Why participants are Completed but Progress is not 100%?

Michele Dorigatti - 2025-02-11 - Trouble shooting

Completion and Progress are related but not identical concepts.

A participant becomes “Completed” when they have gone through all the **mandatory** activities. Moreover, completion **never automatically regresses** to a previous state, so once a participant is Completed, they will not switch to In Progress if, for example, an admin adds a new mandatory activity. Finally, Completion can be manually **overridden** by an administrator.

On the other hand, Progress represents the portion of completed activities over all the existing activities, **regardless of the fact that they are mandatory or optional.** Progress **always updates automatically** and can decrease. Lastly, an admin cannot update Progress directly; they can, however, influence it by marking activities as Completed.

Common scenarios where Completion and Progress can differ significantly:

- The project has a meaningful proportion of optional activities
- Participants have been marked as Completed manually by an administrator