



QRV USER MANUAL

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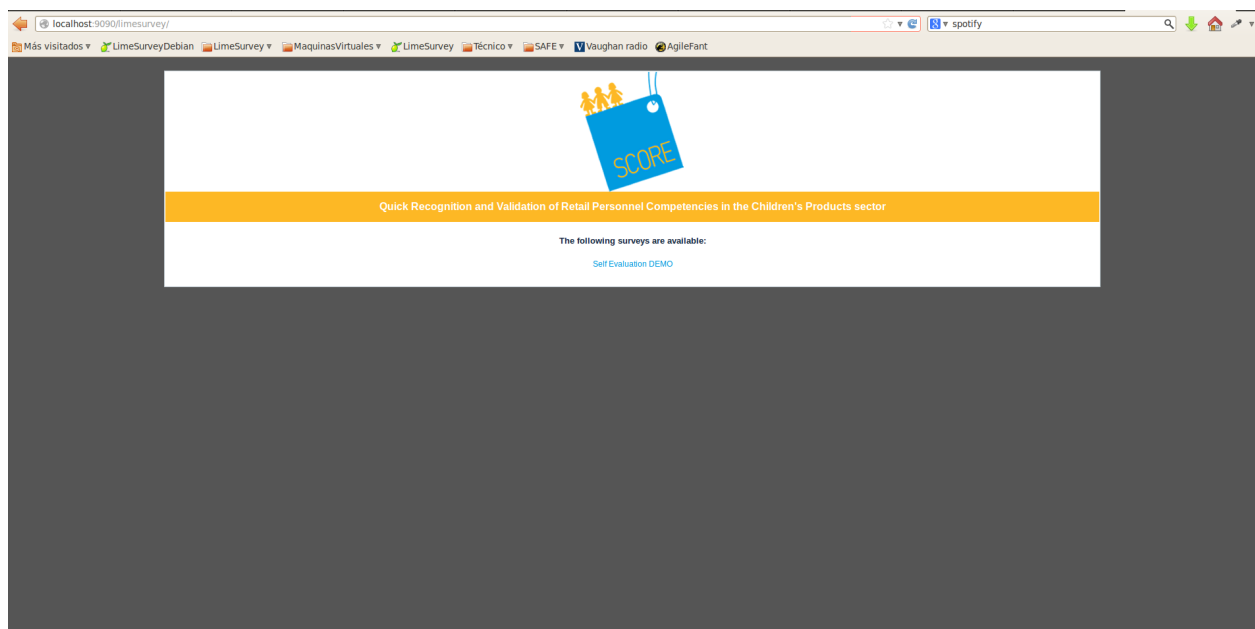
Self Evaluation

1._ Registering into the system

First, the employee enters next url into the address bar of the web browser

<http://score.scoreproject.eu>

Then she/he clicks on the link that corresponds with the questionnaire. Although this survey is anonymous, the system will ask he/she for registering into the system. Nevertheless, anonymity is ensured, since employee's email and name will not be connected with the answers.



“Tokens” is the mechanism that the platform uses to ensure anonymity. Each user has assigned a token, and this token will be connected with answers. In case of anonymous surveys, the token will be related with the answers, but the relation between employees and token is hidden by the system to ensure anonymity. This mechanism allows that Interviewers or Managers can consult later the submitted responses and match interviewees with responses, in not anonymous surveys.

The screenshot shows a registration form titled "Self Evaluation DEMO". At the top, there is a language dropdown menu set to "English". Below this, a message states: "You must be registered to complete this survey. You may register for this survey if you wish to take part. Enter your details below, and an email containing the link to participate in this survey will be sent immediately." The form includes input fields for "First name:", "Last name:", and "Email address:". A "Security question" is displayed as "2 + 30 =", with a "Continue" button below it.

Once the employee introduces the information, the system sends him/her an email with the link for accessing survey and shows a message informing about this email and the steps to be followed .

