

# 360° Survey Module

## Web-based HR development tool

Develop customised 360° profiling, manage commencement and monitor responses

Results stored against contacts database

Query and reporting functions

## ASSESSMENT TOOLS

- Create a series with multiple user-specific surveys to aggregate opinions
- Customisable feedback responses to entire survey, or individual topic
- Participant results secured by user name and password
- User - completed survey can be saved and forwarded as PDF

## CHOICE OF QUESTION TYPES

- Multiple Choice
- True / False
- Ordering
- Fill in the Blank
- Short Text Answer
- Long Text Answer
- Points Distribution
- Sliding Scale
- Multiple Answer
- Enter Date
- User - entered questions
- Group of questions

## 360° SURVEY ADMINISTRATION

- Nominate pool of participants across multiple surveys
- Pre-select reviewer / reviewee combinations
- Automated commencement processes: - Informal- participants self register; Formal- participants invited by email
- Extensive reporting of overall survey results
- Automatic email to administrator – triggered by user completion
- Multiple administration levels – staff can administer surveys for specific user groups
- Secure content management

## REGULAR IVT FEATURES

- Contacts or Membership Databases
- Consistent Graphic Design
- eMarketing & Segmentation
- Response/Feedback Forms
- Traffic Statistics
- Search Utility

## EXTENDABILITY

### Optional IVT Modules:

- Document Management
- Online Survey
- Online Assessment
- Multimedia Presentation Module
- Video Gallery
- Flash Animation
- Banner Advertising
- Blog and/or Forum

## DEPLOYMENT

- Assessment Module is deployed with an IVT web application – hosted offsite by IVT, or onsite on a suitable Server
- System administration with backup manager (onsite and offsite) and automatic software updates

## CLIENT PORTFOLIO

For further information and examples refer: [www.ivt.com.au](http://www.ivt.com.au).

DS0136 (August 2008)

# 360° Survey Module

## FUNCTIONAL DETAIL

- Admin access restricted to SuperUser and HR Staff Group
- Staff member names, positions (manager or non-manager), departments and email addresses loaded via spreadsheet.
- Usernames and passwords loaded via spreadsheet
- Two types of rating surveys used – Manager and Non-Manager. (Mutually independent surveys editable via HR admin)
- Position type (from spreadsheet) used to determine type of survey (e.g. Manager or Non-manager)
- Survey invitation emails manually triggered by admin
- Staff receive login usernames and passwords via email
- Staff select the relationship to the rating nominee:
  - a) Manager b) College/Peer
  - c) Direct Report or d) Self
- HR Admin can alter any/all selected their rating nominees before initiating the rating survey.
- Completion status reportable - report shows who needs to complete ratings.
- HR Admin can alter a nominee for rating at any point. Change instigates an alert email
- Individuals reports format per below
- Combined reports format per below
- Combined management reports accessible via Administration.
- Current results can be deleted once reporting is complete.
- Reports show a maximum of 3 for rank by highest order.

