Course progress vs. view time

As a learner, you might wonder why your view time is different from the course duration on your history page. Or as an admin or team manager, you might notice a discrepancy between the analytics you can see and the view time data your learners see.

Let’s look at the data available to learners and leaders to see how they work together to show your progress in Skills.

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Data available to learners

On your history page (opens in new tab), you can see the following data related to the time you’ve spent on the Skills platform:

- **View time** refers to the total amount of time you’ve spent watching a course, including rewatching previously viewed clips. View time does not change based on the speed that you watch a video.
- **Course progress** is the sum of the duration of clips you’ve completed in a course. This does not necessarily represent the amount of time you’ve spent watching a course.
- **Duration** is the total run time of the course.
- **Completion** is calculated based on course progress.

**Note**: Viewing and course completion history are calculated based on the local time settings on your computer or mobile device.
Data available to leaders

Depending on your team plan, plan admins and team managers have access to time- and completion-related data in Channels, Content, Roles, Tech Foundations, Usage, and Users analytics. For a full list of these fields, see the glossary in Understanding analytics reports.

**Note:** Viewing and course completion analytics are calculated based on Coordinated Universal Time (UTC), regardless of the local time settings on the learner’s computer or mobile device.

Examples of discrepancies

A discrepancy between what a learner and their leader can see may happen in any of these scenarios:

- A learner clicked through the course timeline instead of watching videos. This would result in a course completion percentage that looks like the learner has fully completed the course in Content analytics, but the view time would actually be very small.

- A learner watched the course at 2x speed. This would show approximately half the view time of the total course time.

- A learner watched one or more clips more than once. This would make the view time greater than the course progress.

- A learner watched part of the course on a different team plan—or on a personal subscription—then completed it on the current plan. Only the portion of view time completed on the current plan will be visible to leaders.

- A learner began and/or completed a course near the end of their day, and the local time on their device is a few hours earlier—or later—than UTC. The viewing and completion dates visible to learners may be different than those visible to leaders. If the date difference involves the last day of the week, month, or other reporting period, further discrepancies may appear between what learners and leaders can see.

If you need help, please contact Pluralsight Support.