

Term reports

- How-to guide
- Troubleshooting

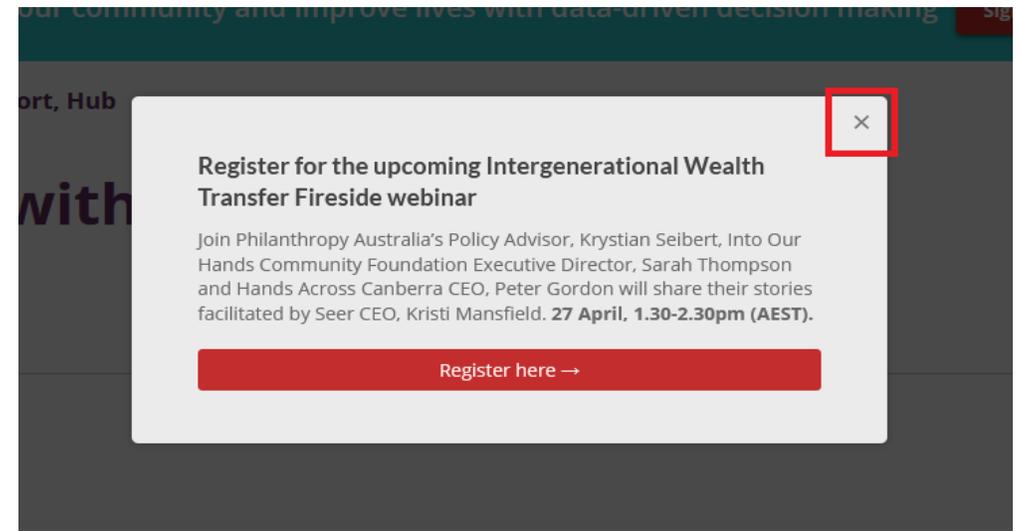
April 2021

Term reports

How-to guide



1. Click on the link provided to you in the email from CHA's program manager, Hiranthi Perera. If a pop-up appears, please click the 'x' at the top right corner in the image to the right.



2. These are the two main elements of your report:

The 'Term story' provides an overview on the report and features a highlight story from the network.

The 'Term report' is the activity data from your hub in that term. This data is taken from the CHA Portal and is displayed in the graphs as individual insights. Previously this report was shared as a one-page report (PDF).

Community Hubs 2021 T1 Hub (C) Report

Welcome to the new way of receiving your hub insights

As you know, Community Hubs Australia has improved the way we share insights with you about the hubs in your LGA. In the below you'll see two things:

- **What's happening in our hubs**, ideally a great place for you to promote the work of your hubs. You might like to use a photo or video to tell the story. We've placed an example there for you simply as a placeholder for the time being.

- **Your hub report** which covers all of the engagement and activity that has been run in hubs across your LGA. Whenever you need to share this report, simply copy the URL at the top of this page and forward it on.

QUESTIONS? If you have questions about your report or this new platform, please speak with Maurice Syber in our team.



What's happening in our hubs



English in hubs

You're never too old to learn.

Bee Hoo never attended school as a child. Now with children of her own, she has started learning English at her local community hub. Her smile tells of her excitement and pride in being able to write in her new language for the first time!

In Term 1, 965 English activities were run in CC.

Hub reporting

2021 TERM 1 REPORT – DATA FROM FIVE HUBS IN THE LGA

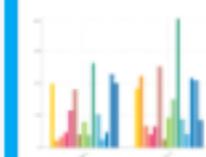
Your Term 1 2021 report covers 13 insights about the hubs in your LGA across:

- Hub participation
- English language and conversational classes
- Early Years programs
- Parental engagement
- Vocational Pathways and
- Referrals

The source of this data is the CHA Portal, the tool hub leaders use to report the activity in their hub.

