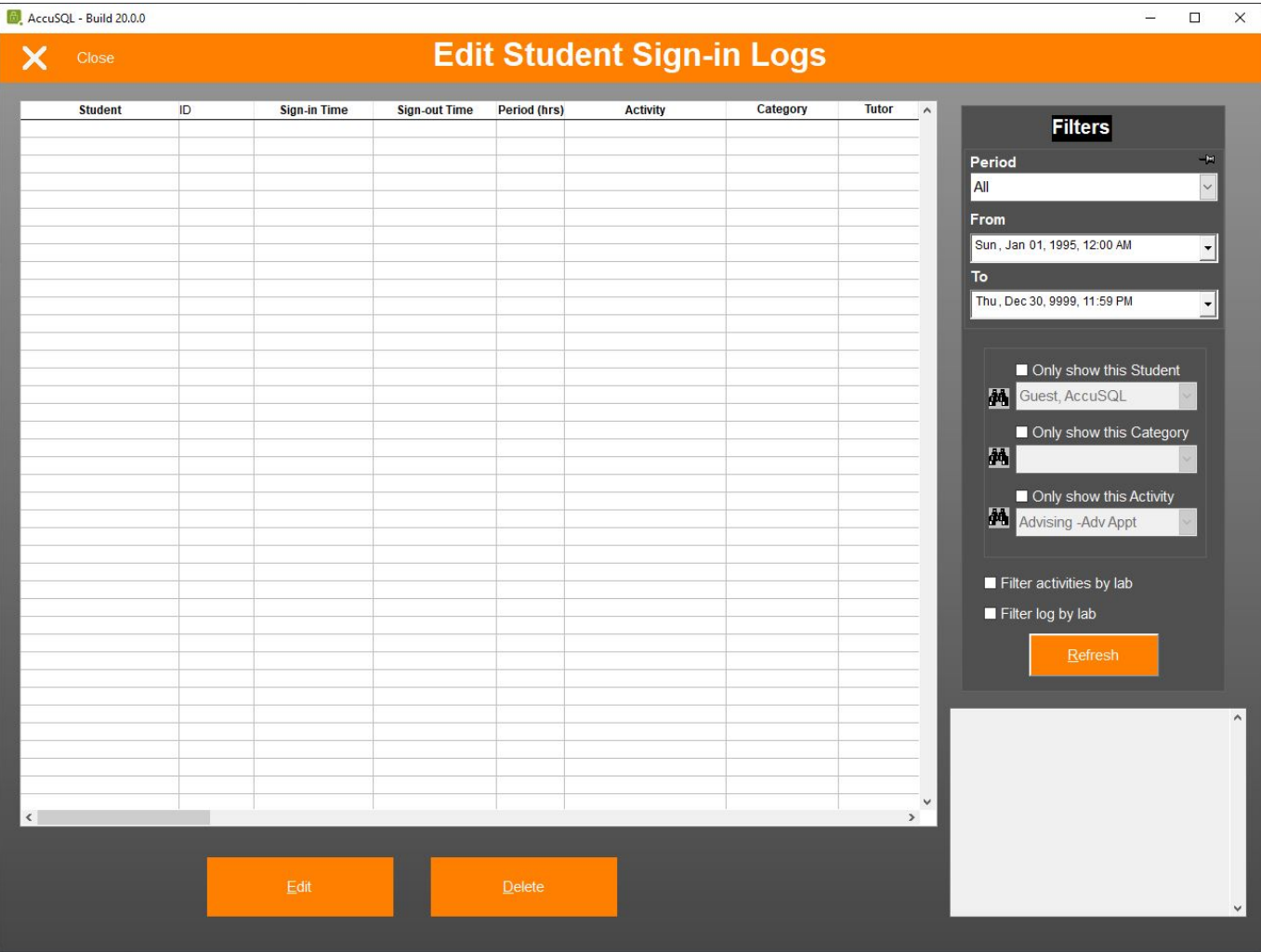


APPENDIX A: WHY DO MY REPORT VISITS NUMBERS LOOK DIFFERENT?

Several of our customers have contacted us asking why the total number of visits or visit times is not consistent in the various AccuSQL or AccuTrack Visits Reports. This article will shed some light on how the numbers are generated by the various reports. For this example, we will be focusing on the Visits Reports exclusively, but the same rules would apply to your Tutor Visits Tracking Reports and others.

In the test environment for this example I will be using a new blank database with no sign-ins ever:



I have created two students,

AccuSQL - Build 20.0.0

Students

ID

834009999

First

Aaalen

Middle

Last

Aaalen

E-mail Address

Address

1

City

State

Zip

Phone

Home

Phone note

Comments

Birth Date

☒ Active

☐ Do not send Text Messages

Student Name	Student Id	Active	Card Id
Aaalen, Aaalen	834009999	Yes	
Aaavery, Aaavery	837766654	Yes	
Aaden, Bubba	449987802	Yes	44998780201
Aagar, Mon	848484848	Yes	
Aahab, Bobby	998488885	Yes	
Aalsian, Sid	449988877	Yes	
Aardance, Susie	848484842	Yes	
Aardvark, Susie	949494444	Yes	
Aark, Brenda	738377666	Yes	
Aark, Sam	738377222	Yes	
Aarons, Aaron	945511225	Yes	
Aarons, Alex	929292999	Yes	
Aarons, Alice Myrtle	111335560	Yes	
Aaryan, Aallen	734999978	Yes	
Aash, Bob	995451111	Yes	
Aasher, Aaron	000224411	Yes	
Abbott, Meccsha E	990000001	Yes	
Abdelmuhsen, Hattie Martin	924335362	Yes	
Abdur-rahman, Ernest M	473279562	Yes	
Abdur-rahman, Joey Elaine	340844191	Yes	
Abel, Ellie A	990001786	Yes	
Abercrombie, Miranda L	246577141	Yes	

+ Add

✕ Delete

✎ Edit

5268 Students ☐ Hide inactive students

Show Web

Proper Case

Set Active/Inactive

Profile

Assign Picture

Tutoring Request

Attachments

Change Password

Appointments

Registration

Visits

Tutors

Groups

Tutoring Requests

Seminars

Advanced

a Category called Coaching with 2 activities under it,

AccuSQL - Build 20.0.0

Close

Categories & Activities

Category

Description	Active
Advising	<input checked="" type="checkbox"/>
Computer Lab	<input checked="" type="checkbox"/>
Counseling	<input checked="" type="checkbox"/>
Course Tutoring	<input checked="" type="checkbox"/>
DEBA0001	<input checked="" type="checkbox"/>
Dining Services	<input type="checkbox"/>
English Classes	<input checked="" type="checkbox"/>
Financial Aid	<input checked="" type="checkbox"/>
Learning Center	<input checked="" type="checkbox"/>
Math Classes	<input checked="" type="checkbox"/>
Math Lab	<input checked="" type="checkbox"/>
Math Tutoring	<input checked="" type="checkbox"/>
Music	<input checked="" type="checkbox"/>
My Courses	<input checked="" type="checkbox"/>
Nursing - YR 1	<input checked="" type="checkbox"/>
Nursing - YR 2	<input checked="" type="checkbox"/>

