



# The Drama Diagnostic Overview for Group Administrator

## **Hello and Welcome to the Drama Diagnostic 360 Assessment!**

This document describes the Drama Diagnostic 360 (DD360), the responsibilities of a Group Administrator, and what to expect throughout the DD360 process.

### **Goals of the Assessment:**

The Self-Assessment Drama Diagnostic evaluates the level of authenticity in a person's interactions with others. Authenticity is a combination of reliability, credibility, adaptability, transparency and curiosity, and a genuine desire to engage and collaborate with others.

The Diagnostic also evaluates the person's tendencies to fall into energy-draining drama in interactions with others.

The person being assessed (called a "user") may invite any number of third parties to evaluate the user. The user's self-assessment and the combination of these third party assessments create the 360 aspect of the survey.

### **Group Administrator:**

A Group consists of one or more users of the Drama Diagnostic. Every group, even single-user groups, is managed by a Group Administrator (G.A.). Only the Group Administrator has access to all the information for his/her group. The G.A. has three primary roles:

#### **Administration:**

- Define the group profile. The G.A. may customize the names of both the user identities (e.g., "Personal" and "Professional") and the names of the seven different third party relationships types (e.g., "Manager," "Colleague," "Direct Report").
- Purchase additional user licenses for the group.

- Renew expired user licenses.
- Include or exclude third parties' names from reports.

**Email Management:**

- Customize the welcome email sent to new users.
- Customize the welcome email sent to third parties.

**User Management:**

- Add new users to the group.
- Invite third parties to assess users, either one-at-a-time or by uploading a spreadsheet.
- Activate, deactivate, or delete users in the group.
- Edit user profiles and third party profiles.
- Send reminder emails to users or third parties who have not yet completed the assessment.
- Generate user reports. Whereas each user only has access to their own information, the G.A. has the ability to create and view all reports.

**Group Administrator Website: <http://www.dramadiagnostic.com/login.php>**

The Group Administrator logs into the system at the above URL.

**Steps to Setting up your Group:**

1. Ask all those who will be added as users to add “admin@dramadiagnostic.com” and “invitation@dramadiagnostic.com” to their email safe sender list. This will help prevent welcome emails from the DD360 system—which provide all login information—from being blocked by the server.
2. Go to: <http://www.dramadiagnostic.com/login.php>
  - Log in using the same group name and password you entered to create the group.
  - This brings you to the homepage or “Dashboard” (see screen shot below).

## Group Administrator Dashboard

This page allows you to access information on your group. If this is your first visit to this page you must first [set up the profile for your group](#). Once your profile is established, you may choose any of the following options:

## Group Administrator & Group Emails

- > [Create or edit group profile](#) 
- > [Edit User Welcome Email](#) 
- > [Edit Third Party Welcome Email](#) 
- > [Purchase additional user licenses for this group](#) 

## User Management

- > [Create an individual user](#) 
- > [Create multiple users \(from file\)](#) 
- > [View or edit user information](#) 
- > [Invite an individual third party](#) 
- > [Invite multiple third parties \(from file\)](#) 
- > [Generate user reports](#) 

3. Click on “Create or edit group profile”.
  - Enter G.A. information
  - Name Identities
    - A person may behave or “show up” differently in various environments (e.g., their behavior in their home environment may be different than their behavior in their work or forum environment). The **Identity** feature allows the Group Administrator to choose and change the names for three different environments the user may consider while taking the Drama Diagnostic (e.g. home, work, forum).
  - Name Relationship Types
    - When a third party is invited to evaluate a user, the Group Administrator must assign the third party to one of seven different relationship “types,” which define how the third party is related to the user. Example types are: Manager, Direct Report, Colleague, Family Member, or Friend.
  - Choose report anonymity
    - Decide whether or not you want to include third parties names’ in the reports. By default, third party names are NOT included in the report, lending a greater sense of anonymity to the 360 assessment process.

