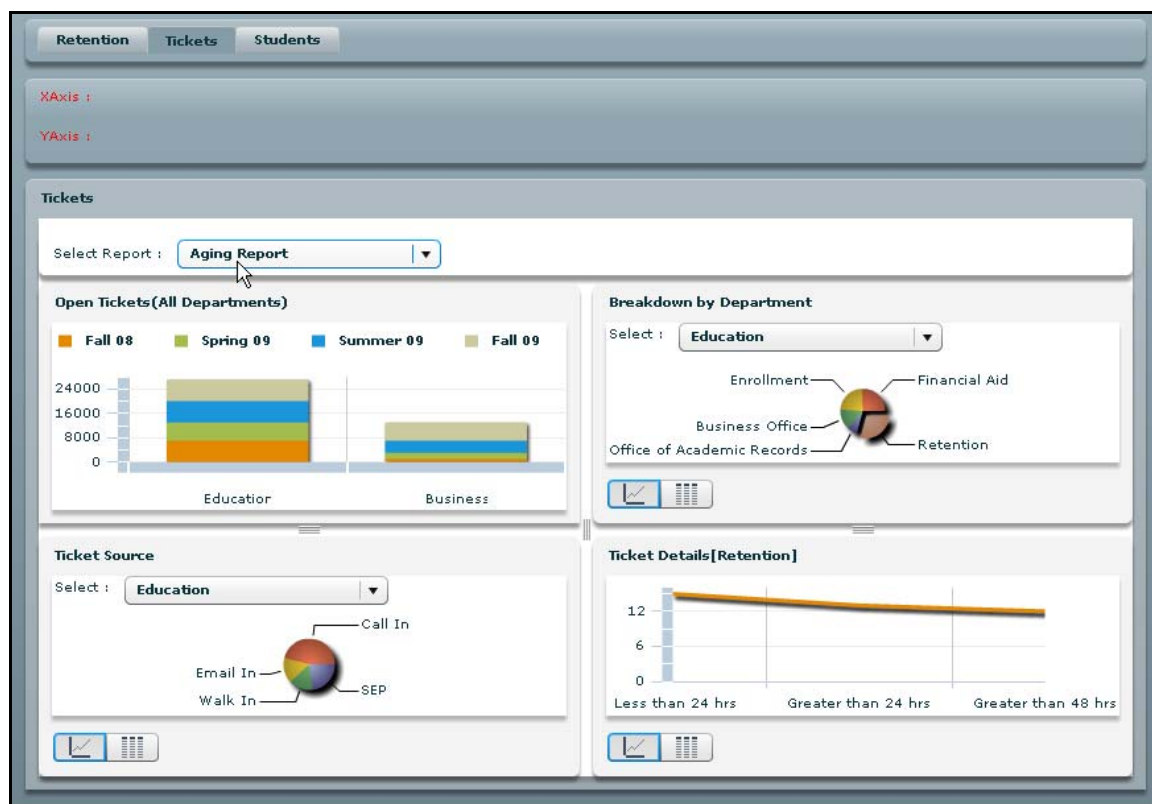
Tickets section endow with the graphical representation of ticket status of Aging Report, Closed Report and Issue Report.

1. Aging Report: Aging Reports shows the Open Ticket count that exist in all departments, Breakdown by department, Ticket Source and Ticket Details
  - a. Open Tickets: Open Tickets displays the number of tickets which are in open status for a long period. Outlook for the open tickets can be made initially for Schools. Based on the selection of Schools, degree level and Program level results can be viewed. Similar to Retention, term wise count can be retrieved for the open tickets
  - b. Breakdown by Department: Breakdown by Department shows the ticket count for each department which are drilled out with the selection of Open Tickets

For example, to perceive the ticket count for degree level, enter into the degree level category through Schools which are available in X-axis in Open Tickets graph. Departments under those degree levels will be displayed in Breakdown by Departments graph. Make the choice of requisite degree from

the dropdown which presents the matching departments. Move the mouse over the required department to get the number of tickets exist in it

- c. Ticket Source: Ticket source is the one from which tickets are being received. This shows the number of tickets that comes under each source and it is based on the selection of Open Tickets graph
- d. Ticket Details: Ticket Details is based on the selection of Breakdown by Department. On selecting the department, Ticket details graph displays the count of tickets for selected departments which are lesser than 24 hrs, Greater than 24 hrs and Greater than 48 hrs



