



GUIDE TO PURCHASING A 360-DEGREE FEEDBACK SOLUTION

Make sure you get the most valuable information about the 360-degree feedback providers you are researching.

The OD and HR experts at Panoramic Feedback have provided this list of the most important questions you should ask, when researching 360-degree feedback solutions. Using this chart, you will eliminate this often time-consuming, confusing process.

We've filled in the answers for Panoramic Feedback below. You can add the answers from other providers.

At a glance, you'll have a clear, concise picture of the best 360-degree feedback solution for your organization.

QUESTIONS TO ASK				
TECHNICAL REQUIREMENTS	Panoramic Feedback			
<i>Do I have to install software? What software and hardware will our administrator and participants require?</i>	100% web-based (no system requirements, no software to install or maintain) Administrator needs Internet access and a printer.			
<i>Will we have unlimited access from work, home, or while traveling?</i>	Accessible from any computer with Internet access – work, home, laptop, anywhere, any time.			
<i>What demand will there be on our IT department?</i>	Your IT people don't need to be involved			
GETTING STARTED	Panoramic Feedback			
Speed <i>How much time does it take to get started?</i>	Same day access to your private account for setting up your 360 projects			
<i>Can I set up 360s at once?</i>	The Panoramic Feedback project setup process is fast (hours, not days) and straightforward.			

<p>Training <i>How much time and expense for training before I can use the system?</i></p>	<p>The straightforward Panoramic Feedback system provides free telephone training – as much or as little as you require (usually about one hour)</p>			
<p>SURVEY CREATION</p>	<p>Panoramic Feedback</p>			
<p>Sample Questionnaires <i>Are sample competency lists provided?</i></p>	<p>Panoramic Feedback provides every client with a substantial library of sample questionnaires, covering a variety of sectors, including Industry, Health Care, Government, and more.</p> <p>They can be used “as is”, edited, or replaced with your very own questionnaire.</p>			
<p>Languages Available <i>Can I set up my projects and accept responses in languages other than English?</i></p>	<p>Panoramic Feedback is the world leader in language capability. Set up questionnaires and reports in English, or over 50 other world languages, including Cyrillic and Asian.</p> <p>Responders can provide comments in their own language.</p>			
<p>Customization <i>Can I use my own questionnaire?</i> <i>What is customizable and to what extent?</i></p>	<p>Full customization: Yes, you get full customizability with no additional fee.</p> <p>While a library of sample questionnaires is provided, you can use any questionnaire, or edit ours, at no extra charge.</p> <p>In addition to the questions, you can customize scales, labels on scales, comment boxes, introduction and conclusion, as well as the final reports.</p>			

<p>Branding <i>Can I place my company logo on questionnaires and reports?</i></p>	<p>You can have your logo on questionnaires and reports</p>			
<p>Importing data from your HRIS for fast, easy administration <i>Can we use the data directly from our HRIS?</i></p>	<p>With Panoramic Feedback's HRIS Integration feature, you will enjoy:</p> <ul style="list-style-type: none"> • Online recipient selection by administrator • Online responder selection by administrator or recipients • The ability to Import demographic data <p>For smaller projects, you can enter responder data quickly without HRIS integration, if you prefer.</p>			
<p>Your templates <i>Can I create and use my own questionnaire templates?</i></p>	<p>You can use your previous questionnaires as templates for new projects, to save time and effort on new project setup.</p>			
<p>DISTRIBUTION and TRACKING</p>	<p>Panoramic Feedback</p>			
<p>Auto Emails <i>Can I set up automated emails to communicate with responders?</i></p>	<p>Auto Emails: Panoramic Feedback automatically sends Invitation and Reminder emails to responders.</p>			
<p>Internet or Paper Questionnaires <i>Internet access is so convenient. But are paper questionnaires available for employees who lack on-line access?</i></p>	<p>Paper questionnaires are readily available.</p>			
<p>Status Reports: <i>How will we know who has and hasn't responded?</i></p>	<p>You get live, up-to-the-moment, online status reports showing who has and has not responded.</p>			

