★asae mmc+**tech** conference

Google Analytics 4 Everything You Need to Know (or Should Know)

Ray van Hilst, Yoko Co Katy Walter, PCNA Julie Bebermeyer, APWA

Introductions









Ray van Hilst Director of Client Results Yoko Co Katy Walter Communications Manager PCNA Julie Bebermeyer coo APWA

Intro Questions



- How comfortable do you feel with GA?
- Did anyone just let GA do the manual migration from UA to GA4 and leave it at that?
- How often do you look at your data? (weekly, monthly, quarterly)
- How many of you make web content or business decisions based on analytics?
- Any burning questions for us to address?

What is GA4?



- Not an update to Universal Analytics
 - Completely new platform
 - Totally different experience
- Collects both website and app data
- Offers better privacy controls
- Has artificial intelligence and machine learning
- The *only* Google platform recording data as of on July 2023



Differences & Definitions

Universal Analytics	Google Analytics 4
Views	Data Streams
Session Based	Event Based
Conversions by destination URL	Conversion by an Event (user interaction)
Bounce Rate	Engagement Rate
Site content reported by URL	Site content reported by Page Name (default)
Website and Mobile App are separate properties	Website and Mobile App in the SAME property



Differences & Definitions

Term	Meaning
Events	Any engagement is now called an event, including page views. GA4 has automatic, recommended, and custom events.
Key Events	Key events measure the most important interactions. Formerly known as Conversions or Conversion events
Event Count	Metric shows the number of events that were tracked.
Engagement	Session longer than 10 seconds, at least 2 pageviews or engages in key events (scroll, click, download, form, video watch,e tc.)
Engagement Rate	Number of engaged sessions by the total number of sessions. Replaces Bounce Rate
Explorations	A collection of data visualizations that go beyond standard reports to help you uncover deeper insights
Custom Dimensions	Any attribute you configure in your analytics tool because default functionality does not report it (e.g. download file name, search term, etc.)

Let's Take a Tour!



- Account Overview
- Reports
 - Acquisition
 - Engagement
- Engagement Rate
- Search Console
- Explorations
 - File downloads
 - Funnel flow

Google Tag Manager

More better control...





Google Tag Manager

- Tag management system
- One batch of code to install
- Manage all tags via GTM interface (no developer required)
 - Add, delete, pause, configure tags as necessary
 - Target tags to fire at specific times
 - Give marketing partners access to GTM, NOT the website!

Sample Tag

X



Heart Failure 🗖			
Tag Configuration			
Тад Туре			
Google Tag Google			
Tag ID ⑦ G-YRBPDEBB74			
Configuration settings			
Configuration Parameter		Value	
send_page_view	~	true	
Triggering			
Firing Triggers			
All Pages Page View			

Cool GTM Tricks



- Content Groups
 - Know traffic by various sections or types of content
 - Configured in GTM
 - Shows up in GA
- Custom events for specific content types
 - Pass a taxonomy parameter and create custom events

Reporting

Google Looker Studio

Explorations





Making a Reporting Plan

- Know what's important to track
 - What are your KPIs
 - What metrics define change
 - What will you change based on the results?

• Set a consistent reporting schedule



Advanced Reporting

Use Google Looker Studio for standardized reporting

Use Explorations for one off data reviews



Google Looker Studio

Google's BI online tool for converting data into customizable, informative reports and dashboards

Connects to Multiple Data Sources via "Data Connectors"

- Google Analytics
- Google Search Console
- Google Ads
- Hubspot
- Semrush
- Many More

Find, use and modify templates to build your own custom reports

Schedule delivery for automated reporting



Google Looker Studio

Looker Studio Reports built by the community

 <u>https://lookerstudio.google.com/gallery?category=com</u> <u>munity&search=analytics</u>

- Looker Studio Template from Yoko Co
- <u>https://lookerstudio.google.com/reporting/b57b5f9b-76</u>
 <u>64-4f6d-9d8a-537b24811fec</u>

