User Guide

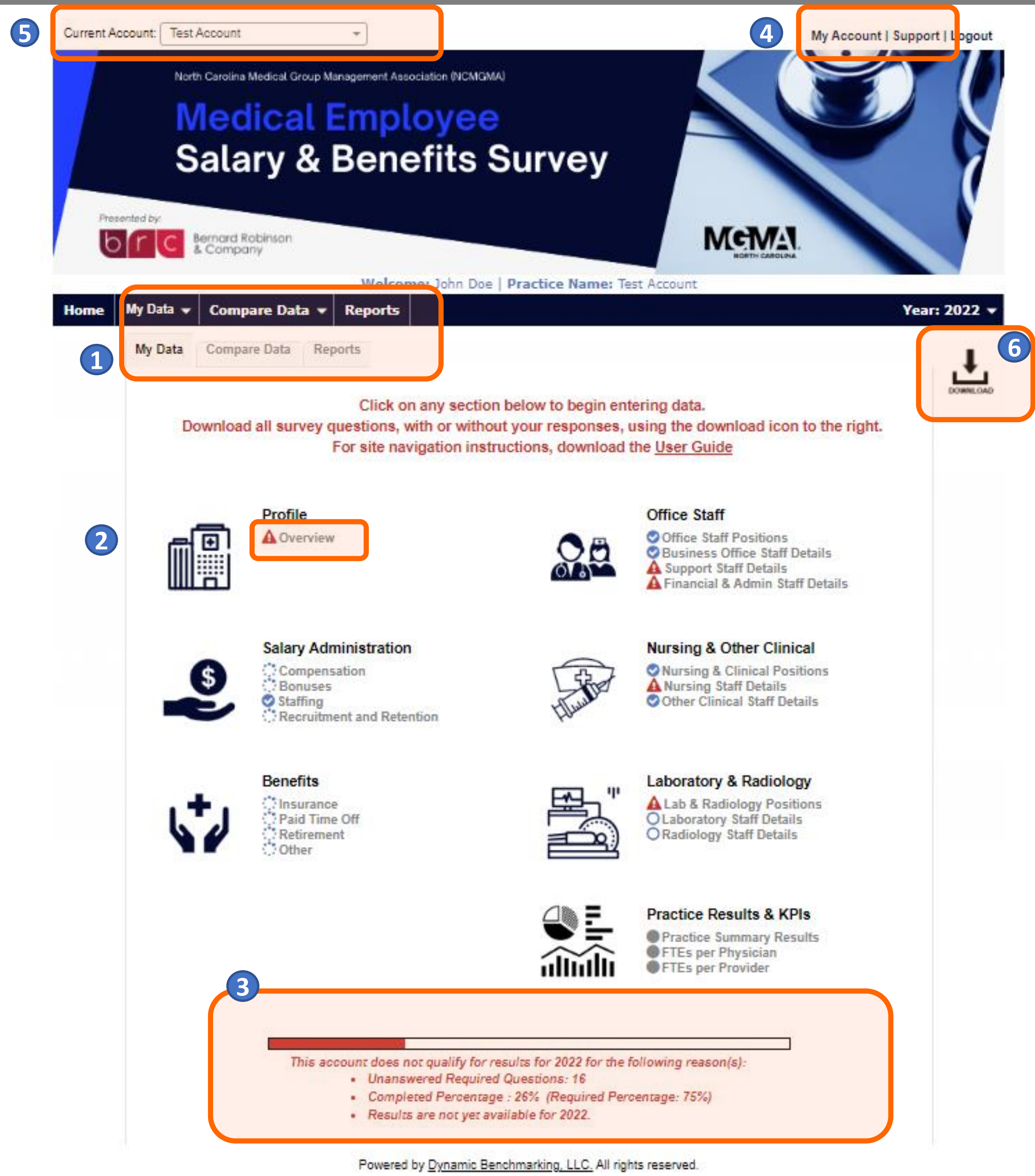
This guide describes how to get started with the survey.
View the following pages for illustrated descriptions on how to enter data, view question comparisons and run dynamic reports.

Benchmarking Website: https://benchmark.ncmgmasalarysurvey.com

Questions? info@ncmgm.org

First Time Users: Click here to set up an account.

