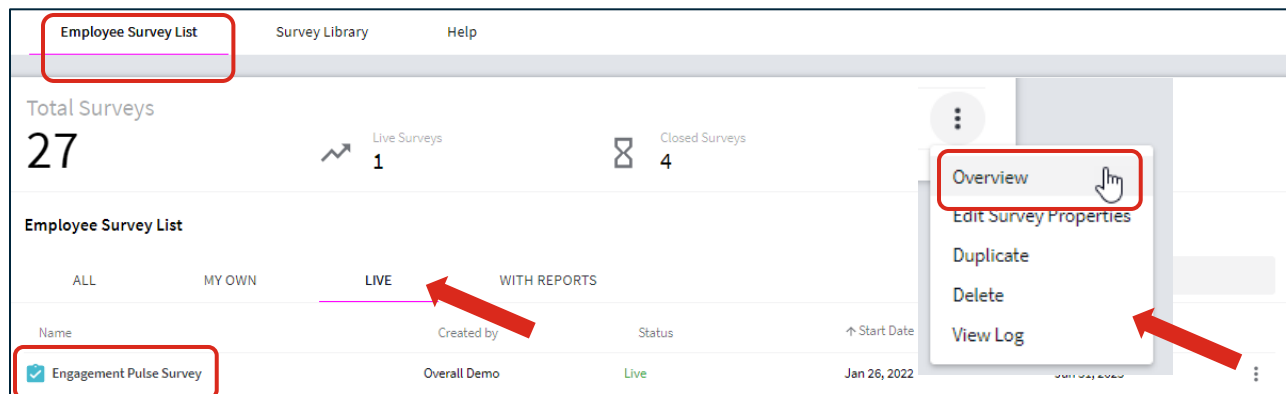


# Micro Pulse — Response Rates, Updating the Survey Timeline, Live Results

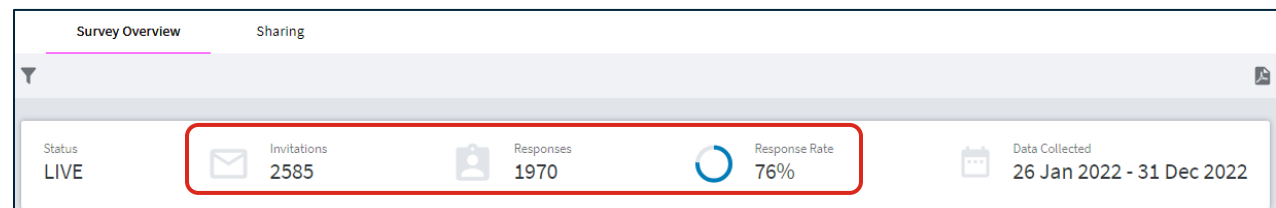
## Navigate to the Survey

Review the Survey List for the Live survey you want to access. Either click on the name of the survey or select the three dots to the far right of the survey and select Overview.



## Response Rates

From the Survey Overview page, you can review current response rate information in the bar at the top of the page, viewing the number of invitations sent, responses received, and the response rate.



## Recipients Filtering and Sampling

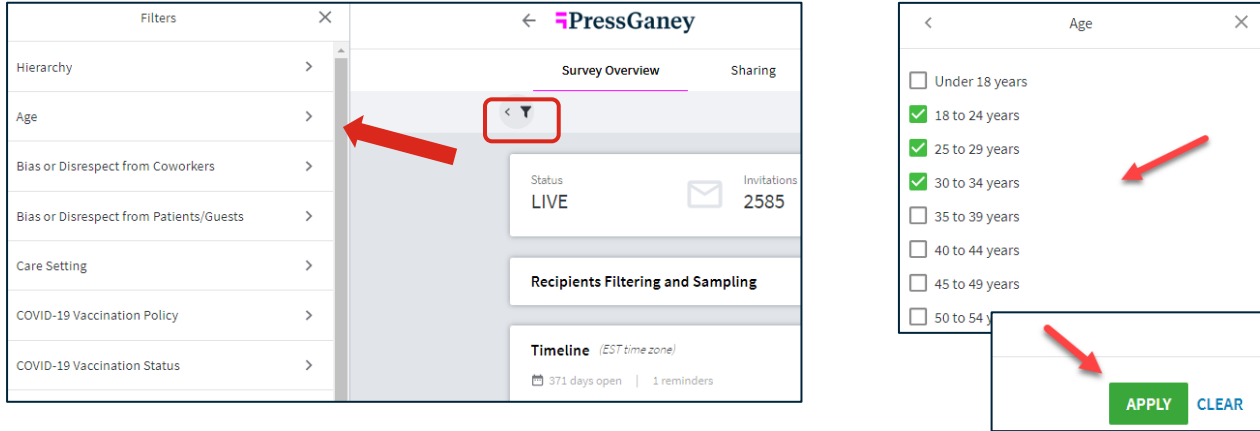
This section displays the filters selected for the survey and the sampling.

