CSAT GPRA Government Performance and Results Act

Data Entry and Reporting System

System User's Guide

Module 4 – Reports

Version Issue: Version 1.2
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Introduction

Upon completing this module, you will be able to:

- Log in to the reports component (if applicable) of the System.
- Select a program (if applicable).
- Select a report type.
- Run the following reports:

  – Client Program Targets and 6-Month Follow-up Rates (TCE programs)

  – Client Program Targets and 12-Month Follow-up Rates (TCE programs)

  – Frequency Report on Client Measures (TCE programs)

  – Cross-tabulation of Client Measures (TCE programs)

  – Grantee Delinquency Report (TCE programs)

  – Grantee Delinquency (KA programs)

  – Selected Client Outcomes (KA programs)

  – Customer satisfaction with events/products (KA programs).
- Exit a report without printing it.
- Print a report.

Logging in to the Reports Component of the System

On the **REPORTS** page, select the type of program for which you wish to view reports. Select Targeted Capacity Expansion (TCE) reports, Knowledge Application (KA) reports, or Administrative Reports. The **REPORTS** page displays, with instructions to select a program for which you want to generate reports.

Figure 4-1 – Reports Page With Instructions to Select a Program

Note: If you have access (as determined by your username and password) to reports under only one program type, the **REPORTS** page with instructions to select a program will not display. Instead, you will automatically be directed to the next page.

Selecting a Program

Complete the following steps to select a CSAT-GPRA program.

Step 1. On the **REPORTS** page, select the type of program for which you wish to view reports. Select either Knowledge Application (KA) reports or Targeted Capacity Expansion (TCE) reports. The **SELECT A REPORT** page displays.

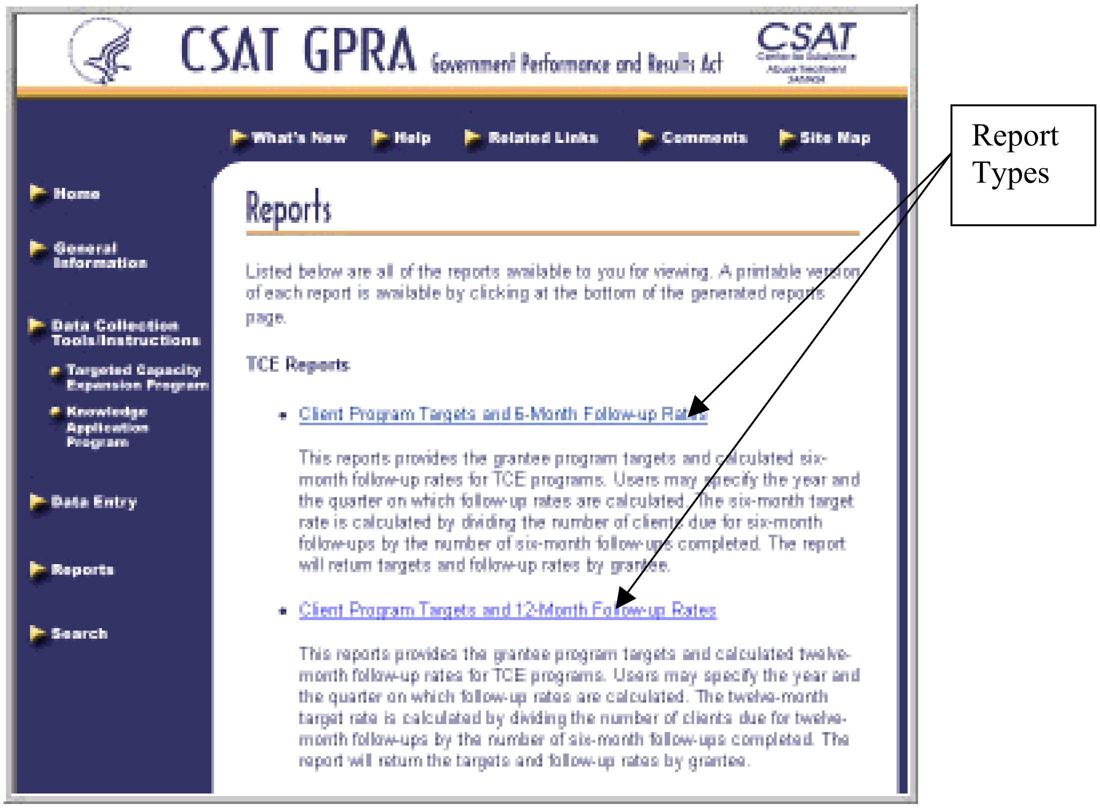
Note: If you have access (as determined by your username and password) to reports under only one program type, the **SELECT A REPORT** page will not display. Instead, you will automatically be directed to the next page.

Figure 4-2 – Select a Program Page

Selecting a Report

As determined by the program type selected or the username, the reports available for viewing will be displayed. A short description of each report and the calculations contained in each report will also be displayed.

Figure 4-3 – Select a Report Page



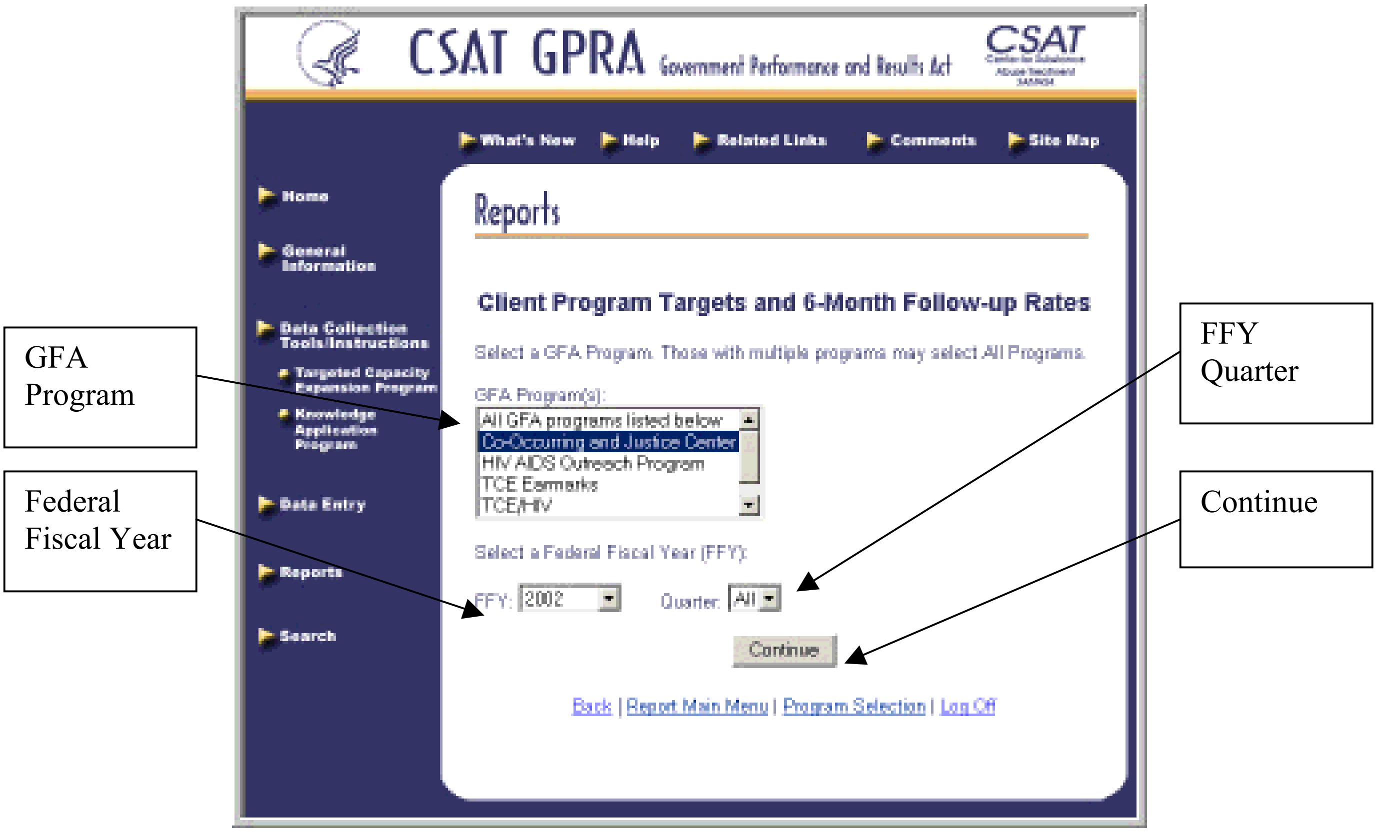
Step 1. Select the report you wish to view.

Note: The following sections provide step-by-step instructions for running each type of report. Please refer to the appropriate section for the report(s) you wish to run.

Running a Report on Client Program Targets and 6-month Follow-up Rates

Complete the following steps to run a report on client program targets and 6-month follow-up rates.

Figure 4-4 – Client Program Targets and 6-Month Follow-up Rates, Report Specifications Menu Page



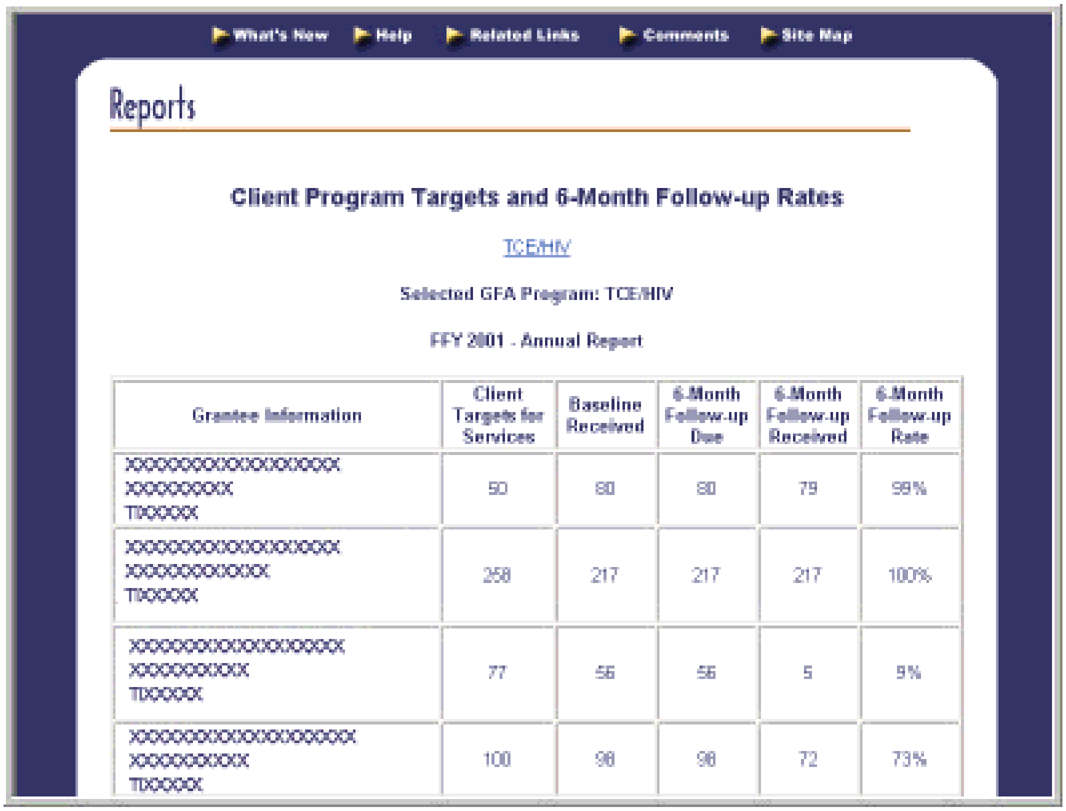
Step 1. Select the GFA program that corresponds to the report you wish to view.