Your Home Page



1. The survey is divided into 3 sections. "**My Data**" is where you will do all your data entry. When results are available, they will be accessed through the "**Compare Data"** and "**Reports"** tabs.

2. Status icons next to each subcategory indicate your progress and warn you when you have missed a required question or when you have a numeric value outside of the expected range.

3. Your overall survey progress can be tracked through the progress bar & messaging at the bottom of the page.

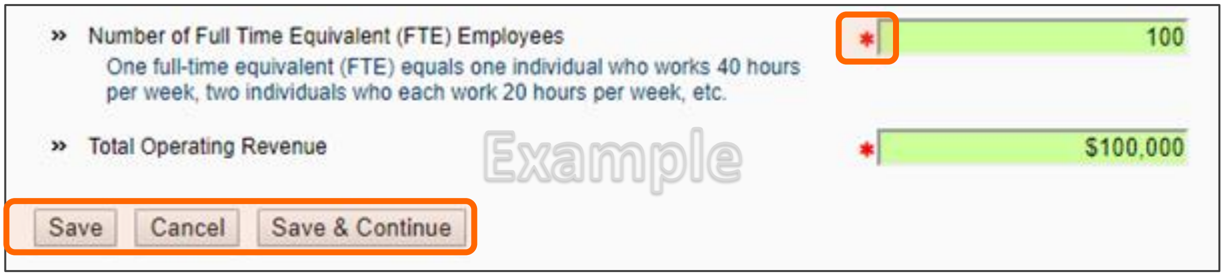
4. Use the **Support** link to access support documentation and contact information. Use the **My Account** link to update your password and manage users in your account.

5. If you have access to multiple accounts use the dropdown at the top left to switch between accounts.

6. Download all the questions in the survey, with or without your answers by clicking this icon on the home page. Once you are on a data entry page, you can export just that page, the entire section or all questions to share with others.

Entering Your Data

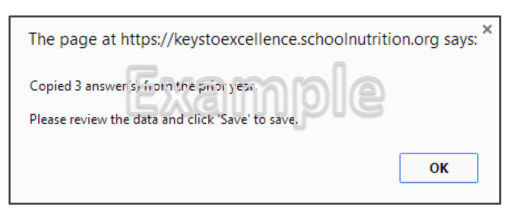
- As you enter data, the entry box turns green, indicating that new data has been provided and must be saved by clicking the **Save** or **Save & Next** button at the bottom of every page.
- To abandon or discard newly entered data, click **Cancel.**
- Any required questions are noted with a large, red asterisk *.



- Some questions have the option of checking **n/a**, indicating that the question does not apply to you. Selecting **n/a** counts towards your overall survey progress.

- Some numeric questions are set with expected answer ranges. If you enter a value outside of the expected range, you will see a warning sign appear. You will be able to save this data, but it will be flagged as being out of the expected range.

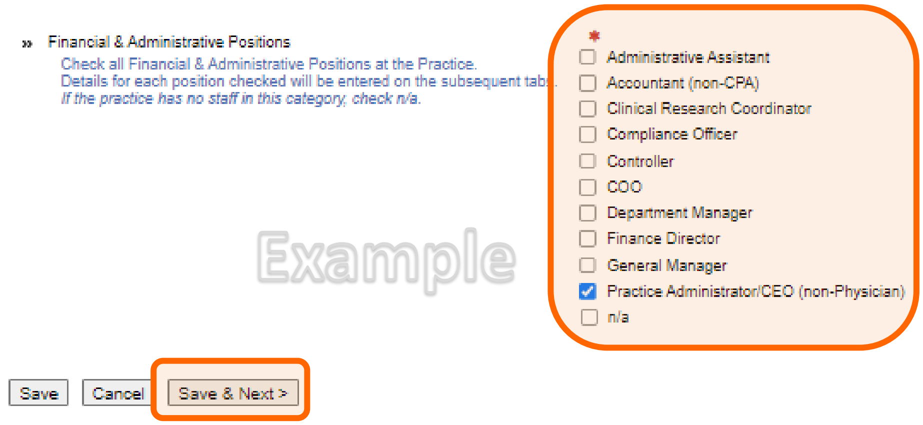
- In subsequent years of data entry, select **Copy Prior Year Data** to pull forward your previous year's data. If you have already started data entry, using this option will not overwrite your current saved answers.
- A pop-up box will tell you how many answers were copied from prior year. Click **OK**, return to the page, modify any data as necessary. Then click **Save** at the bottom of the page to save your answers before moving forward.