- Choose whether or not you, as the G.A., want to be blind carbon copied (BCC) on invitation and reminder emails sent to users and third parties.
    - You are able to choose whether or not you want to be BCCed on the welcome/reminder emails sent by the DD360 system to users and/or third parties. This option is useful in cases where an organization’s security system blocks certain emails from being delivered. As a work-around in instances where the system-generated invitation and reminder emails cannot get through the system’s security, the G.A. can simply forward the BCC invitations to users and third parties.
4. Return to the Dashboard and click “Edit User Welcome Email.”
    - Note: User and third party links to the diagnostic and login information are automatically sent to users and third parties when their information is submitted to the DD360 system by the G.A.
    - You have the option of using several variables (e.g., the user’s or third party’s name, the group name) for customizing your message.
    - You are able to preview a draft of your message before updating templates in the system.
  5. To add users, return to the Dashboard and under User Management click either “Create an individual user” or “Create multiple users (from file).”

## User Management



- The “Create an individual user” link asks you to manually enter information for each user (see screen shot below).
- If you enable “Manage Third Parties,” the user will be able to invite his or her own third parties to do an evaluation of the user. By default, this feature is disabled, so that you, as the G.A., are the only person who can invite third parties to evaluate a user.
- The “Notes” field is for G.A. use only. The user does not have access to this field.

## User Details

\*\* Indicates required fields

User's Email Address: \*\*

User's First Name: \*\*

User's Last Name: \*\*

Gender: \*\*  Male  Female

Manage Third Parties:

Phone:

Organization:

Street or P.O. Address-1:

Street or P.O. Address-2:

City:

State:

Country:

Postal Code:

Notes:

Add User

Return to Dashboard

Cancel

- The “Create multiple users (from file)” link brings you to a page where you upload a spreadsheet with information on multiple users. The spreadsheet must be in a specific .xls, .xlsx, or .csv format (see screen shot below).
  - You can also click on the question mark icon next to the link option ( ? ) to view the exact format needed for the spreadsheet file you upload.

## Enter User Information from a File or Spreadsheet

To enter user information from a file you must first create a spreadsheet in .xls, .xlsx, or .csv format. The spreadsheet layout is shown below and may have any number of entries. Gender must be defined as either "M" or "F".

The first row of the spreadsheet is an actual user entry. **Do not include a "header" row in the spreadsheet.**

The columns must be in the following order:

User's First Name	User's Last Name	User's Email Address	User's Gender	User's Phone (Optional)	User's Organization (Optional)
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An example spreadsheet with two users might look like the following:

John	Smith	js@xyzcompany.org	M	303-555-3456	XYZ Corp.
Sarah	Taylor	st@xyzcompany.org	F	303-555-7890	XYZ Corp.

6. Once users are added you can add third parties. To do this click on "Invite an individual third party" or "Invite multiple third parties (from file)."
  - The links for third parties are similar to the links for users. You may manually enter the information for each third party or upload the information for several third parties using a spreadsheet in a specific .xls, .xlsx, or .cvs format.
    - You can also click on the question mark icon next to the link option ( ? ) to view the exact format needed for the spreadsheet file you upload (see screen shot below).

## Invite Third Parties from a File or Spreadsheet

To enter third party information from a file you must first create a spreadsheet in .xls, .xlsx, or .csv format. The spreadsheet layout is shown below and may have any number of entries.

Each user may be evaluated by one or more third parties, with each third party entered into a separate row. For each third party you must define the type of relationship the third party has with the user. This is entered as a number in the 1..7 range. As the Group Administrator you may customize the names of these third party relationships on the **View / Edit Group Profile** screen. The current values for these seven types are shown below.

1	Manager
2	Coworker or Colleague
3	Direct Report
4	Other Work Associate
5	Family
6	Friend
7	Forum

The first row of the spreadsheet is an actual third party entry. **Do not include a "header" row in the spreadsheet.**

The columns must be in the following order:

User's Email	Third Party First Name	Third Party Last Name	Third Party Email Address	Third Party Relationship Type (1..7)
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An example spreadsheet with two users and four third parties for each user might look like the following:

User1@xxx.bbb	Joe	Jones	tp1@bbb.ccc	1
User1@xxx.bbb	Frank	Smith	tp2@bbb.ccc	3
User1@xxx.bbb	Sue	Stewart	tp3@bbb.ccc	4
User1@xxx.bbb	John	Brown	tp4@bbb.ccc	6
User2@xxx.bbb	Frank	Smith	tp2@bbb.ccc	3
User2@xxx.bbb	Sue	Stewart	tp3@bbb.ccc	4
User2@xxx.bbb	John	Brown	tp4@bbb.ccc	6
User2@xxx.bbb	Ozzie	Franklin	tp5@xxx.zzz	5

- Another option for adding third parties (after users have been added) is to click on the "View Users" tab on the top menu. All the users you've added will be displayed here. At the end of the row entry for each user, you will see an "Invite Third Party" option.