Activity

Activity ID	Activity	Active	Allow Appts.	In Only	Global	Max Students	Min Appt.Dur.	Max Appt.Dur.
	Adv Appt	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	30	30
	Career Placement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	30	90
	Degree Audit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0
	Grad Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2	30	90
	Graduation Meeting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0
	New Student	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0
	Review Session	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0
	Survey Question	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0
	Veteran Grad Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
Personal Research	Personal Research	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0
SOC	Introduction to soccer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	22	45	90

Category:

Advising

☒ Active

Add

Delete

Edit

Multiple Delete

☐ Hide inactive categories

Activity ID

Activity

Activity other

☐ Active

☒ Allow unregistered students

☒ Open for Appointments

☐ Sign In Only

☒ Global Registration

Appointment Duration

Min30Max30

Activity Schedules

☒ Available in these specific labs

Modify Selection

Student Success Ctr [SUCCESS]

Instructors

Select

Howard, Ron
Lab, Assistant

Default Instructor

--No Default Instructor--

Add

Delete

Edit

☐ Hide inactive activities

Registered Students

Visits

Advanced

one tutor that has my two activities assigned to them and a schedule from 8 AM to 6 PM Monday through Friday,

AccuSQL - Build 20.0.0

Close

Tutors

Tutor

Last Name	First Name	Active	Id
Center	Testing	Yes	999888777
Connelly	Sean	Yes	000333333
Cruise	Tom	Yes	000006714
Diaz	Cameron	Yes	000222222
Eastwood	Clint	Yes	000837039
Field	Sally	Yes	000498544
Ford	Harrison	Yes	000830761
Freeman	Morgan	Yes	000444444
Gibson	Mel	Yes	000640832
Guzman	Julian	Yes	123456798
Hanks	Tom	Yes	000638704
Humphries	Tammy	Yes	333000000
Jackson	Samuel L.	Yes	000156969
Jones	Nick	Yes	123456789
Lanchbury	Annals	Yes	000008877

Assignments

Category	Activity ID	Activity
Course Tutoring		English World Lit 1 "TEST"
Course Tutoring		English World Lit 2
Course Tutoring		READ Basic Reading
Course Tutoring		Sociology
Course Tutoring		Speech Public Speaking
Course Tutoring	JP4400	Java Programming
Course Tutoring	MSFT3892	Advanced Excel
Course Tutoring	POLI2102	American Government
Course Tutoring	POLI2655	Economics
Course Tutoring	POLI3000	Debate
Course Tutoring	STAT1101	Intro to Statistics
Course Tutoring	STAT2202	Statistics for Non Majors
Course Tutoring	STAT3303	Engineering Statistics

Hide inactive tutors

Add/Remove Assignments

ID

000887221

First Name

Actavius

Last Name

Actto

E-Mail

Do not send Text Messages

Active

Address

City

State

Zip

Phone

Home

Phone note

Major

Pay Type

Pay Rate

Pay method

For Work hours

For Appointments

Can tutor serve different activities during a group session?

Use configuration setting

Yes, can serve

No, cannot serve

Max # of students in a group appointment

0

Start Date

Mon, Jan 27, 2020

End Date

Mon, Jan 27, 2020

Notes

Assign Picture

Remove Picture

Allow tutor to change own availability

Use configuration setting

Yes

No

+

Add

Edit

x

Delete

Attachments

Change Password

Tutor Schedule

Tutor Off Times

Scheduler (Classic)

Appointments

Sign-ins

Sessions

Assignments

Advanced

http://www.attendance-tracking.com/docs/

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a semester that includes today and has the activities on the Selected side,

AccuSQL - Build 20.0.0

Close

Semesters

Semesters

Description	Start	End
Spring 2014	12/02/2013	05/31/2014
Summer 2014	06/01/2014	12/30/2014
Spring 2015	01/01/2015	06/21/2015
Fall 2015	06/22/2015	12/31/2015
Spring 2016	01/01/2016	05/20/2016
Summer 2016	05/22/2016	08/30/2016
Fall 2016	08/31/2016	12/18/2016
Spring 2017	12/19/2016	05/05/2017
Summer 2017	05/30/2017	09/30/2017
Fall 2017	10/01/2017	12/31/2017

Description

Spring 2014

Start

Mon, Dec 02, 2013

End

Sat, May 31, 2014

Add

Delete

Edit

Activities count

20

Activities

Not Selected

Category	Activity ID	Activity	Activity Other	Active
Advising		Adv Appt		Yes
Advising		Career Placement		Yes
Advising		Degree Audit		Yes
Advising		Grad Check		Yes
Advising		New Student		Yes
Advising		Review Session		Yes
Advising		Survey Question		Yes
Advising		Veteran Grad Check		Yes
Advising	Personal Research	Personal Research		Yes
Advising	SOC	Introduction to soccer		Yes
Computer Lab		Academic Use		Yes
Computer Lab		Non-Academic Use		Yes

Selected

Category	Activity ID	Activity	Activity Other	Active
Advising		Graduation Meeting		Yes
Counseling		Academic Counseling		Yes
Counseling		Personal Counseling		Yes
English Classes	ENG1000	English Composition 1		Yes
English Classes	ENG1122	English Composition 2		Yes
English Classes	ENG2202	Literature		Yes
English Classes	ENG4400	Creative Writing 1		Yes
English Classes	ENG4444	Creative Writing 2		Yes
Math Classes	55248	MAC 2311C Calculus I	S20	Yes
Math Classes	MAT111B	College Algebra I LAB		Yes
Math Classes	MAT113	College Trigonometry		Yes
Math Classes	MAT114	College Trigonometry		Yes

and finally, my Sign-in Setup » Setup options have the students selecting an activity and a tutor.

After all that is done, I will sign in the two students on the main screen. Joe will sign into Academic Coaching and Susie into Personal Coaching. I will sign them in only and not sign them out yet.

[illegible]

AccuSQL - Build 20.0.0

Close

Reports

Visits Reports

Visits By Activity

Visits by Student with Tutor Comments

Visits by Student

Visits Summary

Weekly Student Time

Weekly Student Visits

Visits By Service

Visits By Service with Totals

Visits By Service with Activity

Visitor History

Zero Visits

New Visitors

Visit Types

Walk-ins vs. Appointment Visits

Wait times (Intake System)

Center Analytics

Traffic Analysis

Visit by Location Charts

Profile Distribution Charts

Memorized Reports

Customized Reports

Favorites

Downloaded Reports

Scheduled Reports

Time Format

Hours and fractions

Hours and minutes

Use Positive Hours

Report Type

Detailed Report

Summary Report

Show Visitor ID

Show Student Phone number

Filter On

Period

This Semester

From

Wed, Jan 01, 2020, 12:00 AM

To

Sun, May 31, 2020, 11:59 PM

Students

Activities

Tutors

Instructors

Media

Student groups

Service Type

Sports

Lab IDs

Tutor groups

Use native report engine

Exclude guest account

(Note: exclude guest accounts for more accurate average)

Student name format (where appropriate)

Last, First

First Last

Tutor name format (where appropriate)

Last, First

First Last

Show Report

Export Data

Create Student Group

Visits by Activity - 2 students no sign out time

<http://www.attendance-tracking.com/docs/>

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The screenshot shows a web browser window displaying an "AccuTrack Report By Activity - Detail". The report is for the period "06/18/2015 12:00 AM - 12/31/2015 11:59 PM". The report is categorized under "Coaching" and is further divided into "Academic Coaching" and "Personal Coaching".