Compensation Data Collection by Position

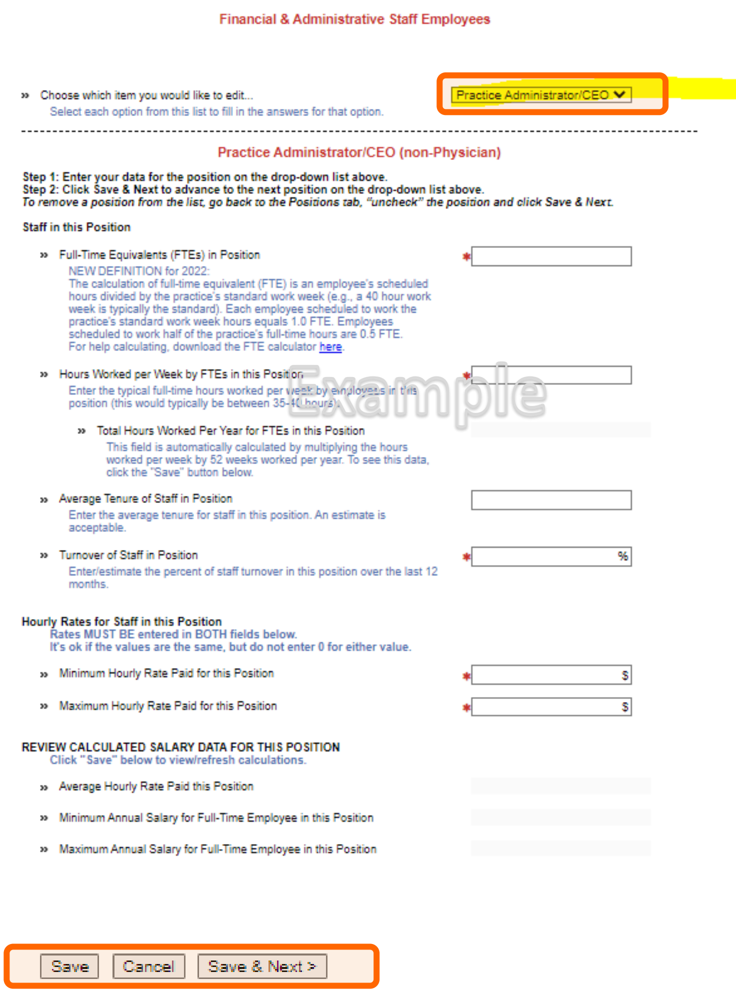
The compensation section is set up to make it easy to answer the same series of questions for multiple positions.

- On the **"Positions"** tabs (for each group of positions):
  - Select the positions at the practice for which you will be reporting data, then click **Save & Next** to answer questions for each position selected. If you do not have any staff in a category, simply check n/a to skip that group of positions.



- On the **Position Details** tab:
  - The dropdown box displays the position(s) you selected on the previous page.
  - Answer the questions for the position displayed.
  - Click **Save & Next** at the bottom of the page to save your answers and move to the next position in the list.
  - Continue in this manner until you have answered all the questions for every position in the dropdown box.
  - Review your answers for any position by selecting it in the dropdown list at any time.
  - When you have answered all the questions, click **Save** to review the calculated data for average hourly rate and annual salary and then click **Save & Next** to continue to the next position in the list until you have completed all positions applicable to the practice.

  - **IMPORTANT:** If at any time you wish to delete a position from the list, simply return to the list of positions, uncheck THAT position, and click **Save** at the bottom of the page. This WILL clear out all data previously entered for THAT position.



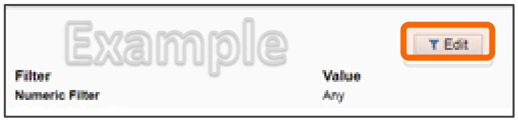
Accessing Results

Results are available, free of charge, for all users who have answered all required questions and completed a minimum 75% of all questions.

