Report Guide for Electronic Registrar Online (ERO)

Version 2.0 - Updated March 2011

The Electronic Registrar Online (ERO) system will allow program managers and other designated staff to monitor more closely their teachers' professional development efforts. Through the use of the reports, program managers have constant access to up-to-the-minute information about their teachers' professional development activities through the Virginia Adult Learning Resource Center and the Office of Adult Education and Literacy.

Those who have been designated as sponsors or coordinators of training events will also be able to access information about the session for planning purposes.

This guide is provided to give you instructions for running reports in ERO as well as descriptions of and hints for running the different types of reports available to you.

You will find the following sections in this document:

School Administrator Reports in ERO

Sponsor/Coordinator Reports in ERO

If you have any questions while using ERO, please contact the Resource Center System Administrators at 800-237-0178 or **valrcero@vcu.edu**.

How to Run School Administrator Reports in ERO

1. Log into ERO.

2. Click on the My School tab that is located at the end of the list of tabs at the top of the screen. If you do not have a My School tab and you are responsible for monitoring professional development within your program, please contact the ERO System Administrators at **valrcero@vcu.edu**.

3. Under Locations, you will see all of the locations for which you have School Administrator status. You will only be able to run reports on one locality at a time.

4. Select the report that you wish to run. Each type of report is described later in this guide.

5. Customize the report.

    - Under Record Selection, add in the parameters from which the report will pull information. Dates and session numbers (SRNs) are examples of such parameters.

    - Under Fields to Display, select which of the fields will display information.

    - Under Format Options, set your options.

        - Sort Order – This allows you to choose how the information is sorted. This is not available on all reports.

        - Report Title – You can choose to go with the default name or rename it.

        - Output Format – The default output format is Adobe PDF. Sometimes other options are available such as Rich Text Format (.rtf) or Delimited Value File (.txt).

    - Save Report Parameters

        - If there is a report that you intend to run frequently and you would like to avoid having to set the parameters each time, you may save the report.

            - Save View Name – Name your report.

        - Click on Save and this will save the customized report to your My Report Views.

6. Click on View Report. The report will download to your desktop for you to be able to open, save, and/or print.

Report Descriptions

- **Expired Certificates**
    - View registrants whose certification expires within the date range entered.
    - This will show you the following certifications:
        - BEST Literacy Certification Training, Initial
        - BEST Literacy Certification Training, Refresher
        - BEST Plus Certification Training, Initial
        - BEST Plus Certification Training, Refresher
        - CASAS Certification Training, Initial
        - CASAS Certification Training, Refresher
        - TABE Certification Training, Forms 9 & 10, Initial Training
        - TABE Certification Training, Forms 9 & 10, Refresher Training
        - Virginia Assessment Policy Training, Online Initial
        - Virginia Assessment Policy Training, Online Refresher
        - Virginia Goal-Setting Policy Training, Face-to-Face Training
        - Virginia Goal-Setting Policy Training, Online Initial
        - Virginia Goal-Setting Policy Training, Online Refresher
        - WorkKeys Certification Training, Initial
        - WorkKeys Certification Training, Initial
    - Notes:
        - It is recommended to remove the dates from your report as this will display all information.
        - If you leave the Area of Certification field blank, it will display all certifications.
        - You should check the Issue Date and Area of Certification boxes under Fields to Display.
        - Both Initial Trainings and Refresher Trainings are entered in user profiles. For example, this means that a user may have an expired TABE Certification Training, Forms 9 & 10, Initial Training but have a valid TABE Certification Training, Forms 9 & 10, Refresher Training, so be sure to look at both certifications to determine if a user needs to complete this training.
- **Mentor Relationships Report**
    - This is a report on a feature of ERO that is not being implemented at this time.

- **Registrant Detail Report**
    - View basic profile information and assessment/policy certifications for each registrant.
    - Notes:
        - If you do not enter a User ID, you will generate a list of all users in your location. If you are a regional program, this will only generate a list for the locality that you selected on the preview screen.
        - You may also search for one user with this report.
        - Certifications (TABE, Goal Setting, Assessment) are included in this report but trainings attended are not.

- **Program Assessment**
    - This is a report on a feature of ERO that is not being implemented at this time.

- **Credit Status**
    - View a list of how many hours participants have attended. This will only give a number value of hours, not the sessions attended.
    - Notes:
        - Under Credit Type, you will need to select Hours which is the only credit type used by the Resource Center.
        - It is recommended that you remove the dates from the report in order to display all information.
        - Under the Credits/Hours field, select Hours.
        - Under the Value field, you may highlight registrants whose total credits or hours earned are >, >=, <, <=, or = an indicated value.
        - Credits listed refer to the hours of training attended and not to academic credits. The Resource Center does not offer undergraduate or graduate level credits.