Category: Coaching

Academic Coaching -

Jones, Joe

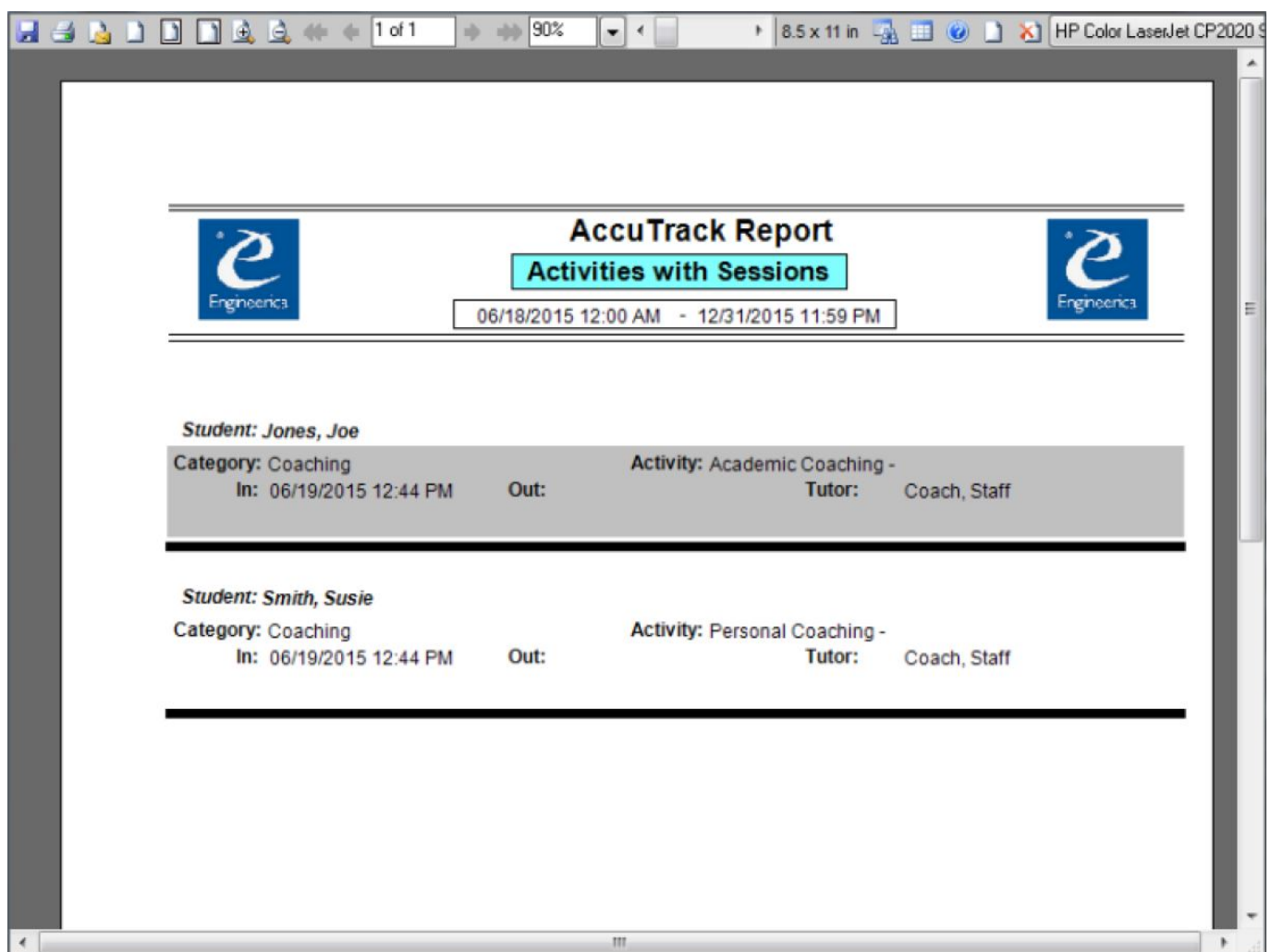
<u>Sign in Time</u>	<u>Sign Out Time</u>	<u>Period</u>
06/19/2015 12:44 PM		00:00
Total Time for Academic Coaching :		00:00

Personal Coaching -

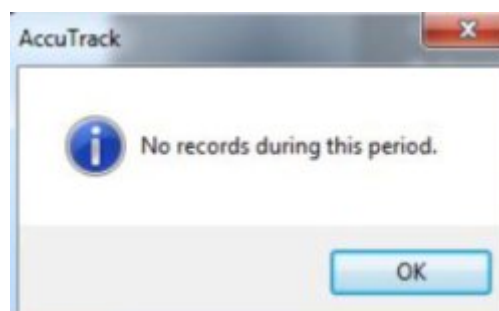
Smith, Susie

<u>Sign in Time</u>	<u>Sign Out Time</u>	<u>Period</u>
06/19/2015 12:44 PM		00:00
Total Time for Personal Coaching :		00:00
Total Time for Coaching :		00:00

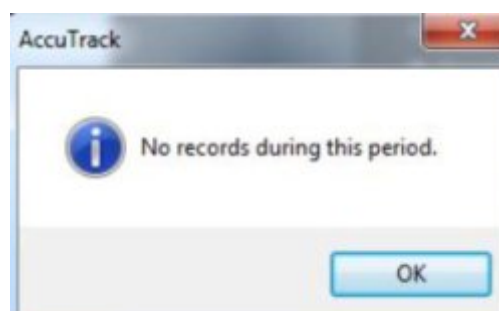
Activities with Sessions - 2 students no sign-out time



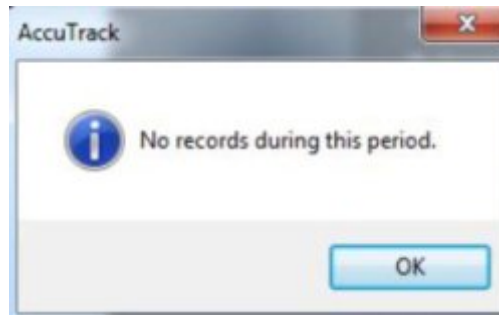
Student Attendance - No records this period



Visits Summary - students served 0, visits 0, total time 0



Weekly Students Time - no records this period



Weekly Students Visits - no records this period

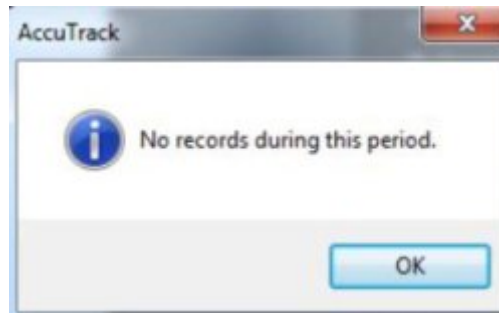
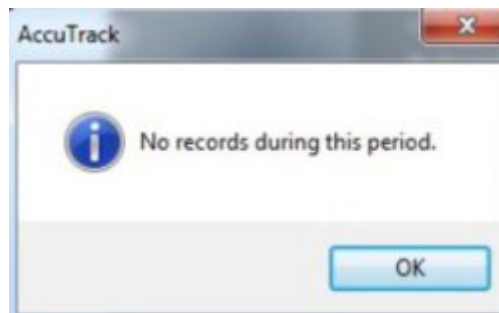




Chart Visit - no records this period




Service Type Usage & Service Type Usage (Activity Included) - 2 students no sign-out time