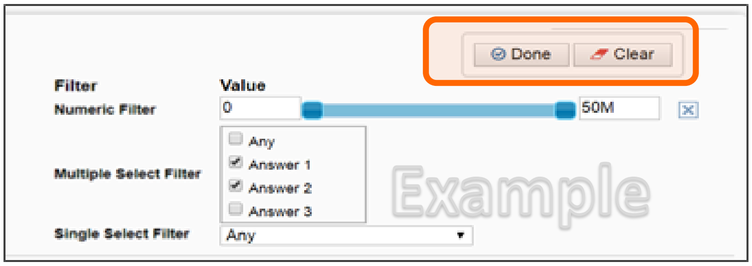
- Results are available in two formats – question by question comparisons and personal, dynamic reports.
    - **Question Comparisons**: Accessed from the 2nd tab on your home page, question by question comparisons allow you to see how you compare to other participants for every question in the survey.
    - **Reports**: Accessed from the 3rd tab on your home page, personalized, dynamic reports provide you with a collection or results information presented in either chart or table format.
- To ensure data anonymity, all results are aggregated & a minimum of 5 data points is required, even with filters applied.
    - Numeric results are presented in quartiles, values that divide a list of numbers into quarters:
        - 25th Percentile/first quartile: 25% of the data fall below this percentile.
        - 50th Percentile/median: Represents the middle number where 50% of answers are lower & 50% are higher.
        - 75th Percentile/third quartile: 75% of the data fall below this percentile.
    - Multiple Choice results are reported with the percentage of answers associated with each response option for that question.
    - Unless a chart is presenting multiple pieces of data (such as in a pie chart), your responses will be presented in a different color.

Using Filters

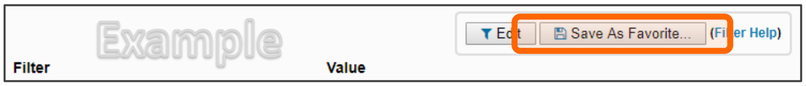
Filters allow you to drill down and compare your answers to a subset of respondents. All results continue to be aggregated with a minimum of 5 data points, even when filters are applied.



- Click **Edit** to activate the filters.
    - **Numeric filters**: Click **Add** to activate sliders. Use slide bar to set a numeric range by moving the blue squares or enter a number in boxes.
    - **Multi-select filters (if available)**: Check the items you wish to include.
    - **Single-select filters (if available)**: Choose from the drop down menus.
    - **NOTE**: **Any** indicates that the filter is **NOT** applied. To include all accounts that answered the question, select the full range of data in a numeric filter and select check all answer options in a multiple choice filter.



- Watch the filter message change as you select filters. A warning message will display when you have filtered too far to return results.
- If your filters do not return enough responses, change your filter settings by:
    - Widening the range of a numeric filter.
    - Turning off a numeric filter by clicking the **X**.
    - Returning a multiple choice filter to **Any**.
    - Click **Clear** to start over and select different filter options.

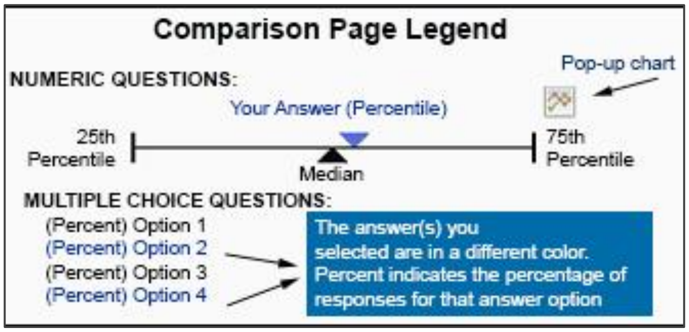


- When you have the filter settings you desire, click **Done** to close the filter area.
- Once you have found a filter setting that works for you, save it as a filter favorite to easily use again.

