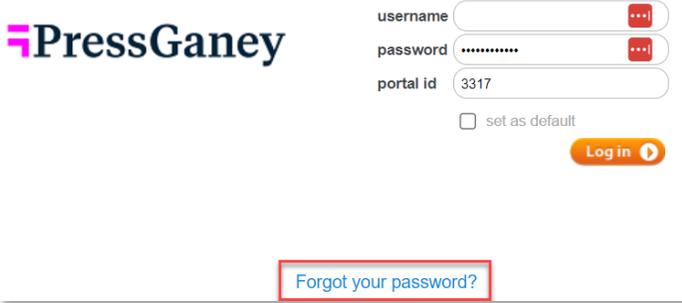
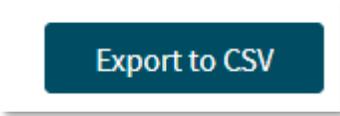
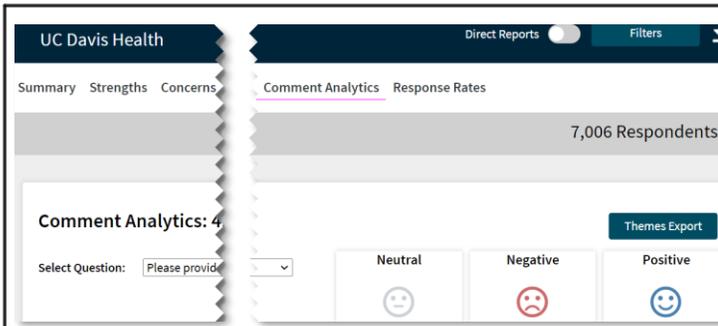


Press Ganey Portal Navigation

	<p>The link to log in will be emailed to you.</p> <p>Search for the email from PressGaney with your username and a link to access the dashboard.</p>
	<p>From the email, please click on the link <i>“Click here to access the Dashboard”</i></p> <p>Used the site before?</p> <ul style="list-style-type: none"> • Login using your username and password • Your username will be your UC Davis emailID <p>Forgot your password?</p> <p>Click “Forgot my password”, which will redirect you to a page where you can enter your username and have a recovery password sent to your email account.</p>
	<p>Landing page View:</p> <p>Click on the green box to view the survey results.</p>
	<p>The first default view will show the summary of your organization.</p> <p>The page is mostly blank, that is by design—there isn't anything missing from your view.</p>
	<p>If you manage multiple areas:</p> <p>Click on the main title to open the search tool to find your unit.</p> <p>Mangers will see all the units combined. Click the arrow on the right to navigate to results for individual units.</p>

For portal access or technical support questions: hdesk@pressganey.com
 For questions about how to work with your data: CommUNITYFeedbackSurvey@ucdavis.edu

