



This job aid provides steps for compliance reporting in Knowledge Link.

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## Types of Compliance Reporting

A compliance report consists of two parts: (a) who was assigned the course and (b) who has or has not completed it. Since courses may be assigned in Knowledge Link in various ways, there are various ways to report compliance. These are the most common ways to report compliance:

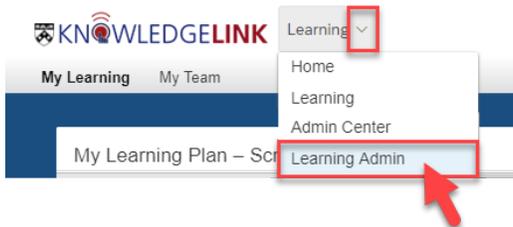
- **Managers Checking Employee Compliance:**  
Use the My Team Dashboard. The dashboard shows compliance for all assigned learning for the manager's employees – including courses that are overdue, due within 30 days, or due within 60 days. If there is no due date, the course will not appear on the dashboard. Managers may also delegate My Team tasks to an employee. *For instructions on the dashboard or delegation, see "For Managers and Delegates" guides at [this location](#).*
- **Administrators Checking Compliance when courses are assigned by curriculum:**  
Use the "PENN Curriculum Item Status (CSV).2" report. For this report, administrators can choose a group of users and one or more curricula to see who has or has not completed it. This report is valid only for courses that are assigned as part of a curriculum. [Click here](#) to jump to the instructions.
- **Administrators Checking Compliance for any course, whether or not it is assigned by curriculum:**  
Use the "PENN User Learning Plan by Item (CSV)" report. For this report, administrators can choose a specific course or courses to see who has the course(s) on their learning plan, and who has or has not completed the course(s). This report is valid for courses that are assigned as part of a curriculum or assigned as an individual item. The course may have been assigned automatically, assigned by an administrator, assigned by a supervisor, or self-assigned (with or without a due date). [Click here](#) to jump to the instructions.

Other notes:

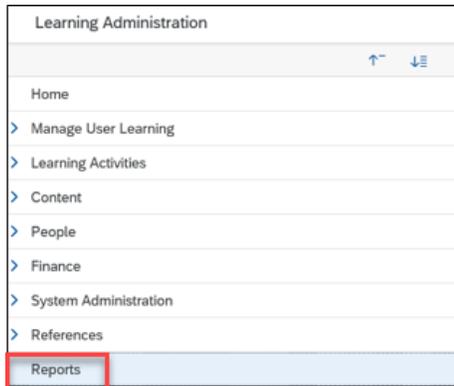
- Running administrator reports on a large number of people, for a large number of courses, can cause system slow-downs affecting all Knowledge Link users. The following is a guideline that we ask all KL administrators to adhere to: *multiply the number of courses by the number of people expected in the report*. If the result is over 30,000, we ask administrators to schedule the report to run at off-peak times (11pm-6am). Also, do not check the box to email the report to yourself or others. The report will likely be too large to email.
- For instructions on scheduling reports, see the job-aid titled "Running Reports (including commonly used reports)" at [this location](#).

## How to Run the “PENN Curriculum Item Status (CSV).2” Report

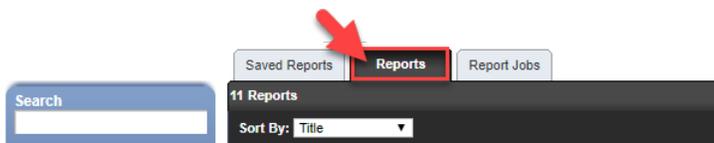
1. Be sure to have the curriculum ID(s) and/or the assignment profile ID(s) that you wish to report. If you don't have the IDs, contact your entity's lead KL administrator or the person that requested the assignment.
2. Log into Knowledge Link and, from the main menu, click the down arrow, then click **Learning Admin**.



