Engagement Basics FAQ

What is Engagement Basics?
Engagement Basics is a self-paced learning module and will equip you to understand, interpret, and share your team’s engagement results.

What is Jubi?
Jubi is a new learning transfer platform that hosts Engagement Basics.

How long is Engagement Basics?
Engagement Basics is approximately 2 hours. In as little as 15-30 minutes each week, you can complete each module by November 16.

How long do I have to complete Engagement Basics?
Plan to complete the program by November 16.

When can I share my results?
Leaders can begin sharing their results after the system engagement results communication has been sent to all team members on October 30 with the goal to share your results by December. Please reference the Engagement Results Roll-out timeline found here.

How long will I have access to Engagement Basics resources?
You have access to these resources until December 31, 2018.

How do I get into Engagement Basics?
For IU Health leaders, click this link to access Engagement Basics. If you are dual employed by IU Health and the IU School of Medicine, click this link. You can also find a link on the IU Health engagement portal https://iuhealthlearning.org/engagementSurvey/team_provider.html under the Engagement Basics heading.

There will be one item listed under My Programs. Click that item to view all the activities in Engagement Basics.

Do I need a login ID?
For IU Health leaders, Engagement Basics utilizes a single sign on (SSO). You automatically log into Engagement Basics when you log into your IU Health account.

For IU School of Medicine leaders, refer to the Welcome to Jubi email that contains your login and default password.
I’m an IU School of Medicine leader and forgot my Jubi password? What do I do?
On the Jubi login screen, click the link, Forgot your password.

I am attempting to log on and getting a message saying I do not have access. What does this mean?
In order to have access to Engagement Basics, you must be a leader who received survey results from Press Ganey. Check to see if you received an email from Press Ganey with information regarding accessing your results. If you still have difficulty logging in, contact the service desk at 317-962-2828 or servicedesk@iuhealth.org.

Can I use Engagement Basics on tablets and phones as well as computers?
You can access Engagement Basics on phones (Android and iPhone), PCs, and MACs.

Can I use any internet browser?
You can access Engagement Basics with any browser supported by IU Health (Chrome, FireFox, Internet Explorer and Safari).

How do I find my learning programs?
When you first access the system, your Home page lists your learning programs. If you navigate away from that page and wish to return, click on the icon next to your name and select “My Programs” from the dropdown menu. This takes you to your home page.

What is a Learn Activity? How do I complete a Learn Activity?
Engagement Basics Learn Activities share information with you through learning challenges. These challenges explore content and help you acquire knowledge. You earn points as you complete a challenge.

What is a Do Activity? How do I complete a Do Activity?
Engagement Basics Do Activities give you an opportunity to practice or apply what you learned. You submit the completed activity in Jubi and received points once it is uploaded or verified by your Learning Partner.

How do I upload my Do Activity document?
Click the Add Verification button, which opens a dialog box. Browse for your file on your computer, then click the upload button.

What is the purpose of the date for uploading my Do Activity document?
The date function provides a timestamp to show when you uploaded your Do Activity document.
What are points?
Points are a way to determine how well you are progressing through the Engagement Basics. You receive full points for correct answers you give on the first try, and fewer points for each subsequent correct answer on a question.

How do I connect with a learning partner?
A learning partner can review or validate your Do Activities. To identify a learning peer, access the Network option within your program, which will display the available individuals. We recommend you select your supervisor or manager if you want a Learning Partner.

How do I see my earned points?
Your avatar in the top right corner will display the points and badges that you have earned. If you would like to review your place on the leaderboard, you can do that by selecting the Leaderboard icon in the program menu.

How do I use the discussion board?
The discussion board is a place for you to share ideas and gain insights through interaction with other Engagement Basics participants. Simply select the Discussion link in the program menu, and then start or join a conversation that is meaningful to you.

What is the Leaderboard?
The Leaderboard is a way for you to compare your progress to other Engagement Basics participants.

What do I do if my learning session times out?
Click this link to return to the Engagement Survey Results site.

If I am experiencing technical difficulties outside this FAQ, what do I do?
If you are experiencing technical difficulties, contact the Service Desk at 317-962-2828 or servicedesk@iuhealth.org for further questions and to open a ticket.

I forgot my Press Ganey password. What do I do?
Go to the Press Ganey portal and click “Forgot your password”.

What is the Engagement Survey Website?
The Engagement Survey Website is https://iuhealthlearning.org/engagementSurvey/team_provider.html. This site contains helpful information to help you navigate the Press Ganey website and resources, so you can understand and share your team’s engagement survey results.