



A healthier team starts here

User Manual

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About Us

Welcome to PAEN, a team health assessment company founded by 6 Management Engineering Undergraduate Students from the University of Waterloo. To date, PAEN has developed a grand total of one product for the assessment of team health for teams around the world: The PAEN team health monitoring web application. This application was developed for Dr. Smucker's Winter 2021 MSCI 342 - Software Engineering class.

PAEN is an acronym for Professional Accessible Evaluation Now. PAEN aims to give a professionally focused solution that is accessible to all web application users. Our site has 100% uptime and is always available.

Our logo is a modern take on our application name and incorporates our motto "A healthier team starts here". Our motto and logo embody our company's mission to identify team health issues early and ensure a healthy and happy work environment for team managers and members.

Introduction to PAEN

"A healthier team starts here".

For centuries, the health of teams has suffered due to rise of undetected conflict, discomfort and other negative experiences and emotions. PAEN is a team health monitoring web application developed a goal to provide users with a resource to communicate all team health related issues and provide team managers with a tool to quantify the emotions and feelings of their team members for a better understanding of their teams' health.

PAEN comprises of two separate user experiences: a unique PAEN page for team managers and separate, unique PAEN page for team members.

For managers, PAEN has designed the site such that team managers are able to view and keep track of all the teams they manage. As a manager, you are given an overview of your team member's activity on the site. You will be able to view all the Tickets (refer to section Tickets) and Surveys (refer to section Surveys) submitted by your team members and even see some handy team health indicators to help you visualize the health situation for each team each week.

For team members, PAEN is primarily a communication tool to help members convey any conflict or reasons for negative emotions to their team members and to the team manager. As a team member you will have the ability to submit Tickets (refer to section Tickets) and Surveys (refer to section Surveys) each week to communicate how you feel about your manager, you team members, and the overall health of the current week. You will also be able to see team health indicators which give you a general understanding of the health of your team for the current week.

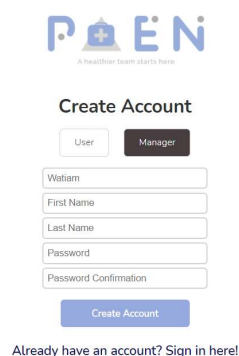
Creating an Account

It's time for you to experience what team health is all about!

Once on our site, to create a account click the “Don’t have an account? Sign up here!” link at the bottom of the PAEN Login page. **Please note that accounts must be created and will not be automatically generated.**

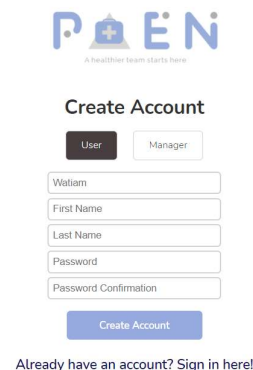
I) Account type

If you wish to create a Manager account, you must select the ‘Manager’ option at the top of the page option (refer to Figure 1). If you wish to create a Member account, you must select the ‘User’ option (refer to Figure 2). **It is imperative that you select the correct account type. Please contact your team leader if you are unsure whether you are a Manager or Member.**



The screenshot shows the PAEN logo at the top with the tagline "A healthier team starts here". Below the logo is the heading "Create Account". There are two buttons: "User" and "Manager", with "Manager" selected. Below these are input fields for "Watiam", "First Name", "Last Name", "Password", and "Password Confirmation". A blue "Create Account" button is at the bottom. At the very bottom, it says "Already have an account? Sign in here!"

Figure 1



The screenshot shows the PAEN logo at the top with the tagline "A healthier team starts here". Below the logo is the heading "Create Account". There are two buttons: "User" and "Manager", with "User" selected. Below these are input fields for "Watiam", "First Name", "Last Name", "Password", and "Password Confirmation". A blue "Create Account" button is at the bottom. At the very bottom, it says "Already have an account? Sign in here!"