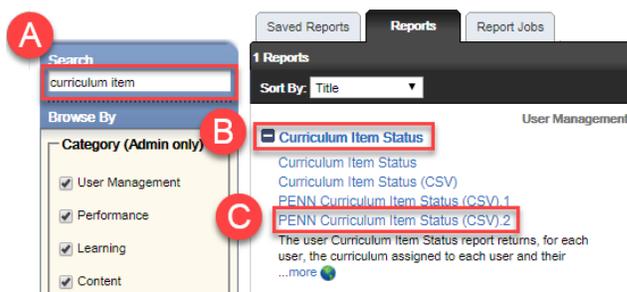
3. From the Learning Administration page, click **Reports**.



4. On the Reports page, select the **Reports** tab.



5. In the Reports window:
  - A. Type “curriculum item” in the Search box and press **Enter**.
  - B. Click the heading “Curriculum Item Status”.
  - C. Click the report title “PENN Curriculum Item Status (CSV).2”.



6. Follow the steps below:
  - A. Select the blue filter button for **User**.
  - B. Put the **Assignment Profile ID** in the Assignment Profiles field (preferred)
    - OR --
    - Put the **Curriculum ID** in the Curricula field
  - C. Click **Submit Criteria**.

*PENN Curriculum Item Status (CSV).2* | Browse | Help |

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> Run Report

Run PENN Curriculum Item Status (CSV).2

Report Destination: Local File

Report Format: CSV

CSV Report Delimiter: Comma (,)

Case sensitive search:  Yes  No

User: Exact  

User Status:  Active  Not Active  Both

Curriculum: Exact  

Include:  Subcurricula

**Create Filter**

*PENN Curriculum Item Status (CSV).2* | Browse | Help |

Filter: 0 Users

Create Filter

Create the filter (Users) using the search below. Please note that the case insensitive search could take a long time.

Search

Case sensitive search:  Yes  No

User ID: Starts With

External ID: Starts With

Last Name: Starts With

First Name: Starts With

User Status:  Active  Not Active  Both

Organizations: Starts With  

Alternate Job Codes: Starts With  

Assignment Profiles: Starts With  

Curricula: Starts With  

PennKey: Starts With

HS Entity: Starts With

UPHS Job Family: Starts With

UPHS Org ID: Starts With

Add/Remove Criteria 

**TIP:**

If you do not see "Assignment Profiles" or "Curricula" in your search window, click **Add/Remove Criteria**, select those checkboxes, then click **Select**.

**Add/Remove Criteria** 

<input type="checkbox"/> Hired Admin	<input checked="" type="checkbox"/> Alternate Job Codes	<input type="checkbox"/> Auxiliary Org
<input type="checkbox"/> Profile Status	<input type="checkbox"/> Group ID	<input type="checkbox"/> Alternate Org
<input type="checkbox"/> Hire Date After	<input checked="" type="checkbox"/> Assignment Profiles	<input checked="" type="checkbox"/> PennKey
<input type="checkbox"/> Hire Date Before	<input type="checkbox"/> Competency Profiles	<input checked="" type="checkbox"/> HS Entity
<input type="checkbox"/> Domains	<input checked="" type="checkbox"/> Curricula	<input checked="" type="checkbox"/> UPHS Job Family
<input type="checkbox"/> City	<input type="checkbox"/> Supervisors	<input checked="" type="checkbox"/> UPHS Org ID
<input type="checkbox"/> State	<input type="checkbox"/> Related Instructor	<input type="checkbox"/> UPHS Flag
<input type="checkbox"/> Country	<input type="checkbox"/> Classes	<input type="checkbox"/> Lawson Company and

7. Follow the steps below:

- A. Select the blue filter button for **Curriculum**.
- B. Put the **Assignment Profile ID** in the Assignment Profiles field (preferred)  
-- OR --  
Put the **Curriculum ID** in the Curriculum ID field
- C. Click **Submit Criteria**.

*PENN Curriculum Item Status (CSV).2*

| Browse | Help |

> Run Report

Run PENN Curriculum Item Status (CSV).2

Report Destination: Local File  
 Report Format: CSV  
 CSV Report Delimiter: Comma (,)

Case sensitive search: Yes No  
 User: Exact  
 User Status: Active Not Active Both  
 Curriculum: Exact  
 Include: Subcurricula

Run Report Schedule Job



**Create Filter**

*PENN Curriculum Item Status (CSV).2*

Filter: 0 Curricula

Create the filter (Curricula) using the search below. Please note that the case insensitive search could take a long time.