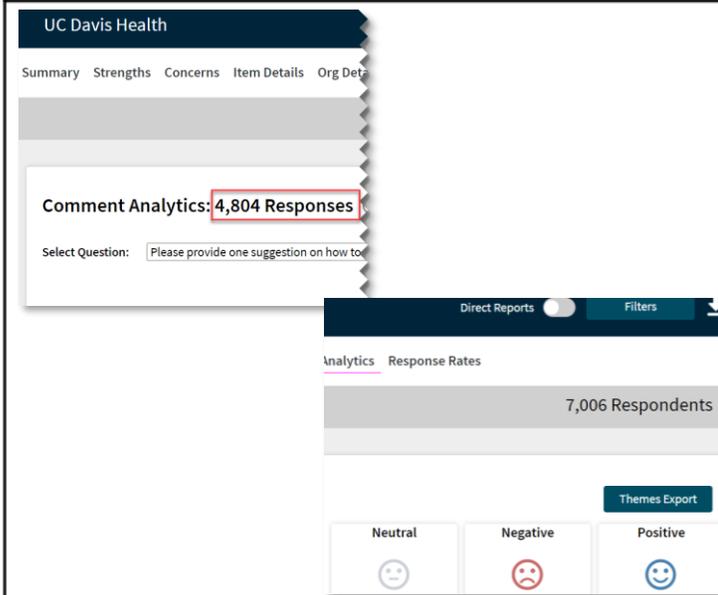
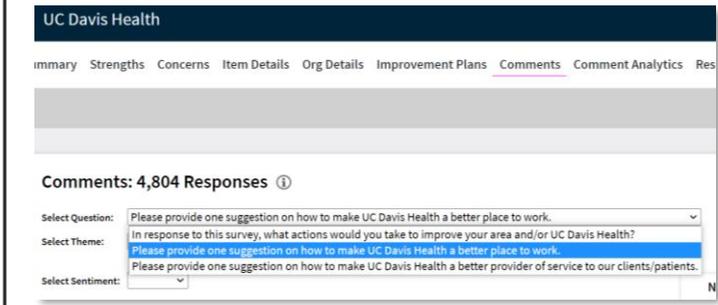
<p>UC Davis Health</p> <p>Summary <u>Strengths</u> Concerns Item Details</p>	<p>Strengths:</p> <p>Will show the current strengths of the group.</p> <p>What patterns, themes, and consistent messages can you find that are worth celebrating?</p>
<p>UC Davis Health</p> <p>Summary Strengths <u>Concerns</u> Item Details</p>	<p>Concerns:</p> <p>Will show the current concerns of the group.</p> <p>Look for patterns and consistent messages.</p>
<p>UC Davis Health</p> <p>Summary Strengths Concerns <u>Item Details</u></p>	<p>Item Details:</p> <p>Will show all the items.</p> <p>What connections do you notice between items? What questions can you ask your team to find out what connections they see between the items?</p>
<p>On the far right of the Summary page:</p> <p> </p>	<p>Instant presentation:</p> <p>Download a PDF presentation of your results or enter presentation mode in your web browser.</p>
<p>On the far right of Strengths, Concerns, Item Details, and Org Details:</p> <p></p>	<p>CSV Export</p> <p>Export survey results into a CSV file.</p> <p>Tip: Once it is downloaded “Save as” Excel to make the data easier to work with.</p>
<p>Current View: Strengths </p>	<p>Click the Information icon to learn more about a metric or feature.</p>
<p>On the far right of the top tool bar:</p> <p></p>	<p>Export specific information by clicking the download icon.</p>



Comment Analytics

This view provides breakout details on sentiments and common themes addressed in the verbatim comment responses to open-ended questions.

To view an item, select it from the “Select Questions” drop-down menu.



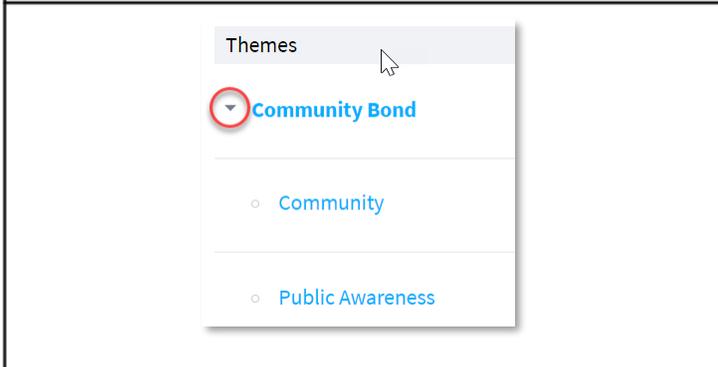
On the left you will see the number of responses based on your selection.

On the right you will see the percentage of comments in each Sentiment (Positive, Negative, and Neutral)

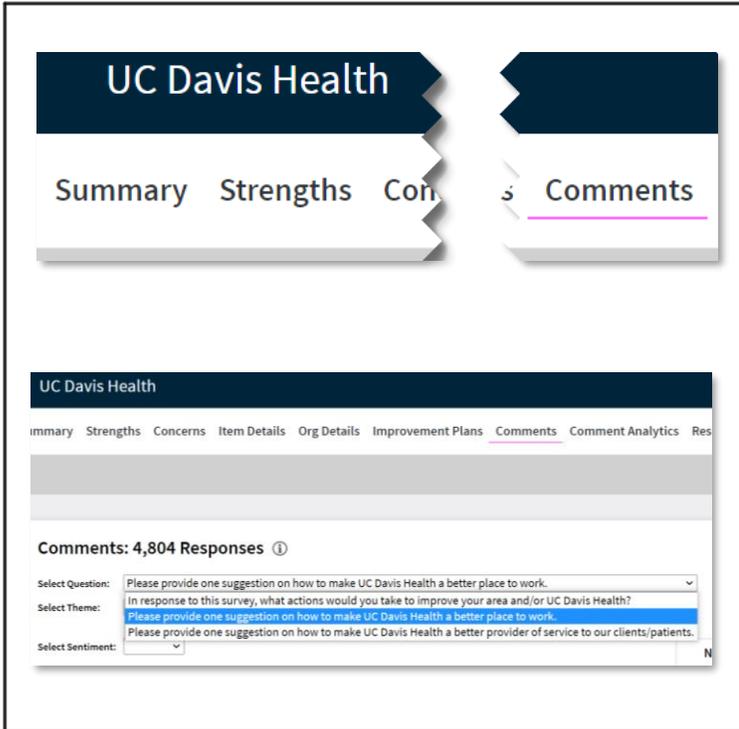
Note: These will update as you make changes to the question selection.