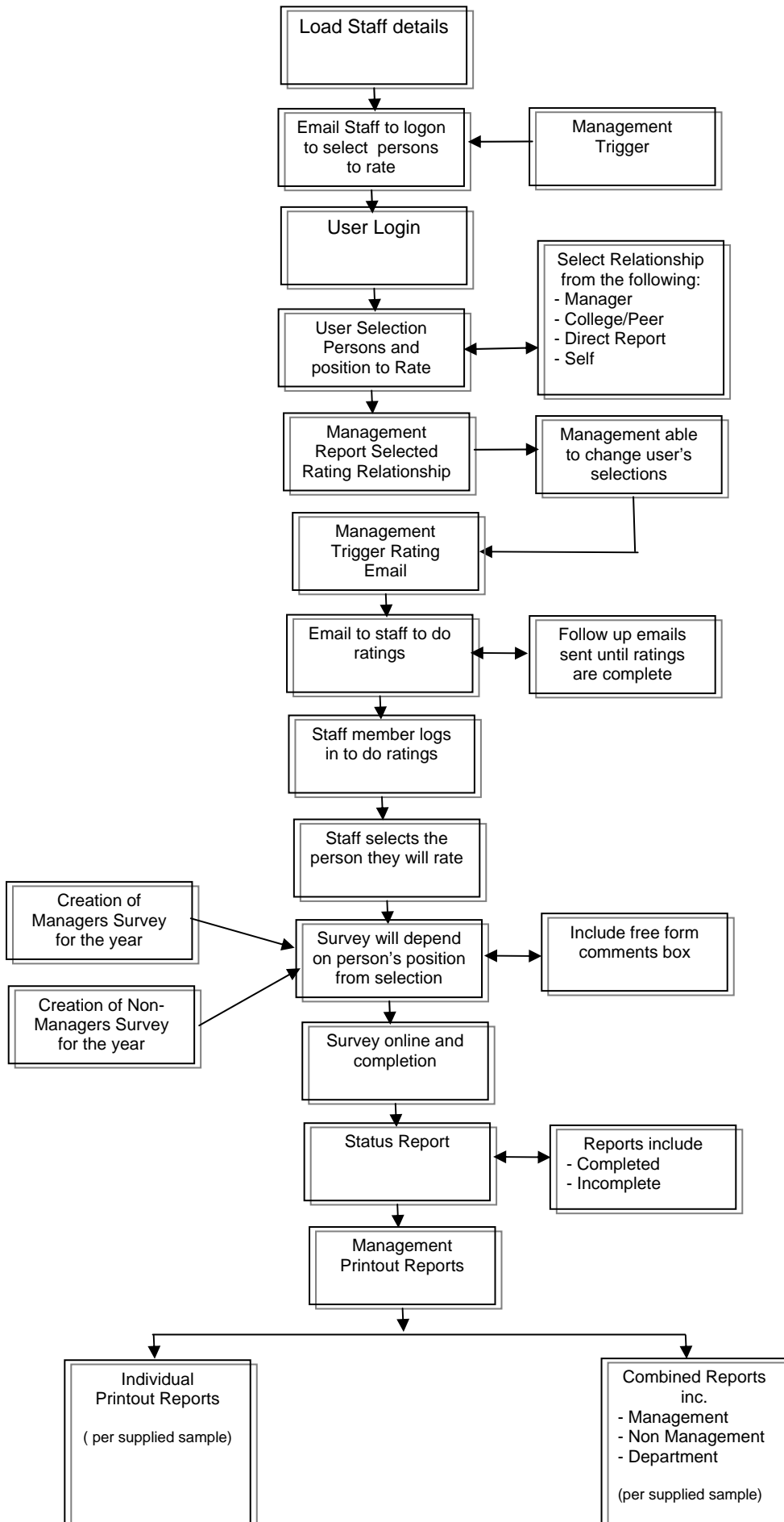
## SURVEY ADMIN EXAMPLE

Back to Surveys list
Survey Settings

Sections	Questions	Answers
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span>Direction Setting</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; background-color: #e0f0ff;"> <span>Delivery focus</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span>Developing talent</span> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <span>Teamwork</span> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span>* To what extent have you seen [Subjectlame] driv...</span> <i>Multiple Choice</i> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; background-color: #e0f0ff;"> <span>* To what extent have you seen [Subjectlame] make...</span> <i>Multiple Choice</i> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span>* To what extent have you seen [Subjectlame] act ...</span> <i>Multiple Choice</i> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span>* To what extent have you seen [Subjectlame] read...</span> <i>Multiple Choice</i> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span>* To what extent have you seen [Subjectlame] adap...</span> <i>Multiple Choice</i> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <span>* To what extent have you seen [Subjectlame] pers...</span> <i>Multiple Choice</i> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span>Consistently exceeds expectations in this area, a real strength</span> <i>5 points</i> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span>At times exceeds expectations in this area</span> <i>4 points</i> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span>Meets expectations in this area</span> <i>3 points</i> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span>Exhibits, but could benefit from some development in this area</span> <i>2 points</i> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span>Significant development required in this area</span> <i>1 point</i> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <span>IA: not applicable, or cannot answer reliably</span> </div>

