



# User Guide

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

**Website:** <https://www.almnet.org>

All users will log in to benchmarking from the ALMnet.org website using your existing user name and password.

**Questions?** [benchmarking@almnet.org](mailto:benchmarking@almnet.org)

# Your Home Page

5 Current Account: Laundry 1

★ Welcome Message★ | My Account | Support | Logout

# LaundryMarks™

BY ALM

Welcome: Test Benchmarking | Account Name: Laundry 1

Home | My Data | Results: By Question | Results: All Reports | Year: FYE 2018

1 My Data | Results: By Question | Results: All Reports

Click on any section below to begin entering data.  
Download [List of Questions](#) | Download [User Guide](#)

- 2 Laundry Details  
Demographic Profile  
26 of 30 questions answered
- Financial  
Profit & Loss Data  
40 of 40 questions answered
- Automation  
Systems and Equipment  
6 of 6 questions answered
- Operations/Productivity  
Workforce  
Production  
8 of 28 questions answered
- Utilities  
Utilization and Details  
0 of 6 questions answered
- Safety  
OSHA Reporting (US)  
Safety Reporting (Canada)  
Safety Practices  
13 of 21 questions answered
- Feedback Section  
Feedback Section  
0 of 21 questions answered
- Laundry Benchmarks  
Production Benchmarks  
Utilization Benchmarks  
Financial Benchmarks  
Safety Benchmarks  
Automation Level

3 Unanswered required questions: 1  
Percentage completion: 82%.  
You have access to results once released, if you have answered all required questions.

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- 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 “Results: By Question” and “Results: All 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.
- 5 If you have access to multiple accounts use the dropdown at the top left to switch between accounts.

# 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 **\***.

>> Number of Full Time Equivalent (FTE) Employees  \*

One full-time equivalent (FTE) equals one individual who works 40 hours per week, two individuals who each work 20 hours per week, etc.

>> Total Operating Revenue  \*

- 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.

>> If you indicated "Other", please specify.   n/a

- 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.

>> % of Support Provided By In House Staff   n/a

Value should not exceed 100%

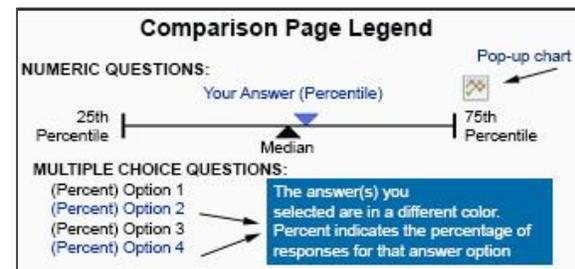
# Accessing Results When Available

When released, results will be available for all users who answered all required questions.

- Results are available in two formats – question by question comparisons and personalized, dynamic reports.
  - **Results: By Question:** Accessed from the 2<sup>nd</sup> tab on the home page, question-by-question comparisons allow you to see how you compare to other participants for every question in the survey.
  - **Results: All Reports:** Accessed from the 3<sup>rd</sup> tab on the home page, personalized, dynamic reports provide you with a collection of results information presented in either chart or table format.
- To ensure data anonymity, all results are aggregated and a minimum number of data points is required, even when filters are 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: The median represents the middle number where 50% of answers are lower and 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.

## 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.



# 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 data points required to display results, even when filters are applied.

- Click **Edit** to activate the filters.

The screenshot displays two panels of the filter configuration interface. The top panel shows a table with columns 'Filter' and 'Value'. The 'Filter' column lists 'Numeric Filter', 'Multiple Select Filter', and 'Single Select Filter'. The 'Value' column shows 'Any'. An 'Edit' button is highlighted with an orange box. The bottom panel shows the configuration for a 'Numeric Filter' with a slider set from 0 to 50M, a 'Multiple Select Filter' with 'Answer 1' and 'Answer 2' selected, and a 'Single Select Filter' set to 'Any'. 'Done' and 'Clear' buttons are highlighted with an orange box.

- **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.
- **Single-select filters (if available):** Choose one answer from the drop down menu.
- **Multi-select filters (if available):** Check the items you wish to include.
- **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.

The screenshot displays the filter configuration interface with the 'Save As Favorite...' button highlighted with an orange box. The interface includes a table with columns 'Filter' and 'Value', and buttons for 'Edit', 'Save As Favorite...', and 'Filter Help'.

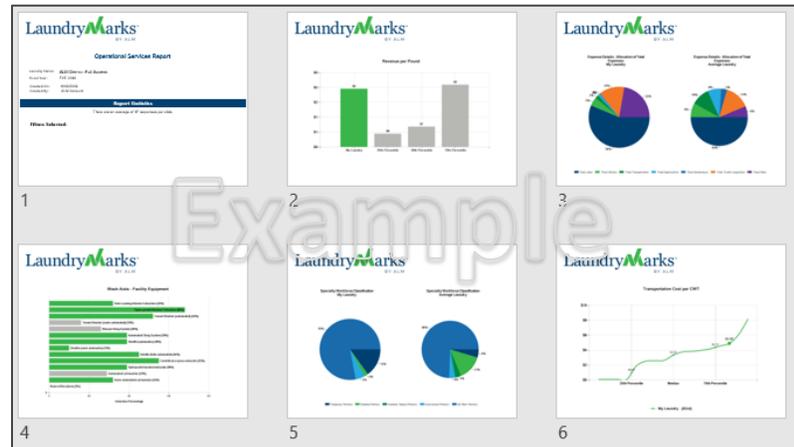
- Once you have found a filter setting that works for you, save it as a filter favorite to easily use again.
- Filters will carry forward onto subsequent compare pages as well as the reports page, until they are cleared.

# Personalized, Dynamic Reports

- From your Results: All Reports tab, click on a report name to download your personalized report. Reports available may include:
  - **PowerPoint** reports display data in charts and graphs, including year-over-year and multi-year trend charts.
  - **Excel** reports display data in spreadsheet format.
  - **Word** reports display data in tables with summary details.



- 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.



## General Help

The following documentation is available on the support page in the LaundryMarks™ site:

- List of Questions by Section 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.

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