- **Location Transcript**
    - **This is your most useful report.**
    - View a complete registration history for all registrants at a location. This must be run separately for every location listed within a regional program.
    - Notes:
        - Record Selection:
            - Registration Status
                - The default is **Attended** which will only display those trainings for which users have been marked attended.
                - Changing to **All** will show trainings taken and also trainings for which users are registered but haven't yet attended.
                - Changing to **Registered** will show trainings for which users are registered but haven't attended or haven't yet been marked as attended.
            - Unclick "Complete" Only to display all sessions.
            - Remove the dates in order to see all sessions.
        - Fields to Display
            - Uncheck Secondary ID and Credits.
            - Check Total Late Drops, Total No Shows, and Certification Area & Dates.
        - Under each registrant's name, the registrations listed are sorted by fiscal years (7/1 – 6/30).

- **Out of District Transfer List**
    - View transfer registrations separate from session registrations.
    - Notes:
        - Out of district transfers are trainings/workshops/conferences/etc. that teachers attend that are not offered through the Resource Center or OAEL. They may be submitted for inclusion on an individual transcript pending approval at the state level.
        - The Resource Center will not issue certificates for trainings not taken through the Resource Center. This feature is only provided as a convenience.
        - Remove the dates to display all data.

- **Registrant No Shows and Late Drops**
    - View registrants with a registration status of No Show or Late Drop and the number of registrations with each status.
    - Notes:
        - This report allows you to monitor which participants are showing a pattern of dropping out of trainings/sessions in the late drop period and also those who have been marked as a No Show at a training/session.
        - Participants who consistently show a pattern of late drops and no shows may become ineligible to attend trainings.
        - Remove the dates to display all data.

- **Registration Location Statistics**
    - This is not a report that you will need to run.

- **Session Roster**
    - View all registrations for teachers in your program associated with a particular session/training.
    - Notes:
        - If you include no parameters, it will show you the sessions for which users in your locality have attended and registered. This is a repeat of the information included in the Location Transcript.
        - If you search for a specific SRN, it will only display the users from your locality who are enrolled; it will not display registrants from other localities. If this is a session which you are sponsoring, be sure that you are listed as the sponsor or coordinator in order to run reports for all session attendees.
        - Remove the dates to display all data.
        - Uncheck the following boxes: Stipend, Registrant Fee, Credits Override Amount, and Hours Override Amount.

- **Substitute Required**
    - This is not a report that you will need to run.

- **Registration Requests**
  - View a list of registration requests for your location.
  - Notes:
    - These are requests which have not yet been approved. The approval process at the Resource Center may take up to three (3) business days. These not yet approved registration requests will only appear on this report during that time window or in cases where prerequisites have not been completed.
    - If you have School Administrator rights for more than one locality, you will need to change localities on the main report page in order to see all of your users.
- **Out of District Transfer Requests**
  - View a list of out of district transfer requests for your location.
  - Notes:
    - This report somewhat mimics the Out of District Transfer List report.
    - Out of district transfers are trainings/workshops/conferences/etc. that teachers attend that are not offered through the Resource Center or OAEL. They may be submitted for inclusion on an individual transcript pending approval at the state level.
    - Teachers may submit Out of District Transfers in order to track all of their professional development activities in one location. The Resource Center will not issue certificates for trainings not taken through the Resource Center. This feature is only provided as a convenience.
    - Under the Status field, you may change the selection to see the following statuses: Approved (default), Declined, Attended, and No Show.

How to Run Sponsor/Coordinator Reports in ERO

1. Log into ERO.
2. If you have been designated as a Sponsor/Coordinator for a training, you will see a blue button to the right of your screen that says "Instructor View." Click on the "Instructor View" button to toggle your account to that access level. If you do not have an "Instructor View" button and you are sponsoring/coordinating a professional development opportunity, please contact the ERO System Administrators at **valrcero@vcu.edu**.
3. Click the Reports tab.
4. Select the report that you wish to run. Each type of report is described later in this guide.
5. Customize the report.
   - Under Record Selection, add in the parameters from which the report will pull information. Dates and session numbers (SRNs) are examples of such parameters.
   - Under Fields to Display, select which of the fields will display information.
   - Under Format Options, set your options.
     - Sort Order – This allows you to choose how the information is sorted. This is not available on all reports.
     - Report Title – You can choose to go with the default name or rename it.
     - Output Format – The default output format is Adobe PDF. Sometimes other options are available such as Rich Text Format (.rtf) or Delimited Value File (.txt).
   - Save Report Parameters
     - If there is a report that you intend to run frequently and you would like to avoid having to set the parameters each time, you may save the report.
       - Save View Name – Name your report.
     - Click on Save and this will save the customized report to your My Report Views.
6. Click on View Report. The report will download to your desktop for you to be able to open, save, and/or print.

Report Descriptions

It is always recommended to remove the dates from the reports so as to pull all data.

To access data for only one session, you will need the SRN of the session. You may find that by doing a search under the Sessions tab.

Please note that these reports will only display courses for which you have been listed as a presenter, sponsor, or coordinator. It will not list all courses offered by the Resource Center.

