

Clever Nelly FAQs (Users)

Engagement Score

100%

+12%

Great Job

Engagement Score

87%

+1%

ENGAGEMENT

What is the engagement score and how is it measured?

Your engagement score indicates the percentage of Clever Nelly questions that you have answered. It is calculated based on the proportion of questions answered versus the number of questions that have been sent to you.

I have answered all of my questions to date, why is my engagement score not showing as 100%?

The Clever Nelly emails you receive detail your engagement score from the previous evening, at the point that Nelly was preparing your questions for the following day. Your user dashboard will update in real-time and will provide your live engagement score.

How can I improve my engagement score?

Your engagement score can be improved right up until the questions expire at 21 days old.

On your next question answer screen, if you have any unanswered questions, you will see 'X pending questions' on the top right of your screen. Click this to answer older questions.

I will be going on annual leave soon. Will this affect my competency and engagement scores?

No, Nelly will stop sending you questions after 5 consecutive days of inactivity. When you return from holiday, you can answer these questions, and your competency and engagement scores will be brought right up to date. Pending questions can be seen in the top right-hand corner of your question screen. It is important to note that questions do have an expiry date of 21 days, after which time you will be unable to answer them.

I will be going on Maternity/Paternity leave soon, what should I do?

When going on long-term leave, for example, maternity or paternity leave, your account can be suspended so that you stop receiving questions. If you are going on long-term leave and need your account to be suspended, get in contact with your Clever Nelly lead.

COMPETENCY SCORES

My average score was low this month, will this carry over to next month?

No, your average competency score will automatically reset at the beginning of each month.

What is the competency score and how is it measured?

Your competency score is calculated based on the % of questions you have answered correctly versus the number of questions you have answered.

Why does my score increase slightly when I get a question right, but appear to decrease significantly if I get a question wrong?

The competency percentage value per question, is determined by the number of questions sent and the ratio of correct answers versus incorrect answers. 4 questions would have an individual value of 25%, 5 questions 20%, 6 questions 16.7% and so on. For example, if you have answered the first four questions correctly, your score would be 100% (=4/4). If you get the next question wrong, your score will fall by 20% to 80% (=4/5) and if you get the next question right, your score will only rise by 3% to 83% (=5/6).

How is the Nelly Excellence score calculated?

Previously referred to as the Nelly Factor, your Excellence score is the multiple of engagement and competency, essentially giving a balanced view of effort and performance. Scores below 50% are generally considered an issue. Anything above 64% (e.g. 80% engagement and 80% knowledge) is generally considered good. **Competency x Engagement / 100 = Nelly Excellence Score**

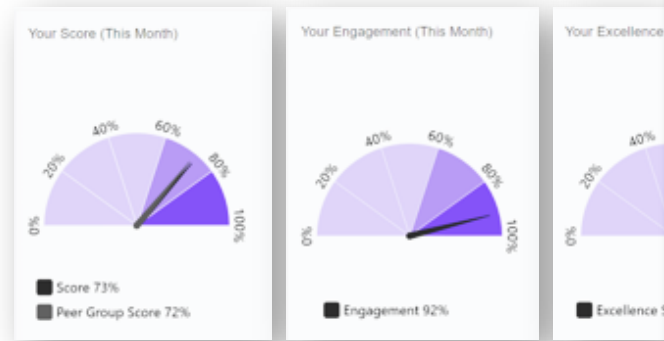
What happens to my competency score if a question times out?

Timeouts are counted as an incorrect answer, so your competency score will reduce.

USER INTERFACE

What information do I have access to?

For the first six weeks (on average), you will see three charts; Score, Engagement and Excellence. Once Nelly has collected initial data, you will be able to assess your own strengths and areas for development using your individual user report.



AUTOMATED PAUSE

I've returned from my annual leave but haven't received any Nelly questions since I returned, why?

Clever Nelly will automatically pause if you do not answer any questions for five days. Answering 3 or 4 outstanding questions will reactivate Nelly into sending new questions or another attempt will be made by Nelly after ten days. If you have deleted all of your Clever Nelly emails containing Nelly questions, your team manager or Clever Nelly lead can reactivate this by resending you a previous Nelly question.

QUESTIONS

Why am I receiving questions that I have already answered?

Nelly will re-ask you any questions that have been answered incorrectly between 14 and 28 days until a correct answer is given. This time period is optimal for committing information to long term memory, with spacing and repetition proven to embed knowledge over time. Questions answered correctly will be repeated again, but typically not for 3 to 6 months, to prevent knowledge fade.

After answering certain questions, I get a box with additional information. This does not happen with all questions, why is this?

Notes can be added to any question to provide additional information. However, the learning experience is more effective when additional notes are only used where appropriate.

If you experience a question where a note would be helpful, please speak to your manager.

The screenshot shows a question interface for 'CHARLOTTE LAMBERT'. The question is: 'If a customer has disclosed a vulnerability, which of the following models can help you manage the disclosure appropriately and ensure compliance with GDPR?'. The options are A. IDEA, B. CARERS, C. BRUCE, and D. TEXAS. A note is displayed: 'The TEXAS model provides a structured approach to handling disclosures of vulnerability. It helps ensure that staff respond appropriately, record relevant information sensitively, and comply with data protection regulations such as GDPR.' A 'Get my score' button is visible at the bottom.

TECHNICAL SUPPORT

My questions go into my junk mail. 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. Speak to your Clever Nelly lead if you have any problems.

I have received an error message that says: "Invalid link – the question has been removed by your administrator." What does this mean?

This message is displayed when you are trying to access questions that have been removed by the administrator. It does not affect your score.