Search

Case sensitive search: Yes No  
 Search All Locales: Yes No  
 Curriculum ID: Starts With  
 Curriculum Title: Starts With  
 Curriculum Status: Active Not Active Both  
 Items: Exact Type: ID:  
 Assignment Profiles: Starts With

Add/Remove Criteria

Search Submit Criteria Reset

**TIP:**

If you do not see "Assignment Profiles" in your search window, click **Add/Remove Criteria**, select the checkbox, then click **Select**.

**Add/Remove Criteria**

<input checked="" type="checkbox"/> Search All Locales	<input type="checkbox"/> Requirements	10
<input checked="" type="checkbox"/> Curriculum Title	<input type="checkbox"/> Documents	20
<input checked="" type="checkbox"/> Curriculum Status	<input type="checkbox"/> Job Codes	30
<input type="checkbox"/> Domains	<input type="checkbox"/> Curriculum Types	40
<input checked="" type="checkbox"/> Items	<input checked="" type="checkbox"/> Assignment Profiles	50
<input type="checkbox"/> Subcurricula	<input type="checkbox"/> Classes	Subject Areas

Select

8. When all your criteria are selected, click **Run Report**.  
For help on other options, see the “Running Reports (including commonly used reports)” job-aid at [this location](#).
9. When the report finishes, it will download to your computer or you will be prompted to save and/or open the report (depending on your browser).
10. Locate the report on your computer and double-click to open it. The report will open in Excel.
11. Once the report opens, immediately save it as an Excel document. Select **Excel Workbook** in the “Save as type” box.
12. This report will show compliance details for each user, each curriculum, and each item (course) that the user is assigned. The relevant columns in this report are:

Columns A - AI									
User Information									



This section contains all user info including Penn ID, name, email, job code, organization, and supervisor.

You may see many rows with the same user information. Each row represents one item (course) assigned to the user. (For example, if a user is assigned a curriculum with 10 courses, the user’s information will appear on 10 rows.)

Columns AJ - AO					Columns AP - BD				
Curriculum Information					Item Information				



This section contains the curriculum information, whether or not it is complete, and how many days are remaining to complete the course. Like user info, the curriculum info will also repeat if there are multiple items in a curriculum.

**Please note:** “Completion” of a curriculum requires that ALL items in the curriculum be complete. For example, the curriculum may show as not complete even if the item on the same row is complete.



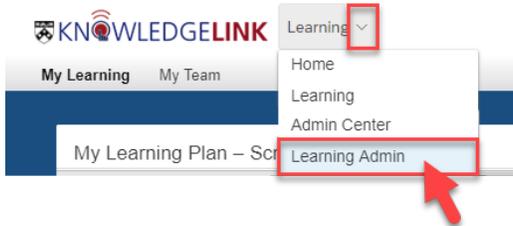
This section contains each individual item (course) that is assigned, whether or not it is complete, and the completion date.

**Please note:** “Completion” in these columns applies to the item, not necessarily the curriculum.

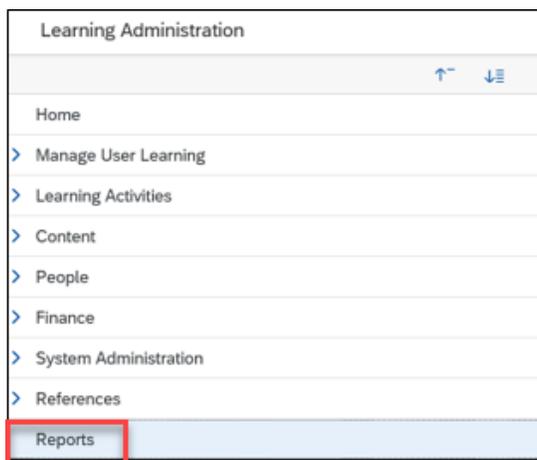
13. While viewing the report in Excel, the administrator can utilize Formulas, Filters, and Pivot Tables to analyze the information further. Refer to Excel Help for more information about these options.