### Recipients Filtering and Sampling

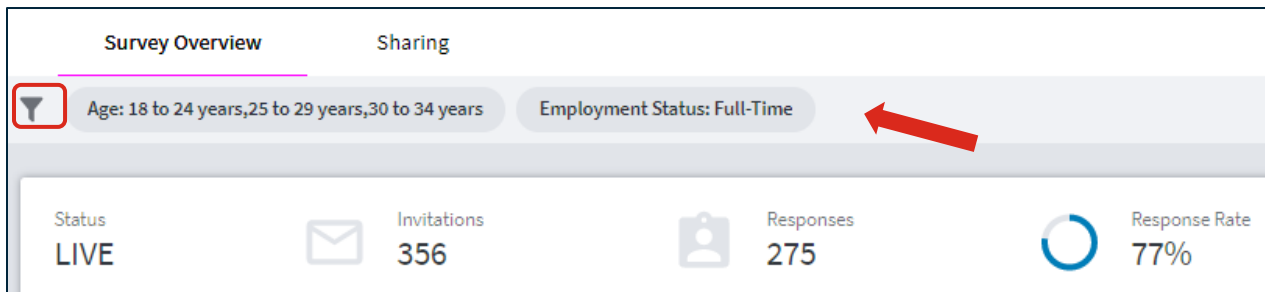
<p><b>Hierarchy</b> <i>All children under node</i></p> <p> <b>PG Central Health System</b> (2585)</p> <p><b>Position</b> No filters applied</p> <p><b>Registered Nurse</b> No filters applied</p> <p><b>Randomized Sample</b> 5%: Percentage of sample to receive survey</p>	<p><b>Location</b> No filters applied</p> <p><b>Direct Patient Care</b> No filters applied</p> <p><b>Shift</b> No filters applied</p> <p><b>Exclude Recipients of Other Surveys</b> <i>none</i></p>
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## Response Rate Filters

Select the Filter icon in the upper left corner to filter response rate information by the hierarchy or demographics listed and select Apply. You may select more than one Filter. To clear your Filters, select Clear All at the bottom of the Filter list.



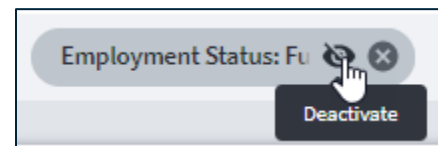
When Filters are applied they will display above the response rate information.



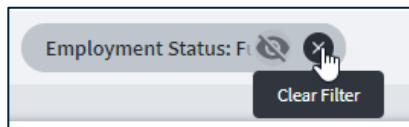
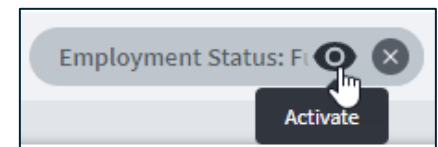
Active Filters are in darker type, deactivated Filters appear grayed out. In this example the arrow points to a deactivated Filter.



To deactivate a Filter, click on the Filter and it will be grayed out. Hover over the Filter again to reactivate it.

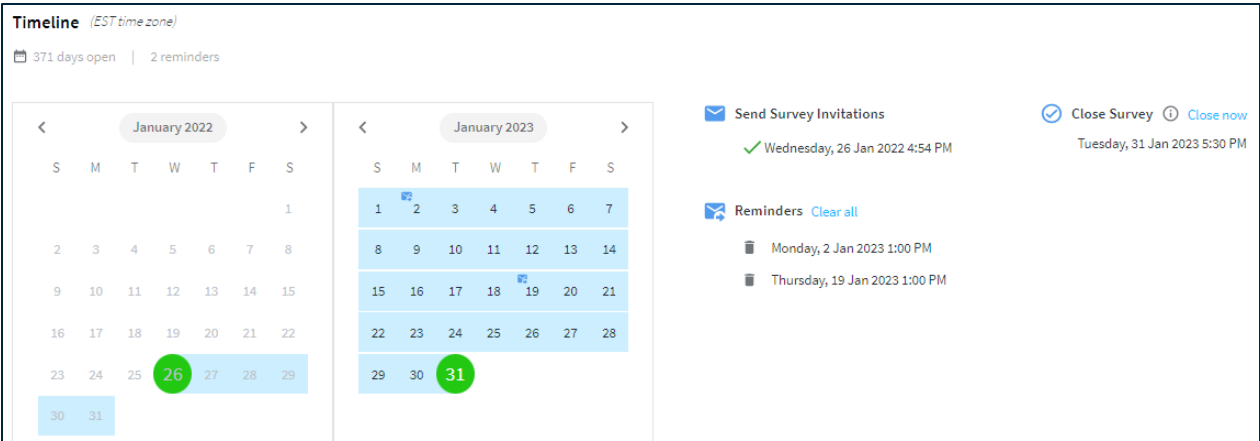


To remove the Filter, hover over the Filter and select the X.