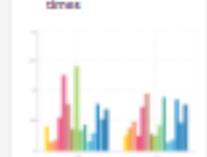
Insights

01. Families engaged with the hubs 1 times



11:27 AM 16 April 2021

02. Adults and Children attended activities 1 times



11:27 AM 16 April 2021

03. Families were engaged 1 times



11:27 AM 16 April 2021

04. English language and conversation classes were attended more than 1 times



05. Families accessed playgroups and early years education sessions 1 times



06. Families accessed language and literacy programs for children 1 times



Term story

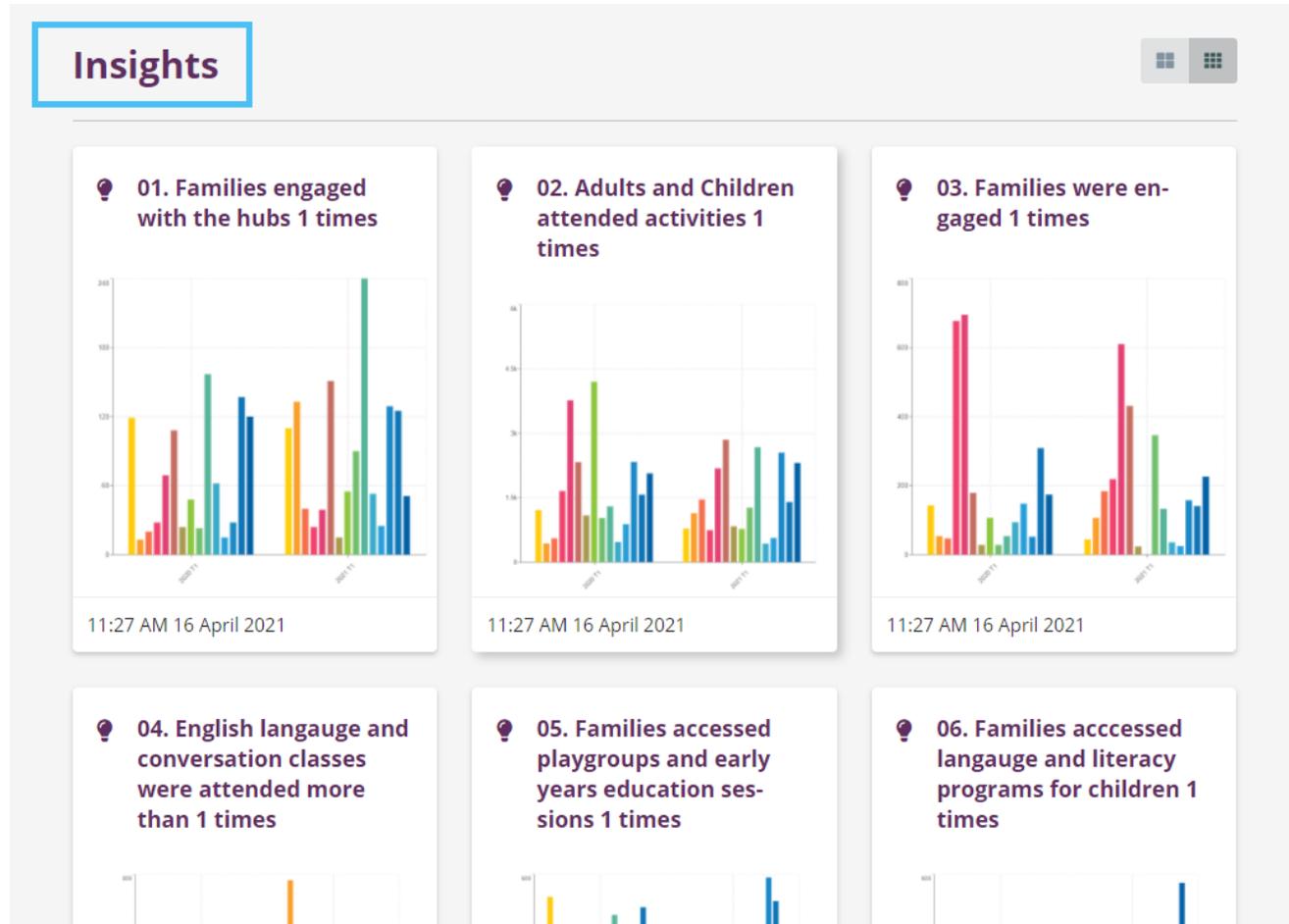
Term report

3. Please ignore the following in red. The highlighted button is asking you to make an account, but you do not need to have an account with Seer to access your hub reports.