The screenshot shows a confirmation message titled "Self Evaluation DEMO". The text reads: "Thank you for registering to participate in this survey. An email has been sent to the address you provided with access details for this survey. Please follow the link in that email to proceed. Survey administrator Administrator (your-email@example.net)".

Survey registration confirmation

Administrator

Para: ccalles2grupo.es

Dear Carmen,

You, or someone using your email address, have registered to participate in an online survey titled Self Evaluation DEMO.

To complete this survey, click on the following URL:

<http://localhost:9090/limesurvey/index.php/264367/lang/en/token/u5vyfjaxmqep6xx>

If you have any questions about this survey, or if you did not register to participate and believe this email is in error, please contact Administrator at your-email@example.net.

2._ Doing the survey (Resume later and Load unfinished survey)

The interviewee open this email, and clicks on the URL to complete Self Evaluation survey. The first question that is shown is used to select the skills that will be evaluated.

Self Evaluation (token version)

Through this questionnaire your retail skills will be evaluated. Some sets of questions will be presented. Please, pay special attention to the question help text, since these guidelines will let you know if you need some training. At the end of the survey the system will suggest you a Development Plan for those skills where you need some training, if necessary.

English

Skill selection

★ Please, select the skills to be evaluated from the list below
Check any that apply

- Work effectively in a retail team
- Contribute to the monitoring and maintaining ease of shopping in a retail sales area
- Help Customers to choose products in a retail environment
- Give customers a positive impression of yourself and your organisation
- Demonstrate products to customers in a retail environment
- Process payments for purchases in a retail environment
- Cash up in a retail environment
- Deal with customer queries and complaints in a retail environment
- Place goods and materials in storage in a retail environment
- Check stock levels and sort out problems with stock levels in a retail environment
- Protect own and others' health and safety when working in a retail environment
- Reduce security risks in a retail environment
- Develop team and individual effectiveness in a retail business
- Audit stock levels and inventories in a retail environment and source required goods and services
- Develop a strategy for a retail business
- Manage financial information in a retail environment
- Develop and Implement a marketing plan in a retail environment
- Manage visual merchandising in a retail environment
- Dress visual merchandising displays

Load unfinished survey Resume later Next

Through the next screens the questions related with each selected skill are presented. The system lets participants save the answers and load them later. For this purpose, at the bottom of the survey two buttons are available.

★ What instructions do you follow for safeguarding health and safety at work?

Choose one of the following answers

- Know/Can do
- Needs training

? Guidelines: things that will indicate that this answer deserves a CAN DO

Load unfinished survey Resume later Next

If an interviewee wants to end later the survey, he/she must click in “Resume later” button and for security reasons, introduce a username and a password. Note that since this is an anonymous survey, the platform recommends to introduce a pseudonym as username and email is not required.

Save your unfinished survey

Enter a name and password for this survey and click save below.
Your survey will be saved using that name and password, and can be completed later by logging in with the same name and password.

If you give an email address, an email containing the details will be sent to you.

After having clicked the save button you can either close this browser window or continue filling out the survey.
To remain anonymous please use a pseudonym as your username, also an email address is not required.

Name:

Password:

Repeat password:

Your email address:

Security question:

[Return to survey](#)

When participants want to continue with the survey, they must open the email that the platform sends as part of registration process and click on the link again. Once the set of questions are shown, click on “Load unfinished survey” button. The system will ask the interviewee for the username and the password introduced in “Resume later” step

Load a previously saved survey

You can load a survey that you have previously saved from this screen.
Type in the 'name' you used to save the survey, and the password.