1 of 190%

8.5 x 11 inHP Color LaserJet CP2020 S

		AccuTrack Report			
		ServiceType Usage - Detail			
		06/18/2015 12:00 AM - 12/31/2015 11:59 PM			
<div></div>					
<u>Student</u>	<u>Sign in Time</u>	<u>Sign Out Time</u>	<u>Period</u>		
Jones, Joe	06/19/2015 12:44 PM		00:00		
Smith, Susie	06/19/2015 12:44 PM		00:00		
			00:00		

1 of 190%11 x 8.5 inHP Color LaserJet CP2020 S



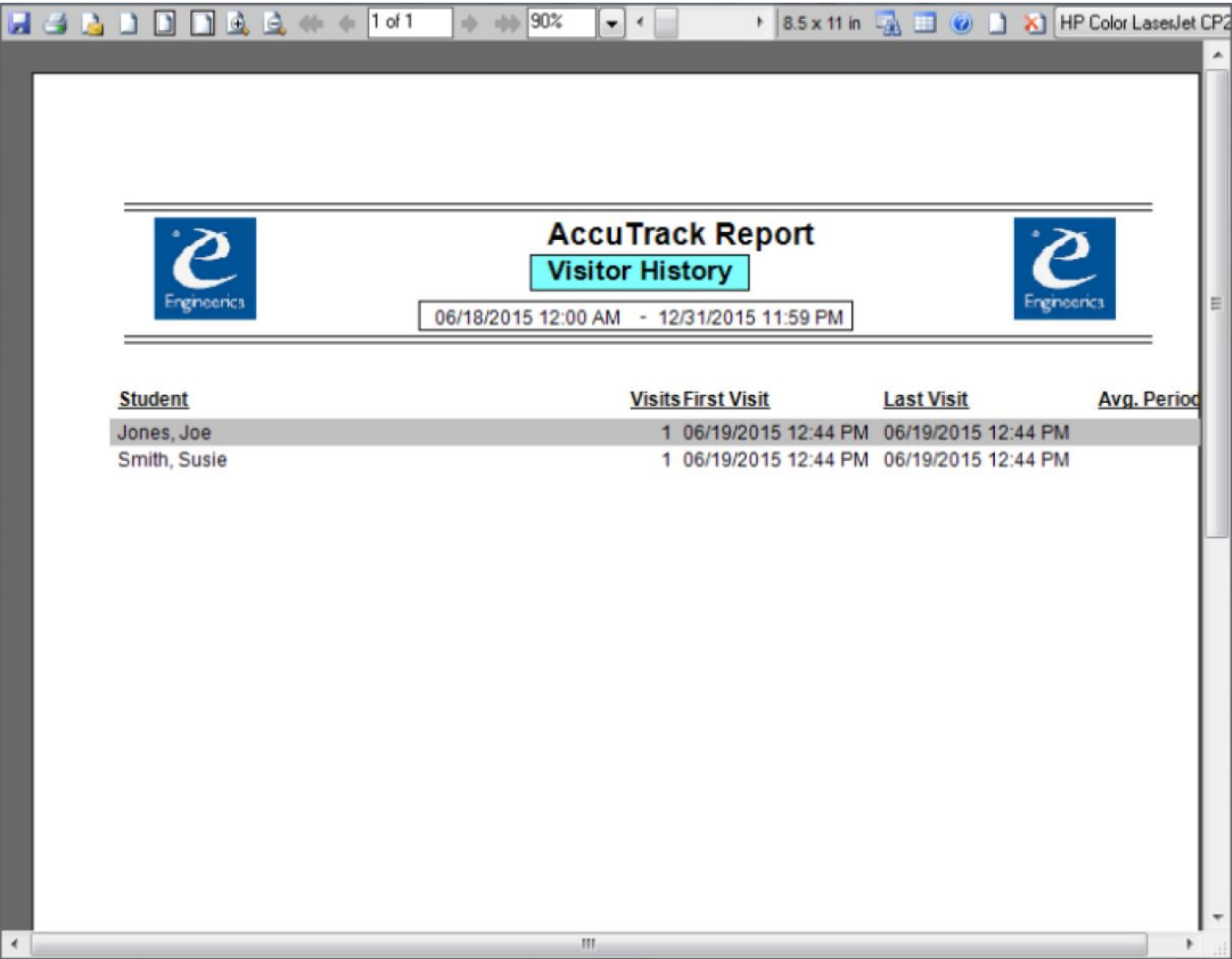
AccuTrack Report

ServiceType Usage - Detail

06/18/2015 12:00 AM - 12/31/2015 11:59 PM

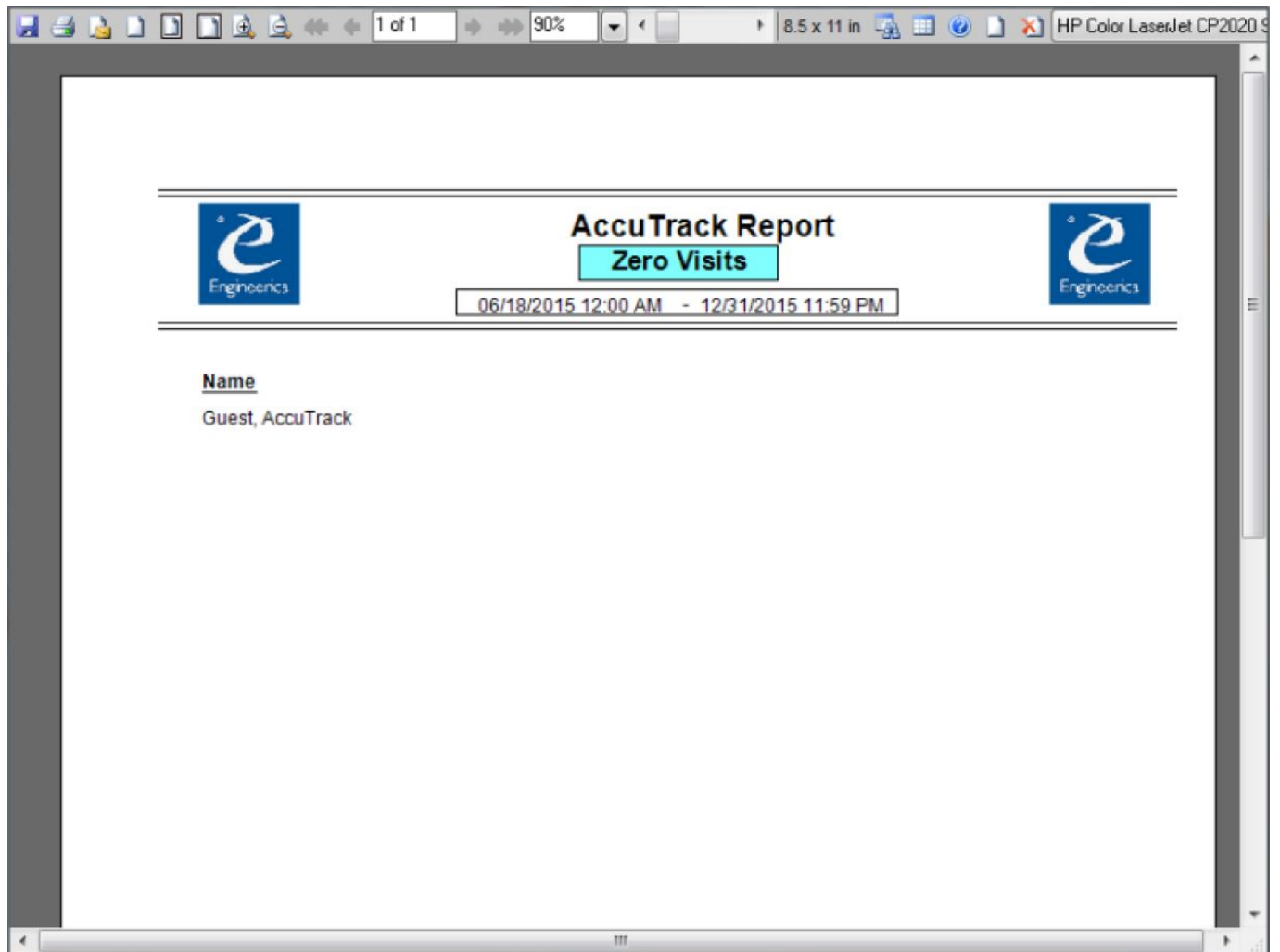
<u>Student</u>	<u>Sign in Time</u>	<u>Sign Out Time</u>	<u>Period</u>	<u>Category</u>	<u>Activity</u>
Jones, Joe	06/19/2015 12:44 PM		00:00	Coaching	Academic Coach
Smith, Susie	06/19/2015 12:44 PM		00:00	Coaching	Personal Coach
			00:00		

