SUMMARY AND DIRECTIONS

This packet contains directions and details for the Division of Housing and Food Service 360 Degree Feedback Process.

360 degree feedback surveys should not be used to determine salary increases or evaluations because it is not always possible to ensure that respondents are fully aware of the conditions they are evaluating or that they will always be completely accurate. The person receiving the feedback should also be given the opportunity to improve.

Benefits and Goals
- Understand how others perceive you and develop plans accordingly
- Improve communication by identifying causes of current issues
- Recognize individual strengths and areas for development
- Develop relevant training programs for DHFS

Quick Summary
- The employee will complete a 360 Feedback self-survey
- A minimum of 5 individuals will be chosen by the respective AAD to participate in providing feedback to the individual, and may include:
  - Supervisors/Managers/AADs
  - Peers
  - Subordinates
  - Others (i.e. vendors, other University employees, etc.)
- Survey taken via Survey Station web link communicated by the Human Resources Manager/Administrative Associate
- Questions are standardized for DHFS
- Results coordinated and disseminated to respective AAD/Direct Supervisor by the Human Resources Manager/Administrative Associate
- Results provided to individual during Annual Performance Evaluation Meeting, but are not tied to the performance evaluation directly
- Survey participants will remain anonymous to individual receiving feedback
- Results will not be included in the personnel file

Who Will Receive Feedback
- Only employees in one of the following categories will participate in receiving 360 Degree Feedback:
  - Associate Directors
  - Assistant Directors
  - Code 1000’s
  - Managers
  - Unique Positions identified by the respective AAD
Choosing Respondents

- Any and all types of employees, or others who have frequent or substantial interaction with the employee receiving the feedback, may be asked to participate in the survey.
- Considerations:
  - How much contact is there between the subject and the respondent?
  - How long have subject and respondent worked together?
    - 1-3 years is ideal
  - Does respondent understand the subject’s job responsibilities
  - May allow subject to choose/review respondent list
  - Choose respondents subject gets along with well and those they don’t to provide a more balanced view

Respondent Requirements

- All chosen respondents are required to participate in the survey they receive
- Respondents must complete the survey within the allotted timeframe communicated to them via email and survey instructions
- Respondents must ensure that their comments are professional, honest and work related
- Supervisor/Manager/AAD of employee receiving the feedback may follow up with respondents who miss the deadline, do not participate, or provide inappropriate or unprofessional comments

Timing

- Concurrent with the employee’s Annual Performance Evaluation
  - Are not tied to or included in the Performance Evaluation or merit process
  - 360 is considered a separate process from the Performance Evaluation
- Survey communication will be sent out to respondents approximately 1 month prior to the employee’s annual evaluation due date
- Respondents will have approximately one (1) week to complete the survey
- Survey results will be communicated to the AAD/Direct supervisor within one (1) week of the survey being completed, allowing the supervisor approximately two (2) weeks prior to the annual evaluation date to receive results

Confidentiality

- The Human Resources Manager/Administrative Associate will have full access to the results and respondents’ information
- AADs may request to see respondent information/names for follow up
- Only summary information will be shared with the supervisors and the employee receiving the feedback, not respondent information
- Human Resources is required to investigate and disclose on an as needed basis any claims or allegations that may viewed as illegal (i.e. harassment, discrimination, etc.)

Follow Up

- Employee and supervisor will be expected to develop an action plan based on results of the report
- Supervisor and employee will go through survey results together, and the supervisor should assist in interpreting the results
- Progress on action plans should be discussed regularly
- Surveys will be administered yearly so that progress may be tracked
- Human Resources and ODD will partner on developing relevant training topics for the division on identified trends
360 Degree Feedback Process Steps

Step 1  The respective AAD will choose appropriate individuals who interact and work with the employee frequently or of a substantial nature. The names of the participants may be shared with the employee prior to completing the 360, to ensure names listed will be able to provide related feedback. The final list of names will be provided to the Human Resources Manager/Administrative Associate for coordination and communication of survey.

Step 2  The Human Resources Manager/Administrative Associate will email participants directions and a link to the survey.

Step 3  Participants will be given approximately one (1) week to complete the survey. Participants will utilize the link to the survey via the email from Human Resources, log in using their EID, and submit results.

Step 4  The Human Resources Manager/Administrative Associate will compile and format the results, and submit them to the respective AAD/Supervisor.

Step 5  The supervisor of the employee receiving the feedback will ensure that a copy of the results are provided to the employee during their annual performance evaluation. The supervisor and employee will create an action plan to improve areas of developmental need, and will regularly status on these areas.

Step 6  Human Resources will compile results across DHFS and summarize trends. Human Resources and ODD will partner on trends to develop relevant training programs for the division.