Saved name:

Password:

Security question:

[Return to survey](#)

3._ Submitting answers, score and development plan

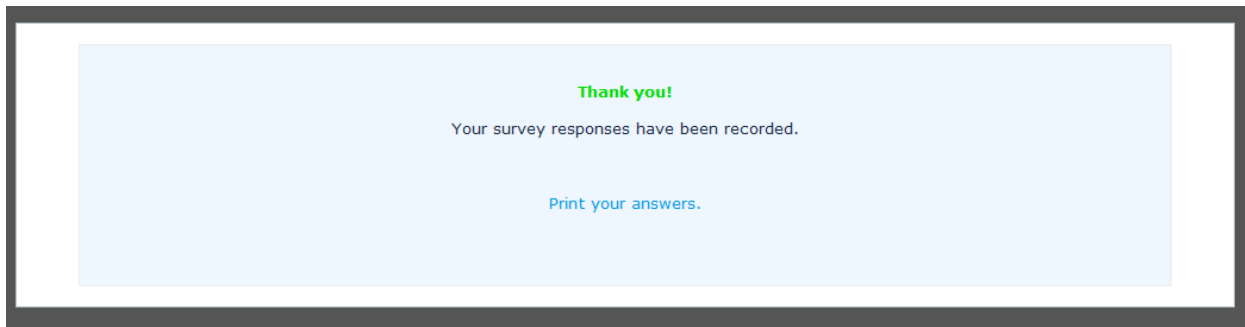
Then the interviewee can finish the survey and obtain the Score and the development plan suggested automatically by the system. The development plan is based on the answers of the interviewee. It means that the platform will suggest an action for each question where candidate’s response is “Some knowledge” or “Limited knowledge”.

The screenshot shows a survey question within a 'Self Evaluation DEMO' interface. At the top, there is an orange header with the text 'Self Evaluation DEMO'. Below the header is a language dropdown menu set to 'English'. The main heading is 'Development Plan: Work effectively in a retail team'. The question is 'What instructions do you follow for safeguarding health and safety at work?'. Below the question is a large text input area with a placeholder 'Suggestion for this question'. At the bottom, there are three buttons: 'Resume later', 'Previous', and 'Next', and an 'Exit and clear survey' button on the far right.


The screenshot shows the final result screen of the 'Self Evaluation DEMO' survey. At the top, there is an orange header with the text 'Self Evaluation DEMO'. Below the header is a language dropdown menu set to 'English'. The word 'Score' is displayed in blue. The main message is 'Thanks you!. The survey is ended. Your SCORE is: 15'. Below this, it states 'The system has conformed a personal Development Plan based on your answers. You can print it or send it by email latter, so it's not necessary you to take notes.' At the bottom, there are three buttons: 'Resume later', 'Previous', and 'Next', and an 'Exit and clear survey' button on the far right.

4. *Print report and send it by email*

Both, survey and development plan can be sent by email or printed once the survey is submitted by clicking in "Print your answers" link.



The platform shows the report with the set of questions and answers as well as the score and the development plan.



Survey name (ID): Self Evaluation DEMO (264367)	
Response ID	3
Work effectively in a retail team.	
How do you keep track of how much work you have to do and how long it is likely to take?	Needs training [0]
How do you ask for help and information from colleagues when needed ensuring that you make your needs clear while respecting the other person's needs and priorities?	Know/Can do [1]
How do you offer help to colleagues and respond positively to requests for help, whenever possible by being helpful to colleagues with completing their own work?	Needs training [0]
How do you discuss and sort out difficulties in working together in a polite and constructive way?	Know/Can do [1]
When do you ask a suitable person for advice about any problems in working with colleagues that you can't resolve without help?	Know/Can do [1]

At the bottom of the report, Interviewer can send the report introducing an email and clicking in "Send report button". On the left of this button it's located "Print report" button, which let the Interviewer print a copy of the report or load it as a file.

<p>Some techniques for closing the sale are:</p> <ul style="list-style-type: none"> • confirming that the customer wishes to buy the product • taking the product from the customer • taking the customer to the cash and wrap area • asking method of payment <p>Describe how you would do this.</p>	Know/Can do [1]
Score	
<p>Thanks you!. The survey is ended. Your SCORE is: 15 The system has conformed a personal Development Plan based on your answers. You can print it or send it by email latter, so it's not necessary you to take notes.</p>	
Development Plan: Work effectively in a retail team	
How do you keep track of how much work you have to do and how long it is likely to take?	Suggestion for question 1
How do you offer help to colleagues and respond positively to requests for help, whenever possible by being helpful to colleagues with completing their own work?	Suggestion for this question
What instructions do you follow for safeguarding health and safety at work?	Suggestion for this question
<p>email <input type="text" value="ccalle@s2grupo.es"/> <input type="button" value="Send report"/></p> <p style="text-align: center;">Email sent successfully!</p> <p style="text-align: right;"><input type="button" value="Print report"/></p>	