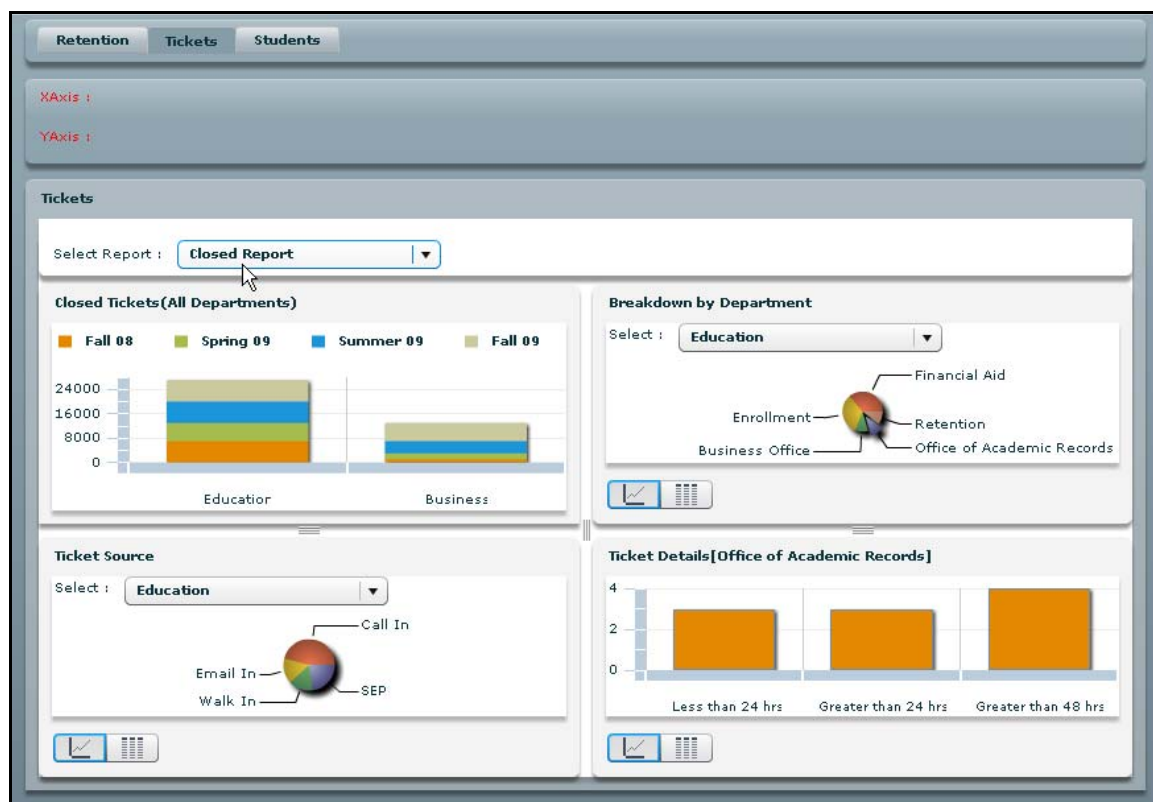
11. Pro Retention Dashboard Ticket screen (Aging Report)

- 2. Closed Reports: This is similar to Aging Reports which shows the closed Ticket count, Breakdown by department, Ticket Source and Ticket Details
  - a. Closed Tickets: Closed Tickets displays the number of tickets which are closed status for a long period. Outlook for the closed tickets can be made initially for schools. Based on the selection of schools, degree level and program level results can be viewed. Similar to Retention, term wise count can be retrived for the closed tickets

- b. Breakdown by Department: Breakdown by Department shows the ticket count for each department which are drilled out with the selection of closed Tickets

For example, to perceive the ticket count for degree level, enter into the degree level category through school which are available in X-axis in Closed Tickets graph. Departments under those degree levels will be displayed in Breakdown by Departments graph. Make the choice of requisite degree from the dropdown which presents the matching departments. Move the mouse over the required department to get the number of tickets exist in it

- c. Ticket Source: Ticket source is the one from which tickets are being received. This shows the number of tickets that comes under each source and it is based on the selection of Open Tickets graph
- d. Ticket Details: Ticket Details is based on the selection of Breakdown by Department. On selecting the department, Ticket details graph displays the count of tickets for selected departments which are lesser than 24 hrs, Greater than 24 hrs and Greater than 48 hrs



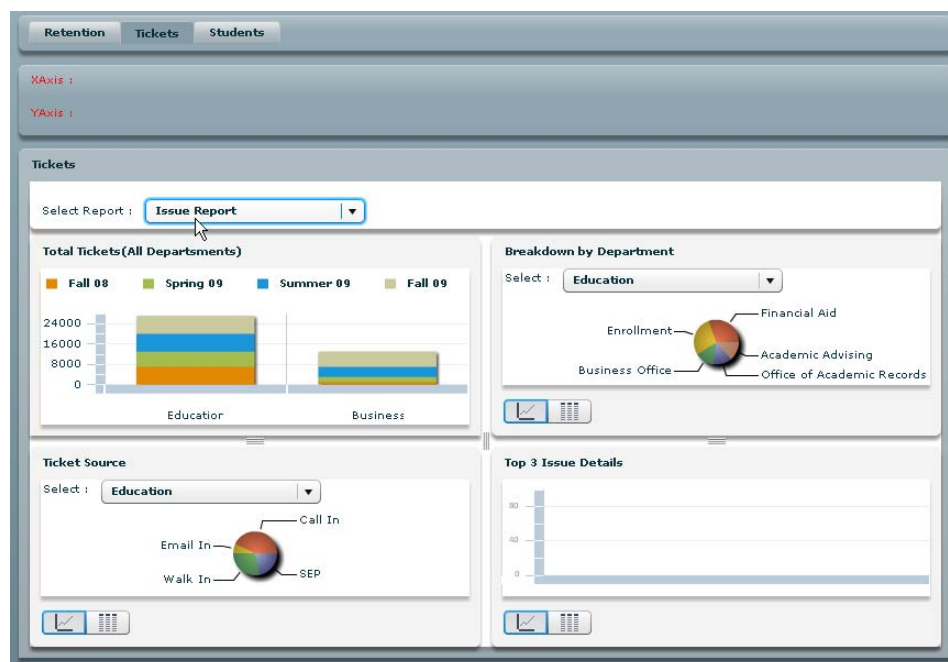
12. Pro Retention Dashboard Ticket screen (Closed Report)

