

Coordinator Guide to Retrieving Statistics

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:

The screenshot shows the LibApps Home dashboard. A table titled "My LibApps" contains the following data:

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

A callout box with a green arrow points to the "WriteAway" entry in the table, containing the text: "Select 'WriteAway' as your Admin Interface".

Navigating the Dashboard

Select the "Tickets" option from the **Stats** menu:

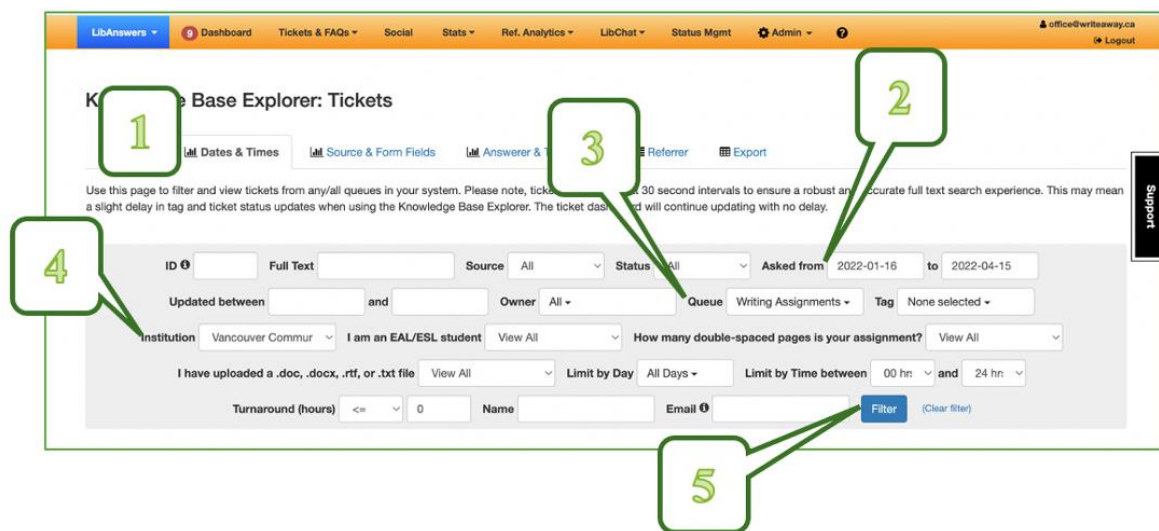
The screenshot shows the LibAnswers dashboard with the "Stats" menu open. The "Tickets" option is highlighted in orange. The dashboard header includes "LibAnswers", "Dashboard", "Tickets & FAQs", "Social", "Stats", "Ref. Analytics", "LibChat", "Status Mgmt", and "Admin".

Retrieving Statistics

Setting the Filters

1. Select the **Dates & Times** tab
2. **Asked from:** The date range that you want to check
 - o (i.e.: January 16 and April 15 for the Winter 2022 semester)
3. **Queue:** Writing Assignments
4. **Institution:** select your institution from the drop-down list
5. Select **Filter** to show the results

In order to view submissions statistics by individual institution, only one queue can be selected at a time. To view the number of eQuestions submitted for the same time period and institution, you will need to re-filter by selecting the eQuestion queue.



The results will show the total number of submissions from students of the chosen institution in the selected date range, as well as the breakdown of submission distribution by month, day, and hour that students submitted their assignments to the service.

EAL/ESL Learner Statistics

Students have the option of informing the WriteAway tutor of their EAL/ESL Learner status. This particular data can be viewed in the **Source & Form Fields** tab. Set the filters as described above in steps 2-5 and scroll mid-way down the page to see the numbers.

Exporting Statistics

If you'd like your statistics to be generated in an Excel file, select the **Export** tab and set the filter parameters. Remember that you must select a specific queue in order to view statistics from your individual institution. Then select "Export Statistics" to generate an Excel file.

Knowledge Base Explorer: Tickets

Tickets | Dates & Times | Source & Form Fields | Answerer & Turnaround | Referrer | **Export**

ID: [] Full Text: [] Source: All Status: All Asked from: 2022-01-01 to 2022-01-31

Updated between [] and [] Owner: All + Queue: Writing Assignments Tag: None selected +

Institution: Alexander College I am an EAL/ESL student View All How many double-spaced pages is your assignment? View All

I have uploaded a .doc, .docx, .rtf, or .txt file View All Limit by Day: All Days Limit by Time between 00 hr and 24 hr

Turnaround (hours) <= 0 Name: [] Email: [] (Clear filter)

Create an Export

Use the filters at the top of the page to choose which records you'd like to be exported. When you are done selecting filters, use the "Export" buttons below to generate your desired export. Please note, if you're running a ticket export and want the form fields included in the export, you must limit your export to tickets from a single queue.

Instant Export

Use these options to export high level data related to tickets answered in this system, including the initial question and answer, patron and date/time information, and tags associated with each ticket. To include form fields in this export you must limit your export request to tickets originating from one queue.

Strip HTML from export data

To export graphs generated from queries in the Knowledge Base Explorer, select the chart context menu button at the top right of the chart and select the image format to download:

