



EVALUATING YOUR 360-DEGREE FEEDBACK PLATFORM

Are you in the process of setting up a 360-Degree feedback process and need help determining the right platform? This guide and checklist will help you evaluate the features and functionality of different offerings.

Let's start with a few broader considerations to keep in mind as you evaluate your 360-Degree Feedback software options:



Administration

Any tool you choose should offer an intuitive administration platform that makes it easy to set up, deploy and administer surveys. It should give you control over survey features and distribution, as well as the ability to monitor progress across your surveys and projects. You should also ensure you have access to support services (particularly if launching surveys globally) including the ability to outsource administration of surveys and projects.

Survey Design and Deployment

A good software platform will allow you to create customised surveys in a range of formats and for distribution across different devices. The software should give you control over key survey attributes such as rating scale, language, respondent groups, and question type.

Look and Feel

We live in a tech world where looks matter. Software should not only do good, but it must also look good and feel good. Users have certain expectations regarding design and usability of software that impacts their level of engagement with the software and broader 360-Degree feedback process.

Technology and Information Security Requirements

For good reason, technology today must meet stringent information security requirements. Any tool you choose must conform with local and international information security requirements such as GDPR. The protection of data and individuals is simply not negotiable. Check with your own IT team for specific technology and information security requirements.



Evaluation Checklist

The following is a checklist of requirements to consider when evaluating software options for your 360-Degree Feedback initiative.

Survey Set Up

- Ability to create surveys using different survey formats and question types
- Access to a standard set of competencies and survey items
- Ability to load and/or create customised competencies and survey items
- Option to set and customise different respondent groups e.g., peers, direct reports, others
- Access to different ratings scale and option to create custom rating scales

Survey and Project Administration

- Ability to enter respondent details directly into the system
- Option to import respondent details from spreadsheets such as Excel
- Ability to customise all emails within the system including survey invitations and reminders

Ability to:

- Schedule the release and close date and time for surveys
- Schedule the timing of follow up reminders
- Set minimum numbers for respondent groups
- Set anonymity thresholds
- Set how and when reports will be released

- Select how respondents will be added including the option for participants to enter rater details themselves
- Option to add and change respondents
- Option to determine and manage the approval process for respondents
- Ability to monitor the status and completion rates for surveys and projects

Survey Distribution and Reporting

- Ability to distribute surveys in multiple languages
- Surveys and assessments optimised for different devices including desktop, mobile and tablet
- Option to generate reports on-demand individually or in batches
- Ability Distribute reports automatically when feedback is complete
- Access to online interactive reports
- Ability to produce and share PDF reports
- Ability to configure report format and features
- Option to tailor/customise terminology, communication and branding within surveys

Report Features

- Overall competency scores comparing self-ratings with the ratings of others
- Detailed survey item level scores that breakdown results by different respondent groups
- Range of scores across a competency and individual survey items
- Top and lowest rated survey items
- Competency scores compared to norms and benchmarks
- Ability to display blind spots and hidden strengths based on set parameters
- Option to compare survey results and importance ratings
- Open-ended question responses
- Progress scores against previous surveys

Follow Up and Development

- Ability to link development resources to competencies
- Option to set up follow up surveys that target specific competencies and behaviours (Pulse Surveys)
- Ability to track development progress over time

Group Reporting and Data Insights

- Ability to filter group data and outputs based on business, demographic and timing options
- Access to real time group/team and business data for surveys, competencies and items including:
 - Average scores by competency (self and others)
 - Group strengths by competency
 - Group development priorities by competency
 - Group competency gaps
- Ability to export raw data



If you have any more questions about the 360-Degree feedback process, please contact us at info@halo-feedback.com.

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