**Title:** LMS Dashboard Analysis Report

**1. Introduction**

This report provides an analysis of employee learning engagement, training compliance, and performance trends using data visualized in Tableau. The dataset includes employee information such as role, location, enrollment dates, last access dates, SkillScore ratings, and device usage.  
The goal is to monitor compliance with mandatory training, identify overdue trends, measure time spent on courses, and evaluate performance indicators such as skill gaps and review scores.

**2. Compliance & Training Summary**

* **% of Completed Mandatory Courses**  
  We calculated completion percentages for each team and role by dividing completed mandatory courses by total mandatory courses.  
  **Key findings:**
  + IT team: **82.79%** completion
  + Facilities team: **81.52%**
  + Repairs: **79.55%**
* **Overdue Training Trends**  
  Trend analysis was performed on overdue completion status by enrollment date. This shows patterns over time and year-over-year changes.  
  **Highlights:**
  + Monthly: Peak in June with **9 overdue courses**
  + Year-over-Year: Highest overdue count in **2022 (62 employees)**

**3. Performance Analysis**

* **SkillScore Distribution Across Teams**  
  Three categories: Communication, Teamwork, Tech Efficiency  
  **Examples:**
  + Communication: Facilities team scored **3.11** (highest), Housing scored **2.92** (lowest).
  + Teamwork: IT scored **3.05**, Housing scored **2.94**.
  + Tech Efficiency: Finance scored **3.16** (highest), Support Specialist role scored **2.86** (lowest).
* **SkillScore by Roles**  
  Roles like **Customer Service Advisor scored 3.27** in Communication, while **Electricians scored 3.13** in Tech Efficiency.
* **Skill Gaps**  
  Identified through the Skill Gap Flag.
  + IT team had the highest flagged skill gap percentage at **17.55%**.
* **Average Review Scores**  
  Aggregated review ratings show variation across roles:
  + Electrician: **81.83** (highest)
  + Plumber: **78.82** (lowest)

**4. Engagement Patterns**

* **Access Trends (Enrollment vs Last Access)**  
  Created a dual-line chart to compare trends:
  + Enrollment peaked in **2024 with 189 employees**
  + Last Access peaked the same year with **179 employees**, indicating engagement consistency.
* **Device Usage Breakdown**  
  Visualized via Pie Chart:
  + Desktop: **56.11%**
  + Mobile: **51.93%**
  + Tablet: **51.83%**  
    (Percentages suggest multi-device access; Desktop still leads.)
* **Time Spent on Courses by Role**  
  Used Duration Minutes field to calculate average:
  + Highest: Lettings Coordinator (**78 mins**)
  + Lowest: Plumber (**70.2 mins**)
* **Time Spent on Courses by Location**
  + Northfield Office: **76.4 mins**
  + Trafford Branch: **73.2 mins**

**5. Insights & Recommendations**

* Improve completion rates for Repairs and Housing teams with additional reminders or incentives.
* Prioritize training for roles with flagged skill gaps (IT and Housing teams).
* Mobile access is significant; ensure course design is mobile-friendly.
* Roles like Plumber and Finance Analyst spend the least time; investigate if training is too brief or skipped.

**6. Accessibility Overview**

* **Performance of Users Who Accessed Training with a Screen Reader**  
  The average score for employees who used a screen reader was **81.08**, compared to **80.15** for those who did not. There were **210** screen reader users and **761** non-users. This shows that employees using screen readers perform slightly better, indicating that accessibility support does **not hinder learning outcomes**.
* **Feedback Scores vs. Accessibility Usage**  
  Screen reader users reported an average feedback score of **3.8**, while non-users gave an average of **4.1**. This slight difference suggests there may be areas for improvement in the accessibility experience.
* **Feedback Scores vs. Accessibility Usage – Detailed Analysis**  
  On a 1-to-5 rating scale (where 1 = Poor and 5 = Excellent), screen reader users averaged **3.18**, and non-users averaged **3.16**. This minimal difference is statistically negligible, meaning accessibility support does **not negatively impact user experience**. However, since both scores are around the middle of the scale, this suggests an **average overall experience** and highlights opportunities to improve course design for all users.