Visitor History - 2 students 1 visit each, no average period

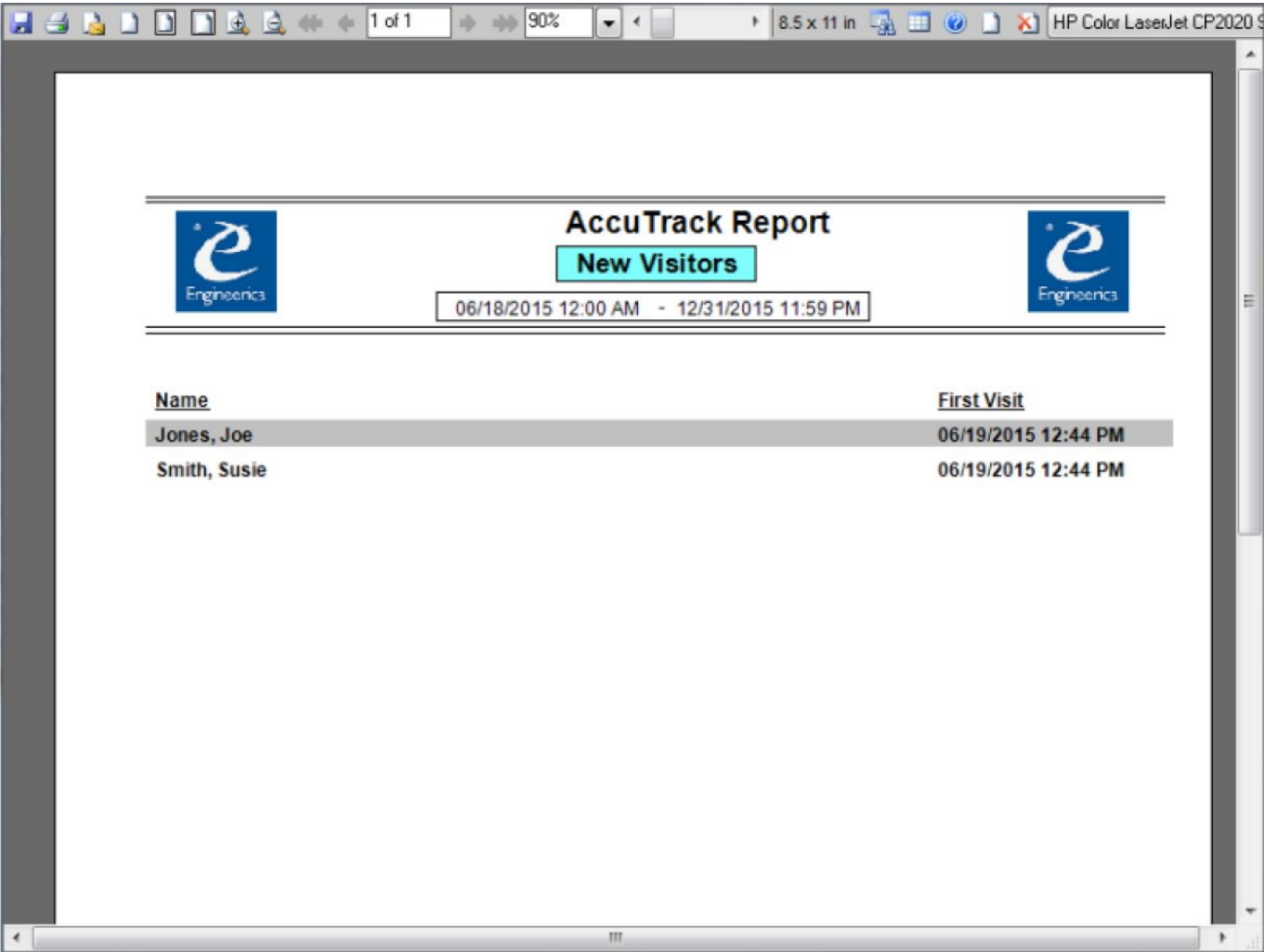


Student	Visits	First Visit	Last Visit	Avg. Period
Jones, Joe	1	06/19/2015 12:44 PM	06/19/2015 12:44 PM	
Smith, Susie	1	06/19/2015 12:44 PM	06/19/2015 12:44 PM	