- **Course Catalog by SRN**
  - A catalog of offerings sorted by session reference number. The course description is repeated for each session listed.
- **Course Catalog Curriculum, Course**
  - A catalog of offerings sorted by curriculum and then course. The course description appears once with all sessions listed below it.
- **Course Catalog Curriculum, Date**
  - A catalog of offerings sorted by curriculum and then date. The course description is repeated for each session listed.
- **Certificate of Completion**
  - A full-page certificate of completion for each registrant of a session including up to two signatures or signature lines.
- **Session Calendar Report**
  - Sessions held on each date including the location of the session and registration statistics both per session and cumulative for each date.
- **Session Detail Report**
  - Complete session information without listing registrations for each session.
- **Session Evaluation Respondents** *important report*
  - Identifies who did/not complete an evaluation. (Responses are not included.)
  - The Resource Center requires evaluations of sessions in order for participants to receive credit. You can use this report to monitor who has completed the evaluation and who has not.
- **Session Evaluation Responses** *important report*
  - Evaluation responses tallied per session.
  - This will list the evaluation responses from attendees but will not identify the response with a particular attendee as all evaluations are anonymous.

- **Session Initial-In Sheet**
  - All people registered for a session with columns for each session occurrence where the registrant can write initials to sign-in for that occurrence.
- **Session List Report**
  - Basic session information including registration statistics per session.
- **Session Registration** ***important report***
  - Details session registration information including when registration occurred.
  - This report can be used to see who is registered for a training, where he/she is located, and his/her role within the program. Sponsors/Coordinators may use this report to help plan logistics of trainings.
  - Uncheck the following boxes: Instructor Fee, Credit Cards Accepted, Credit Types, Registration Fee, Session Budget Code, Stipend, Secondary ID, Credits Override Amount, Hours Override Amount, Credit Type Selection, Grade, Registration ID, Substitute Required, Stipend Override, Registration Fee Paid, and Misc Fee Paid.
  - In order to avoid unchecking all of the boxes above each time, it is recommended that you save this report view for ease in running the report later.
- **Session Roster** ***important report***
  - All registrations associated with a session.
  - This report can be used to see who is registered for a training, where he/she is located, and his/her role within the program. Sponsors/Coordinators may use this report to help plan logistics of trainings. This report is similar to the Session Registration report explained above. You may choose which of the two reports you wish to use.
  - Uncheck the following boxes: Stipend, Credit Types, Registrant Types, Registrant Fee, Credits Override Amount, and Hours Override Amount.
  - In order to avoid unchecking all of the boxes above each time, it is recommended that you save this report view for ease in running the report later.

- **Session Sign-In Sheet *important report***
  - All people registered for a session with separate pages per session occurrence. A line is provided for the registrant's signature.
  - Presenters must have printed out this report to use as the sign-in sheet for any session that they facilitate. Alternatively, sponsors/coordinators may also print out this sheet for the presenter.
  - For VAECP sessions, participants must both sign-in and sign-out. They may do that on the one Session Sign-In Sheet if you draw a line down the signature area to create two columns.
- **Substitute Required**
  - You will not run this report.
- **Session Address Labels**
  - Address labels for all registrants of a session to be printed on Avery 5160 labels.
- **Session Location Labels**
  - Labels with the name and primary location for each session registrant to be printed on Avery 5160 labels.
- **Session Name Tags**
  - Name tags for registrants of the selected sessions to be printed on Avery 5163 labels.
- **SRN Large Labels**
  - Large labels per session containing session information including instructors to be printed on Avery 5265 labels.
- **SRN Small Labels**
  - Basic session information on a small label to be printed on Avery 5160 labels.

FAQs

What do I do if a teacher who is not part of my program displays in my reports?

You should report this error immediately to valrcero@vcu.edu. It is imperative that program mangers monitor who is listed as affiliated with their programs to ensure that records are accurate. To generate a list of all individuals affiliated with a location, you can use the Registrant Detail Report.

Who do I contact if I have any difficulty with running reports?

Send an email to valrcero@vcu.edu to request help.

I am a regional program manager. How do I see all of my teachers under one report?

The Office of Adult Education and Literacy requires the Resource Center to report by county regardless of regional program status. Over the next few months, the ERO System Administration staff will be creating Regional Program affiliations that can be added to your teachers' profiles as a secondary location. This would enable you to run a report on your regional program affiliation and see all teachers associated with your regional program. This is a labor intensive process which will take time to implement.

Once this designation is in place, we ask that program managers monitor their Registrant Detail Reports to ensure that all teachers in their programs have the Regional Program affiliation attached as a secondary location to their account. If you find an error, please send an email to **valrcero@vcu.edu** to request assistance.

What is the difference between a course and a session in ERO?

Each course/training in ERO is a training that is offered by the Resource Center/ OAEL. When you search for a course, you are presented with a description of the course as well as a list of the individual sessions of that course. A session is the actual individual delivery of the course on a specific date and in a specific location.

Please note that completion of a Virginia Adult Educator Certification Program session includes both attendance at the face-to-face session as well as enrollment in the afterwork session and completion of the afterwork.

One of my teachers says that they completed TABE Certification Training Online today. Why do I not see it in my report?

Completions are verified and processed by the Resource Center staff. This is done by individuals and can take up to three (3) business days depending on the volume of requests and training completions that we have received in a day.

Verification of an individual's initial profile creation can also take up to three (3) business days.