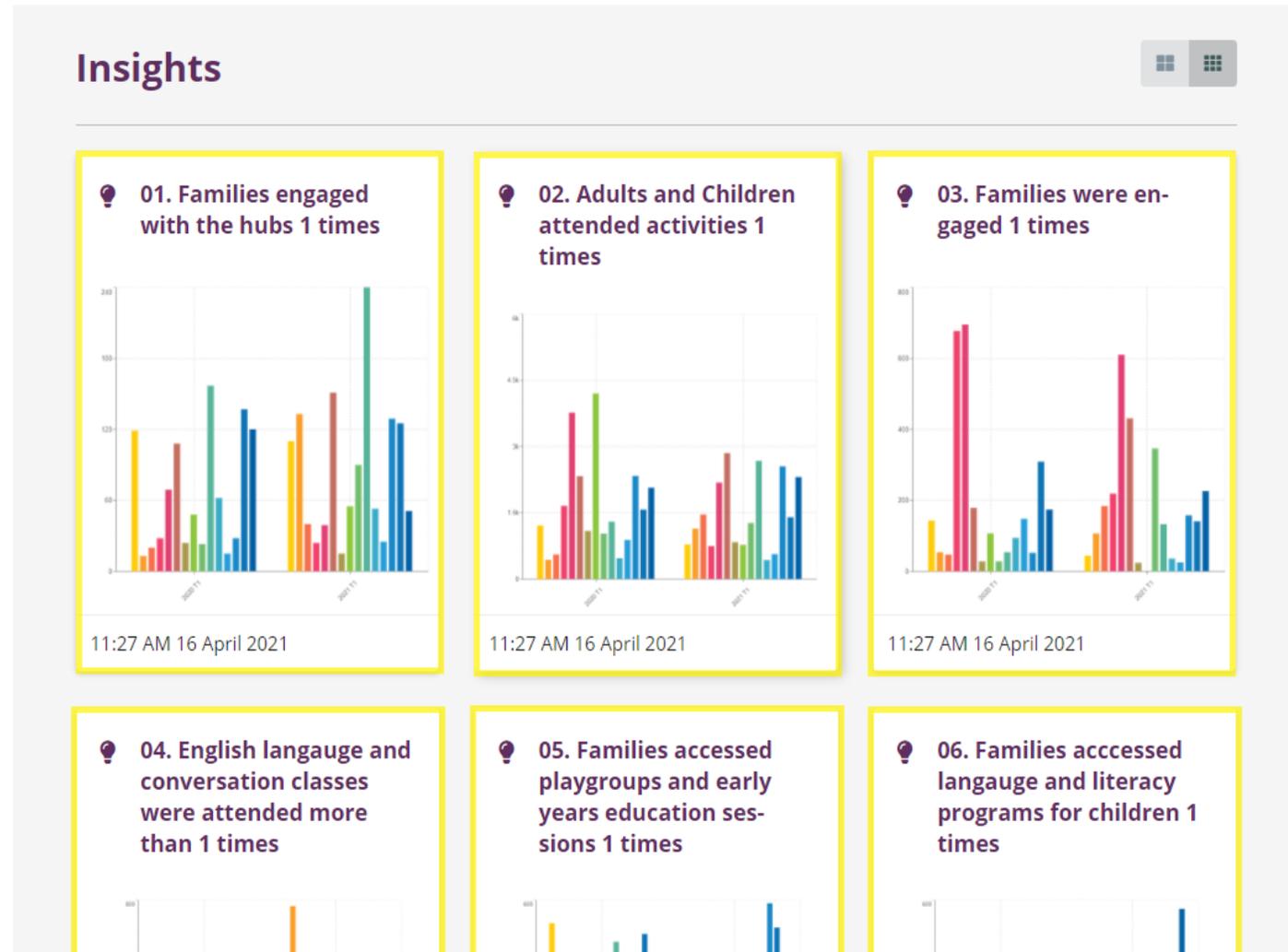
The screenshot shows a web browser window displaying the Seer Data & Analytics website. The browser's address bar shows the URL: `seerplatform.com/suitcases/2899/dbea25f5-3a36-462e-b9b7-df949a62d9599763d4af-d806-45e0-b3df-3d07cb365014`. The website's header is dark purple with the text "Seer Data & Analytics" on the left and "Support", "Sign Up", and "Log In" on the right. A teal banner below the header contains the text "Empower your community and improve lives with data-driven decision making" and a red "Sign up for free" button. A red box highlights the "Sign Up" button and the teal banner. Below the banner, the main content area has a heading "Community Hubs 2021 T1 Hub (C) Report" and a sub-heading "Welcome to the new way of receiving your hub insights". The text below explains that Community Hubs Australia has improved the way they share insights and lists two things: "What's happening in our hubs" and "Your hub report". A "QUESTIONS?" section follows, advising to speak with Maurice Syber. The Community Hubs logo is at the bottom right of the main content area. A blue button labeled "What's happening in our hubs" is at the bottom of the page. A red vertical line points from the "Sign up for free" button to the text "Please ignore" on the right side of the page.