3. Issue Report: Issue Report gives the graphical representation on Total Tickets, Breakdown by Department, Ticket Source and Top 3 Issue Details.
  - a. Total Tickets: Total Ticket graph displays the count of tickets across the entire department. Alike Students Count graph in Retention tab, Total Tickets put on view of ticket count based on the selection of Schools or Terms. As mentioned earlier, Tickets count can be taken in degree level and program level for the corresponding terms
  - b. Breakdown by Department: Breakdown by department is similar to the Aging Report and Close Report which is based on the selection of Total Tickets. Breakdown by Department shows the ticket count for each department which are drilled out with the selection of Total Tickets

For example, to perceive the ticket count for degree level, enter into the degree level category through schools which are available in X-axis in All Tickets graph. Departments under those degree levels will be displayed in Breakdown by Departments graph. Make the choice of requisite degree from the dropdown which presents the matching departments. Move the mouse over the required department to get the number of tickets exist in it

- c. Ticket Source: Ticket source is the one from which tickets are being received. This shows the number of tickets that comes under each source and it is based on the selection of Open Tickets graph
- d. Top 3 Issue Details demonstrate the top 3 issue details which is based on the selection of Breakdown by department

For example, If Financial Aid is selected in Breakdown by Department graph, top 3 issues details that subsist in Financial Aid department will be displayed in the graph.

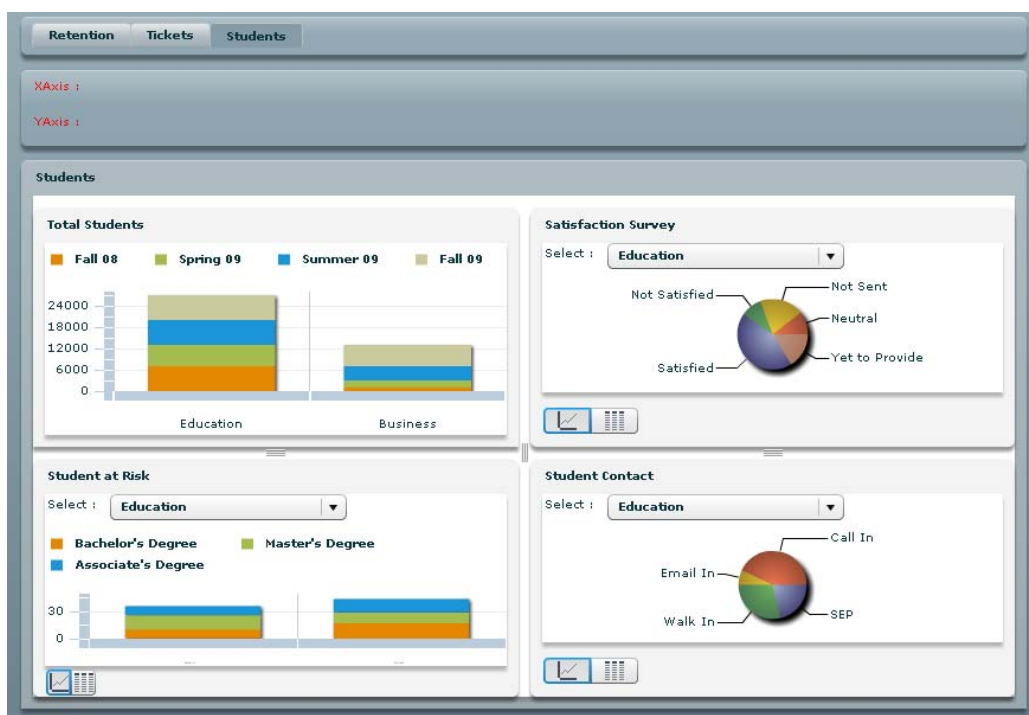


13. Pro Retention Dashboard Ticket screen (Issue Report)

## 7.3 Students

Students tab graph illustrate the Total Students Count, Satisfaction survey, Student at Risk and Student Contact.

1. Total Student graph displays the count of student. Total Students put on view of students count based on the selection of schools or Terms. As mentioned earlier, Students count can be taken in degree level and program level for the corresponding terms
2. Satisfaction Survey is based on the survey report provided by the students. Count on surveys are driven out with the selection made on Total Students graph
3. Student at Risk has the count of students with the corresponding Degree level selection which is based on the selection of Total Students graph
4. Student Contact: Student Contact indicates the number of students based on the contact type which is drilled out from the Total Students graph



14. Pro Retention Dashboard Students screen