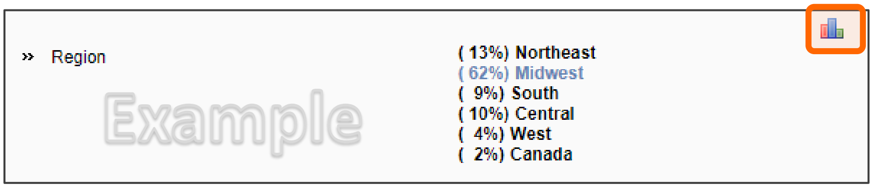
Filters will carry forward onto subsequent compare pages as well as the reports page, until they are cleared.

Question by Question Comparisons

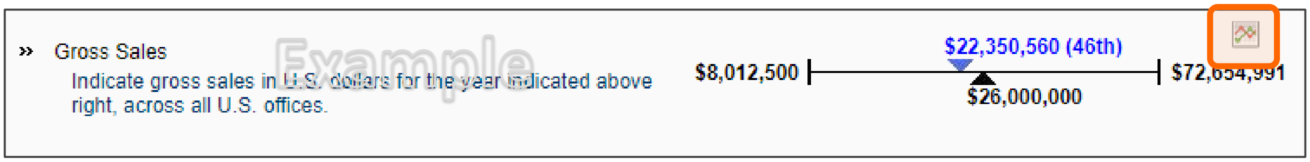
- From **Results: By Question,** click on any question group or sub-group to begin viewing comparisons.
- Click on the icon to the right of each comparison result to view the data in a chart, which can then be saved as either PDF or PPT.



Example: Multiple-choice results

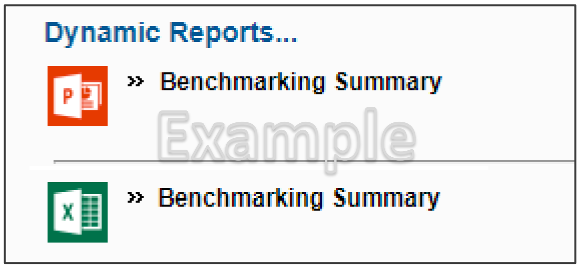


Example: Numeric results when you are reporting a single data point:

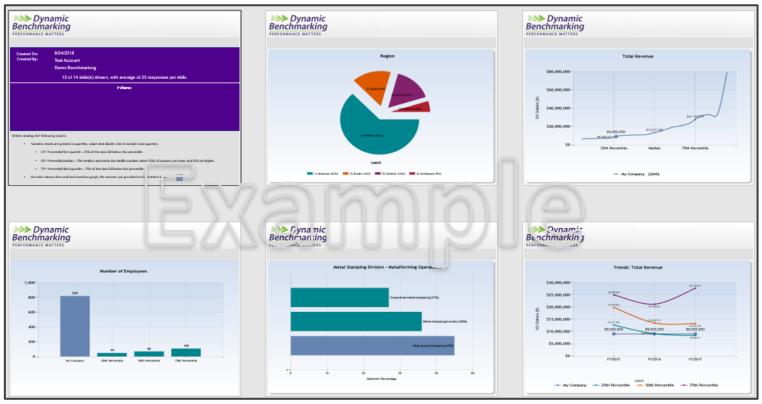


Personalized, Dynamic Reports

- From your reports tab**,** click on a report name to download your personalized report.
  - **PowerPoint** reports display data in charts and graphs, including year-over-year and multi-year trend charts.
  - **Excel** reports display data in spreadsheet format.



- Use filters to get the most out of your results.
- Filters applied to question-by-question comparisons will carry forward into reports until they are cleared.
- To export a complete report of just your responses, use the export report icon on the data entry tab.