This is an example of sent email

<p>SCORE: Report no-reply@debian.s2grupo.com Para: ccalle@s2grupo.es</p>		<p>Martes, 18 de Marzo de 2014 13:12 Mostrar detalles</p>
<p>SCORE: Report Survey name (ID): Self Evaluation DEMO (264367)</p>		
Response ID		3
Work effectively in a retail team.		
How do you keep track of how much work you have to do and how long it is likely to take?		Needs training [0]
How do you ask for help and information from colleagues when needed ensuring that you make your needs clear while respecting the other person's needs and priorities?		Know/Can do [1]
How do you offer help to colleagues and respond positively to requests for help, whenever possible by being helpful to colleagues with completing their own work?		Needs training [0]
How do you discuss and sort out difficulties in working together in a polite and constructive way?		Know/Can do [1]
When do you ask a suitable person for advice about any problems in working with colleagues that you can't resolve without help?		Know/Can do [1]
What instructions do you follow for safeguarding health and safety at work?		Know/Can do [1]
Contribute to the monitoring and maintaining ease of shopping in a retail sales area		
Are you aware of Housekeeping factors such as cleanliness, tidiness and no health and safety hazards?		Know/Can do [1]
How do you promote particular goods, for example, by giving them a prominent position on shop floor? Why is it important to keep them clearly ticketed and well stocked?		Know/Can do [1]

Job Interview and Manager Evaluation

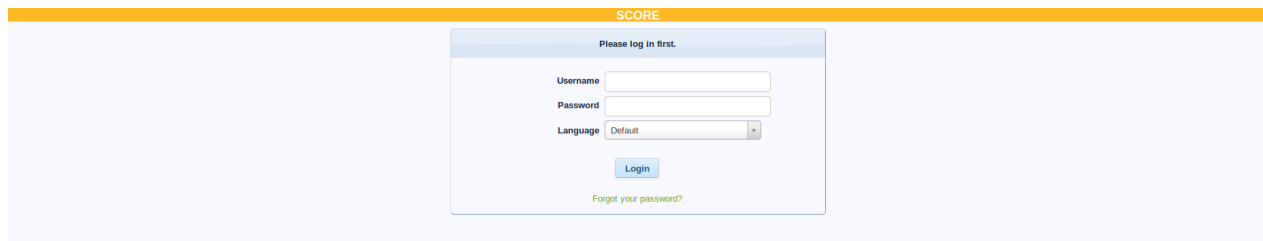
These scenarios are very similar, so they will be explained together. The steps are the following ones:

First, the interviewer enters next url into the address bar of the web browser


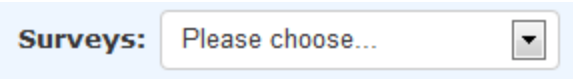

<http://score.scoreproject.eu/admin>

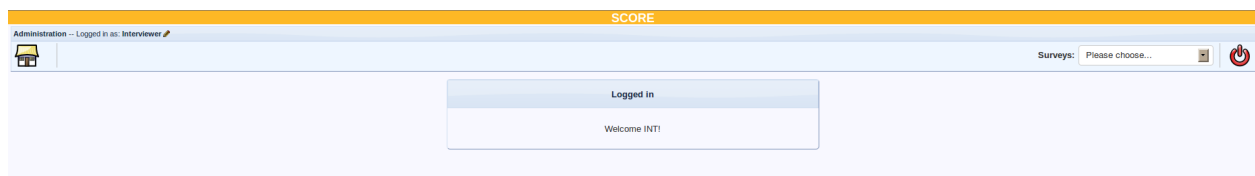
1._ Logging into the system

Interviewer logs into the system using username and password. He/she can choose also the default language. If interviewer forgot his/her password, must click the link “Forgot your password?” and follow the instructions, which are similar to other web applications.