Figure 2

II) Information

In order to create an account, you will be required to provide your Watiam, First Name, Last Name, and a Password. Your Watiam, First Name and Last Name must match the information on file at the University of Waterloo. If you are unsure of what is on file, feel free to reach out to your guidance counsellor at the University of Waterloo.

In order to ensure that all accounts are kept as secure as possible, you will be asked to provide a password. Your password must be 6-25 characters in length and cannot contain spaces. Once entered, you will be asked to confirm your password by typing it in again. Make sure you don't forget it!

Once you have entered everything correctly you simply have to click “Create Account” and you're good to go! Henceforth, you will login using your Watiam and Password. **Make sure to**

make note of your login credentials and you will not be able to access your account without them. For privacy and security purposes also ensure you never share your password with anyone!

Logging In

Congratulations! You have successfully created an account. Team health starts here!

1) Login Credentials

Your login credentials are the Watiam you have on file at the University of Waterloo and the password you used when creating an account. If you are unsure of what is on file, feel free to reach out to your guidance counsellor at the University of Waterloo.

Once you have filled in your Watiam (refer to Figure 3) and password click “Login” and you will be on your way!



The image shows a login interface for a system called PEN. At the top, the logo consists of the letters 'P', 'E', and 'N' in a stylized font, with a small house icon containing a plus sign between the 'P' and 'E'. Below the logo is the tagline 'A healthier team starts here.' The main content area has a 'Logged out.' status message. Below this are two input fields: the first contains the text 'managwat' and the second contains a series of dots representing a password. A blue 'Login' button is positioned below the password field. At the bottom, there is a link that says 'Don't have an account? Sign up here!'. Handwritten in blue ink, the word 'watiam' has an arrow pointing to the 'managwat' input field, and the word 'Password' has an arrow pointing to the password input field.

Figure 3

Account Sites

1) Manager's Dashboard

Welcome to your Manager Dashboard. Here you can view all of the teams you manage!

I) Dashboard Table

The table displayed shows you all of the teams you have created, their weekly health, and the number of students in the team who have completed the current week's. You can click on the view tickets link for each team to see a list of tickets team members submitted for the current week.

To find out more about what weekly health means please refer to the Team Health Dashboard section.

II) Weekly Survey Completion Ratio

The Weekly Survey Completion Ratio indicates the number of members on your team who have completed the current week's survey. If members have completed the survey, the ratio becomes a link to the Team Surveys for Current Week Page.

III) Current Weekly Health

We make sure to record all the ratings Members input every week. This data is then processed by a super secret algorithm our programming wizards created! After the algorithm has chewed on the ratings, it spits out a value representing your team's health! This value is the Current Weekly Health.

Now this is the cool part! Your team health is an overall reflection of your individual team member's feelings about work as well as highlight any inter-personal team issues within your team. The best part? You get to see all of this from one website!

IV) What if I don't have any teams yet?

No problem! You can easily create a new team and start monitoring that team's health by clicking the "New Team" link found under the My Teams table. **Please note that students must create an account first before you can add them to a team.** Happy team building!

Team Health Dashboard

To access the team health dashboard for any team, click on any of your teams listed in the "My Team" column of your Dashboard Table.

This is the place to be if you want to know more about your team's health!

I) Current Week's Team Health

At the top of the page you will find a quick visualization that reflects your current week's team health.

The weekly team health is a direct reflection of how your team feels about the current week as well as how they feel about their teammates!

It's simple! The higher the number, the happier your team is!

II) What are the zeros in the team health table?

If you see zeroes under communication, behaviour, teamwork, or availability, that means the team members did not submit any tickets for that week. Similarly, zeroes under weekly survey means none of the team members completed their survey that week. The team health is calculated with a combination of tickets and weekly surveys, so it will be nonzero as long as one of the two has been submitted.

- Team Member WatIAm
- First Name
- Last Name
- Weekly survey completion status

That last column is the most important one! Every week you will be able to see whether or not every team member has completed their survey.

