FAQ Database Clean Up

It’s that time again: we need to run stats and print reports! Before we do that, we need to clean up some of our analytics entries.

As soon as possible, but not later than Friday 5/15/15, please complete the following steps.
1. Select View/Edit Transactions under REF. ANALYTICS
2. Change the **Time Period** beginning date to Jan 1, 2015, and select your name in the pull down menu in the **Entered By** field. Then click on **Search/Filter**. (See picture below.)

   – Enter the word test into the Question Search String field, click Search/Filter again. Review the resulting list, and delete (red x) any transactions that were created as a test, for training, etc.

   – Click on Clear Filter, then re-apply the Time Period and Entered By limiter and Search/Filter again.

   – Review the list and try to edit any transactions (click on wrench) to replace any blanks with information. You may need to use the Chat Transcripts and Private Questions queue for reference. It is possible that some will stay blank, and that’s ok. Just try to fill in what you can. **We are particularly concerned about the Question Source field. Ideally, the only blanks left in that field will be Staff Entry Q&A sets.**

   – If your list of transactions is too long, it may be easier to look at your “blanks” as separate lists. In other words, you may want to apply filters in each of the fields, one at a time, to show only the transactions with that field left blank. (The pull down menu selection for this would be **No Value Set**.)

3. Finally, change your dashboard view to view the Private Questions queue. Limit the view to questions answered by you and review them. Notify one of your campus editors if you feel any of these should be moved into the Public Questions queue (soon to be called, simply, FAQ!).

4. If you have any questions about these clean-up tasks, please contact one of your campus editors – listed in *The AskUs Advisor 1(3)* - or Jamie (x8598) / Jamie.Holmes@tulsacc.edu.

**Thank you for all the time and effort you put into helping our virtual reference patrons this semester! There are great improvements coming in LibAnswers v2...stay tuned!**