## How to Run the “PENN User Learning Plan by Item (CSV)” Report

1. Log into Knowledge Link and, from the main menu, click the down arrow, then click **Learning Admin**.



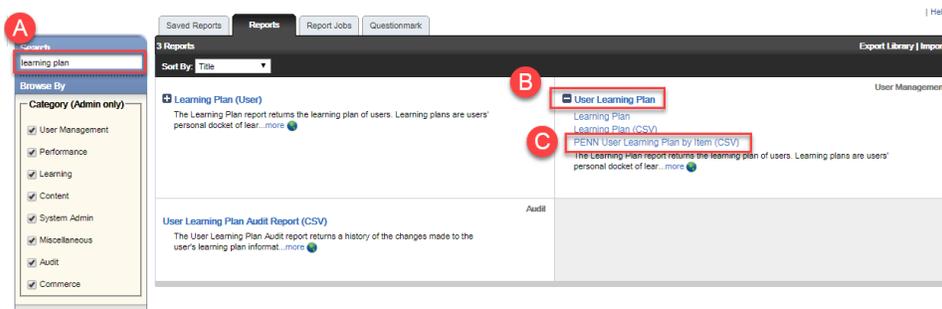
2. From the Learning Administration page, click **Reports**.



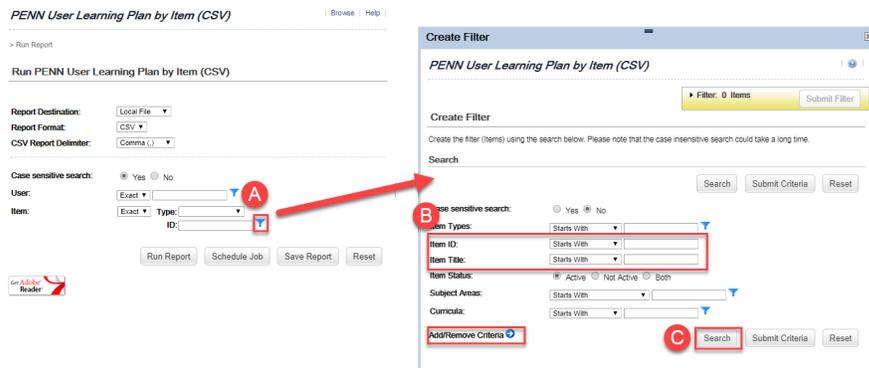
3. On the Reports page, select the **Reports** tab.



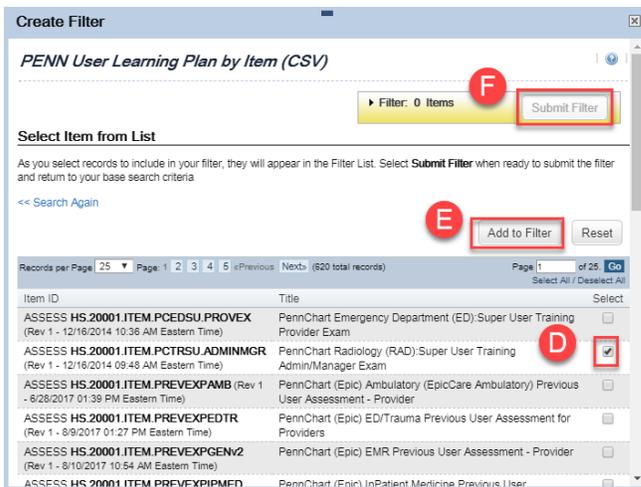
4. In the Reports window:
  - A. Type “learning plan” in the Search box and press **Enter**.
  - B. Click the plus (+) sign on the heading “User Learning Plan”.
  - C. Click the report title “PENN User Learning Plan by Item (CSV)”.



5. To define the course criteria for your report, follow the steps below:
  - A. Select the blue filter button for **Item**.
  - B. Enter criteria to search for your course. (Use the Add/Remove Criteria button to add or remove criteria for your search.)
  - C. Click the **Search** button.



