



eCards Reports How-To & FAQ

Q What changes have been made to the student survey and why?

A As of October 2017, student survey questions are customized for each discipline and course. The survey questions now offer a more objective measurement of each course by the student in order to help Training Centers and Instructors improve overall course quality. Because quality scores prior to October 15 are not comparable, they are no longer available on the eCards Reports page.

Q What types of reports are available on the Instructor Network?

A All users (Training Center Coordinators, eCard Admins, and Instructors) can view the following reports:

- Individual Instructor Quality Scores
- Survey Responses

In addition, TCCs and eCard Admins can view the following reports:

- Expiring Students eCards
- eCard Location Scores
- Reclaims
- Training Center Scores (*TCCs only*)

Q How do I access these reports?

- A
1. From the drop-down menu titled “Manage eCards,” select “Reports.”
 2. Select the appropriate options from the drop-down menus labeled “View Report by Role” and “Select Report.” This will populate results and may show additional search filters, depending on what is chosen.
 - a. Users can then choose between viewing results by “Course” or “Discipline,” which will reveal separate quality scores in the results.
 3. Once results are shown, the user can click “Download” to have results put into an Excel spreadsheet.

Q How is the national benchmark quality score determined?

A The benchmark quality score compares an Instructor's score with others' nationwide, based on post-course surveys completed by students. At least 10 students must have completed the survey in order for an individual Instructor quality score to be created.

An Instructor can only view their own Quality Score; a TCC can access Quality Scores for every Instructor associated with the Training Center; and an eCard Admin can view any Quality Score associated with that eCard Location.