Note: If you are responsible for one specific GFA, you will be able to access only one GFA. If you are responsible for multiple GFAs, you will be able to choose a specific GFA for which to run the report. You can only run a report on one GFA at a time.

Step 2. Click the arrow next to "FFY" (Federal fiscal year) and "Quarter" to specify the year and quarter you want the report to cover. After you click the arrow, a pull-down menu displays. If you do not choose a time period, all data for the GFA will be reported.

Step 3. Click the "Continue" button. A report like the one shown in Figure 4-5 displays.

Figure 4-5 – Client Program Targets and 6-Month Follow-up Rates Report



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Reports

Client Program Targets and 6-Month Follow-up Rates

TCE/HIV

Selected GFA Program: TCE/HIV

FFY 2001 - Annual Report

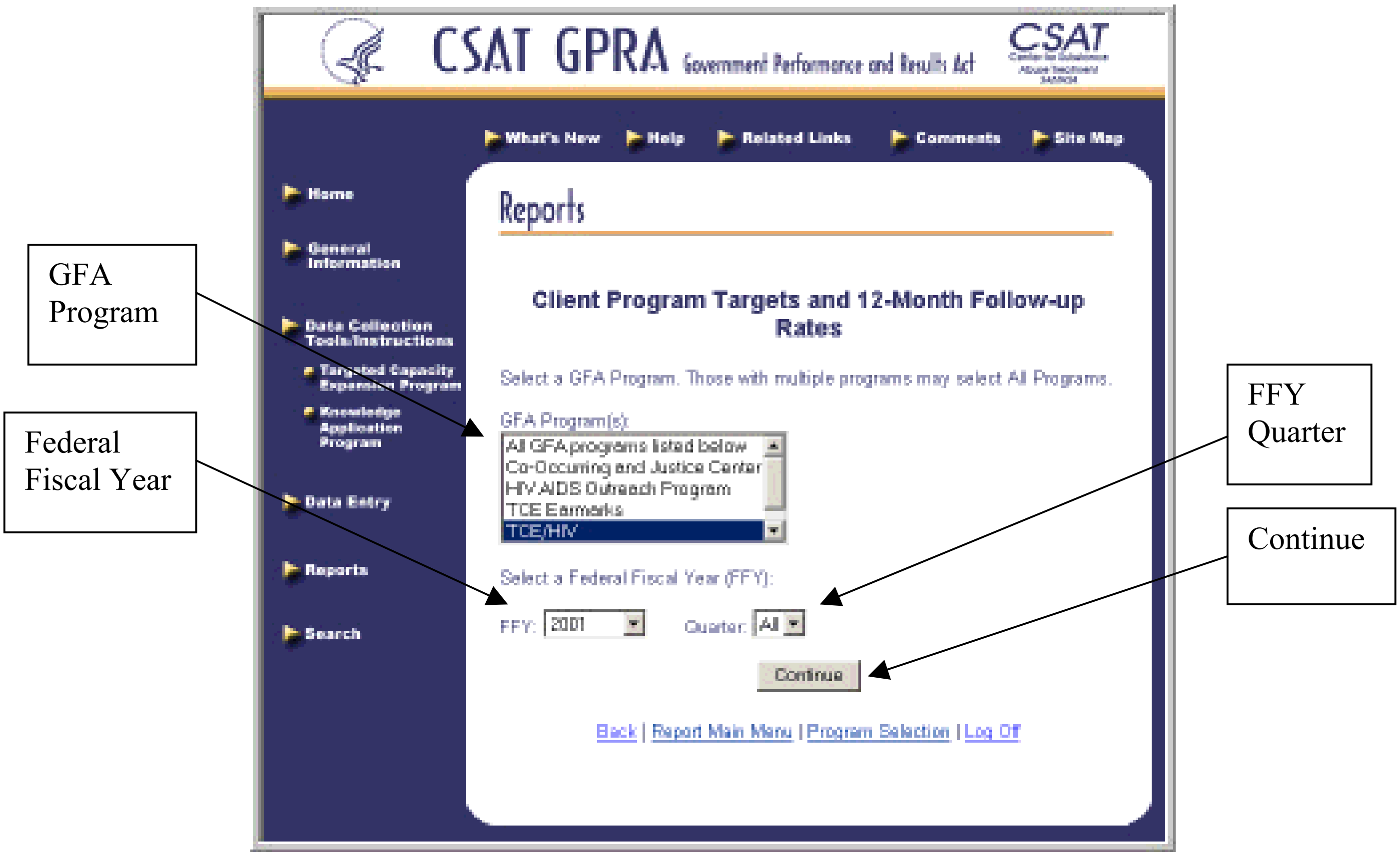
Grantee Information	Client Targets for Services	Baseline Received	6-Month Follow-up Due	6-Month Follow-up Received	6-Month Follow-up Rate
XXXXXXXXXXXXXXXXXX XXXXXXXXX TIXXXXX	50	80	80	79	99%
XXXXXXXXXXXXXXXXXX XXXXXXXXXXXX TIXXXXX	258	217	217	217	100%
XXXXXXXXXXXXXXXXXX XXXXXXXXXX TIXXXXX	77	56	56	5	9%
XXXXXXXXXXXXXXXXXXX XXXXXXXXXX TIXXXXX	100	98	98	72	73%

Note: The report title and program type are listed on the report, as well as the time period the report covers. Each grantee is listed, as are the city, state, and grantee number. In the instance of a grantee with access to one program, only one grantee will be listed in the report.

Running a Report on Client Program Targets and 12-month Follow-up Rates

Complete the following steps to run a report on client targets and 12-month follow-up rates.

Figure 4-6 – Client Program Targets and 12-Month Follow-up Rates, Report Specifications Menu Page



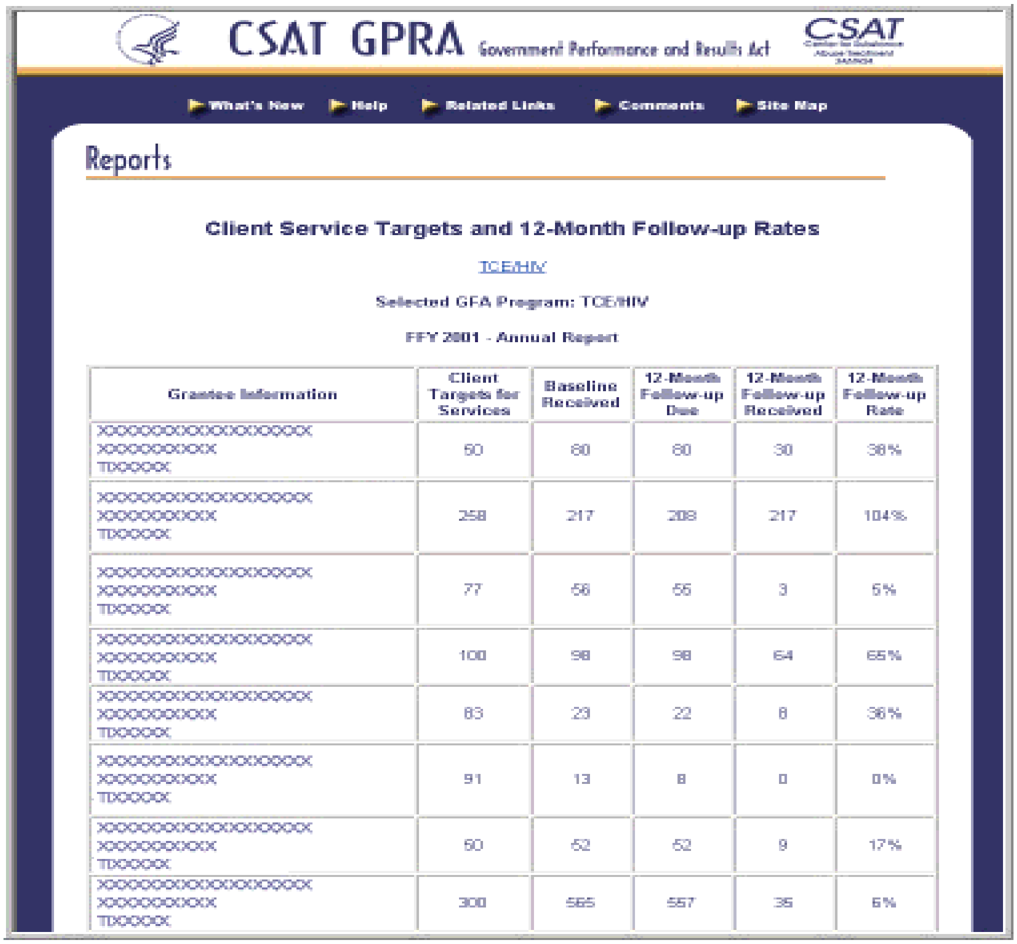
Step 1. Select the GFA program that corresponds to the report you wish to view.

Note: If you are responsible for only one specific GFA, you will be able to access only one GFA. If you are responsible for multiple GFAs, you will be able to choose a specific GFA for which to run the report. You can only run a report on one GFA at a time.

***Step 2*.** Click the arrow next to "FFY" (Federal fiscal year) and "Quarter" to specify the year and quarter the report will cover. After you click the arrow, a pull-down menu displays. If you do not choose a time period, all data for the GFA will be reported.