Once Interviewer is logged into the system, the welcome screen is displayed. On the top it can be seen the administration toolbar with next icons:

-  Default administration icon
-  A combobox showing available surveys for this Interviewer
-  Logout icon.



If Interviewer clicks on Default administration icon, the system will show the list of surveys with

some general information about them. This information is presented as a table. Each row represents a survey.

- First column means the status of the survey. Possible status are “activated” or “deactivated”. Our surveys will be in “active” status. If you consider that some survey must be deactivated, write an email to admin.
- “Owner” column shows the owner of the interview

And the other columns are related with the responses already submitted by employees



- Full: number of employees that have completed the survey
- Partial: number of employees that have begun the survey but not finished it.
- Total: The sum of last two columns.
- Response rate: represents the percent of interviewee that have been answered the survey. A response rate of 50% means that the Interviewer has introduced the personal data of, for example, 10 people and just 5 has fulfilled the survey.

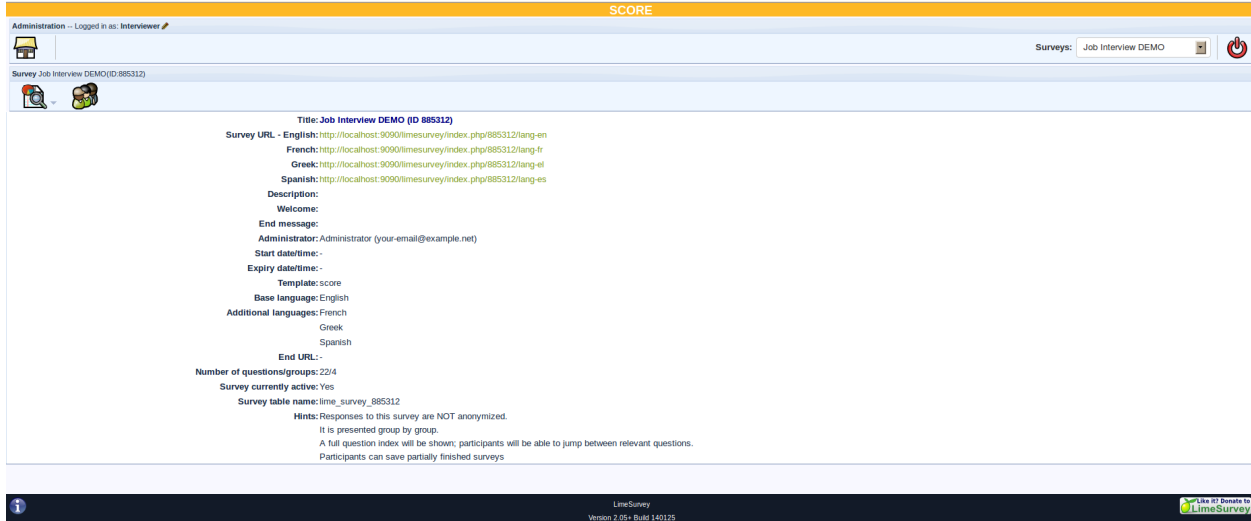
Status	SID	Survey	Date created	Owner	Access	Anonymized responses	Full	Partial	Total	Tokens available	Response rate
Any	885312	Job Interview DEMO	13.03.2014	Interviewer (Edi)	Closed	No	0	0	0	0	0

2._ Selecting the survey

Next step is selecting the survey Interviewer wants to work with. In this case he/she would select Job Interview. Interviewer can click into the survey title or select it using the combo situated next the logout icon.