Please ignore

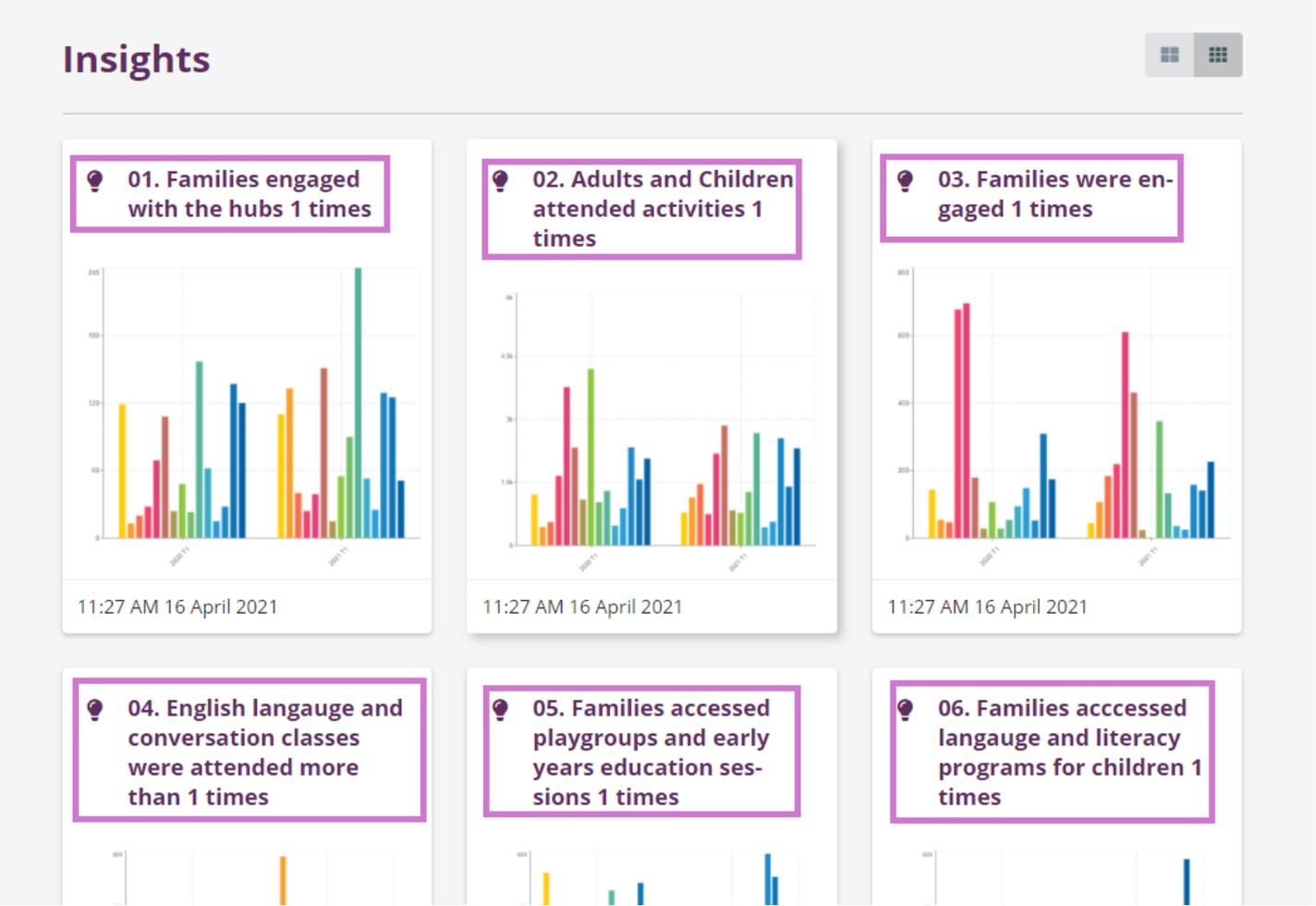
4. To view your term report, please scroll down to the 'Insights' header (shown in blue below).



