Engagement Basics FAQ

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

How long is Engagement Basics?
Engagement Basics is approximately 2 hours. In as little as 15-30 minutes each week, you can complete the learning quest in about 5 weeks.

How long do I have to complete Engagement Basics?
Engagement Basics is self-paced. In as little as 15-30 minutes each week, you can complete the learning quest in about 5 weeks.

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

How do I get into Engagement Basics?
Click this link to access Engagement Basics. You can also find a link on the IU Health engagement portal https://iuhealthlearning.org/engagementSurvey/team_provider.html under the Engagement Basics heading. Engagement Basics utilizes a single sign on (SSO), so you will pass directly to your Engagement Basics homepage.

Do I need a login ID?
You automatically log into Engagement Basics when you log into your IU Health account.

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.

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.
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 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.

What is a Learn Activity? How do I complete a Learn Activity?
Engagement Basics Learn Activities share information with you. These activities typically include a question. You move forward once you correctly answer and submit all items on the Learn page.

What is a Do Activity? How do I complete a Do Activity?
Engagement Basics Do Activities give you an opportunity to try out what you have learned. These activities typically include a submission page, encouraging you to share your experience and gain insight from your Learning Partner. You move forward once you upload your completed document on the “Do” page.

How do I connect with my coach?
Your coach, identified in Engagement Basics as your Learning Partner, should be the person that is your closest supervisory relationship. To identify a learning peer, access the Network option within your program. The available individuals will be displayed. We recommend you select your supervisor or manager if you want a Learning Partner.

How do I review my results?
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 Board icon 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.
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 do I do if my learning session times out?
Click this link to return to the Engagement Survey Results site.

If I am experiencing difficulties outside this FAQ, what do I do?
If you are experiencing technical difficulties, contact the Help Desk for further questions and to open a ticket. For analytical difficulties, contact your HR business partner.

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.