Here at Paen, we recommend that you do your best to motivate your team members to always complete their surveys, as the more team members complete their surveys, the more accurate our estimation will be!

III) What if my team roster needs some touch-ups?

Teamwork makes the dream work, right? If your team list needs to be updated, use the "Edit Team" link under the Members table.

IV) What is Team Health History?

You know how we have that super cool team health visualization for this week's health at the top of the page? What if we told you, that you could see the history of your team's health??

Don't believe me? Great news: you can click on any of the past weeks to view details on the team health of that week!

New Team Page

This is the page to create a new team! It can be accessed by clicking the "New Team" link on the Manager Dashboard.

Let's get you going on creating your new team of superstars! Start by adding your desired team name in the fun box under 'Name' at the top of the page and click “Continue to Adding Members” to start add your team members! A valid team name is 1 to 50 characters in length.

I) Adding/Removing Team Members

Once you have created a team by entering a valid team name and clicking the “Continue to Adding Members” button on the New Page, click on the "Add User" button next to each respective user to add them to this team or the "Remove User" button to remove them. When you are finished updating your team member list just click the "Save & Go Back" button and you are done!

Please note you will not be able to add a user to your team if they have not made an account! Please inform your team members to create accounts.

Team Health History Page

To access the team health dashboard for any team, click on any of the weeks listed in the “Week” column of the Team Health History table.

This is where you can find out more information about each week's survey! For each week you will be able to see all the questions that were asked in the survey.

Below that there is a table with each member and their respective ratings for each question during that week and their individual survey health.

I) What about tickets?

If any of your team members completed any tickets during the respective week, the ticket will also be displayed with all of their scores!

Edit Team Page

This is the page to create a new team! It can be accessed by clicking the “Edit Team” link on the Team Health History Page.

I) Adding/Removing Team Members

Is it time to make adjustments to your roster or add in your new first-round-draft pick? If it is, this is the place to be. Displayed is a table of all the users in the web app. To edit your team members, click on the "Add User" or "Remove User" buttons.

II) Editing Team Name

You can easily update your team's name like this:

1. In the input box under Name, replace the current team name with your new and improved team name!
2. Click the "Update Team Name" button

And just like that, your team name has been updated! A valid team name is 1 to 50 characters in length

Team Surveys for Current Week Page

To access the team health dashboard for any team, click on any Weekly Survey Completion Ratio link in the "Weekly Survey Completion Ratio" column of the Dashboard Table.

This is where you can find out more information about the current week's survey! At the top of the page, you will be able to see all the questions that are being asked this week.

Below that there is a table with each member and their respective ratings for each question during that week and their individual survey health.

I) What about tickets?

If any of your team members completed any tickets during the respective week, the ticket will also be displayed with all of their scores!

Team Tickets for Current Week Page

To access the team health dashboard for any team, click on any View Tickets link in the "Tickets" column of the Dashboard Table.

This is the place to be if you want to know how individual Members feels about one another!

I) Isn't that what the team health is for?

Yes and no. The team health (displayed in your team view) shows you an overview of all of your team member's combined reflections and ratings of the previous week (and optionally, each other). But what if your team member had more specific issues with another team member? That is exactly what a ticket is made for!

II) So how do these tickets work?

Every week, in addition to the survey, a team member may choose to create a ticket reflecting their personal concerns or feelings about other team members.

Within the ticket, Members can select one of the members of that team and complete a form with the following prompts:

1. I've experience _____ communication with this person
2. I've experienced _____ behaviour with this person

3. I've experienced _____ teamwork with this person

4. I've experienced _____ availability with this person

Overall rating: _____

For the numbered questions, the ticket creator will be able to choose one of the following options to complete the prompt the way they deem best:

1. great

2. typical

3. poor

In addition to the numbered questions, the team member creating the ticket will also be able to submit an overall rating.

III) So what? They can provide feedback. How does this affect me?

