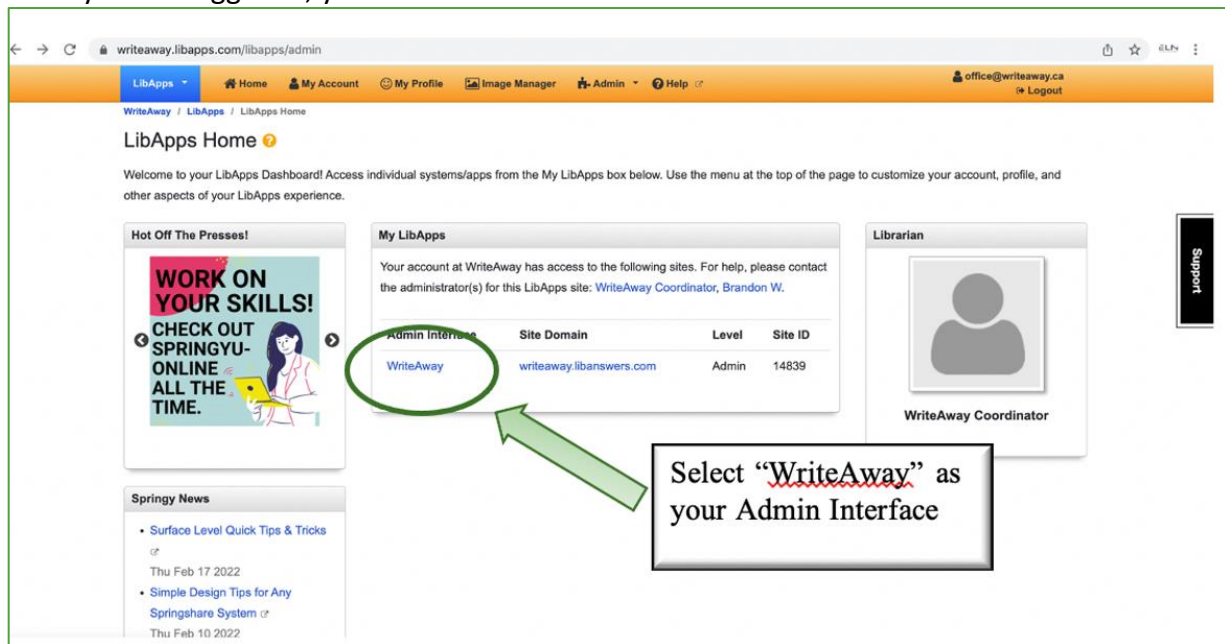


Coordinator Guide for Tutor Response Data

Logging On to LibAnswers

- The WriteAway Admin Centre will create your account
- Log in and create your password via the email you receive from do-not-reply@libapps.com
- Subsequent logins via <https://writeaway.libapps.com/libapps/login.php>

Once you are logged in, you will see this screen:



writeaway.libapps.com/libapps/admin

LibApps Home

Welcome to your LibApps Dashboard! Access individual systems/apps from the My LibApps box below. Use the menu at the top of the page to customize your account, profile, and other aspects of your LibApps experience.

Admin Interface	Site Domain	Level	Site ID
WriteAway	writeaway.libanswers.com	Admin	14839

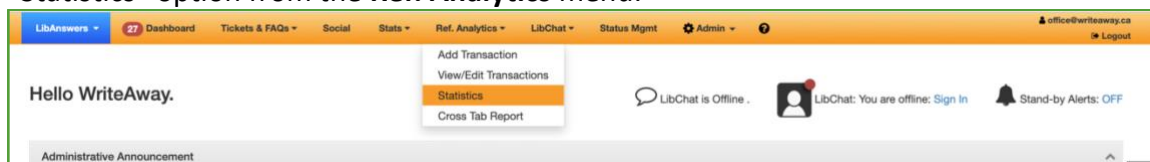
Librarian: WriteAway Coordinator

Support

Select "WriteAway" as your Admin Interface

Navigating the Dashboard

If the tutor is correctly utilizing the analytics feature when responding to a student submission, you will be able to view all of their interactions with student submissions by selecting the "Statistics" option from the **Ref. Analytics** menu:



LibAnswers Dashboard Tickets & FAQs Social Stats Ref. Analytics LibChat Status Mgmt Admin

Hello WriteAway.

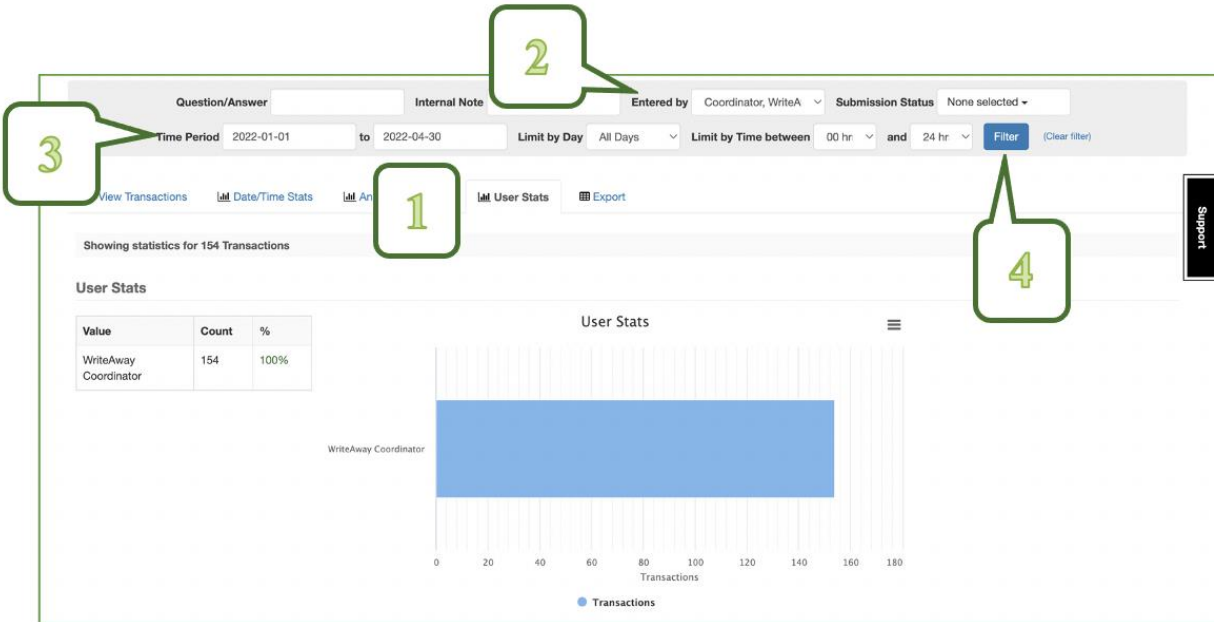
LibChat is Offline. LibChat: You are offline: Sign In Stand-by Alerts: OFF