Tips & Tricks

*asae mmc+tech conference

Enhanced Measurement



Double check that enhanced measurement is turned on

Web s	stream details			×	Enhanced measurement	Save
	Ø Data collection is active in the past 48 hours.				Page views Capture a page view event each time a page loads or the website changes the browser history state. Optionally turn off browser history-based events under advanced settings. Show advanced settings	
	Stream details STREAM NAME			٢	Scrolls Capture scroll events each time a visitor gets to the bottom of a page.	
	PCNA.net	https://pcna.net	4683554670	Θ	Outbound clicks Capture an outbound click event each time a visitor clicks a link that leads them aw from your domain(s). By default, outbound click events will occur for all links leadir away from the current domain. Links to domains configured for cross-domain measurement (in Tagging Settings) will not trigger outbound click events.	
	Consent settings Events			9	Site search Capture a view search results event each time a visitor performs a search on your s (based on a query parameter). By default, search results events will be fired any tim page loads with a common search query parameter in the URL. Adjust which parameters to look for under advanced settings.	
		eractions and content on your sites in addition to s its such as links and embedded videos may be colle	tandard page view measurement. Incted with relevant events. You must ensure that no p	ersol 📻	Show advanced settings Form interactions	
			ks + 4 more	6	Capture a form interaction event each time a visitor interacts with a form on your website. Video engagement Capture video play, progress, and complete events as visitors view embedded video on your site. By default, video events will be automatically fired for YouTube videos	
	Modify events Modify incoming events and parameters. Learn more				embedded on your site with <u>JS API support</u> enabled.	
	Create custom events Create new events from existing events. Learn more				Capture a file download event each time a link is clicked with a common document compressed file, application, video, or audio extension.	t, 📿
	Create an API secret to en	able additional events to be sent into this stream th	rough the Measurement Protocol, Learn more			

Double Check Custom Dimensions



File Downloads and Search Terms are not configured by Default

Custom dimensions	Custom metrics	Calculated metrics	Q Searc	h	Create custom dimer	nsion
Dimension name 🛧		Description	Scope	User Property/Parameter	Last changed	
Download File Name			Event	file_name	Sep 20, 2023	:
Event Category		Event Category	Event	event_category	Jun 29, 2023	:
Event Label		Event Label	Event	event_label	Jun 29, 2023	:
Search Query			Event	search_term	Sep 20, 2023	:
			ltems per p	age: 25 🔹 1 - 4 c	of 4 I < >	>1

Turn Off Google Products

*asae mmc+tech conference

Several Google products could impact reporting

Don't forget... YOU ARE THE PRODUCT!!

ıl	Analytics PCNA.net - GA4 -	Q Try searching "Behavior of	overview"		::	?				
h	+ Create - D	Data collection								
	My preferences Setup Assistant	Google signals data collection				-				
3	Account settings	(i) Enhance user insights and enable	e audience list sharing.		Turn	on				
G	 Account Account details 	Analytics features can be enhanced with data from users who have turned on Ads Personalization and are signed-in to their Google accounts. This provides insights about your users, such as aggregated demographics and interests data. When <u>Ads Personalization</u> is turned on in your Google Analytics property, it audience sharing with your linked advertising accounts. Learn more about activating <u>Google signals</u> .								
	Account access managem All filters	When you turn on Google signals, Google Analytics will associate the session data it collects from your site and apps with Google's information from accounts of signed-in, consented users. By turning on Google signals, you acknowledge you adhere to the <u>Google Advertising Features Policy</u> , including rules around sensitive categories, have the necessary privacy disclosures and rights from your end users for such association, and that such data may be accessed and deleted by end users via <u>My Activity</u> .								
	Account change history Trash									
	Property settings ^	User-ID and user-provided data	a collection							
	Property		Improve measurement and enable additional cap	abilities with your Google Ads in	ntegrations					
	- Data collection and modifica		With user-ID and user-provided data, you can use your fir	rst-party data to better understand he	ow users are engaging with your					
	Data streams		website and apps, improve conversion measurement, an property to Google Ads accounts. Learn more about use		abilities when you link your Analy	ytics				
	Data collection									
	Data import									
3	<	User-ID collection The user-ID feature allows you to provide your own identifiers for your site and app users, so you can connect their behavior across different sessions and t devices and platforms from which they visit. Google Analytics interprets each distinct user-ID as a separate user, which provides you with more accurate us and a more holistic story about a user's interactions with your business. Learn more about user-ID. You're responsible for ensuring that you use the user-ID feature in accordance with the <u>Google Analytics Terms of Service</u> . This includes not sending Google personally identifiable information as user-ID, and providing appropriate notice of your use of identifiers in your privacy policy. For instructions on how to set to Google Analytics see Send user-ID.								

User-provided data collection BETA

Improve audience and conversion measurement, and enable additional audience list capabilities in Google Ads. Please review the <u>beta feature</u> documentation before turning this feature on to understand how this will impact your Analytics property.

This activates improved user and conversion measurement by giving you enriched more-detailed audience data. Capabilities such as improved conversion measurement and audience sharing require having linked advertising accounts and <u>Ads Personalization</u> turned on in your Google Analytics property. User-provided data collections supplements your existion Google Analytics data by allowing you to send your consented bashed customer data to Google Analytics in a privacy safe.