Aside from being able to view direct feedback between team members, these ticket scores are factored into the team's weekly team health.

2) Member's Dashboard

Welcome to your Manager Dashboard. Here you can view all of the teams you are a part of!

I) Dashboard Table

The table displayed shows you all of the teams you are a part of, whether you have completed the Weekly Survey for that team this week, the team's current weekly health, and the option to create a ticket if you have not already submitted all tickets for the current week.

II) Weekly Survey

The Weekly Survey column indicates whether or not you have completed the team's survey for the current week. **Please note the survey completion is mandatory.**

III) Current Weekly Health

We make sure to record all the ratings Members input every week. This data is then processed by a super secret algorithm our programming wizards created! After the algorithm has chewed on the ratings, it spits out a value representing your team's health! This value is the Current Weekly Health.

Now this is the cool part! Your team health is an overall reflection of your individual team member's feelings about work as well as highlight any inter-personal team issues within your team. The best part? You get to see all of this from one website!

IV) Ticket column

The Ticket column indicates whether or not you have completed all tickets for the current week. If you have not completed all the tickets then you can click the link to access the Cretae a Ticket page. Please note that you can submit several tickets each week. The number of tickets you can submit is dependant on the number of people in each team as you can submit up to one ticket per team member. **Please note the ticket completion is optional.**

Team Dashboard

To access the team dashboard for any team, click on any of your teams listed in the "My Teams" column of your Dashboard Table.

This is the place to be if you want to know more about your team's health!

I) Current Week's Team Health

At the top of the page you will find a quick visualization that reflects your current week's team health.

The weekly team health is a direct reflection of how your team feels about the current week as well as how they feel about their teammates!

It's simple! The higher the number, the happier your team is!

II) Members

simple The members table displays the WatIAm, first name, and last name of all the members of your team.

III) Weekly Surveys

If you have not already done so, you can use the Weekly Surveys link to respond to the current week's survey. **Please note the survey completion is mandatory.**

IV) Create a Ticket

To create a ticket, you may click the Create a Ticket like to access the Create a Ticket page. Please note that you can submit several tickets each week. The number of tickets you can submit is dependant on the number of people in each team as you can submit up to one ticket per team member. **Please note the ticket completion is optional.**

Weekly Surveys Page

This is the place to be if you want to know more about your team's health! If you have not already done so, you can respond to the current week's survey. **Please note the survey completion is mandatory.** Time to get in touch with your emotions and feelings about the week!

For each question, try to think about the ratings in the following context:

- 1: 😞 - Absolutely terrible
- 2: 😐 - It could be better
- 3: 😐 - Meh, could be better could be worse.
- 4: 😊 - Hey, this is pretty good
- 5: 🙌 - Loved it; 10/10 would do that again

Create A Ticket Page

Tickets are where you can highlight any highlights or indifferences you have with teammates. Every week you will only be able to submit one ticket per user, but you can also group users in a single ticket. Please note that you can submit several tickets each week. The number of tickets you can submit is dependant on the number of people in each team as you can submit up to one ticket per team member. **Please note the ticket completion is optional.**

Within the ticket, Members can select one of the members of that team and complete a form with the following prompts:

1. I've experience _____ communication with this person
 2. I've experienced _____ behaviour with this person
 3. I've experienced _____ teamwork with this person
 4. I've experienced _____ availability with this person
- Overall rating: _____

For the numbered questions, the ticket creator will be able to choose one of the following options to complete the prompt the way they deem best:

1. great
2. typical
3. poor

In addition to the numbered questions, the team member creating the ticket will also be able to submit an overall rating.

I) What if I only want to focus on a single trait or question?

No problem! For every ticket you can select the "typical" option from the drop-down and this essentially is treated as neutral.

This allows you to focus solely on the topic or question you want to highlight. So have at it!

II) What does the overall rating mean?

Overall ratings are exactly what they sound like. You can think of the ratings as follows:

10: Best teammate ever. I would literally want them to be a part of any team I'm on.

