

Contents

General.....	2
What sort of Delphi studies can DelphiManager be used for?.....	2
Delphi design.....	2
Can the Likert scale (1-9) be changed?	2
How many rounds can DelphiManager accommodate?.....	2
Are outcomes automatically removed/consensus level set?	2
Can the order in which the outcomes are displayed be changed?.....	2
Can I edit my outcome definitions during the study?.....	2
Can outcomes be deleted?	3
Can different stakeholder groups be shown different outcomes?.....	3
What is domain randomisation?/ Can the order of outcomes be amended?.....	3
Can non-English versions be set up?.....	3
Are all participants automatically invited to take part in rounds 2 and 3?	3
Technical	3
Can the font size be increased?	3
Can the term “outcome” be changed?	3
Does DelphiManager work on mobile devices?	4
Can I ask different stakeholders, different registration questions?	4
Can the same email address be used for different participants?.....	4
Do I need a password for DelphiManager?	4
Does DelphiManager invite people to take part in my survey?	4
Are emails sent automatically?.....	4
Can participants be removed once they have registered?	4
Can I upload documents to DelphiManager?	4
Can I preview my Delphi study?/Is there a limit to the number of people who can preview the round?	5
Does DelphiManager create graphs for me?	5
Research Governance	5
Is DelphiManager GDPR compliant?	5
Is the data anonymised?	5

General

What sort of Delphi studies can DelphiManager be used for?

DelphiManager was designed to support core outcome set development but it can be used for Delphi studies in other areas of research provided you can score each item using the same 1-9 labelled scale (labelled as 1-3, 4-6, 7-9). In the FAQs below, for 'outcome' read 'outcome/item'.

Delphi design

Can the Likert scale (1-9) be changed?

DelphiManager adopts the approach taken by GRADE when assessing the importance of evidence. All outcomes must be rated using this 1-9 scale. There is also an option of "Unable to rate".

How many rounds can DelphiManager accommodate?

2 or 3. If you select 3 rounds at the start you do not necessarily have to complete this round, however, if you decide to stop after two.

Are outcomes automatically removed/consensus level set?

No. The decision regarding what the consensus level is should be set by the study team a priori. Your application of this consensus level to the results from each round (if relevant) must be done manually.

Can the order in which the outcomes are displayed be changed?

No. The outcomes are displayed in the order in which they appear in the template spreadsheet. If you wish to change the order after the outcomes have been uploaded, you would need to reset the system, amend the template, and start again.

Can I edit my outcome definitions during the study?

You are strongly encouraged to ensure that your list of outcomes is finalised, and spell checked, before it is loaded up into the DelphiManager system. It is possible to edit outcomes during the setup and preview phase but once your study is live no further changes can be made to your outcome definitions via the administration system. It may be possible for the DelphiManager Team to amend the software itself but this would incur a charge.

Can outcomes be deleted?

Yes. In between rounds outcomes can be deleted so they do not appear in the next round.

Can different stakeholder groups be shown different outcomes?

No. Whilst there is no “gold standard” Delphi method, the approach which COMET have chosen to adopt requires all stakeholder groups to be shown the same outcomes.

What is domain randomisation?/ Can the order of outcomes be amended?

To reduce any potential order effect and scoring fatigue, DelphiManager can display domains in a randomly generated order. The order of the outcomes within domains does not change from the original in the uploaded spreadsheet; it is just the order of domains that is randomised.

Can non-English versions be set up?

Yes. There is a certain amount of static text within DelphiManager (e.g. buttons and basic instructions) that cannot be changed as part of the administrator functionality. You can be provided with a document listing all of this text which requires translating. This translated document would then be incorporated into your DelphiManager instance when it is set up. Several languages are already available.

Are all participants automatically invited to take part in rounds 2 and 3?

No. By default, only those participants who have rated all outcomes in the previous round are included in the invite list for the next. However, it is fairly straightforward for the study administrator to include any “non completers” in the invite list for round 2 or 3. For more information, see page 18 of the [System Administration Guide](#).

It is also possible to add users to be included in round 2, after round 1 has closed. If setup for round 2 has not begun, this can be done by reopening round 1 and registering new users yourself.

Technical

Can the font size be increased?

No. DelphiManager needs to be able to handle potentially lengthy outcome definitions. As such, the default font size is relatively small. However, the overall font size can be increase via the web browser e.g. by pressing Ctrl +. You can incorporate instructions on how to do this into your page content.

Can the term “outcome” be changed?

Yes. The ‘outcome’ term and the Likert labels (‘Not important’, ‘Important but not critical’, ‘Critical’) can be changed. You just need to notify the DelphiManager team in advance of setup.

Does DelphiManager work on mobile devices?

DelphiManager is not optimised for mobile and is best used on laptop or desktop computer.

Can I ask different stakeholders, different registration questions?

Yes. The registration form will allow conditional logic to display certain questions to certain stakeholder groups. We strongly recommend that you fully preview your study, including this functionality, before going live.

Can the same email address be used for different participants?

No. Each person registering as a participant must have a unique email address and can only register once.

Do I need a password for DelphiManager?

No. Each participant is allocated a unique StudyID and it is this, along with email address and name, that forms their login details.

Does DelphiManager invite people to take part in my survey?

No. You will need to issue invitations to participate; people wishing to take part then register through the DelphiManager weblink.

Are emails sent automatically?

No. There are a number of email templates that can be amended and sent for different scenarios e.g. to those who have started but not completed a Delphi round. DelphiManager will automatically identify the correct people to send the email to but it is down to the study administrator to change the text and decide when this email should be sent, and how often.

Can participants be removed once they have registered?

Yes. Participants can be withdrawn or deleted as appropriate by the study administrator.

Can I upload documents to DelphiManager?

If documents are hosted elsewhere, e.g. Dropbox, it is possible to include a link to them in the DelphiManager system; documents cannot be uploaded directly however.



Can I preview my Delphi study?/Is there a limit to the number of people who can preview the round?

Yes, and we strongly recommend you do. Once you have gone through the Setup Wizard, you can preview all Delphi rounds before making your study live. There is no limit to the number of people who can be involved in the preview phases. All data collecting during preview will be automatically deleted once the study is launched.

Does DelphiManager create graphs for me?

No. If you select “bespoke feedback” for rounds 2/3 then you must create the graph images yourself. This allows you to present them in whichever way you feel is best. However, the participants score from the previous round is automatically generated and displayed in rounds 2/3.

Research Governance

Is DelphiManager GDPR compliant?

Yes. DelphiManager data is encrypted both in transit and at rest. In other words, it has an SSL certificate (https) and all data stored in the database is encrypted. All DelphiManager data is stored on a secure server in the University of Liverpool data centre. For further information go to <http://comet-initiative.org/delphimanager/docs/Data%20security%20and%20privacy.pdf>

Is the data anonymised?

Yes. All participants are assigned a unique Study ID when they register. When downloaded, their outcome rating data is displayed against this Study ID so as to maintain anonymity.