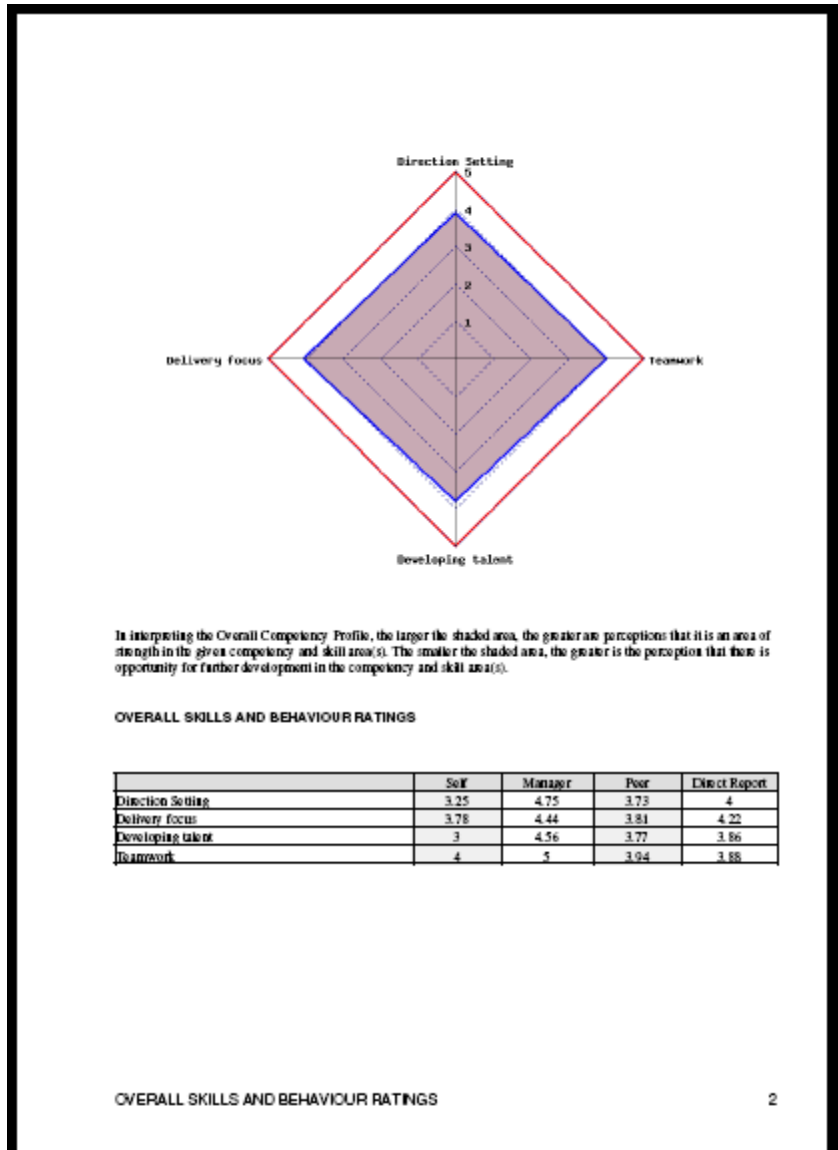
New Section
New Redirect Section
New Question
New Answer

## 360o SURVEY WORKFLOW



# SAMPLE REPORT TYPES

## Individuals Reports



**ALL QUESTIONS**

Direction Setting	Self	Manager	Peer	Direct Report
To what extent have you seen Andrew Minnett clearly explain the overall company and department goals?	3	5	3.33	3.75
To what extent have you seen Andrew Minnett actively demonstrate a clear understanding of our clients, markets, competitors and the industry?	3	4	3.33	4
To what extent have you seen Andrew Minnett set clear business plans and KRAs for their team linked to the company vision and business goals?	4	5	4	4.25
To what extent have you seen Andrew Minnett make the top priorities absolutely clear, distinguishing these from "nice to haves"?	3	5	3.67	3.75
To what extent have you seen Andrew Minnett listen to others' points of view and make them feel that their opinions count?	3	5	4	4.25
To what extent have you seen Andrew Minnett motivate and inspire others to deliver?	3	4	4	4
To what extent have you seen Andrew Minnett demonstrate a positive and optimistic attitude?	4	5	4.25	3.75
To what extent have you seen Andrew Minnett set high expectations and hold people accountable?	3	5	3.25	4.25

