Understanding your dashboard numbers

What Total Employees, Completed, In Progress, Overdue and the Compliance Rate mean.

For: Administrators, Managers · Updated November 22, 2026 ·
https://hipaacertify.com/index.php/support/article/dashboard-compliance

The four boxes

- **Total Employees**: everyone on your Employees list, including inactive employees
- **Completed Training**: employees who have finished **everything** assigned to them
- **In Progress**: employees who have started at least one training
- **Overdue**: employees with at least one training past its due date

Compliance Rate

[x]% Compliant = employees who finished everything assigned ÷ all employees.

Employees with **no training assigned** count as not compliant. That keeps the number honest: assign training to everyone to raise it. The badge is green at 90% or higher, amber at 70% or higher, and red below that.

Department Compliance

If you use departments, a table shows the same rate for each department.

Recent Completions and Pending Training

Shortcuts to the latest certificates and the people with unfinished training.

Pending Training lists the first 10 people. When there are more, it says **Showing 10 of [total] · View all →**. Click it to open the full list in Training Status.

See the full lists and charts

Click **View list →** under **Completed Training**, **In Progress** or **Overdue** to open that list in **Training Status**. There you can:

- see every person, sorted by name

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- see executive charts
- export to PDF or Excel for managers

> **NOTE**
>
> Training Status counts can differ a little from these boxes:
>
> - It counts each person's latest assignment of a course.
> - It includes administrators' own training.
> - It leaves out inactive people.
>
> You can change these under **More filters** on that page.

> **NOTE**
>
> The Monday weekly email shows a different percentage: completed **assignments** out of all assignments. See The weekly compliance email.

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