TAKING SURVEY	Panoramic Feedback			
<p>Confidentiality</p> <p><i>How confidential are the responses?</i></p> <p><i>Can the administrator see responses during the 360 process?</i></p>	<p>It is crucial that no one can see the responses during the 360-degree feedback process – not even the administrator. A meaningful and successful 360 involves trust that responses are confidential.</p> <p>Panoramic Feedback offers a secure and confidential solution that hundreds of thousands of responders continue to trust over and over again. No-one can view the individual's responses, not even your administrator.</p>			
<p>Save and continue later</p> <p><i>Can a responder save an incomplete response and finish later?</i></p>	<p>Responders can submit incomplete responses. They can return to them later -- to review/finish them.</p>			
REPORTS / DATA ANALYSIS	Panoramic Feedback			
<p>Speed</p> <p><i>How quickly can I generate reports?</i></p>	<p>Reports are generated automatically, and instantly, whenever you're ready for them.</p>			
<p>Graphical reports</p> <p><i>Are the results presented as colored graphs?</i></p>	<p>Clear, multi-colored bar-graphs, with optional scattergraphs, and pie-charts, help recipients easily understand their reports.</p>			
<p>Variety Of Reporting Options and Data Analysis</p> <p><i>Can I generate both individual and group reports?</i></p> <p><i>What about comparisons year over year or to the whole group?</i></p> <p><i>Can the raw data be analyzed further?</i></p>	<p>Panoramic Feedback provides:</p> <ul style="list-style-type: none"> -Individual reports (with optional comparisons with the group or a previous year's 360) -Group/Aggregate reports and sub-reports provide the strategic big picture -Export all response data (without identifying the responders) into a spreadsheet or statistical program 			

RESOURCES	Panoramic Feedback			
<p>Resources For Recipients</p> <p><i>Are goal-setting and action planning resources available for those who have been assessed?</i></p>	<p>Complete resources are available for recipients of feedback:</p> <ul style="list-style-type: none"> • Action-planning post-360 workbook • Self-Development Series CD-ROM provides comprehensive guides for development in 42 competency areas 			
<p>Education for Design Team, Responders, and Recipients of feedback</p> <p><i>Is there a resource that will help us conduct the 360 in the most effective manner?</i></p>	<p><i>The Complete 360–Degree Feedback Resource Kit</i> provides complete pre- and post-360 training guides for the design team, responders, recipients and coaches.</p> <p>Includes workshop scripts, PowerPoints, and handouts.</p>			
<p>Support</p> <p><i>What kind of support do you offer? What is the cost?</i></p> <p><i>Every provider should stand behind their product with free support and advice. There should be no additional fees for support.</i></p>	<p>Panoramic Feedback is recognized for the quality of its friendly, fast, and free support for clients.</p> <p>Testimonials: “Your personal response and then the well-executed technical solution is the type of client service that keeps customers.”</p> <p>“Thanks for all your wonderful support - you have made this process a pleasure!!!!”</p>			
ADMINISTRATION	Panoramic Feedback			
<p>Administration Services</p> <p><i>Can we purchase administrative services from our 360 provider, instead of setting up our own projects?</i></p>	<p>Panoramic Feedback offers both options:</p> <ul style="list-style-type: none"> - Self-administration - Administration by our superb Service Bureau 			

COSTS / FEES	Panoramic Feedback			
<p>Costs</p> <p><i>Are there hidden fees e.g. to train administrators?</i></p> <p><i>Is the running cost calculated per recipient, or are there extra charges per responder?</i></p> <p><i>Are there discounts for larger quantities?</i></p> <p><i>Are there fees for hosting and maintenance?</i></p> <p><i>Are there fees for updates?</i></p>	<p>There are no hidden fees.</p> <p>No fee for training administrators.</p> <p>Running costs are calculated per feedback recipient (with unlimited responders).</p> <p>Substantial quantity discounts available.</p> <p>No hosting or maintenance fees.</p> <p>All updates are free and available automatically.</p> <p>We're upfront about all costs. Just tell us your plans, and we'll suggest the best pricing options for your organization. Ask us for brochures.</p>			