Zero Visits - only shows built-in **AccuTrack** Guest account



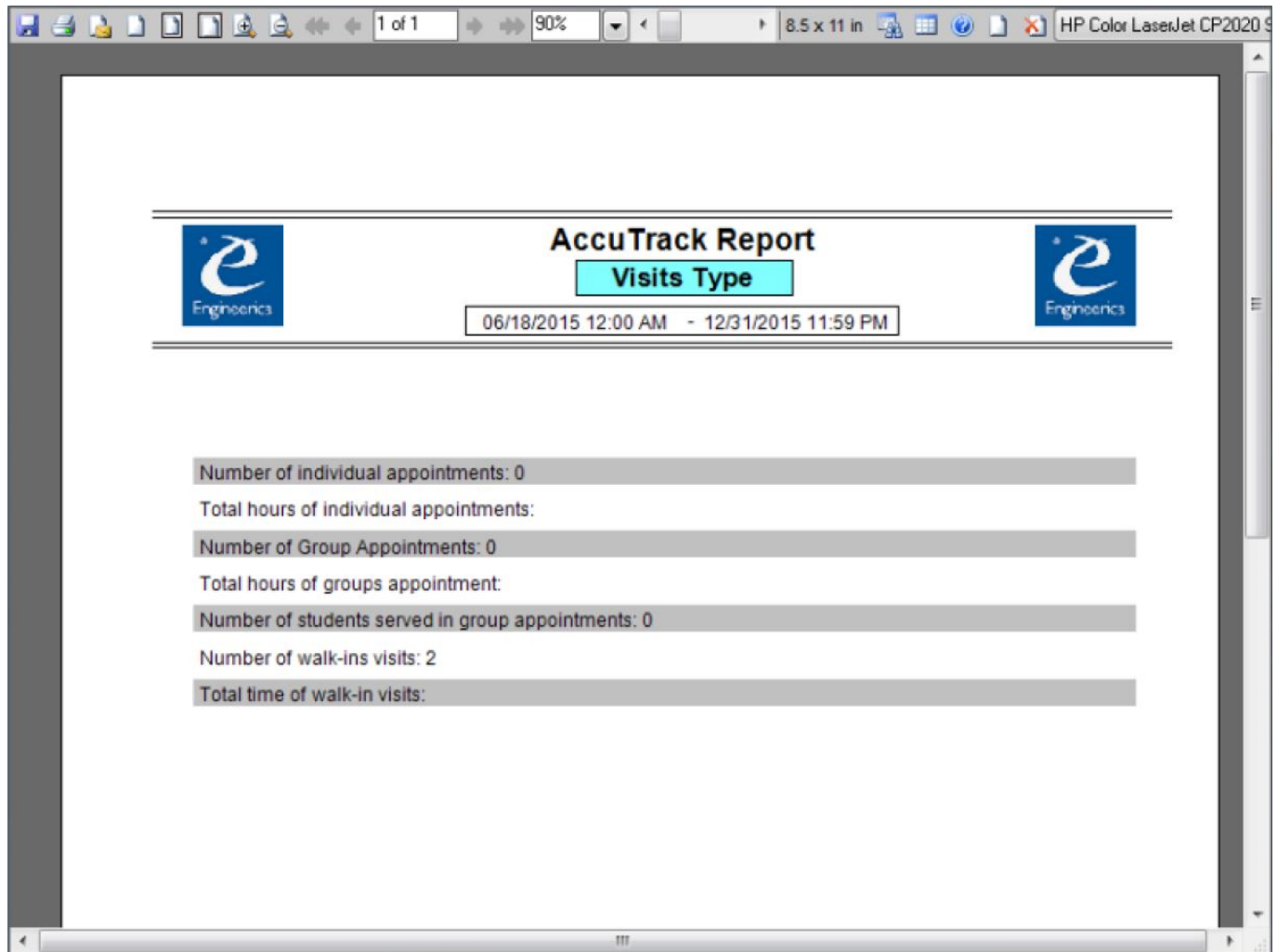
New Visitors - 2 students



The screenshot shows a software window titled "AccuTrack Report" with a subtitle "New Visitors". The window includes a header with the "e Engineering" logo on both sides and a date range "06/18/2015 12:00 AM - 12/31/2015 11:59 PM". Below the header is a table with two columns: "Name" and "First Visit". The table lists two visitors: "Jones, Joe" and "Smith, Susie", both with a first visit date of "06/19/2015 12:44 PM". The window also features a standard toolbar at the top with icons for file operations and a status bar at the bottom.

Name	First Visit
Jones, Joe	06/19/2015 12:44 PM
Smith, Susie	06/19/2015 12:44 PM

Visit Types - 2 walk-in visits



Interpreting the Numbers

As you can see from the reports above, some reports show data and some do not. That is because the records do not show up on some reports where students have not signed out yet. The reports where the students do not show up unless they have signed out (or are signed out by an admin or auto sign-out) are:



- Student Attendance
- Weekly Students Time
- Weekly Student Visits
- Chart Visits

Sign out and Rerun Reports

I will now sign the students out and rerun the same reports.

Visits by Activity (after sign out) - 2 students, sign-out time, period, and total time for category

The screenshot shows a web browser window displaying an 'AccuTrack Report By Activity - Detail'. The report is for the period 06/18/2015 12:00 AM to 12/31/2015 11:59 PM. It details coaching sessions for two students: Joe Jones and Susie Smith. Joe Jones has one academic coaching session on 06/19/2015 from 12:44 PM to 01:15 PM, lasting 00:31. Susie Smith has one personal coaching session on 06/19/2015 from 12:44 PM to 01:16 PM, also lasting 00:31. The total time for all coaching sessions is 01:03.


		AccuTrack Report			
		By Activity - Detail			
		06/18/2015 12:00 AM - 12/31/2015 11:59 PM			
<hr/>					
Category: Coaching					
Academic Coaching -					
<i>Jones, Joe</i>					
	<u>Sign in Time</u>	<u>Sign Out Time</u>	<u>Period</u>		
	06/19/2015 12:44 PM	06/19/2015 01:15 PM	00:31		
Total Time for Academic Coaching :			00:31		
<hr/>					
Personal Coaching -					
<i>Smith, Susie</i>					
	<u>Sign in Time</u>	<u>Sign Out Time</u>	<u>Period</u>		
	06/19/2015 12:44 PM	06/19/2015 01:16 PM	00:31		
Total Time for Personal Coaching :			00:31		
<hr/>					
Total Time for Coaching :			01:03		

Activities with Sessions - 2 students, and sign-out time

The screenshot displays a PDF document titled "AccuTrack Report" with the subtitle "Activities with Sessions". The report is dated "06/18/2015 12:00 AM - 12/31/2015 11:59 PM". It lists two students: Joe Jones and Susie Smith, both in the "Coaching" category. Joe Jones has an "Academic Coaching" session on 06/19/2015 from 12:44 PM to 01:15 PM, with a tutor of "Coach, Staff". Susie Smith has a "Personal Coaching" session on 06/19/2015 from 12:44 PM to 01:16 PM, also with a tutor of "Coach, Staff". The report is generated by Engineerica.


Student	Category	Activity	In	Out	Tutor
Jones, Joe	Coaching	Academic Coaching -	06/19/2015 12:44 PM	06/19/2015 01:15 PM	Coach, Staff
Smith, Susie	Coaching	Personal Coaching -	06/19/2015 12:44 PM	06/19/2015 01:16 PM	Coach, Staff

Student Attendance - 2 students, sign-in/out time, period, and total times



AccuTrack Report
Attendance Detail

06/18/2015 12:00 AM - 12/31/2015 11:59 PM



Name: Jones, Joe

Coaching

Academic Coaching

Sign in Time	Sign Out Time	Period
06/19/2015 12:44 PM	06/19/2015 01:15 PM	00:31
<i>Total Time for Academic Coaching - :</i>		00:31
<i>Total Time for Coaching :</i>		00:31
Total Time for Jones, Joe		: 00:31

Name: Smith, Susie

Coaching

Personal Coaching

Sign in Time	Sign Out Time	Period
06/19/2015 12:44 PM	06/19/2015 01:16 PM	00:31
<i>Total Time for Personal Coaching - :</i>		00:31
<i>Total Time for Coaching :</i>		00:31
Total Time for Smith, Susie		: 00:31

Visits Summary - students served 2, visits 2, total time 1.1

AccuTrack Report Visits Summary	
06/18/2015 12:00 AM - 12/31/2015 11:59 PM	
Days Worked:	1
Activities:	2
Students Served:	2
Visits:	2
Total Time:	1.1
Appointments:	0
Cancellations:	0
No-shows:	0

Weekly Students Time - 2 students, date, period (in minutes) grand total (in minutes)

	A	B	C	D	E	F	G
1	category	(All)					
2							
3	Periods					weekstart	
4	student	id	cardid	activity	instructor	6/15/2015	Grand Total
5	Jones, Joe	22222222		Academic Coaching [Coaching]	(blank)	32	32
6	Smith, Susie	33333333		Personal Coaching [Coaching]	(blank)	32	32
7	Grand Total					64	64