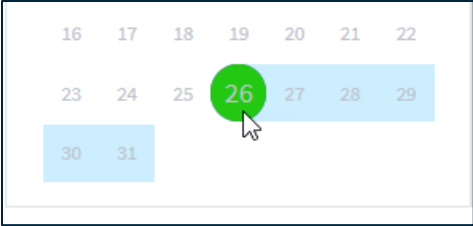
# Updating the Survey Timeline

You can make updates to the Survey Timeline by clicking on the dates on the calendar and editing.



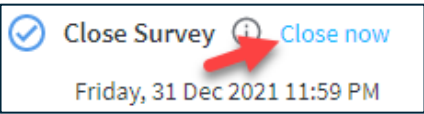
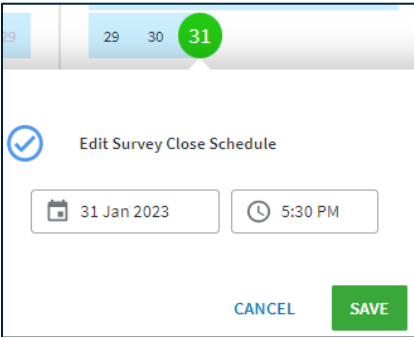
## Update Start Date

If the survey has not yet started, click on the start date on the calendar and update the date and/or time.



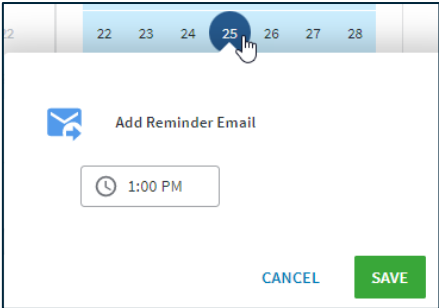
## Update Close Date

If the survey has not yet closed, you can change the close date or close it immediately by selecting Close Now.



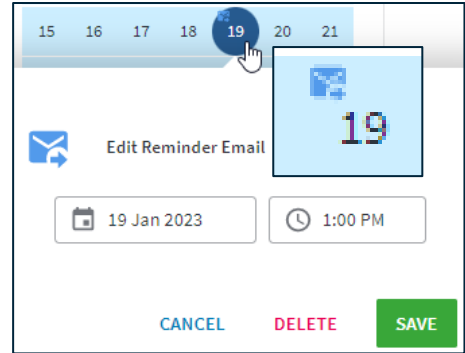
## Add Reminder

You can add a reminder by clicking the date you would like for the reminder on the calendar, selecting the time, and Save.



## Update Reminder

If a reminder has not yet gone out, you can update the reminder date by selecting the date, making any updates, and select Save.

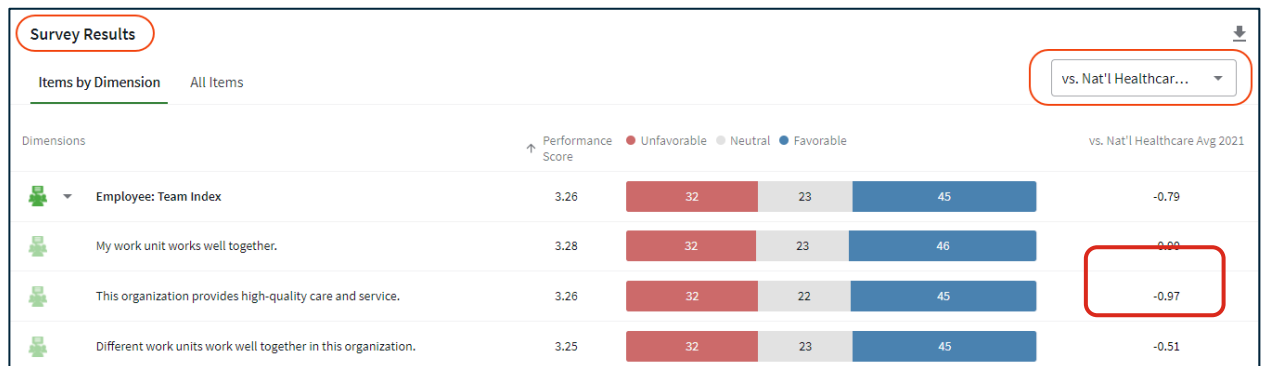


## Live Results

If that status of a survey is Live, you can access results for the surveys completed to date before the survey closes. The Live Results appear under the Timeline details. Results will display when the minimum reporting threshold established by your organization is met.