How Data is Displayed in Multi-Year Trend Charts – When Available

Trend chart reporting follows the minimum number of accounts and data points required by the platform to display results:

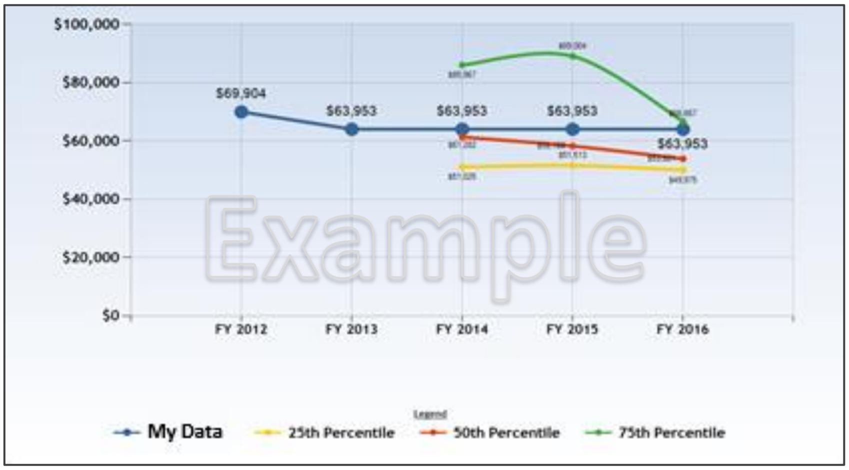
- Five (5) accounts must meet the filter criteria set for EACH trend year.
- Five (5) data points are required for EACH trend year.

In the example shown:

- The minimum number of accounts (5) was met to display the trend report.
- The minimum number of accounts (5) was NOT met for years FY2012 and FY2013. Therefore, no trend values/dots are shown for FY2012 or FY2013 on the chart.
- The minimum number of data points (5) WAS met for FY2014, FY2015 and FY2016, and trend values/dots are displayed for these years.

*If there is not enough data for a **specific year**, that year will not display a trend value/dot.*

If the first or last year do not have enough data points, then the trend line will not be drawn to that year.



Data Integrity Statement

SECURE

- **Secure:** The platform, powered by Dynamic Benchmarking, uses industry best encryption to protect your user ID and password. All data submissions and the delivery of results are protected using multiple layers of security and encryption. Your response data is encrypted and protected by SSL when in transit from your browser to the Dynamic Benchmarking databases. You can see this SSL certification by putting your mouse on the lock next to the HTTPS part of the URL.

CONFIDENTIAL

- **Confidential:** Individual responses are only accessible to the select NCMGMA staff directly involved in the survey process for the purpose of managing the benchmarking platform. Survey responses are only released as aggregated data that cannot be traced back to specific organizations or individuals. To ensure data anonymity, all results are aggregated and a pre-determined minimum number of responses are required for results to be displayed, even when filters are applied.

TRUSTWORTHY

- **Trustworthy:** Dynamic Benchmarking stands by their pledge to strive to execute well-researched, tested surveys that use statistically valid survey techniques. Their aggregation methodologies and data analysis are continually tested, reviewed and updated to ensure validity.

Managing Your Account

From the "My Account" page, you can: (link located at the top right of the screen)

- Change your password
- Add/manage account users
  - Account administrators can add new users as well as manage existing users in your account through the **My Account** link at the top of the home page. The **User** section of this page will only display if you have administrator permission for your account.
  - Add new user contact information and set user permissions:
    - Administrator: Manage users and read-write permission
    - Read-Write User: Can enter data & access results
    - Read-Only User: Can view results but cannot add or edit data
    - Write-Only: Can add or edit data but cannot access results
  - New users will immediately receive an email with their user name and log-in instructions. Occasionally these emails are caught by spam filters, so be sure to check spam/junk folders.
- Review the Terms of Use, Privacy Policy, and Cookie Policy
- Delete your account.

Contributing Data for Multiple Accounts

- If you are reporting data for more than one company, NCMGMA can help you set up additional accounts. Email support at info@ncmgm.org .
- To switch from one account to another, click on the Current Account dropdown menu at the top of the home page to select the account.
- Always check the account you are in before entering or updating your data.

General Help

The following documentation is available on the support page in the survey:

- Data Collection Worksheet
- Filter Help document

All current browser versions are fully supported as follows (older versions of browsers may work but will not provide the best experience):

- Use the recommended browser settings for security and cookie settings. Cookies must be enabled to support the logging in process.
- Internet Explorer 11 - support for IE is going to be phased out when Windows 7 is no longer supported by Microsoft.
- Microsoft Edge – browser that comes with Windows 10.
- Chrome/Firefox/Safari – these browsers auto-update so the latest version should be used.