- Clicking on this link will take you to the following page.

### Third Party Details

First Name:

Last Name:

Email Address:

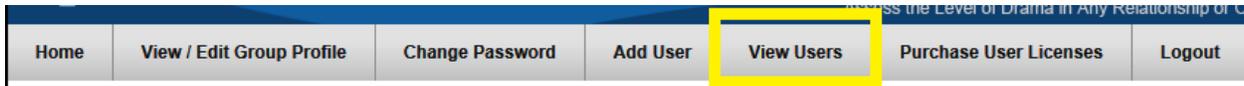
Relationship Type:

7. Any time after users and third parties have completed their assessments you can generate each user's 360 Drama Diagnostic report by clicking on the "Generate user reports" link on the Dashboard under User Management (see screen shot below).

### User Management

- > Create an individual user 
- > Create multiple users (from file) 
- > View or edit user information 
- > Invite an individual third party 
- > Invite multiple third parties (from file) 
- > Generate user reports 

- Another option for generating reports is through the "View Users" tab on the top menu.
  - All the users you have added to your group will be displayed here.



- View Users menu bar:

DD360 Example Group  
Group Users

[Return to Dashboard](#)

User Name	User Email	Date Created	Status	Edit	View	Generate Report	Invite Third Party	Delete
John Smith	johnsmith@xyz.com	2013-03-07	Active					

- Status
  - A user with Active status has full access to the Drama Diagnostic. A user with Inactive status is still in the system, but cannot take the survey or generate reports.
  - To change a user's status, click on the Status state (Active or Inactive). You will be asked to confirm your request to change status.
    - Whenever you change a user's status, an email is sent to the user notifying the user of the status change.
- Edit
  - The Edit screen allows you to change certain profile information for an individual user. You may also enter "Notes" about the user which are available to you as the Group Administrator, but are not available to the user.
- View
  - The View screen displays user profile and survey information for an individual user. This includes: (1) the date and chosen identity for each Self Assessment, (2) the name and invitation date for all third parties invited to assess this user, (3) the names and dates of all third parties who have completed an assessment of this user.
  - This screen also allows you to generate different reports on the user: (1) an individual self assessment report (as a PDF), (2) an individual third party report (as a PDF), (3) a consolidated report, including the self-assessment and different combinations of third parties (either on screen or as a PDF).
  - You can also send a reminder email to a user who has not yet completed the assessment, or to a third party who has not yet evaluated the user, by clicking on the speech bubble icon ( ) under the "Send Reminder Email" column.

- Generate Report
  - This screen allows you to generate a consolidated report (either on screen or as a PDF) for a single user. The report includes the self-assessment and different combinations of those third parties who have completed the assessment of the user.
- Invite Third Party
  - This screen allows you to invite a single third party to evaluate a single user. When you click the Invite Third Party button, the current version of the Third Party “Welcome” email is sent to the third party with instructions on how to evaluate the user.
  - You may edit the “Welcome” email template for third parties by going to the Edit Third Party Welcome Email screen, which is accessed from the G.A. Dashboard page.
    - Note: As the Group Administrator you have the option to customize the “Welcome” email sent to third parties. Before inviting third parties to evaluate users for your group, you are encouraged to review and perhaps edit the default Third Party Welcome Email.
- Delete
  - Selecting the “” icon allows you to *permanently* delete a user from your group. You will be prompted to confirm the deletion.
  - *A user deletion is irreversible.*

#### Other DD360 Site Usage Notes:

- There are  Help symbols throughout the survey. Click on these for more details on the section you are reviewing.
- You may use the “back” button on your browser at any time or the “Previous” link at the bottom right hand side of the page, to return to the previous page.