

## PW: Performance data (completion, mastery, and so on) is not recorded for learners

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### PRODUCTS AFFECTED

- PLATO Pathways, all versions

### SYMPTOMS

No performance data (completion, mastery, and so on) is recorded for learners. No stars, squares or half-squares appear next to activity titles on the learner menu. Reports show nothing started.

### CAUSE

If performance data has been turned off, no completion, mastery, locks, exemptions, start dates, and so on, are recorded. While it is rarely advisable, since almost every PLATO Pathways site wants to record performance data, this can be done when changing settings in System Management and User Management. Event data can also be turned off. Event data are records that show each time a user entered or exited an activity.

### SOLUTION

#### To turn performance data generation on for a single user:

Go to **User Management > choose a user > Properties > System > CHECK "Generate performance data by default"**. This affects just that learner from that time forward. It will NOT recover performance data lost during the time that performance data generation was turned off. There is no global setting for existing users, so, if multiple users are affected, you need to enable the feature for each user individually.

#### To turn performance data generation on for new users:

Go to **System Management > Roles > Learner > User Defaults > CHECK "Generate performance data by default"**. This affects all new learners created from that time forward.