Once the survey is selected, the platform shows the survey toolbar, with two icons:

-  Responses and statistics.
-  Interview management ("Token management")








The screenshot displays the SCORE interface for a survey titled "Job Interview DEMO (ID 885312)". The interface includes a navigation bar at the top with the SCORE logo and a user profile icon. Below the navigation bar, there are two icons: a magnifying glass over a document and two people talking. The main content area displays the following information:

- Title:** Job Interview DEMO (ID 885312)
- Survey URL - English:** <http://localhost:9090/limesurvey/index.php/885312/lang-en>
- French:** <http://localhost:9090/limesurvey/index.php/885312/lang-fr>
- Greek:** <http://localhost:9090/limesurvey/index.php/885312/lang-el>
- Spanish:** <http://localhost:9090/limesurvey/index.php/885312/lang-es>
- Description:**
- Welcome:**
- End message:**
- Administrator:** Administrator (your-email@example.net)
- Start date/time:** -
- Expiry date/time:** -
- Template:** score
- Base language:** English
- Additional languages:** French, Greek, Spanish
- End URL:** -
- Number of questions/groups:** 22/4
- Survey currently active:** Yes
- Survey table name:** time_survey_885312
- Hints:** Responses to this survey are NOT anonymized. It is presented group by group. A full question index will be shown; participants will be able to jump between relevant questions. Participants can save partially finished surveys


The footer of the interface shows the LimeSurvey logo and version information: "LimeSurvey Version 2.05+ Build 140125".

3. Adding interviewees

Interviewers click on “Token management” icon  and then the toolbar for this section is shown with next icons

-  Return to survey administration.
-  Show token summary
-  Display tokens
-  Add new token entry



Interviewer enters the personal data of the employee into the system. For this purpose, in “Token management toolbar” he/she will click on “Add new token entry” . The platform presents a form for adding new interviewees.

Required data is First Name, Last Name, Email (if you would sent invitation email) and token.

Once the required information is introduced, click on “Add token entry” button.

Then, the system presents a message with the result of the process and offers the possibility of adding new tokens or display the existing ones.

Add token entry

ID: Auto


First name:

Last name:

Email:

Email status:

Token: You can leave this blank, and automatically generate tokens using 'Generate Tokens'

Language: 

Invitation sent?





Reminder sent?

Completed?

Uses left:

Valid from: ... until ... Format: dd.mm.yyyy hh:mm

SCORE


Token control Job Interview DEMO    

Add token entry

Success

New token was added.





LineSurvey
Version 2.00 - Build 140125




Like it? Donate to



4. _ Doing the survey (Resume later and Load unfinished survey)



The next step is to execute the survey for this interviewee. So, click on “Display token”
A table with interviewees information is shown. The information of each candidate is shown in one row. Possible actions for each interviewee are:

-  View response details. Only available if the interviewee has submitted a response.
-  Do survey
-  Delete token entry
-  Edit token entry

SCORE														
Token control Job Interview DEMO														
Survey participants														
ID	Action	First name	Last name	Email address	Email status	Token	Language	Invitation sent?	Reminder sen	Reminder cou	Completed?	Uses left	Valid from	Valid until
2	   	Carmen	Cale		OK	ccale000	English	N	N	0	N	1		

If Interviewer click on “Do survey” icon  then the survey is opened automatically in other window. The first question that is shown is used to select the skills that will be evaluated.



Self Evaluation (token version)

Through this questionnaire your retail skills will be evaluated. Some sets of questions will be presented. Please, pay special attention to the question help text, since these guidelines will let you know if you need some training. At the end of the survey the system will suggest you a Development Plan for those skills where you need some training, if necessary.



English ▾

Skill selection

★ Please, select the skills to be evaluated from the list below
Check any that apply

- Work effectively in a retail team
- Contribute to the monitoring and maintaining ease of shopping in a retail sales area
- Help Customers to choose products in a retail environment
- Give customers a positive impression of yourself and your organisation
- Demonstrate products to customers in a retail environment
- Process payments for purchases in a retail environment
- Cash up in a retail environment
- Deal with customer queries and complaints in a retail environment
- Place goods and materials in storage in a retail environment
- Check stock levels and sort out problems with stock levels in a retail environment
- Protect own and others' health and safety when working in a retail environment
- Reduce security risks in a retail environment
- Develop team and individual effectiveness in a retail business
- Audit stock levels and inventories in a retail environment and source required goods and services
- Develop a strategy for a retail business
- Manage financial information in a retail environment
- Develop and Implement a marketing plan in a retail environment
- Manage visual merchandising in a retail environment
- Dress visual merchandising displays

Through next screens the questions related with each selected skill are presented. Next steps are the same as in Self Evaluation scenario, so, please consult same section of that scenario.