***Step 3*.** Click the "Continue" button. A report like the one shown in Figure 4-7 displays.

Figure 4-7 – Client Service Targets and 12-Month Follow-up Rates Report



Client Service Targets and 12-Month Follow-up Rates

TCE/HIV

Selected GFA Program: TCE/HIV

FFY 2001 - Annual Report

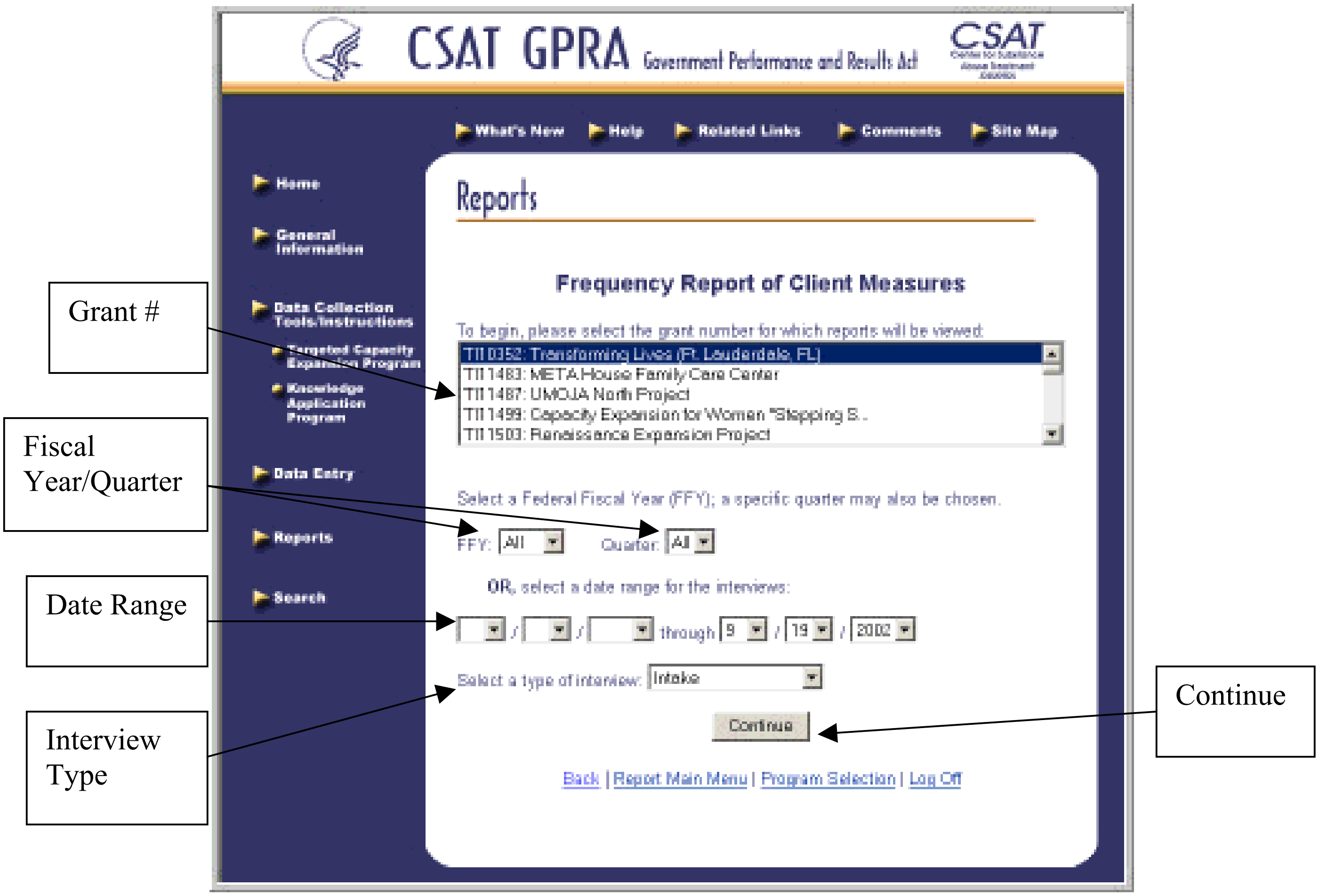
Grantee Information	Client Targets for Services	Baseline Received	12-Month Follow-up Due	12-Month Follow-up Received	12-Month Follow-up Rate
XXXXXXXXXXXXXXXXXX XXXXXXXXXX TIXXXXX	50	80	80	30	38%
XXXXXXXXXXXXXXXXXX XXXXXXXXXX TIXXXXX	258	217	208	217	104%
XXXXXXXXXXXXXXXXXX XXXXXXXXXX TIXXXXX	77	56	55	3	5%
XXXXXXXXXXXXXXXXXX XXXXXXXXXX TIXXXXX	100	98	98	64	65%
XXXXXXXXXXXXXXXXXX XXXXXXXXXX TIXXXXX	83	23	22	8	36%
XXXXXXXXXXXXXXXXXX XXXXXXXXXX TIXXXXX	91	13	8	0	0%
XXXXXXXXXXXXXXXXXX XXXXXXXXXX TIXXXXX	50	52	52	9	17%
XXXXXXXXXXXXXXXXXX XXXXXXXXXX TIXXXXX	300	565	557	35	6%

Note: The report title and program type are listed on the report, as well as the time period the report covers. Each grantee is listed, as are the city, state, and grantee number. In the instance of a grantee with access to one program, only one grantee will be listed in the report.

Running a Frequency Report of Client Measures

Complete the following steps to run a frequency report of client measures.

Figure 4-8 – Frequency Report of Client Measures, Report Specifications Menu Page



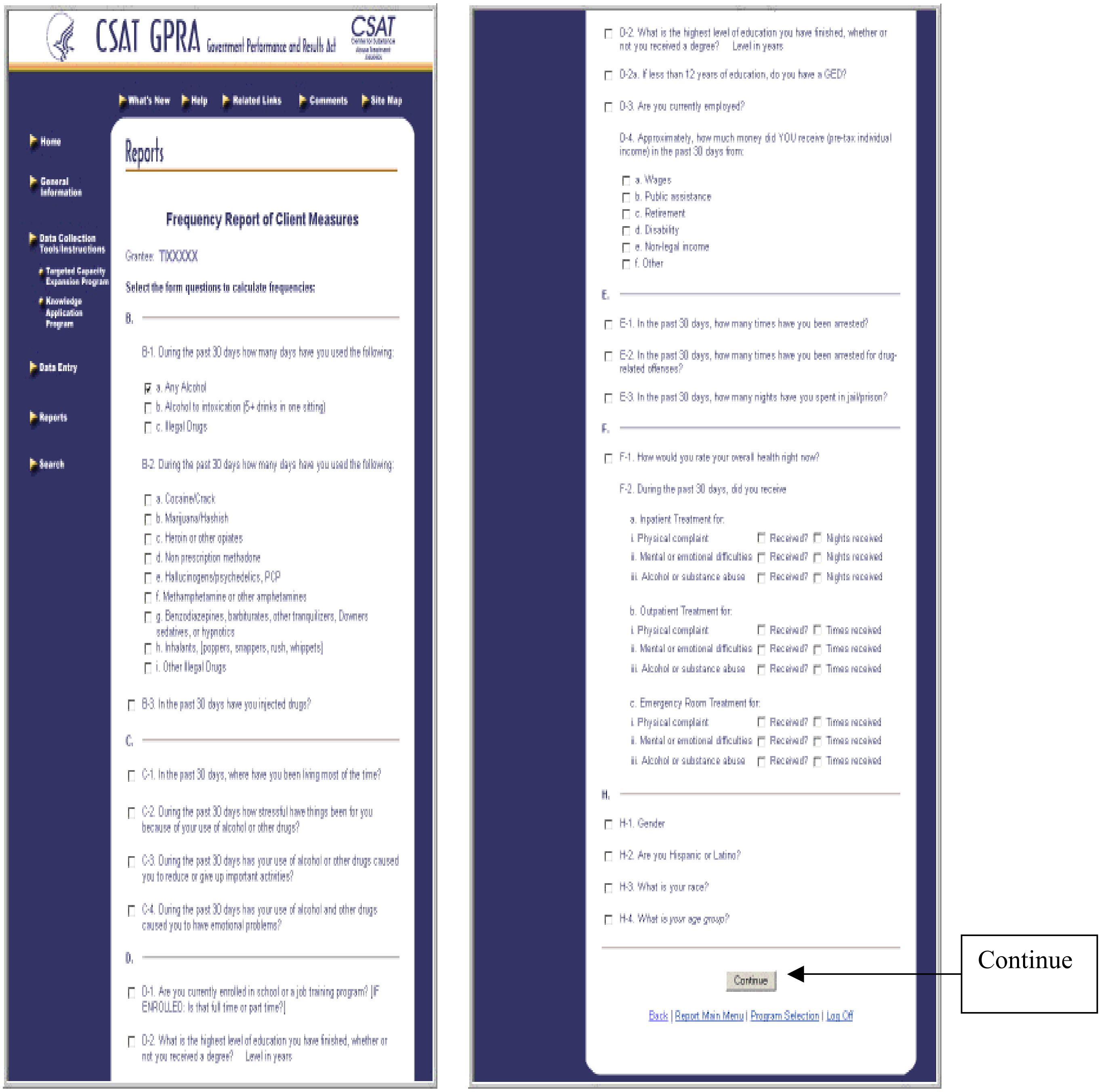
Step 1. Select the grant numbers for which you wish to view frequency distributions. For grantees with access to only one program, the grantee number will automatically be displayed at the top of the page.

Step 2. Select the "FFY" (Federal fiscal year) and "Quarter" for which you want frequency distributions. Alternatively, you may select the date range of records to view.

Step 3. Select the type of interview for which frequencies will be returned. You may select intake interview, 6-month follow-up, or 12-month follow-up.

Step 4. Click the "Continue" button.