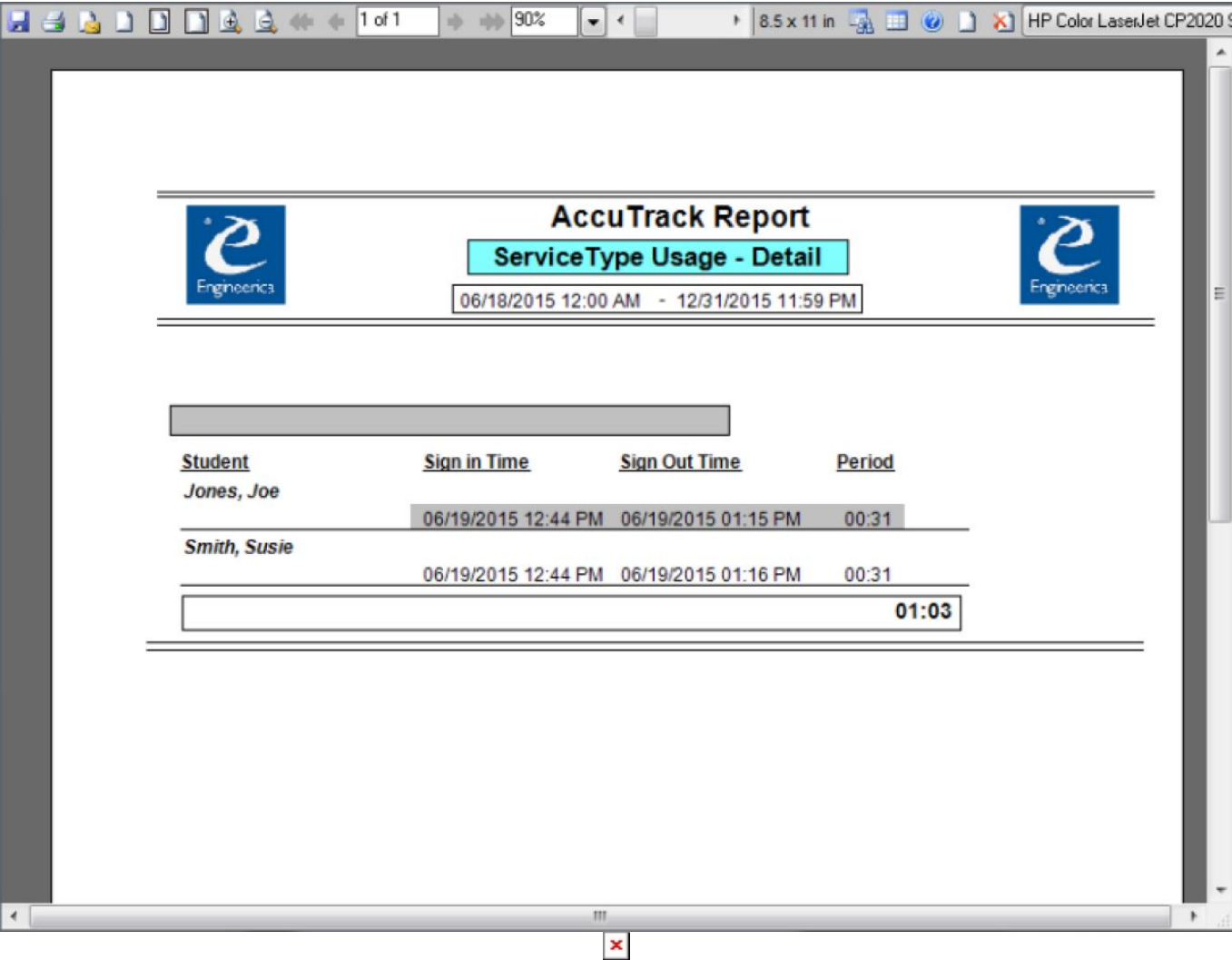
Weekly Students Visits

Same as Weekly Students Time report

Chart Visits

Summation of Data:

- Daily Sign Ins - 2
- Hourly Sign Ins - 2, 12PM to 1PM
- Daily Peak Hours - 4, 2 for 12PM to 1PM and 2 for 1PM-2PM Note: Since sign-ins were carried over from 12PM to past 1PM they are counted in each time block
- Weekly Session Times - 1.1 Note: This is the total of the two sessions, take together was a little over 30 minutes each.
- Daily Session Times - same as Weekly Session Times