Turn on

Embrace Debug Mode



Test configurations in real time

Add Tag Assistant Companion Chrome Extension

× ^{Connected} pcna.net							* *
5 Google tags found	. UA-26537776-1	GTM-WB9XRT7	GTM-5FVBK7W	G-E38CSKOG1H	UA-26537776-2		
▲ Unknown domain - The domain - The domain	main imiscloud.com is not er	nabled for debugging. Wo	ould you like to enable it?			Dismis	s Enable
Summary T F	Summary						
👻 🔶 Angina - PCNA							
29 Timer	Tag Details						
28 Window Loaded 👩	Tag Name Tag IDs PCNA.net [2] G-E38CSK0G1H, GT-WV3GNRJ						
27 DOM Ready 👩	Source						
26 Container Loaded 👩	Tag in container GTM-5FVBK7W G-E38CSK0G1H 26 Container Loaded Image Image: Container GTM-5FVBK7W						
25 Config	Output of G-E38CSK)G1H ⊘					
24 Container Loaded 👩	Pages Tagged: 3/4 page	S					
23 Initialization 🖸	Hits Sent		Data Layer		Consent	Errors	
22 Consent Initialization 👩	Page View	Page View	User Engagement	click	outbound_link_click	Page View	
	Google Analytics Hit	Google Analytics Hit	Google Analytics Hit	Google Analytics Hit	Google Analytics Hit	Google Analytics Hit	
21 Link Click							
20 Click							

Export Your UA Data



Access to Universal Analytics data will be going away July 1!

- DIY Easy: Export specific data to Excel or CSV Files
- **DIY Medium:** Google Analytics Spreadsheet Add On. Connects with Google Sheets to Export
- **DIY Hard:** Create Google Big Query account and push data to Big Query
- **DIFM:** Call Association Analytics

Resources to Learn More

*asae mmc+tech conference



Analyticsmania.com

YouTube Channel Online Courses



Analytics Mania - Google Analytics & Tag Manager •



@AnalyticsMania · 120K subscribers · 227 videos
Learn Google Tag Manager and Google Analytics faster with Analytics Mania. If you want ...more
analyticsmania.com/subscribe-to-a-newsletter and 4 more links



Home Videos Shorts Live Playlists Community



Welcome to Analytics Mania's Youtube channel!

26,671 views • 1 year ago

Welcome to Analytics Mania, a place where you can learn Google Tag Manager and Google Analytics

Subscribe to our Youtube channel https://www.youtube.com/channel/UCOEX...

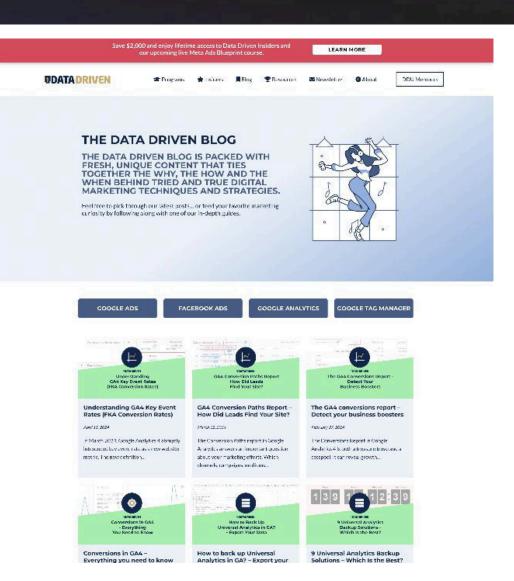
★ Free E-book: Google Analytics 4 for Beginners... READ MORE

Data Driven U



Blog Posts YouTube Channel

Certifications



Google Skillshop

skillshop.withgoogle.com

Google's LMS

Courses

Certifications



< Google Analytics

Google Analytics 4

Find out how the latest generation of Google Analytics can take your measurement strategy to the next level.

Q Search Topic

Get started using Google Analytics

Learn how Google Analytics collects and processes data, how to set up your account, and how dimensions and metrics power your reports.

🗄 1h ★ 4.7 Beginner

Use Google Analytics for Your Business

Learn how to navigate the Google Analytics interface, which reports are available, how to use these reports, and manage the data you send.

🗄 1.2h ★ 4.8 Beginner



Find out how Google Analytics can give you the insights you need to help meet your marketing objectives. Learn key measurement features in Analytics that can show the effectiveness of your online marketing efforts and help you get more return. After...

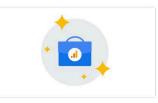


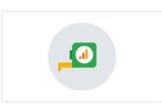
SEARCH

TOPICS

V

+ FOLLOW







🗄 39m ★ 4.4 Beginner

Questions?



Get In Touch







Ray van Hilst Director of Client Results Yoko Co

ray@yokoco.com

Katy Walter Communications Manager PCNA

kwalter@pcna.net

Julie Bebermeyer COO APWA jbebermeyer@apwa.org



Complete Your Session Evaluation