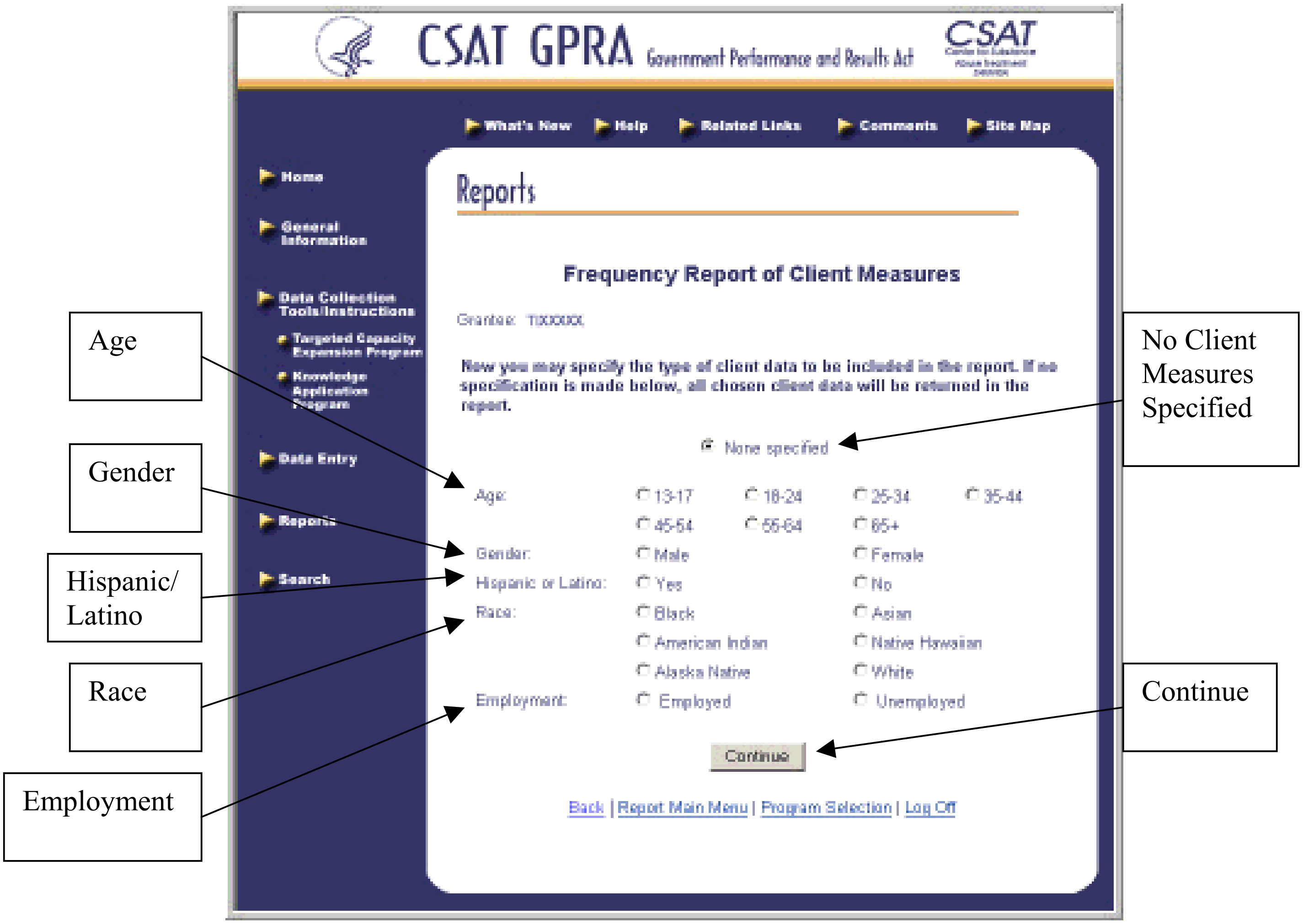
Figure 4-9 – Frequency Report of Client Measures, Variable Selection Page



Step 5. Select variables for which frequencies will be calculated. The variables are the questions from the TCE instrument.

Step 6. Click the "Continue" button.

Figure 4-10 – Frequency Report of Client Measures, Filter Selection Page



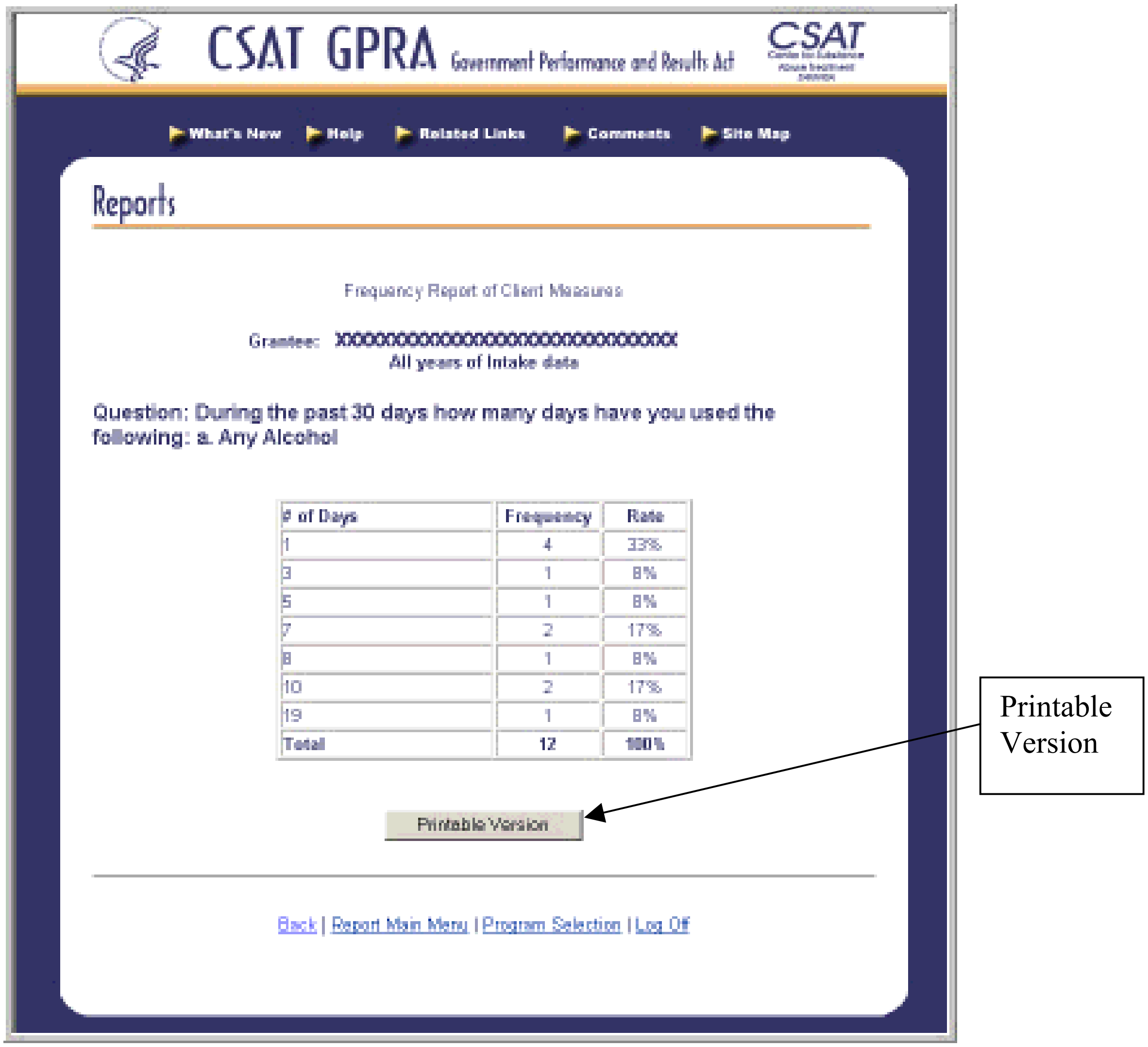
Step 7. Select a client demographic for which to filter your report. If you choose a filter, only clients matching the filter criteria will be reported in the output. Filter variables include:

- Age groups
- Gender
- Hispanic or Latino
- Race
- Employment.

Note: If you do not select a filter variable for the output, click "None Specified" at the top of the page. The report will return all client data.

Step 8: Click the "Continue" button. A report like the one shown in Figure 4-11 displays.

Figure 4-11 – Frequency Report of Client Measures

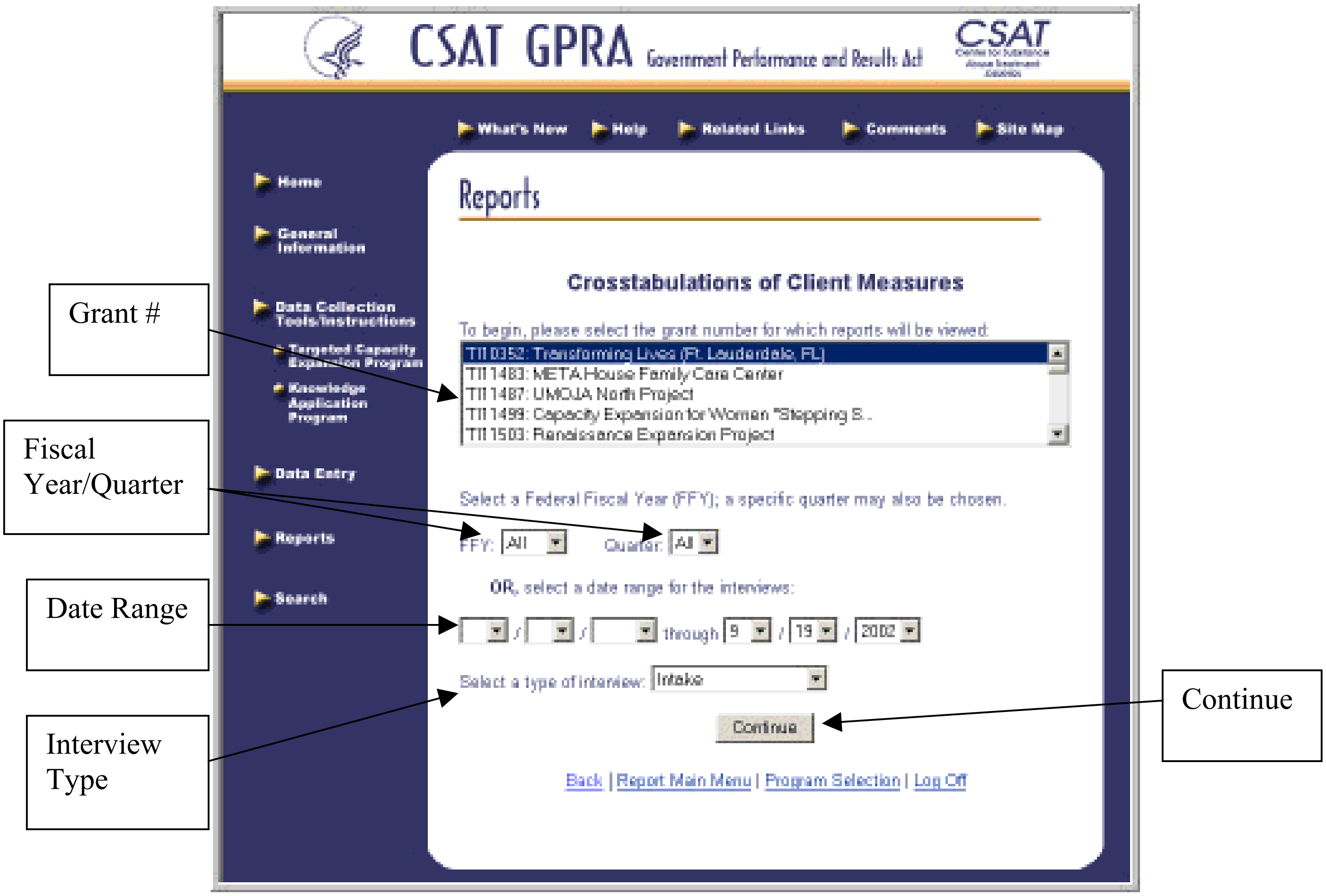


Note: The report contains frequency distributions for each question selected, including both actual numbers and percentages (called "rate" in the report). Any filters chosen are displayed, along with the grantee information and time period selected at the top of the report. The question for which frequencies are calculated is shown directly above the corresponding frequency distribution.

