

Tips for Generating HLC Reports

OVERVIEW

HealthStream recognizes our customers' frustration regarding Next Generation HLC reporting capabilities, and we are diligently working to address issues and improve performance. To-date, improvements have mainly focused upon the Assignment Completion Drill-Through and Delinquency/Past- Due Drill-Through reports. We are now beginning to focus on the Course Completion report. However, HealthStream is continuing to deploy upgrades to assist with all reporting, including:

- Adding supplementary reporting servers, effectively doubling HealthStream's capacity for processing reporting requests as of July 18th.
- Implementation of a new, alternative reporting delivery method that will more efficiently create the HTML needed to generate Schedulable reports. This improvement is scheduled for a late August release.

While HealthStream works to deploy the above improvements, we encourage our customers to follow our below recommended reporting practices to ensure the best possible reporting success.

RECOMMENDED PRACTICES FOR RUNNING HLC REPORTS

1. Whenever possible, use the drill-through version of a report instead of the schedulable version. Drill-through reports render data as the user clicks through each layer of the report; schedulable reports are flat reports and render all data *at once*. Therefore, time-out errors are much more likely to occur with the schedulable version. The new report delivery methodology is designed to resolve this issue.
2. If possible, request reports for smaller amounts of data. Due to a limitation of Microsoft Reporting Services, a report is more likely to time-out and fail if it is attempting to process extremely large amounts of data. For example, if you are attempting to generate a report for 5,000 students for 100 courses, the report will most likely fail to produce 500,000 rows of data since the typical limitation is approximately 70,000 rows of data. HealthStream's new report delivery method will also address this issue.
3. If you are able to choose between running reports with a Course versus Department focus, HealthStream recommends choosing the Course focus since reports run more reliably with this selection. Code modifications are being developed to correct the problem with Department focus and are expected to be released within the next month.
4. Utilize Student Groups instead of individuals when selecting report parameters. If *All Students* are selected from the Select Students feature, the reporting system must process *all User IDs* for all included students. If you create a student group called *All Students*, the reporting system can process a single student group ID and still provide the same reporting information.

ADDITIONAL INFORMATION

1. Students with multiple assignment instances within an assignment report date range will display two lines on the report—one line for each assignment instance.
2. Some students who were inactive in March—when HealthStream re-loaded report data—and subsequently became active (i.e. re-hired) may appear *Past Due* or *Delinquent* for assignments, although they are not. HealthStream is designing a plan to correct and update this information.