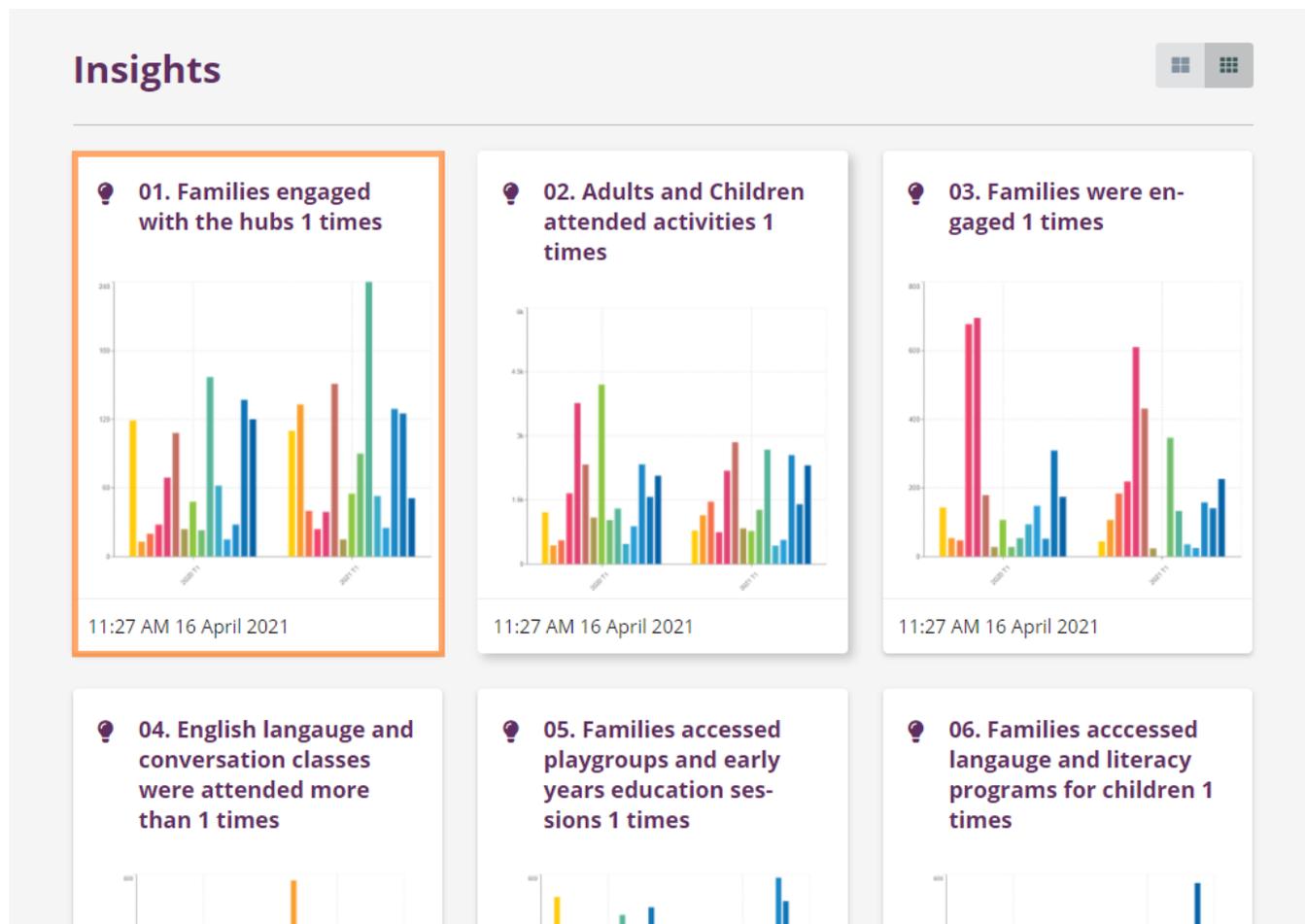
5. Each one of these boxes are an 'Insight' (in yellow below).



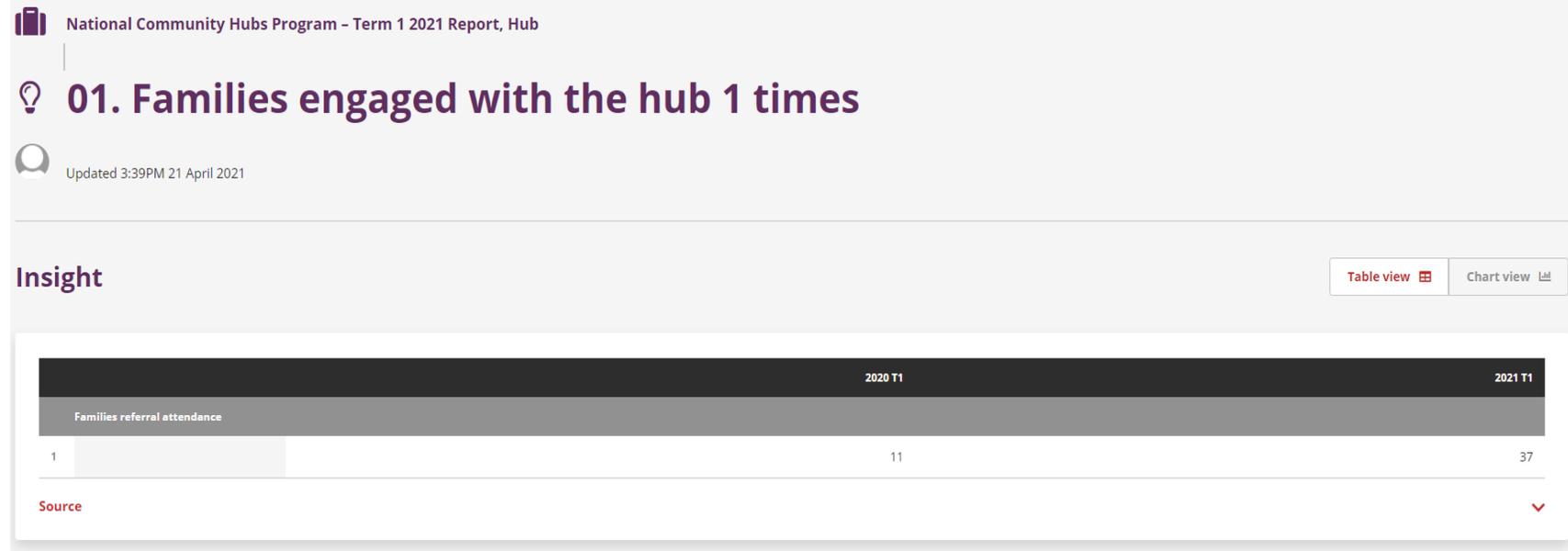
6. The 'Insight' summaries are shown at the top of each 'Insight' box (in purple below).