- D. Select the course (or courses) you want in your report.
- E. Click **Add to Filter**.
- F. Click **Submit Filter**.



6. If you want to report on all users who are assigned, skip this step. However, if you want to limit the report to specific users, follow the steps below:
- Select the blue filter button for User.
  - Enter criteria for the users you want to include in the report. (Use the Add/Remove Criteria button to add or remove criteria for your search.) *For example: enter the job code and/or organization ID to report on all users that match those criteria.*
  - Click the **Submit Criteria** button to report on all users that match your criteria.
- OR --
- Click **Search** to see a list of users that meet your criteria. Then you can select users individually and add them to the filter (similar to how you selected items in step 16, parts D-F).

The image shows two screenshots of the 'PENN User Learning Plan by Item (CSV)' report generation interface. The left screenshot shows the 'Run Report' configuration page with a red box and arrow labeled 'A' pointing to the blue filter button for 'User'. The right screenshot shows the 'Create Filter' dialog box with a red box labeled 'B' around the list of criteria (User, External ID, Last Name, First Name, Organizations, Job Codes, Assignment Profiles, Curricula, HS Entity, UPHS Job Family, UPHS Org ID, UPHS Flag) and a red box labeled 'C' around the 'Submit Criteria' button.

- When all your criteria are selected, click **Run Report**.  
*For help on other options, see the "Running Reports (including commonly used reports)" job-aid at [this location](#).*
- When the report finishes, it will download to your computer or you will be prompted to save and/or open the report (depending on your browser).
- Locate the report on your computer and double-click to open it. The report will open in Excel.
- Once the report opens, immediately save it as an Excel document. Select **Excel Workbook** in the "Save as type" box.

11. This report contains information about the user and the course(s) on their learning plan. The relevant columns in this report are:

A	B	C	D	E	F	G	H	I	J	
1	User ID	Active User	Last Name	First Name	Middle Initial	Entity ID	Item Type	Entity Type	Revision Date	Revision Number
2	Yes				HS.60002.ITEM.INFT100A	COURSE	Item	10/1/2012 11:00 AM Eastern Time		
3	Yes				HS.30007.ITEM.DIVINCCUL	COURSE	Item	1/8/2016 09:47 AM Eastern Time		
4	Yes				HS.20001.ITEM.EMAIL	COURSE	Item	3/16/2015 08:52 AM Eastern Time		
5	Yes				HS.10015.ITEM.EMRAMB	COURSE	Item	11/3/2015 10:41 AM Eastern Time		
6	Yes				HS.60002.ITEM.HSSE100	COURSE	Item	3/12/2013 11:28 AM Eastern Time		
7	Yes				UC.00001.ITEM.HIRB&DRUPFF	COURSE	Item	7/20/2012 03:46 PM Eastern Time		

K	L	M	N	O	P	Q
Entity Title	Required Date	Days Rem	Preferred Time zone	Assignment Type	Curriculum ID	Complete Date
AME: Infection Prevention - UPHS	10/27/2017 Eastern Tim	-103	America/New_York	REQ	HS.60002.CURR.AME100 - UPHS	10/27/2016
Diversity, Inclusion and Cultural Competence			America/New_York	OPT	HS.30007.CURR.DIVINCCUL_EX	
Email Management: Creating Personal Folders and Archiving Your Email			America/New_York			4/3/2015
EMR Ambassador Program Retreat			America/New_York			11/9/2015
Health System Safety Essentials	10/28/2017 Eastern Tim	-102	America/New_York	REQ	HS.60002.CURR.HSSE.ALL.NONPHYS	10/28/2016
HIRA Safety and Security Education			America/New_York	REQ	UC.00001.ITEM.HIRB&DRUPFF	3/11/2014

**Please note: Items are considered INCOMPLETE if the Days Remaining (column M) is a negative number OR Complete Date (column Q) is blank. If you see a negative number in Days Remaining AND a Completion Date, that means the course is supposed to be retaken periodically and the user has not retaken it yet (and is overdue).**

12. While viewing the report in Excel, the administrator can utilize Formulas, Filters, and Pivot Tables to analyze the information further. Refer to Excel Help for more information about these options.