Superstar! 🥰🥰

9: Great teammate that is a valuable addition to the team.

8: Solid overall teammate. No complaints.

7: They are good. A few things they can improve on.

6: This teammate was okay. However, given the choice, I would prefer not to have them in my team in the future.

5: This teammate has done the bare minimum to contribute to the team. I would not like to be teammates with this member in the future. 😐

4: This teammate struggled to work as a team and had some issues regarding reliability as a teammate. I don't want to work with them in the future.

3: There are many issues with this teammate and I felt they were lacking in many aspects across the board.

2: This teammate had major glaring issues with their teamwork and contributions. Sometimes it felt like we didn't even have a teammate.

1: This teammates is the worst teammate I have ever had 😡. I never want to work with them again.

Team Health Features

In this section we will discuss what is submitted by users to calculate team health.

1) Surveys

Every week, team members will be able to respond to the displayed questions with a number between 1-5. Please note, that if there are any personal issues between members, either member can create a ticket. For more information on Tickets, please refer to the Tickets section below.

I) What do these ratings mean?

Generally, we like to think these ratings as follows:

- 1: 😡 - Absolutely terrible
- 2: 😞 - It could be better
- 3: 😐 - Meh, could be better could be worse.
- 4: 😊 - Hey, this is pretty good
- 5: 🥰 - Loved it; 10/10 would do that again

II) What is the Weekly Survey Due Date?

The weekly survey due date is the deadline for Members to submit that week's survey. Every week you will be able to complete a new survey for that week. The due date is displayed in UTC to accommodate for the fact that team members may be in different time zones.

III) Cool! But what is the point of the surveys?

We are so happy you asked! We make sure to record all the ratings Members input every week. This data is then processed by a super secret algorithm our programming wizards created! After the algorithm has chewed on the ratings, it spits out a value representing your team's health!

Now this is the cool part! Your team health is an overall reflection of your individual team member's feelings about work as well as highlight any inter-personal team issues within your team. The best part? You get to see all of this from one website!

2) Tickets

Every week, team members will be able to highlight any personal issues between members by submitting a ticket for a specific member of the team. Every week Members will only be able to submit one ticket per user. **Please note tickets are completely optional for team members.** We like to think of them as something that your team members should complete if the team health issue at hand needs to be highlighted to the team manager.

I) What if I only want to focus on a single trait or question?

No problem! For every ticket you can select the "typical" option from the drop-down and this essentially is treated as neutral.

This allows you to focus solely on the topic or question you want to highlight. So have at it!

II) Prompts

Within the ticket Members to select one of the members of that team and complete a form with the following prompts:

1. I've experience _____ communication with this person
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3. I've experienced _____ teamwork with this person
4. I've experienced _____ availability with this person

Overall rating: _____

For the numbered questions, the ticket creator will be able to choose one of the following options to complete the prompt the way they deem best:

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In addition to the numbered questions, the team member creating the ticket will also be able to submit an overall rating.

III) What does the overall rating mean?

Overall ratings are exactly what they sound like.

You can think of the ratings as follows:

10: Best teammate ever. I would literally want them to be a part of any team I'm on.

Superstar! 😄 😄

9: Great teammate that is a valuable addition to the team.

8: Solid overall teammate. No complaints.

7: They are good. A few things they can improve on.

6: This teammate was okay. However, given the choice, I would prefer not to have them in my team in the future.

5: This teammate has done the bare minimum to contribute to the team. I would not like to be teammates with this member in the future. ☹️

4: This teammate struggled to work as a team and had some issues regarding reliability as a teammate. I don't want to work with them in the future.

3: There are many issues with this teammate and I felt they were lacking in many aspects across the board.

2: This teammate had major glaring issues with their teamwork and contributions. Sometimes it felt like we didn't even have a teammate.

1: This teammates is the worst teammate I have ever had 😡. I never want to work with them again.