Running Cross-tabulations of Client Measures

Complete the following steps to run a cross-tabulation report.

Figure 4-12 – Cross-tabulations of Client Measures, Data Specifications Menu Page



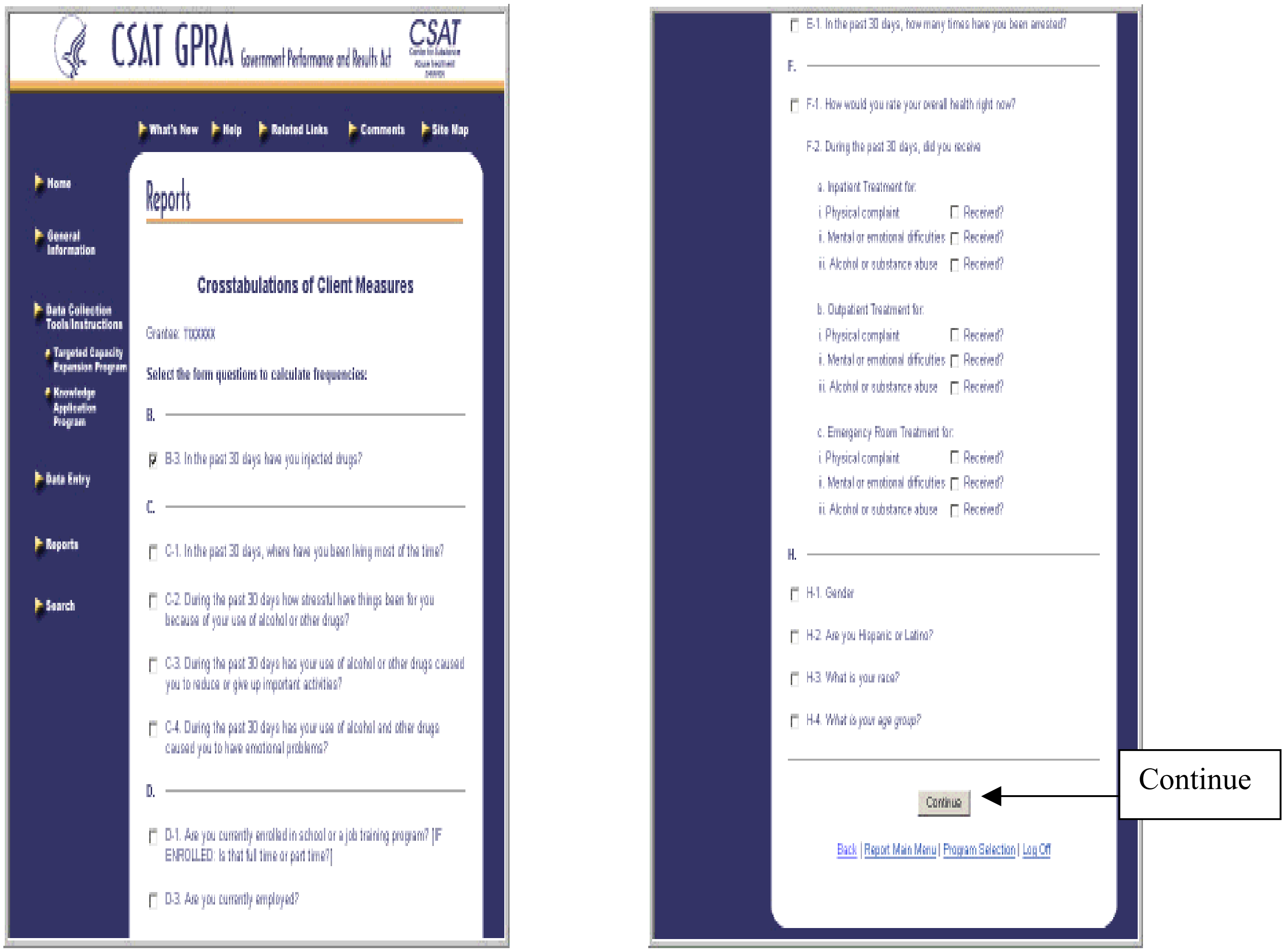
Step 1. Select the grant numbers for which you wish to view cross-tabulation distributions. For grantees with access to only one program, the grantee number will be automatically displayed at the top of the form.

Step 2. Select the "FFY" (Federal fiscal year) and "Quarter" for which you want cross-tabulation distributions. Alternatively, you may select the date range of records to view.

Step 3. Select the type of interview for which cross-tabulations will be returned. You may select intake interview, 6-month follow-up, or 12-month follow-up.

Step 4. Click the "Continue" button.

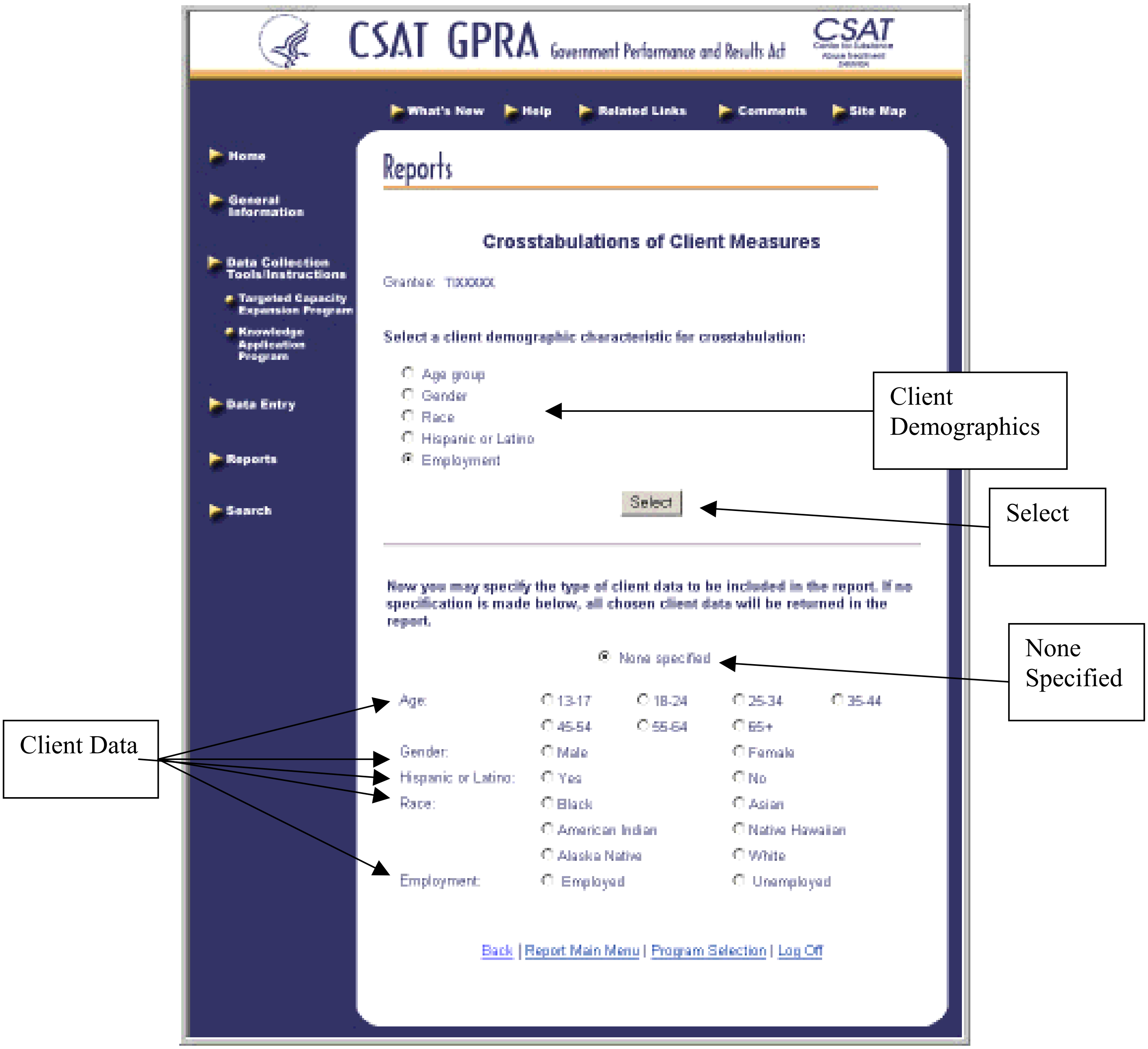
Figure 4-13 – Cross-tabulations of Client Measures, Frequency Selection Page



Step 5. Select one variable for which the cross-tabulations will be calculated. The variables are the questions from the TCE instrument.

Step 6. Click the "Continue" button.

Figure 4-14 – Cross-tabulations of Client Measures, Second Variable Specification Page



Step 7. Select the variable by which the question will be crossed. The variables include:

- Age group
- Gender
- Race
- Hispanic or Latino
- Employment.

Step 8. Click the "Select" button.