7. To see more about the 'Insight', you can click anywhere on each 'Insight' box. For example, by clicking on '01. Families engaged with the hubs 1 times' (below in orange).



8. Inside the 'Insight' you will find the attendance for your hub for the current term as well as the same time last year.



9. You can see this information in table format by clicking 'Chart view' (highlighted in blue in the image to the right).



10. To go back to the term report, you can click the back arrow on your browser or the report name (in green below).

The screenshot shows a web browser window displaying a dashboard. The browser's address bar has a back arrow highlighted with a green box. The dashboard header includes the text "Seer Data & Analytics" and navigation links for "Support", "Sign Up", and "Log In". A teal banner below the header contains the text "Empower your community and improve lives with data-driven decision making" and a "Sign up for free" button. Below the banner, a report title "National Community Hubs Program - Term 1 2021 Report, Hub" is highlighted with a green box. The main content area features a lightbulb icon and the title "01. Families engaged with the hub 1 times", with a sub-header "Updated 3:39PM 21 April 2021". To the right of the title are "Table view" and "Chart view" buttons. Below this is a table with the following data:

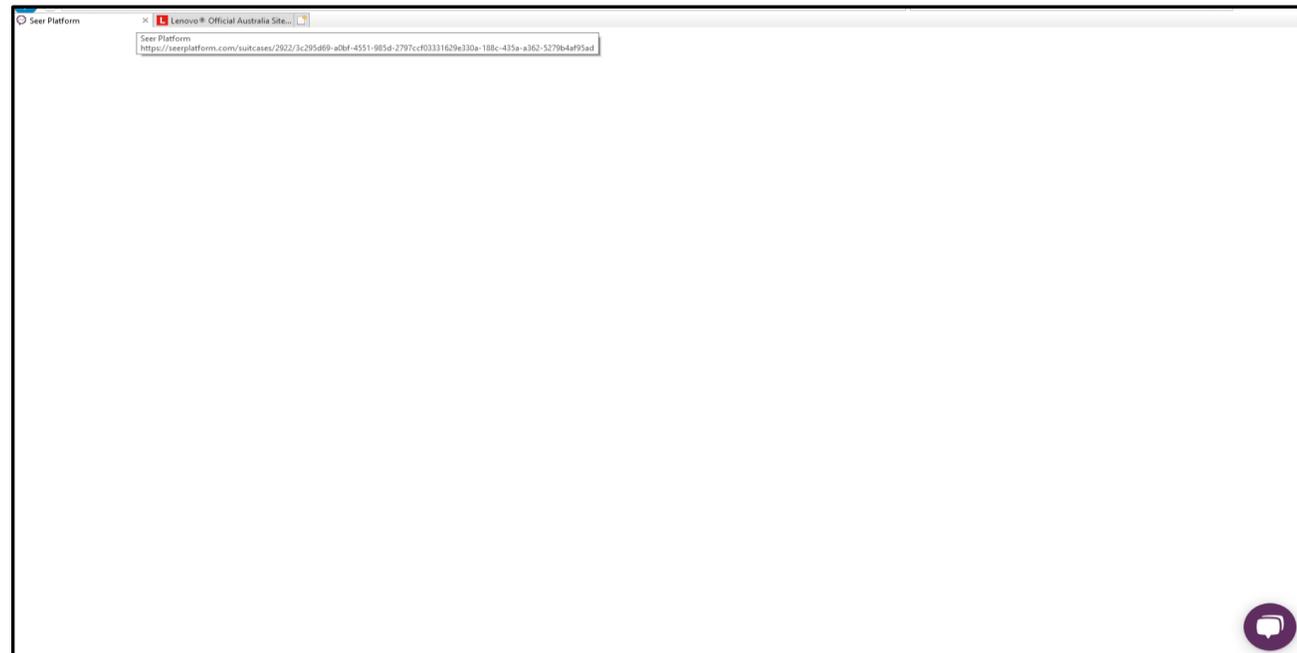
	2020 T1	2021 T1
Families referral attendance	11	37

At the bottom of the table, there is a "Source" label and a dropdown arrow.