Visitor History - 2 students 1 visit each, with average period

1 of 190%8.5 x 11 inHP Color LaserJet CP2020 S

AccuTrack Report

Visitor History

06/18/2015 12:00 AM - 12/31/2015 11:59 PM

Student

Visits

First Visit

Last Visit

Avg. Period

Jones, Joe

1

06/19/2015 12:44 PM

06/19/2015 12:44 PM

00:31

Smith, Susie

1

06/19/2015 12:44 PM

06/19/2015 12:44 PM

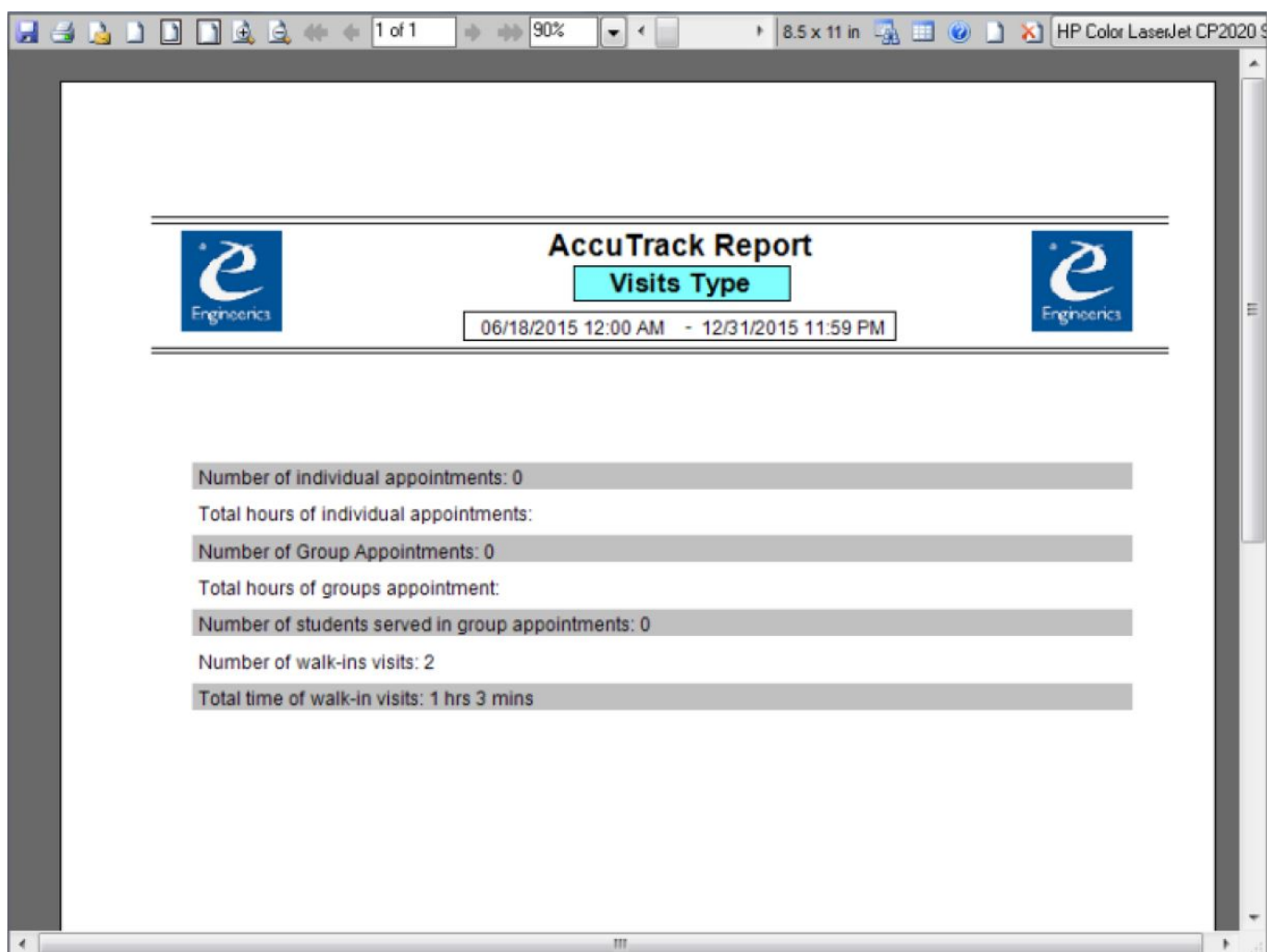
00:31

Zero Visits - only shows built in AccuTrack Guest account

New Visitors - 2 students

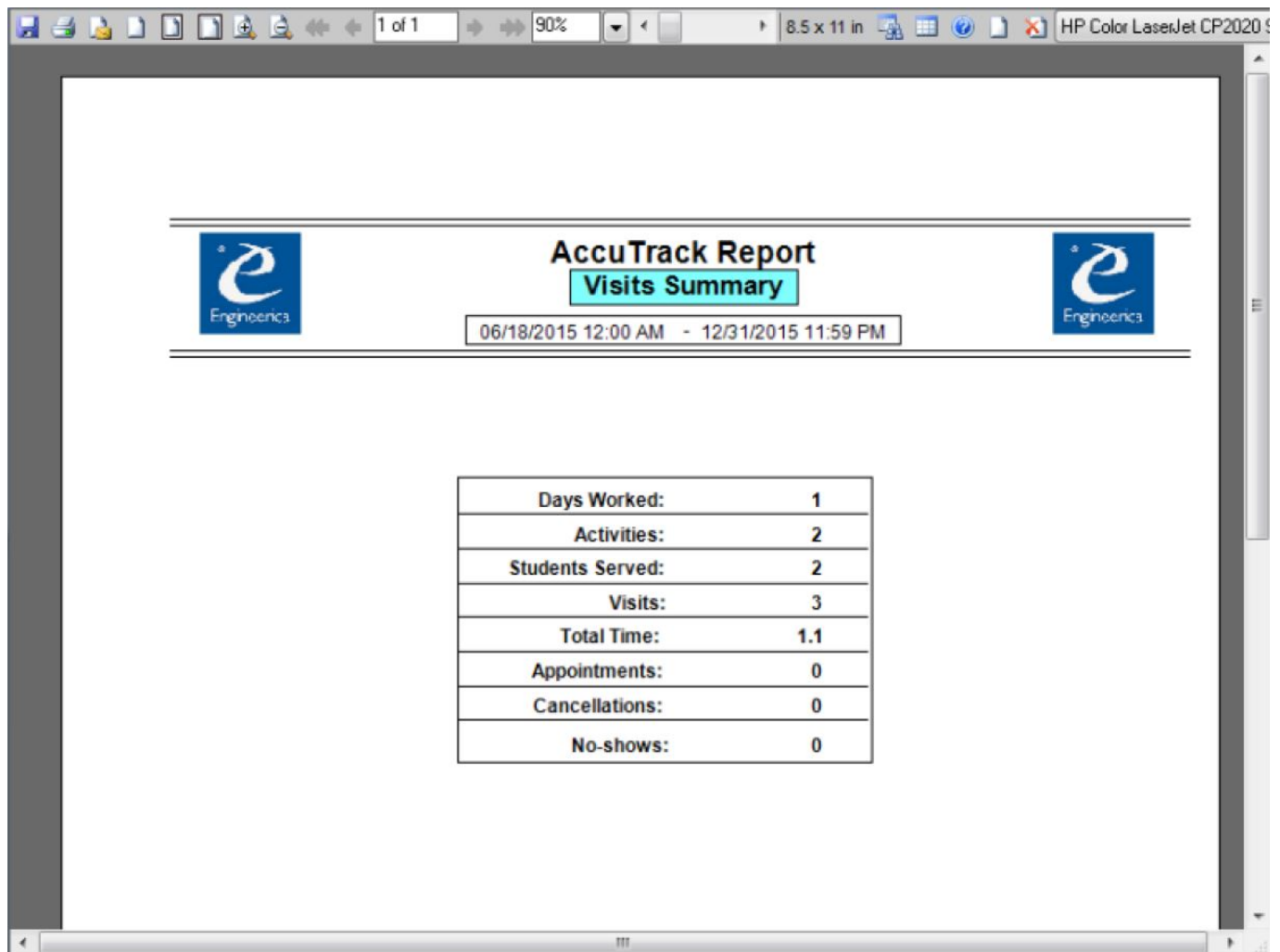
<http://www.attendance-tracking.com/docs/>



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Interpreting the Numbers

As you can see from the second run of the reports after the students had signed out, several of them will not display the data until after the sign out event takes place. The data will not show up in those reports until that time. Other reports (Visit Summary is a good example) include both a total count and a distinct count. For example, I signed in one of my students and signed them out again and now I will run the Visits Summary report:



		AccuTrack Report Visits Summary	
		06/18/2015 12:00 AM - 12/31/2015 11:59 PM	
Days Worked:	1		
Activities:	2		
Students Served:	2		
Visits:	3		
Total Time:	1.1		
Appointments:	0		
Cancellations:	0		
No-shows:	0		

Notice the Students Served number is 2 and the Visits number is 3. Students Served is the distinct count, so even though one of my students signed in twice, they are only counted as 1 distinct value, hence 1 visit from one student and 2 visits from another student is Visits=3 and Students Served=2.

Cross Checking Using Edit Sign in Logs

If you go to Student Visits Tracking » Edit Sign in Logs, it shows you every student sign in for the period you specify, whether the student has signed out or not. If you right click in the display grid, select Export and you can export the data directly to Excel.

2020/10/27 17:02 accutrack:reportsmanual:appendix-a <http://www.attendance-tracking.com/docs/doku.php/accutrack/reportsmanual/appendix-a>

If you want to get fancy, you can use a formula to get the total count:

Or do something a bit more complicated to get the distinct count:

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[Previous - EXPORTING REPORT DATA](#) | [Back to TABLE OF CONTENTS](#) | [Next - APPENDIX B: CUSTOM REPORT EXAMPLES](#)

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<http://www.attendance-tracking.com/docs/> - **Engineerica Documentation**

Permanent link:

<http://www.attendance-tracking.com/docs/doku.php/accutrack/reportsmanual/appendix-a>

Last update: **2020/10/27 17:02**