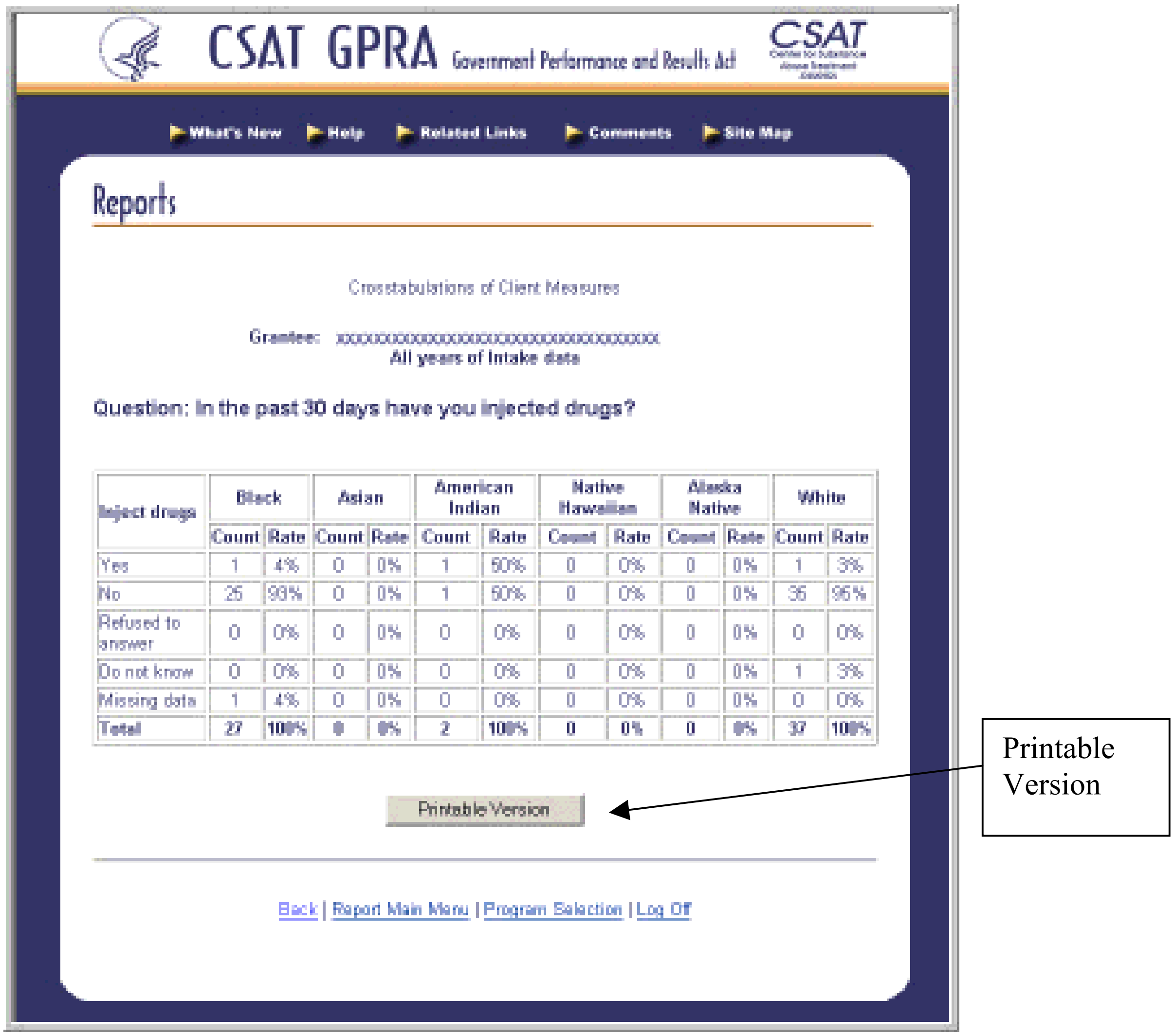
Figure 4-15 – Cross-tabulations of Client Measures, Client Filter Variable Selection Page

Step 9. Select a client demographic for which to filter your report. If you choose a filter, only clients matching the filter criteria will be reported in the output. Filter variables include:

- Gender
- Age
- Hispanic or Latino
- Race
- Employment.

Step 10. Click the "Continue" button. The output will be like that in the report displayed in Figure 4-16.

Figure 4-16 – Crosstabulations of Client Measures Report



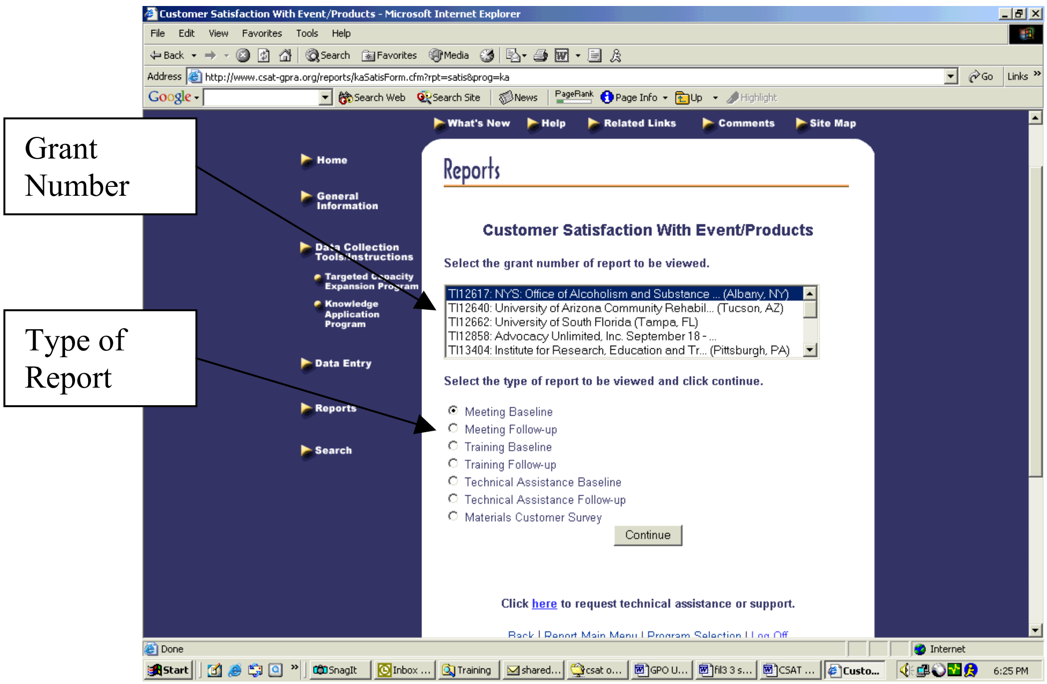
Inject drugs	Black		Asian		American Indian		Native Hawaiian		Alaska Native		White	
	Count	Rate	Count	Rate	Count	Rate	Count	Rate	Count	Rate	Count	Rate
Yes	1	4%	0	0%	1	50%	0	0%	0	0%	1	3%
No	25	93%	0	0%	1	50%	0	0%	0	0%	35	95%
Refused to answer	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Do not know	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Missing data	1	4%	0	0%	0	0%	0	0%	0	0%	0	0%
Total	27	100%	0	0%	2	100%	0	0%	0	0%	37	100%

Note: The report contains a cross-tabulation for the question selected, including both actual numbers and percentages (called "rate" in the report), by the demographic variable selected. Any filters chosen are displayed, along with the grantee information and time period selected at the top of the report.

Running a Customer Satisfaction With Events/Products Report

Complete the following steps to run a report on customer satisfaction with events/products.

Figure 4-17 – Customer Satisfaction With Events/Products Page



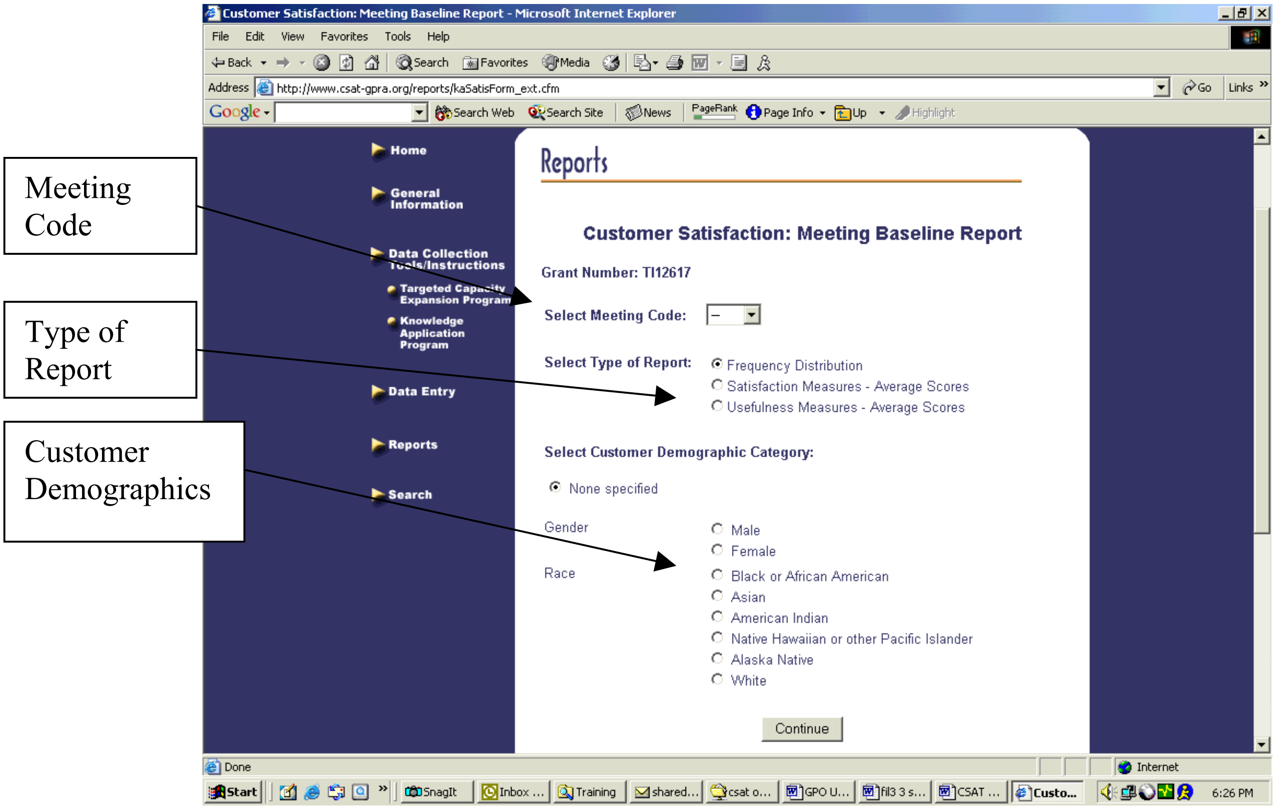
Step 1. Select the grant number for which you wish to view customer satisfaction. For grantees with access to only one program, the grantee number will automatically be displayed at the top of the page.