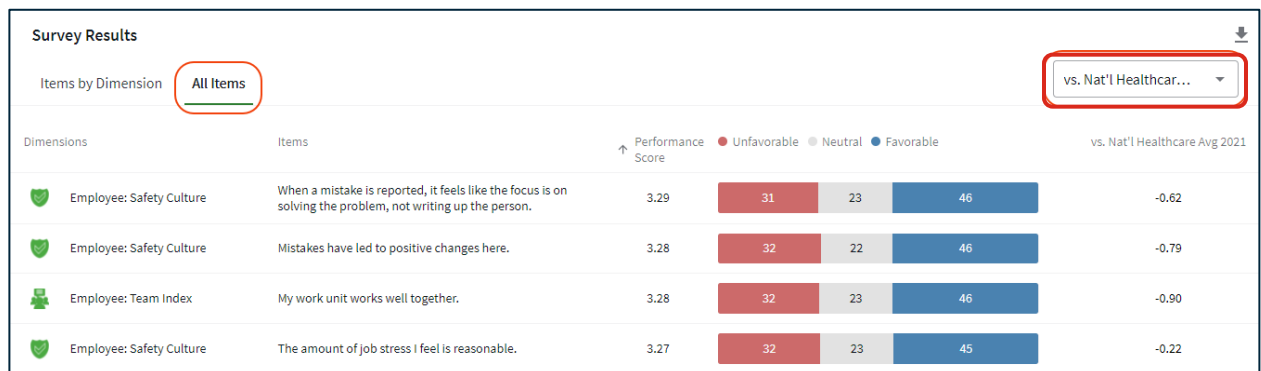
## Items by Dimension

Items by Dimension view presents Press Ganey standard closed-ended (scaled) items organized by Dimension in a collapsible list. You may change the Benchmark in the upper right corner.



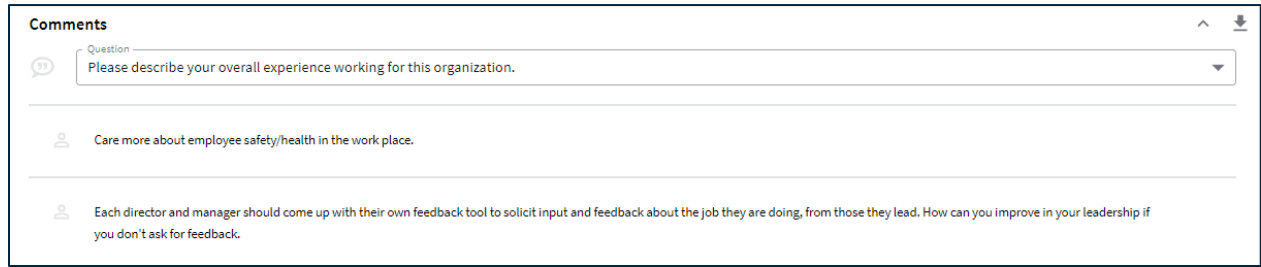
## All Items

All Items view presents Press Ganey standard closed-ended (scaled) items in a single list, noting the Dimension to which they belong. You may change the Benchmark in the upper right corner.



## Comments

Access to survey comments is also available under the Live Results.

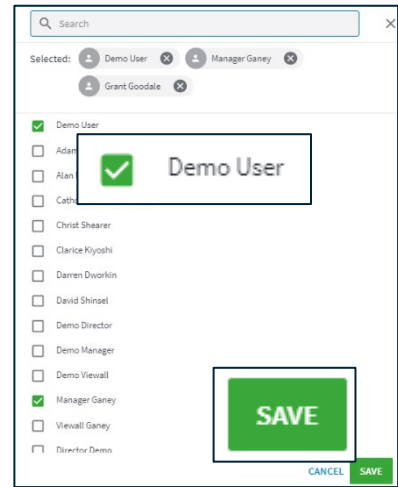
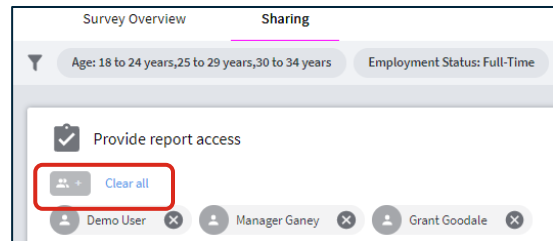


## Sharing and Exporting

Using the Sharing feature, you can provide access to the report to other existing Micro Pulse users.

Select the add icon, select the users you want to access the report, and Save. The survey will now be visible in that user's dashboard.

You can export the information on the page to a pdf by selecting the pdf icon in the upper right corner of the page.



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