5._ Submitting answers, score and development plan




Please, consult same section of “Self Evaluation” scenario. The only difference between “Job Interview” and “Self Evaluation” is that in Job Interview use case, the development plan is not generated.




6._ Printing report and sending it by email

Please, consult same section of “Self Evaluation” scenario.

7._ Consulting and exporting responses. Charts and statistics

Once the survey is ended, Interviewer can consult the responses using two different ways :




- By clicking on Token Management  / Display Tokens  / “View responses detail” icon , that must be available since the answers of this employee have been already submitted.

ID	Action	First name	Last name	Email address	Email status	Token	Language	Invitation sent?	Reminder st	Reminder c	Completed?	Us
1	  	Carmen	Calle	ccalle@s2grupo.es	OK	ccalle	English	N	N	0	2014-03-13 16	




View response details


- By clicking on “Responses”  in survey toolbar, and then in browse responses toolbar “Display responses” 

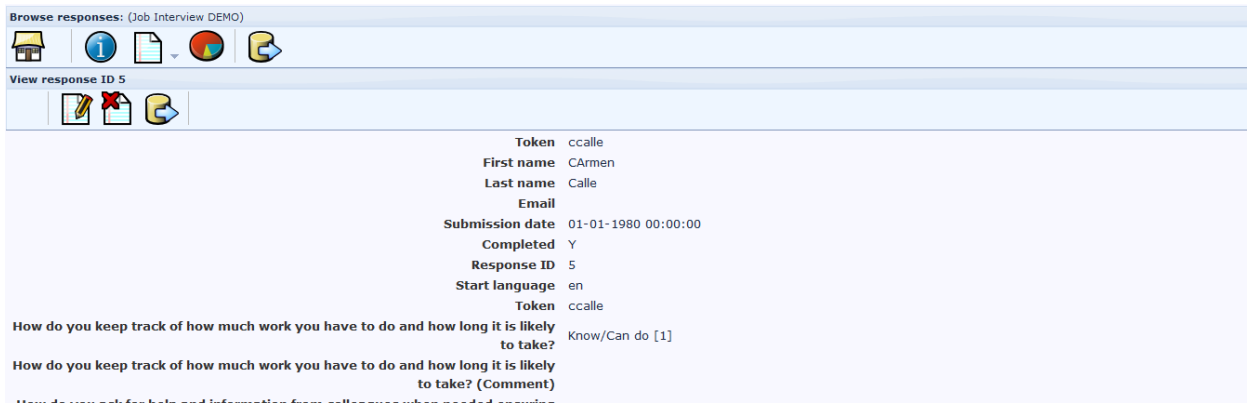
The system will show a table with all available responses, completed or uncompleted.

SCORE														
Browse responses: (Job Interview DEMO)														
Data view control														
Records displayed: 1 Starting from: 0 Show Display: All responses														
Actions	Token	First name	Last name	Email	Completed	Response ID	Start language	How do you keep track	How do you keep track	How do you ask for help	How do you ask for help	How do you offer help	How do you offer help	How do you discuss and discuss a
  	ccalle	Carmen	Calle		Y	5	en	Know/Can do f11	Know/Can do f11	Needs training f11	Needs training f11	Needs training f11	Needs training f11	Know/Can do f11

In the same way than in participants management, the system shows a table where each row contains all the responses of a questionnaire for one interviewee. Possible actions for each response are:

-  View response details.
-  Edit this response
-  Delete this response

If Interviewer clicks on “View response details” icon , the platform shows questions and answers.