Select the type of report to be viewed. You can run a report on customer satisfaction with meetings (baseline or follow-up), trainings (baseline or follow-up), technical assistance (baseline or follow-up), or materials.

Step 2. Click the "Continue" button. A Customer Satisfaction: (by your selected event/product) Report page displays. This page provides the report title and the number of the grant on which the report is to be run.

Step 3. Click the "Continue" button. A report like the one shown in Figure 4-22 displays.

Figure 4-18 – Customer Satisfaction: (your selected event/product) Page

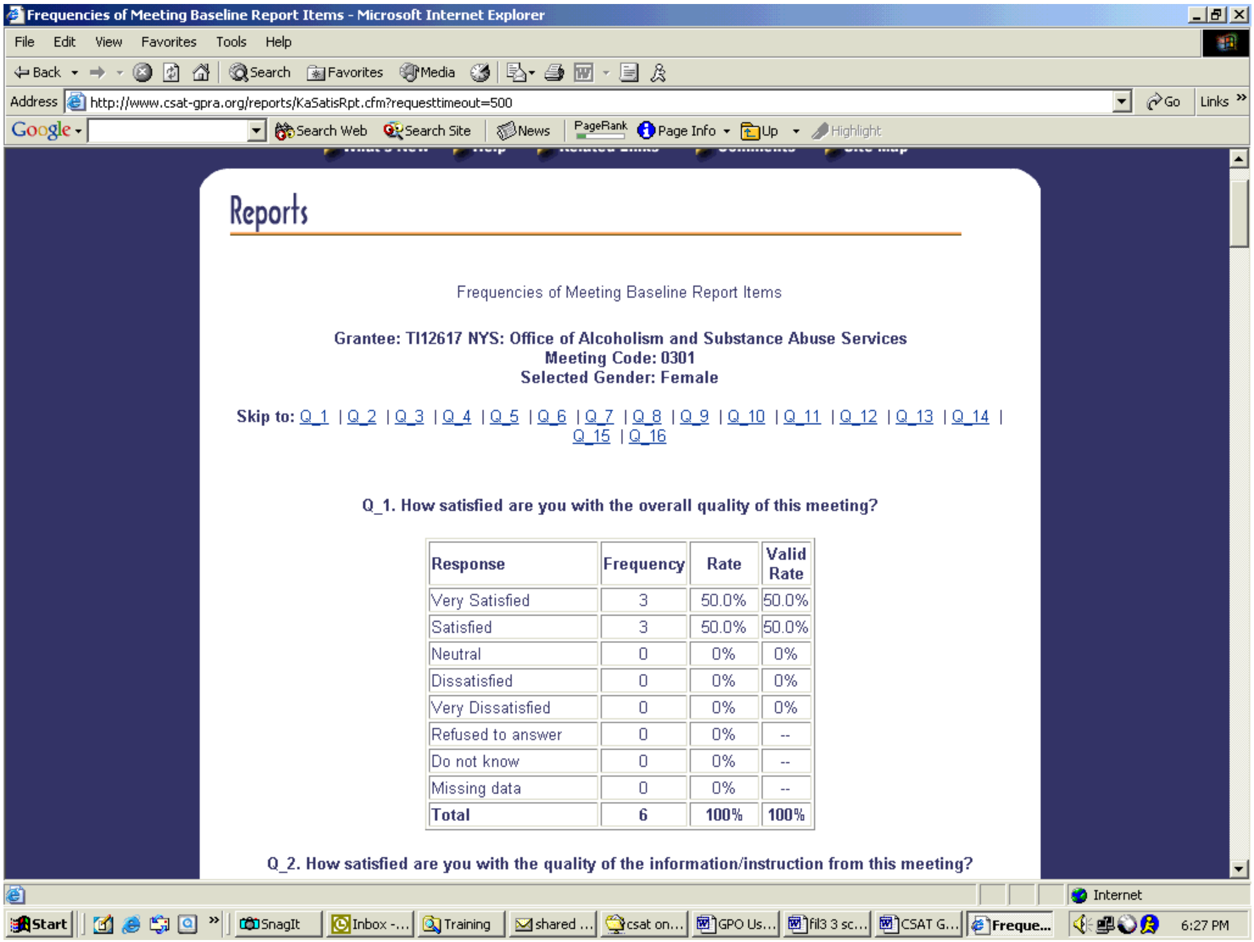


Step 4. For a report on customer satisfaction with meetings, trainings, or technical assistance, click the drop-down arrow to the right of the "Select meeting code" (training code, technical assistance code), and, from the drop-down box that results, click the code of the meeting, training, or technical assistance on which you want to run a report. Select the type of report you want to run: **frequency distribution, satisfaction measures, or usefulness measures**. Then select the customer demographic category on which you want to run a report: none, gender (male or female), or race (Black or African-American, Asian, American Indian, Native Hawaiian or other Pacific Islander, Alaska Native, or White).

For a report on customer satisfaction with a product, click the drop-down arrow to beneath "Please select a product/material title," and, from the drop-down box that displays, click the product on which you want to run a report.

Step 5. Click the "Continue" button, and a report like the ones in Figures 4-23 through 4-25 display.

Figure 4-19 - Frequencies of Meeting: Baseline Report Items

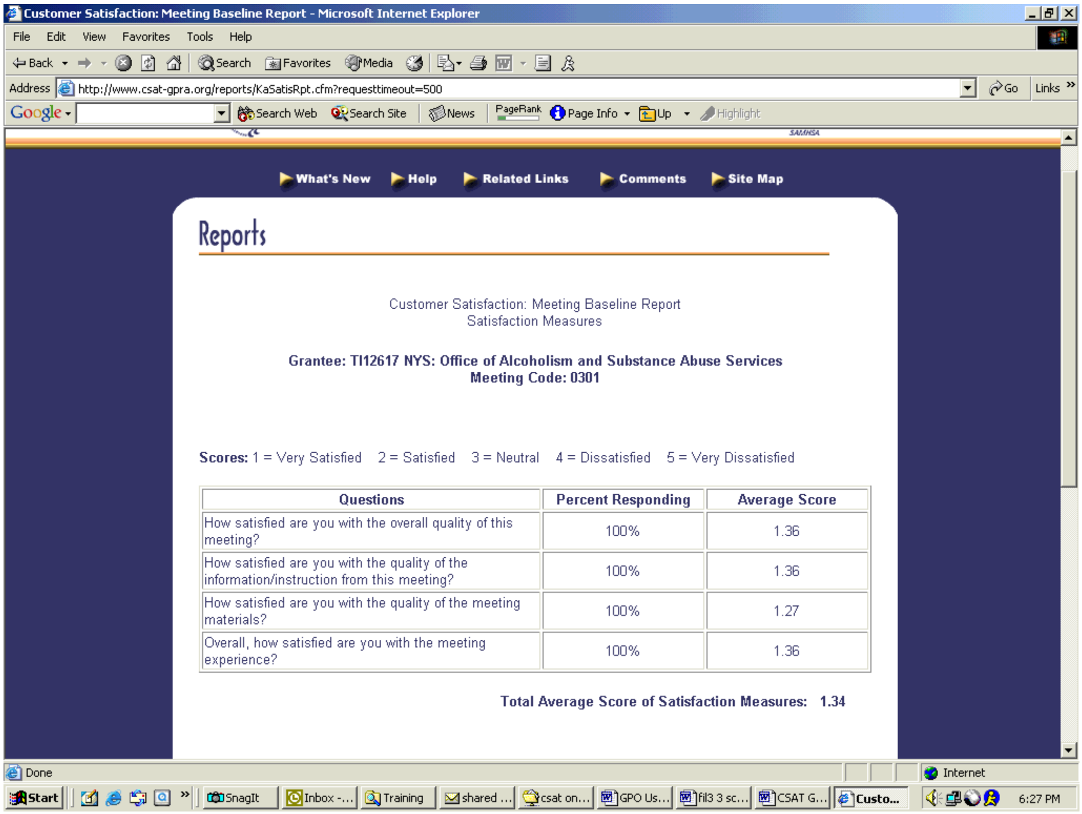


Response	Frequency	Rate	Valid Rate
Very Satisfied	3	50.0%	50.0%
Satisfied	3	50.0%	50.0%
Neutral	0	0%	0%
Dissatisfied	0	0%	0%
Very Dissatisfied	0	0%	0%
Refused to answer	0	0%	--
Do not know	0	0%	--
Missing data	0	0%	--
Total	**6**	**100%**	**100%**

Frequency distribution reports show the grantee and meeting/training/technical assistance code selected. They list the various types of customer response possible for 16 questions. For each type of response, the report shows the frequency (number of customers who gave that particular response), the response rate, and the valid response rate.

