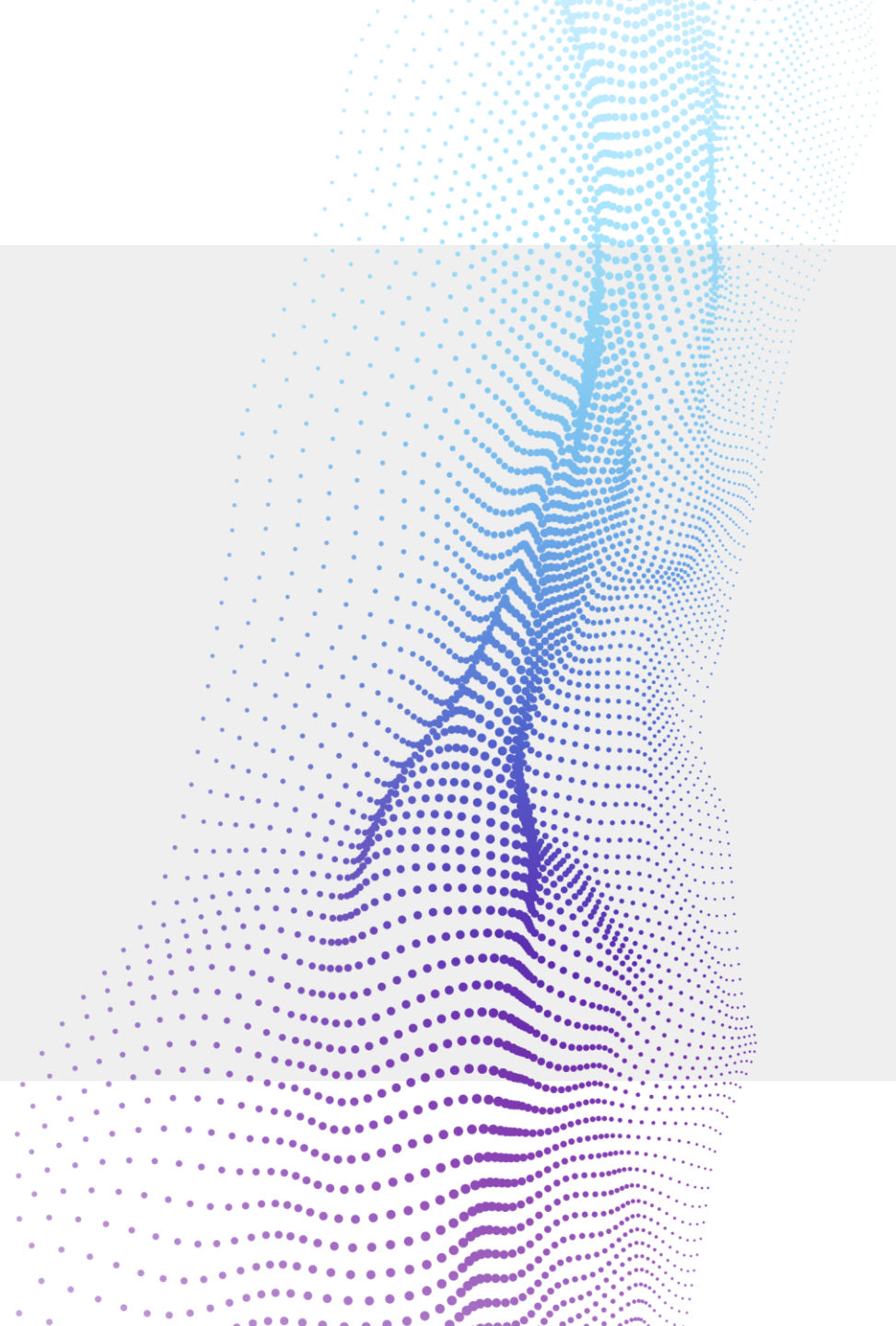


Frequently asked questions (FAQs)

Optimising employee competency to improve performance and mitigate risk.





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Engagement

“How is **engagement measured?**”

We measure engagement as the proportion of questions answered versus the number of questions that have been sent.



Engagement

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

Your engagement score includes the questions that you will receive throughout today. Once you have answered all of today's questions, your engagement score will reflect that.

My average engagement percentage was quite low this month, will this carry over to next month?

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

On your next question, if you have any unanswered questions, a message will appear in the top right of the screen. Press this to answer older questions.