Administrative Announcement

Retrieving Tutor Data

Setting the Filters

1. Select the **User Stats** tab
2. **Entered by:** Choose the name of the tutor from the list (in alphabetical order)
3. **Time Period:** The date range that you want to check
4. Select **Filter** to show the results



The results will show the total number of responses the tutor¹ provided to student submission tickets.

Response Distribution

It is also possible to view how the tutor's shifts were distributed across the same time period selected in the **Time Period** filter. Select the **Date/Time Stats** tab to view the Monthly, Daily, and Hourly (when the tutor completed their shift) distribution of the tutor's responses.



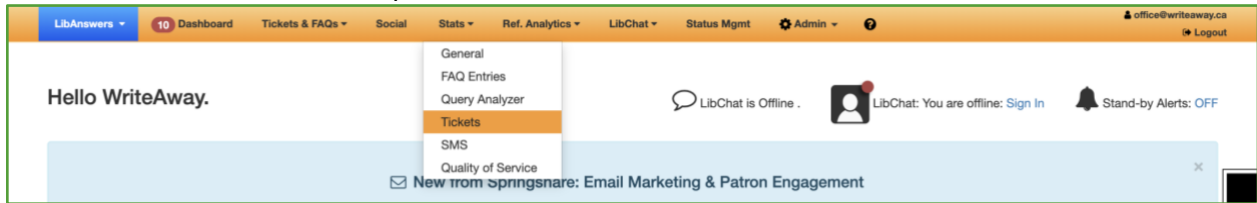
Submission Status

The number of first, second, and third draft submissions that the tutor has responded to is accessible in the **Submission Stats** of the **Analyze Metadata** tab.

¹ Data shown is for interactions by the WriteAway Coordinator account for January 1, 2022 to April 30, 2022

Alternative Data Access

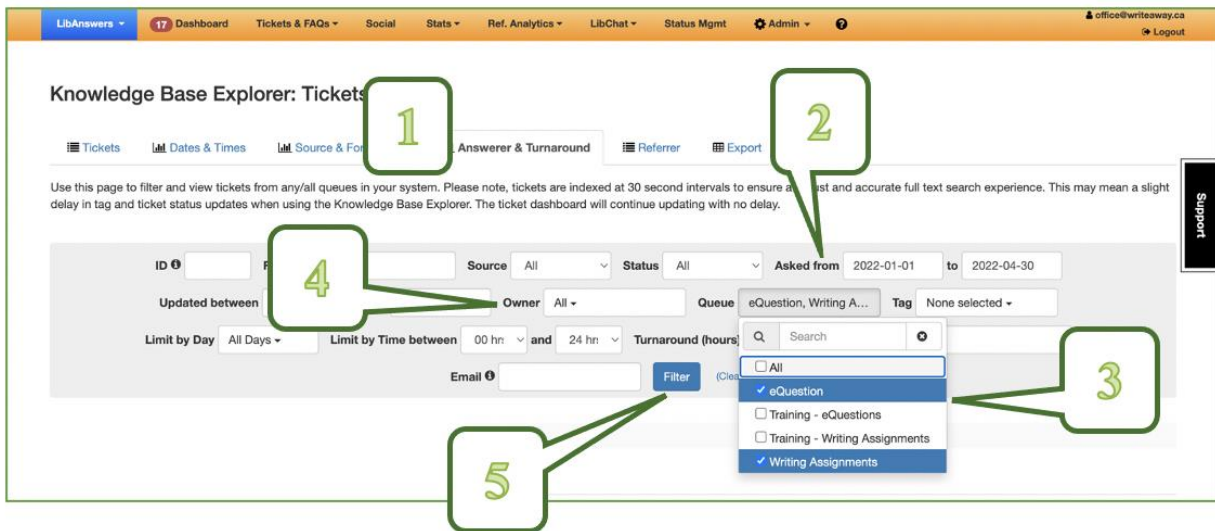
If you are looking for data prior to February 2021, or if the tutor is not utilizing the analytics feature, select the “Tickets” option from the **Stats** menu:



Retrieving Tutor Data

Setting the Filters

1. Select the **Answerer & Turnaround** tab
2. **Asked from:** The date range that you want to check
3. **Queue:** eQuestions and Writing Assignments
4. **Owner:** select the name of the tutor from your institution from the drop-down list
 - o More than one tutor may be selected
5. Select **Filter** to show the results



The results will show the total number of responses the tutor(s) provided on first-draft or new ticket submissions, where the software has tagged them as “owner.” Responses to an open ticket (second or third draft submission) will not appear in this data.