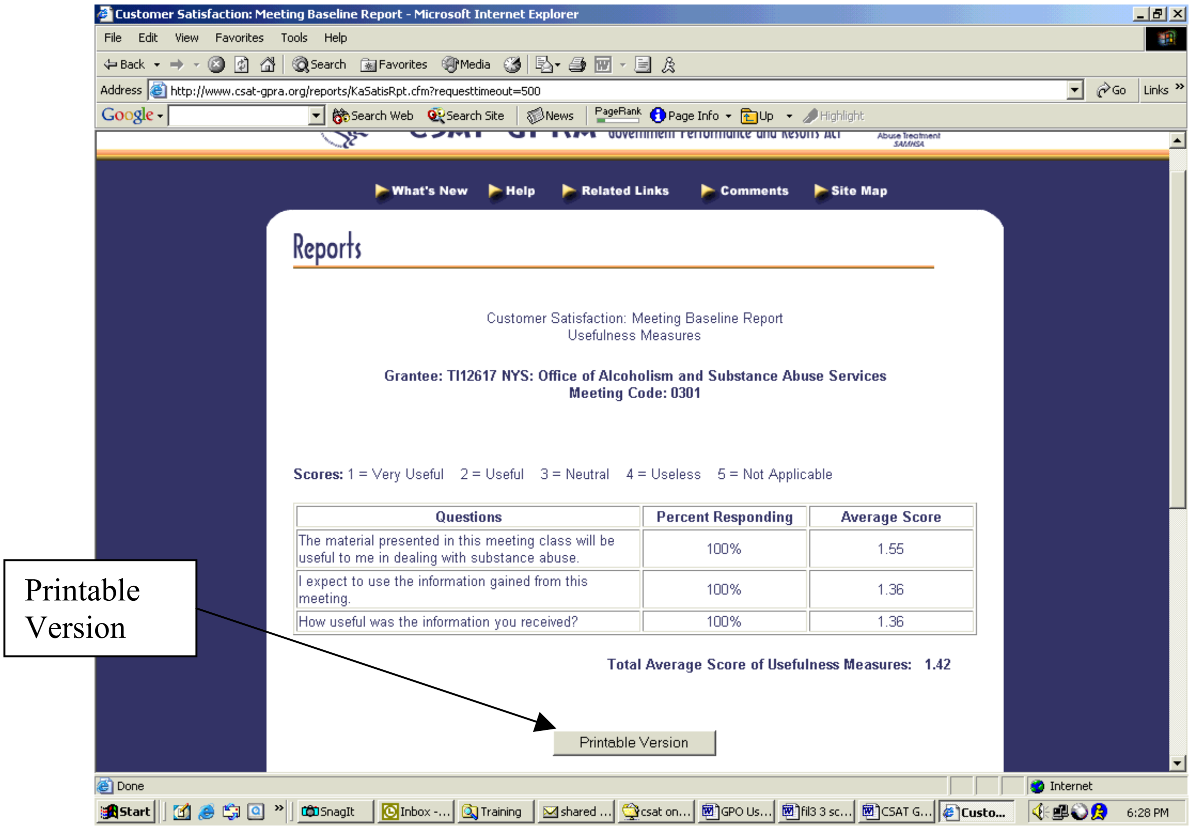
> **Note:** To view the frequency distribution of various types of responses to a particular question, click on the question number at the top of the page.

Figure 4-20 - Customer Satisfaction: Meeting Baseline Report Satisfaction Measures



Satisfaction measures reports show the grantee and meeting/training/technical assistance code or product title selected. They list a series of satisfaction measures (expressed as 21 questions) and, for each measure, the percent of customers responding and the average score. Scores can range from 1 to 5 (very satisfied to very dissatisfied).

Figure 4-21 - Customer Satisfaction: Meeting Baseline Report Usefulness Measures



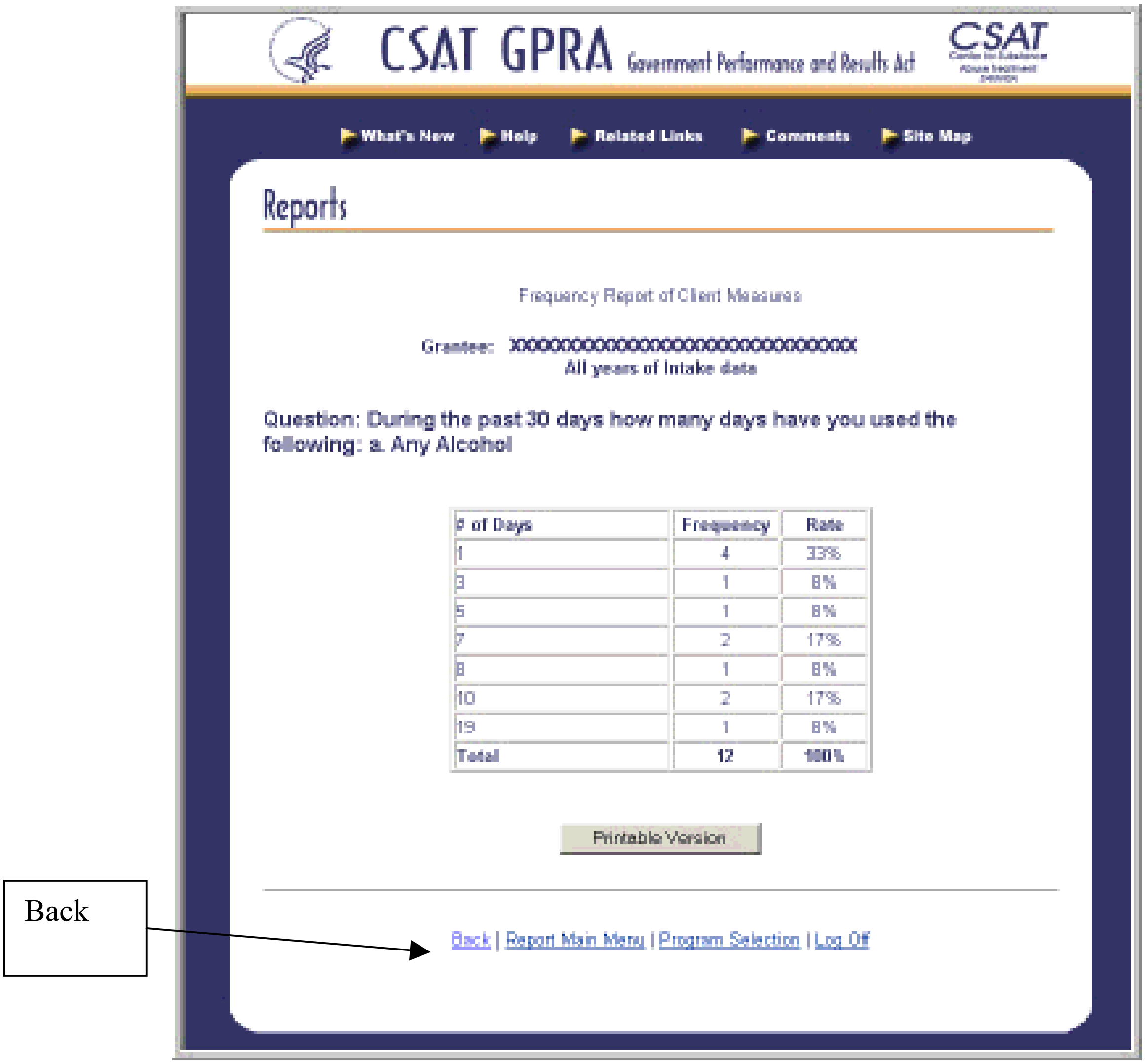
Usefulness measures reports show the grantee and meeting/training/technical assistance code selected. They also show a series of usefulness measures (expressed as three questions) and, for each measure, the percent of customers responding and the average score. Scores can range from 1 to 5 (very useful to useless to not applicable).

Step 6. To print the report, click the "Printable Version" button at the bottom of the page. A printable version displays. Click "File" on the menu bar at the top of the screen. Click "Print" on the drop-down menu to print the report.

Exiting a Report Without Printing

To exit a report without printing it, complete the following steps:

Figure 4-22 – Back Button to Exit Reports Without Printing



Step 1. Scroll to the bottom of the report.

Step 2. Select "Back" at the bottom navigation bar.

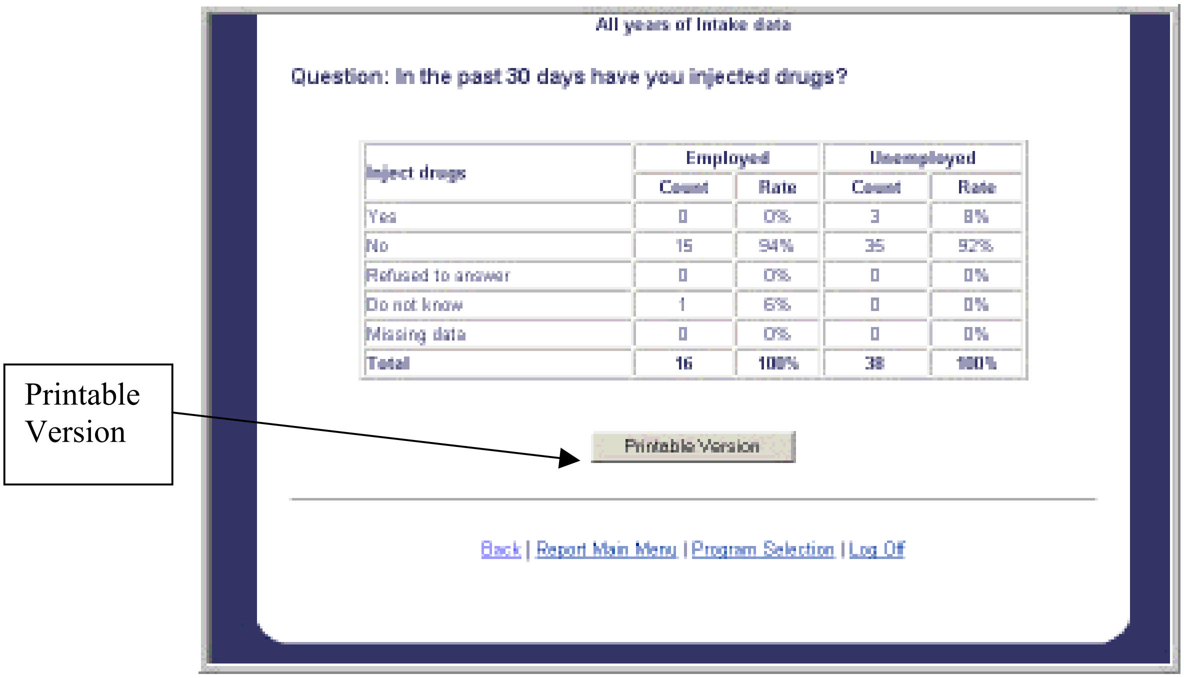
Step 3. Continue to select "Back" until you reach the desired page.

Note: Alternatively, you may press the ***BROWSER*** "Back" button to reach the desired page.

Printing Reports

Complete the following steps to print a report.

Figure 4-23 – Printable Version of a Report



Step 1. Scroll to the bottom of the report

Step 2. Click the "Printable Version" button.

Note: The printable version of the report displays. The printable version of the report should contain the information in the report without the blue background.

Figure 4-24 – Printable Report Example

Crosstabulations of Client Measures

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
All years of Intake data

Question: In the past 30 days have you injected drugs?

Inject drugs	Employed		Unemployed	
	Count	Rate	Count	Rate
Yes	0	0%	3	8%
No	15	94%	35	92%
Refused to answer	0	0%	0	0%
Do not know	1	6%	0	0%
Missing data	0	0%	0	0%
Total	**16**	**100%**	**38**	**100%**

A CSAT GPRA Online Report

Step 3. To exit the printable report version, click the ***BROWSER*** "Back" button until you reach the desired page.