I will be going on annual leave soon, will this affect my average score and engagement percentage?

No, Nelly will stop sending you questions after one week. When you return from holiday, you can answer these questions and your knowledge and engagement scores will be brought right up to date.



Engagement

The engagement reports confuse me. How can someone 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 your date filter. Whereas the 'questions answered' column shows only the number of questions that were attempted during the period the report is made for.

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 do not calculate the engagement percentage.

Is engagement broken down by assessment?

No, engagement is a combined figure from questions answered across all assessments.



Competency scores

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

No, your average score is reset at the beginning of each month.

The screenshot displays the app's interface for a user named CHARLOTTE LAMBE. On the left, a sidebar shows performance metrics for the 'Last 30 Days': Engagement Rate at 100% (with a '+0%' indicator), Competency Score at 73% (with a '-8%' indicator), Excellence Score at 73% (with a '-8%' indicator), and Volume Of Questions Answered at 55. The main area features a quiz question: 'Which of these animals has the greatest natural ability for learning and retention?'. Below the question is a green progress bar labeled 'Time remaining...' with the number '29' inside. On the right, there are four selectable options: Elephants, Monkeys, Dogs, and Humans.

Metric	Value	Change
Engagement Rate	100%	+0%
Competency Score	73%	-8%
Excellence Score	73%	-8%
Volume Of Questions Answered	55	

Which of these animals has the greatest natural ability for learning and retention?

Time remaining... 29

- Elephants
- Monkeys
- Dogs
- Humans



Competency scores

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

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 would fall by 20% to 80% (=4/5)

If you get the next question right, your score would 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



Reporting

“Is it possible to see more **in-depth information** on my team?”

Ideally, we want Nelly to run for a couple of months before analysing the data at a granular level, this way it will be more meaningful and can be used as TNA. Your Account Director or in-house training team will provide training on Nelly’s reporting suite between months two and three of your launch.



Reporting

What reporting will managers have access to?

For the first couple of months, our support team will send the team manager an engagement report for any new area launch, this comprises of:

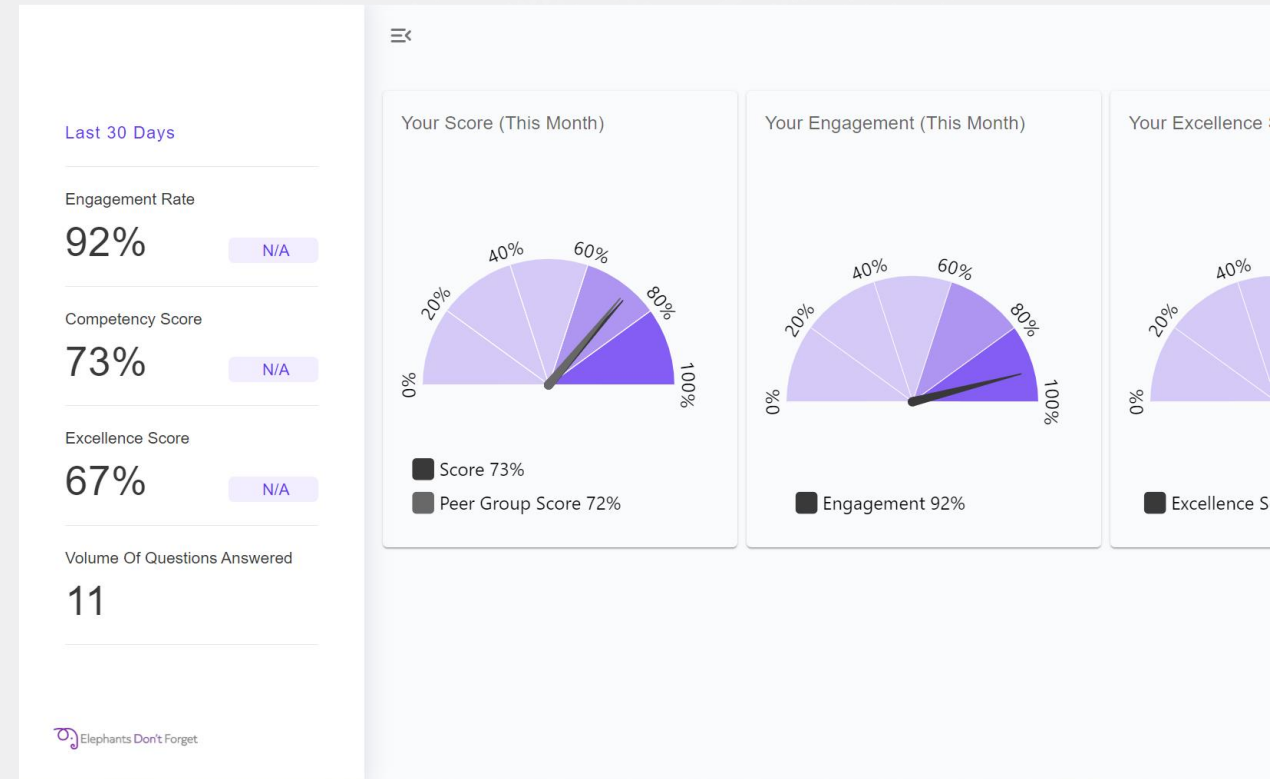
- ✓ Daily engagement reports for the first five days; this is to ensure that there are no technical issues, incorrect email addresses etc.
- ✓ Weekly reports to cover the remainder of the first month; this is to get on top of non-engagers and identify where focus is needed.
- ✓ Monthly ongoing engagement reports.



