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360 feedback: ratee assessment

360 preparation

- Assemble a list of up to 10 people (raters) who are in a good position to comment on your performance and offer ideas and suggestions for improvement.
- If you have a managerial position, your list of raters should include a combination of bosses, peers and direct reports. You may also wish to include one or two customers.
- A typical list of raters might be:
  - your immediate boss/manager
  - another more senior manager
  - 4 direct reports
  - 2 peers/colleagues
  - 2 customers
- Depending on the context in which the assessment is taking place, it may be a good idea to discuss and agree your list of raters with your supervisor/manager.
- Send an email to your raters asking for their agreement to take part in a 360 degree assessment of your performance.
- During the self-assessment process, you will be asked to enter the names and addresses of all your raters in one step.
- Take care when entering email addresses. If you make a mistake in an email address, the person you are inviting to take part won’t get their invitation email.
360 feedback: ratee self-assessment

Screen **my etests account**

- This is the first screen after you have completed the login process.
- Before clicking **Take Test**, you need to have a list of up to 10 people who have agreed to assess your performance.
- You also need to have the email addresses of the people you are inviting to take part.
360 feedback: ratee self-assessment

Screen test instructions

• This screen explains briefly how the 360 feedback assessment process works.
• Click the Start the Test button to begin.
This screen presents a list of 25 leadership and management competencies, and a 5 point rating scale.

Click on one of the five boxes under each competency description to assess your current level of performance.

Your assessors will be assessing your performance using the same list of competencies and the same rating scale.

They will also be asked to provide written comments and suggestions on how you might improve your performance.
360 feedback: ratee self-assessment

Screen personal details

• This screen asks for a range of personal details, and information about how you and your line manager have assessed your performance.
• Please complete all the personal details boxes.
• The information you provide will be held on our servers, and we will maintain its confidentiality as required under data protection or other legislation.
Screen email invitations

- Enter the names and email addresses of up to 10 people who have agreed to take part in your assessment.
- You can reduce or extend the default time period for assessors to complete their assessments by changing the number in the Testing Period box.
- Check that you have entered email addresses correctly. You will not be able to make any changes yourself after you have submitted the form.
- Your test administrator will be able to make changes to your list of raters but this will delay the assessment process.

If you make mistakes in email addresses, your raters won’t receive their invitation emails.
360 feedback: ratee self-assessment

Screen email message

- You can edit the Subject and Message boxes to make any changes to the invitation email that your assessors will get.
- Check that you have made any amendments correctly.
- Click Invite to send your email invitations.
- People who do not initially respond to your invitation will get an automatic reminder to complete their assessment of you just before the completion deadline.
This is an extract of a 360 feedback report showing how a manager’s self-assessment compares with the assessments from his colleagues.

The grey bars in the table show how the manager has assessed himself, and the black bars give the average rating from all the raters. You can see the distribution of ratings in the row beneath the bars.

For example, the extract shows that the manager rates adaptability as an exceptional strength whereas his co-workers as group rate his capability as satisfactory.
General guidance

- msp’s 360 feedback system gives a manager feedback based on the responses of up to 10 co-workers.
- You will be asked to rate a colleague’s skills in 25 areas using a 5 point rating scale and provide written comments and suggestions.
- The feedback report does not identify names with ratings, but it does reveal the spread of ratings across the different categories of rater.
- This means that if you are the only rater/assessor in a category – for example, the boss – it will be possible to identify your ratings (but not your comments).

- All comments and suggestions for improvement are reported anonymously.
- Please provide as many comments and suggestions for improvement as possible as this helps build a rich picture of an individual’s performance and development needs.
This is an extract of a 360 feedback report showing how a manager’s self-assessment compares with the assessments from his colleagues.

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For example, the extract shows that the manager rates adaptability as an exceptional strength whereas his co-workers as group rate his capability as satisfactory.
This is the first screen an assessor sees after logging on.
The assessor is asked to describe their relationship to the person being assessed.
Click the first radio button if the person being assessed is your supervisor or manager, or another more senior manager in the organization.
Click the second radio button if you are a colleague or customer of the test taker/person being assessed.
Click the third radio button if you are the manager/boss of the person you are assessing.
This screen invites you, the rater, to assess the test taker against 25 management and leadership competencies.

Give a candid and fair assessment of the competency level your colleague is currently performing at.

Please give written comments elaborating on the test taker’s strengths and weaknesses, and how they might improve their performance.
360 feedback: administrator dashboard

Screen my etest account

- This is the main menu page for administrating a group 360 feedback process.
- From this page, the administrator can carry out 3 tasks:
  1) make changes to the raters for an individual’s 360 assessment – for example, delete a rater or correct mistakes in names, roles and email addresses of raters
  2) customize the testing screens and reports with the organization’s name and logo
  3) order additional assessments
This screen is brought up by clicking the Assessment Details menu option.

Click details against one of the ratee names to make changes to the 360 assessment for that ratee – for example, to correct a spelling mistake in a name or an email address, or to add or delete a rater.

Click get Report to view and print a PDF version of the 360 report for a ratee.
To edit or delete the details of a rater, check the box against the rater’s name, and then amend the details or delete the record as appropriate.

To add a new rater (up to a maximum of 10 raters), enter the name and email address of the rater, and then enter the rater’s relationship to the ratee.

When you check the edit checkbox for a rater who has completed his assessment, you will find the Rater Role column displaying a dropdown menu enabling you to correct the relationship to the ratee (if they made a mistake at the time of assessment).

To extend or reduce the assessment expiry date, click Extend, change the date, and then click the Change Assessment Details button.

When you have finished the changes, click the Change Assessment Details button.
Screen confirm changes

- After you have completed your editing, this screen will show the changes you have made.
- Click the Confirm Changes button if you are happy with the changes you have made.
- Click the Back to Edit button if you need to make further changes to the list.
The Customize UI/Reports menu option enables you to amend the testing screens and reports with your own organization’s details.

You can insert your own website and contact details and upload your organization’s logo.

The Click here links illustrate the changes that can be made to the screens and reports that clients see (see page 20).
360 feedback: administrator dashboard

Screen customized user interface and report
• Explain how the process works from a ratee and rater perspective well before the process starts.
• Encourage ratees to discuss and agree a list of up to 10 raters with their managers before starting.
• Emphasize the importance of the ratee entering a comprehensive and accurate list of rater details at the time of self-assessment as changes after this point can only be made by the test administrator.
• Point out that entry errors in email addresses mean that raters will not get invitation emails.
• Encourage raters to provide positive comments and suggestions for improvement using the text boxes on the online assessment form.
• Establish a common target date for all assessments to be completed. Allow sufficient time for completion.
• Monitor rater responses via the administrator’s dashboard and send reminders as appropriate.
• Establish a central contact point for enquiries and test administration.
360 feedback: notes

msp