The center section of the page show the 5 themes that received the most comments, most positive comments, and most negative comments.



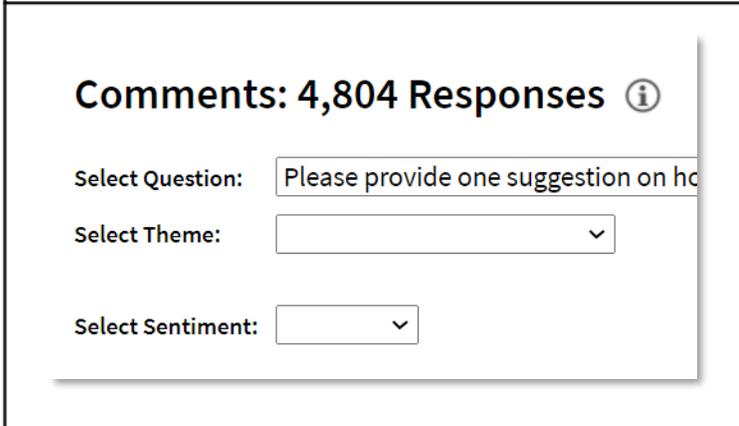
The bottom of the page lists the Themes. Select the arrow next to a Theme to view the focus areas within the Themes. Number of comments and percentage of positive neutral, and negative comments will be indicated for each theme and focus area.



Comments

This view provides verbatim comment responses to open-ended questions asked on the survey.

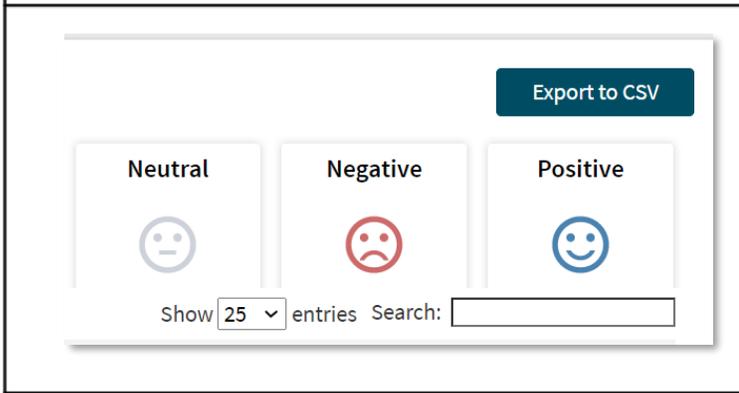
To view an item, select it from the “Select Questions” drop-down menu.



On the left you will see the number of responses based on your selection.

You can select a theme to filter responses that are focused on a particular theme such as “Development” or “Process”

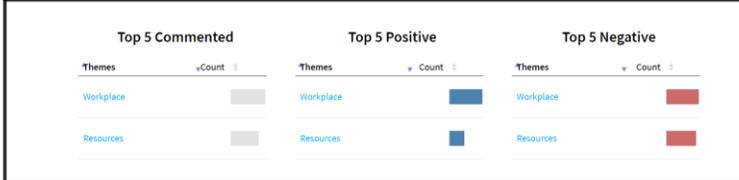
You can select a sentiment, to see all generally positive, neutral, or negative comments.



On the right you will see the percentage of comments in each Sentiment (Positive, Negative, and Neutral) **Note:** These will update as you make changes to the question selection.

The Search feature can be used to search the page for keywords.

The entire page can be exported to CSV.



Verbatim comments for each Theme in the Comment Analytics can also be access by clicking the name of a Theme.