Delivery focus	Self	Manager	Peer	Direct Report
To what extent have you seen Andrew Minnett drive collaboration with other business areas and teams?	4	5	4	4
To what extent have you seen Andrew Minnett make clear and timely decisions?	4	5	4.33	3.75
To what extent have you seen Andrew Minnett act promptly and effectively to deal with problems and challenging situations?	3	5	3.75	4.25
To what extent have you seen Andrew Minnett readily take on and achieve ambitious targets?	4	4	4	4.25
To what extent have you seen Andrew Minnett adapt to changing circumstances without sacrificing focus?	4	4	4.33	4.25
To what extent have you seen Andrew Minnett persist in seeing things through to completion on time, and to a high standard of quality?	5	5	3.75	4.75
To what extent have you seen Andrew Minnett personally engage with clients to understand their needs and deliver to a high standard?	4	4	3.67	4.25
To what extent have you seen Andrew Minnett use clear and concise communication to persuade others?	3	3	3.5	4
To what extent have you seen Andrew Minnett monitor progress against plan and take corrective action when required?	3	5	3.25	4.5

Developing talent	Self	Manager	Peer	Direct Report
To what extent have you seen Andrew Minnett recognise and praise individual and team achievement?	3	5	3.67	4.25
To what extent have you seen Andrew Minnett show initiative by seizing opportunities and overcoming	3	4	3.67	4

ALL QUESTIONS 9

# SAMPLE REPORT TYPES

## Management Summary Reports

**OVERALL COMPETENCY PROFILE**

The information presented below is in the form of ratings representing perceptions of the extents to which a particular competency or behaviour is displayed, from a minimal extent to a maximal extent. Each arm of the diagram represents your strength in each competency.

In interpreting the Overall Competency Profile, the larger the shaded area, the greater are perceptions that it is an area of strength in the given competency and skill area(s). The smaller the shaded area, the greater is the perception that there is opportunity for further development in the competency and skill area(s).

**OVERALL SKILLS AND BEHAVIOUR RATINGS**

	Self	Manager	Peer	Direct Report
Direction Setting	3.59	4.16	3.71	3.89
Delivery focus	3.6	4.14	3.69	3.87
Developing talent	3.33	3.91	3.53	3.66
Teamwork	3.91	4.33	4.04	4.16

OVERALL COMPETENCY PROFILE 1

**RANK ORDER OF HIGHEST RATINGS BY DIRECT REPORT**

	Self	Manager	Peer	Direct Report
To what extent have you seen [SubjectName] persist in seeing things through to completion on time, and to a high standard of quality?	4.07	4.5	3.84	4.21
To what extent have you seen [SubjectName] act and behave with others in a way that is consistent and professional?	3.93	4.42	4	4.19
To what extent have you seen [SubjectName] build and maintain good working relationships across a wide range of internal and external contacts?	3.71	4	3.94	4.17
To what extent have you seen [SubjectName] willingly provide support and assistance?	3.93	4.58	4.16	4.14
To what extent have you seen [SubjectName] personally engage with clients to understand their needs and deliver to a high standard?	3.79	4.33	3.68	4.14

**RANK ORDER OF LOWEST RATINGS BY DIRECT REPORT**

	Self	Manager	Peer	Direct Report
To what extent have you seen [SubjectName] spend time with people on their own growth and development?	3.21	3.83	3.5	3.4
To what extent have you seen [SubjectName] take prompt, decisive and balanced action to address people performance issues?	3.14	3.83	3.11	3.46
To what extent have you seen [SubjectName] monitor progress against plan and take corrective action when required?	3.36	4.25	3.46	3.58
To what extent have you seen [SubjectName] help others adapt to change?	3.36	3.42	3.49	3.59
To what extent have you seen [SubjectName] identify and implement creative solutions and innovative ways of working?	3.21	3.75	3.55	3.6

RANK ORDER OF HIGHEST RATINGS BY DIRECT REPORT 3