Troubleshooting

Problem: Nothing is loading, all I see is a white screen.

Solution: Make sure you are using **Google Chrome**. To access Chrome, go to 'Start' in the bottom left corner of your screen and find the application. Alternatively, search for 'Google Chrome' using the search function in your toolbar.



Problem: I can only see one table/chart and I cannot find all my 'Insights' or find my term report.

Solution: You are currently looking at a single 'Insight'. To go back to all the 'Insights' and your term report, please click back on your browser or the name of the report (highlighted in green in the image to your right).

Seer Data & Analytics

Empower your community and improve lives with data-driven decision making [Sign up for free](#)

[National Community Hubs Program - Term 1 2021 Report, Hub](#)

01. Families engaged with the hub 1 times

Updated 3:39PM 21 April 2021

Insight Table view Chart view

	2020 T1	2021 T1
Families referral attendance	1	37

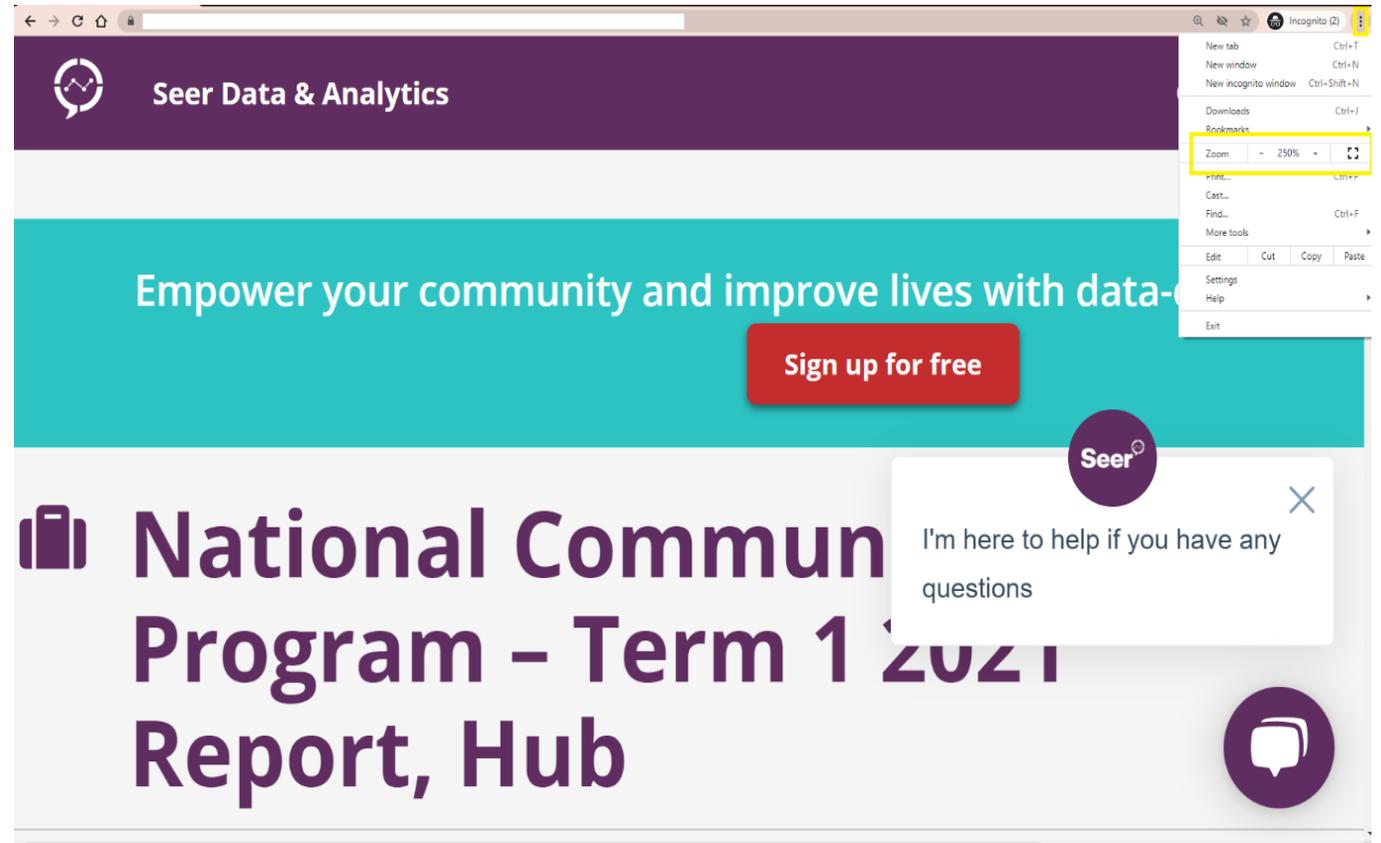
Source

Problem: Everything is too large on my screen.

