

# Clever Nelly FAQs (Team Leaders & Managers)

LAST 30 DAYS

Engagement

92%

↑ +15%

Competency Score

79%

↑ +15%

Excellence Score

56

↓ -5%

Unanswered Questions

8

↑ +15%

## ENGAGEMENT

### What is the engagement score and how is it measured?

A user's engagement score indicates the percentage of Clever Nelly questions that have been answered. It is calculated based on the proportion of questions answered versus the number of questions that have been sent.

### How often is a user's engagement score updated?

Clever Nelly questions expire after 21 days of being sent. A user's engagement score can be improved up until a question expires. If a user has any unanswered questions they will see "X pending questions" at the top right of their question answer screen and they simply need to click to answer any remaining questions, once outstanding questions have been answered, the engagement score will be updated. We recommend not "stacking" questions and answering them in bulk as if they answer any questions incorrectly, the right answer is less likely to commit to long-term memory.

### What happens when users are off sick or go on annual leave?

Nelly stops sending questions after 5 consecutive days of inactivity. When a user returns to work, they can answer a day's worth of pending questions (up to 5) to bring competency, and engagement scores up to date and turn off the auto-pause. By answering their outstanding questions, competency and engagement scores will be brought up to date. It is recommended that users don't answer all outstanding questions in one go as if they get an incorrect answer, the correct answer is less likely to commit to memory.

### What happens if a user is going on long-term leave?

If a user is going on long-term leave, eg. Maternity/Paternity, their account can be suspended so they stop receiving questions. To temporarily suspend a user please get in contact with your Clever Nelly project lead/administrator.

### The engagement reports confuse me. How can a user answer more questions than they've been sent?

The 'questions sent' column indicates the number of questions sent during the period that the report is made, based on the date filter. Whereas the 'questions answered' column shows only the number of questions that were attempted during the period the report is reporting on.

If a user answers a question outside of the report period, then their engagement gets backdated to when the question was sent. Therefore, the answered and sent columns may not align.

## COMPETENCY SCORES

### What is the competency score and how is it measured?

A user's competency score is calculated based on the percentage of questions they have answered correctly, versus the number of questions they have answered.

### How often does an individual's competency score update?

An individual's average competency score updates daily on their personal dashboard, in accordance with answering their questions, and will reset at the beginning of each month.

### How is the Nelly Excellence Score Calculated?

The Excellence score is a multiple of engagement and competency, giving a balanced view of effort and performance on questions. Individual scores below 50% are generally considered an issue. Anything above 64% (e.g. 80% engagement and 80% knowledge is generally considered good)

$\text{Competency} \times \text{Engagement} / 100 = \text{Nelly Excellence Score}$

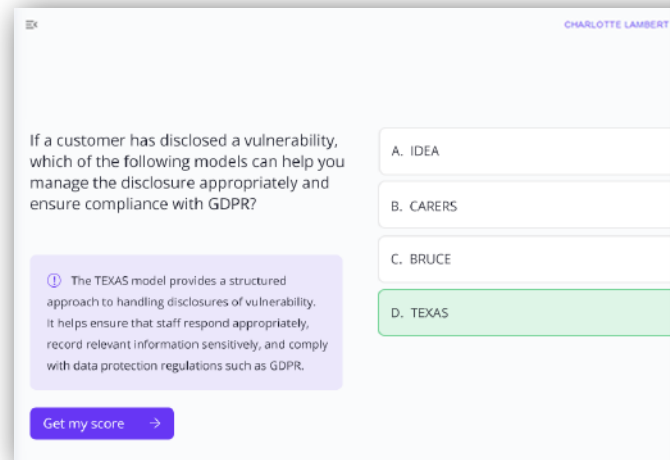
## QUESTIONS

### What happens when users get a question wrong?

When users get a question wrong, Nelly will re-ask that question within a 14-28 day period, until the question is answered correctly. This time period is considered the “sweet-spot” for knowledge retention and along with the spacing and repetition of questions, supports the embedding of knowledge over time.

### What are the boxes that appear on some questions?

The boxes that appear once some questions have been answered contain important notes to reinforce the knowledge and provide additional information as to why the correct answer was the correct answer.



## DASHBOARD & REPORTING

### What reporting do users have access to?

For the first six weeks users see three charts; Competency Score, Engagement Rate & Excellence Score. Once Nelly has collected initial data, users will be able to assess their own strengths and development areas using their User Dashboard.

### What reporting do Team Leaders and Managers have access to?

For the first couple of months after launching Clever Nelly Team Leaders and Managers will receive an Engagement Report. This comprises of:

- Daily engagement reports for the first five days – this ensures there are no technical issues, incorrect email addresses etc
- Weekly reports to cover the remainder of the first month – this helps to identify non-engagers, distinguishing where focus is most needed
- Monthly engagement reports

### Who has access to the Clever Nelly Dashboard and Reporting Suite?

Both Team Leaders and Managers (Managers of Team Leaders) should have access to the Clever Nelly dashboard. The dashboard provides vital information of the engagement and competency scores of individuals and teams as well as providing insight into areas of higher risk due to lower competency.

### How do I access the Dashboard?

Prior to accessing the Clever Nelly dashboard, it is important to go through the relevant training, speak to your Clever Nelly Project Lead or Account Administrator if you have not been invited to a dashboard training session.

## TECHNICAL SUPPORT

### Questions are ending up in employees junk folders, how do I fix this?

Right click on the message > select junk > choose “never block sender” or “add sender to safe list”. Please note, this may vary depending on your email system or programme version.