User interface

“What information do **users** have access to?”

For the first six weeks, users see these three charts. Once Nelly has collected initial data, users will be able to assess their own strengths and weaknesses using all of the individual user reports.





Automated pause

“I’ve returned from my **annual leave** but haven’t received any Nelly questions since I returned, why?”

Nelly will automatically ‘temporarily suspend’ you if you do not answer any questions for five days or more. Answering a question will then reactivate sending or another attempt will be made after ten days.



Automated pause

I have just returned from annual leave and have not received any Nelly questions since my return but I've deleted all my old questions. How do I restart my questions?

Your team manager or internal administrator can reactivate this by sending some outstanding issued questions to you.

Alternatively, you can request this via nelly.support@elephantsdontforget.com.



Questions

“I’m receiving questions that I have **already answered**, why?”

Nelly will re-ask you any questions answered incorrectly between 14 and 28 days until a correct answer is given. The repetition of questions will help embed knowledge.



Questions

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

Notes can be added to any question; 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.

Last 30 Days

Engagement Rate

100% → 0%

Competency Score

73% ↘ -8%

Excellence Score

73% ↘ -8%

Volume Of Questions Answered

55

☰

You Have One Pending Question CHARLOTTE LAMB

Which of these animals has the greatest natural ability for learning and retention?

① Elephants have a larger and denser temporal lobe than humans, which is the area of the brain associated with memory. So, whilst an 'elephant never forgets', people have to work to learn and retain critical information.

Get my score →

Elephants

Monkeys

Dogs

Humans



Technical queries

“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”.



Technical queries

I have received an error message that says: ‘invalid link – the question has already been answered’, what does this mean?

This is received for one of two reasons:

- ✓ The question was already answered by the individual previously.
- ✓ The individual double-clicked the question link in the email instead of single clicking it. When this happens in some instances the browser might open two tabs, one of which is empty and covers the tab with the question. As the person does not notice it, the question times out and when the same link is accessed again it shows the above error message. (Timeouts are counted as wrong answers).

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 an individual is trying to access questions that have been removed by the administrator. It does not affect the person’s score.



Assessments

“What is an **assessment**?”

An assessment is a delivery mechanism to ensure that the correct people are sent the correct questions.



Assessments

Can people be included in more than one assessment?

Yes, but this has implications on the number of questions users receive per day. Where possible, we should limit this unless it's for an ad-hoc or short-term period.

What is a normal assessment?

A normal assessment is our recommended approach for any new launch, unless there is a different requirement. A normal assessment is a main bank of questions that are asked at two questions a day for the first 40 days. After this time, Nelly's Artificial Intelligence kicks in and changes the volume of questions sent to the user (between one and five) and also increases questions in weak-scoring category areas.

What is a custom assessment?

A custom assessment should be used as an additional assessment to boost knowledge in a particular category or support a short-term requirement. This assessment doesn't use Artificial Intelligence and is only recommended for the reasons outlined.



Thank you for your time. Any questions?

- ✓ ISO 27001 accredited organisation.
- ✓ We financially underwrite the performance of our AI.
- ✓ Tried & tested deployment process: it works every single time.