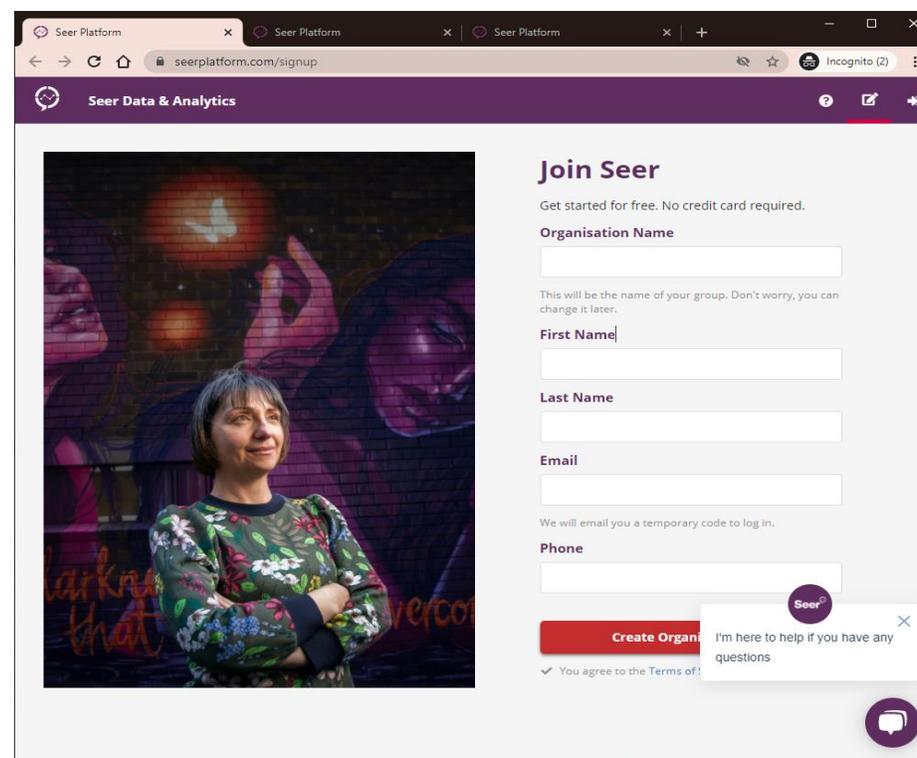
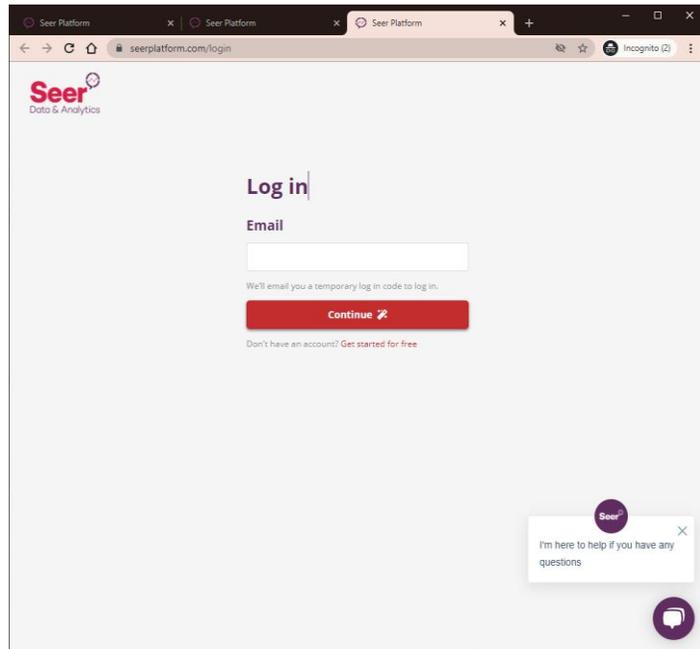
Solution: Using Google Chrome as your web browser, go to the top right corner of the screen and click the three vertical dots. From here you can zoom out by clicking the '-' sign next to 'Zoom'.

Keep clicking the '-' sign until the zoom level is suitable.

(See in yellow in the image to the right).



Problem: I have found myself on a different Seer screen (such as these) and I want to get back to my report.



Solution: You have found yourself on one of Seer's support sites. Please close this window and go back to your original email and click on your report link again.