Browse responses: (Job Interview DEMO)

View response ID 5

Token	ccalle
First name	CArmen
Last name	Calle
Email	
Submission date	01-01-1980 00:00:00
Completed	Y
Response ID	5
Start language	en
Token	ccalle


How do you keep track of how much work you have to do and how long it is likely to take? Know/Can do [1]

How do you keep track of how much work you have to do and how long it is likely to take? (Comment)

How do you ask for help and information from colleagues when needed, providing

In “View responses toolbar” are located next icons, which allows the Interviewer perform the actions than in the other screen, and another one: export this response

-  Edit this entry
-  Delete this entry
-  Export this response

When Interviewer clicks on “Export this response” icon  the platform provides several possibilities to perform this action:

The system allows export response in **different formats**:

- CSV
- Microsoft Excel
- PDF
- HTML
- Microsoft Word

Regarding the information for each question, the platform provide the interviewer three **different headings**:

- Question code: It is the “name” of the question. For example, for the first question of the first question group the question code is QG1Q1. If Interviewer selects this option the system exports the question code instead the question text.
- Abbreviate question text: If Interviewer selects this option the system exports just the first

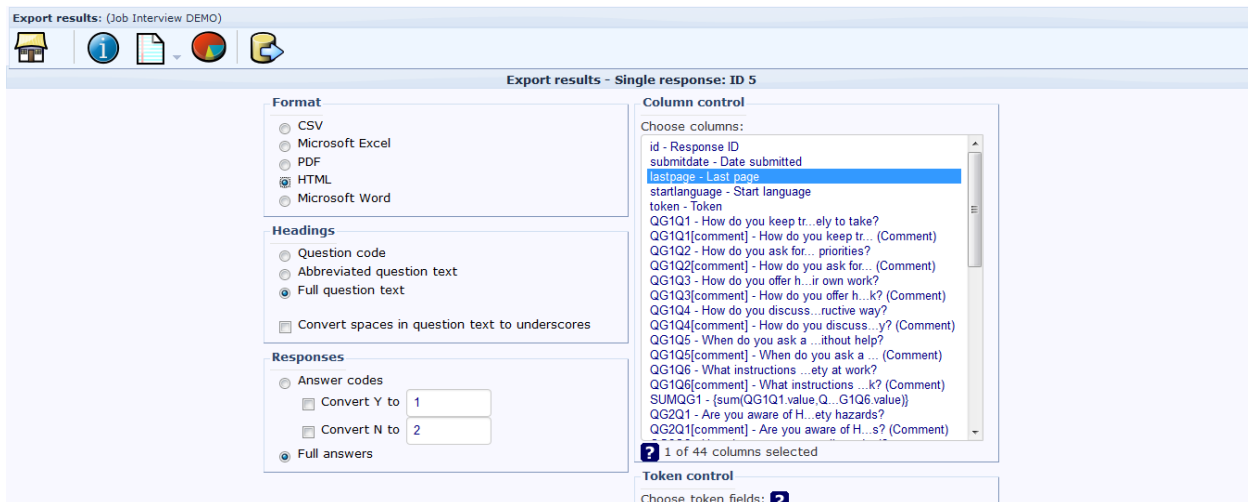
words of the question text

- Full question text: If Interviewer selects this option full question text are export


It also allows export the full text of the responses or just the associated code.

- “Fully competent” has the code “4”
- “Partially competent” has the code “3”
- “Some knowledge” has the code “2”
- “Limited knowledge” has the code “1”

Some participants’ data can be included also: First name, last name and email.



In the Interviewer wants to obtain some statistical information, he/she must click on “Statistics”

icon  and the system shows several options to perform this action.

Data selection

- Include: Interviewer can select include all the responses, just completed ones or incompleting ones.
- View summary of all available fields
- Subtotals based on displayed questions
- Statistics report language

Response id

- Greater than
- Less than

Output options

- Show text responses inline
- Show graphs
- Select output format: selection between html, pdf or excel

General filters

Data selection

Include: All responses

View summary of all available fields

Subtotals based on displayed questions

Statistics report language Français

Response ID

Greater than:

Less than:

Output options

Show text responses inline:

Show graphs

Select output format: HTML PDF Excel