



STAR360feedback Glossary of 360° Feedback Terms

Your survey feedback report is broken into four sections. Each section is designed to present your results from a different perspective, in a way that assists you in your personal development. Here is a summary of each section:

Detailed Feedback Results

The survey questions are organized into groups called behaviours. The scores for all questions in a behaviour are averaged to produce an overall behaviour score.

This section presents your behaviours scores from various perspectives:

- your scores compared to those from other respondent groups;
- your behaviours given the highest and lowest scores.

Strengths and Development Opportunities

When you receive high scores in a specific area, that area can be considered a strength. Also, when others give you scores higher than you give yourself, that area can be a hidden strength. It is referred to as 'hidden' because you may not be aware that others believe you are strong in that area.

Conversely, low scores represent opportunities for you to develop your skills in a specific area. In addition, when others give you scores lower than you give yourself, you may have a 'blind spot' or an area you can focus on for specific improvement.

This section lists strengths, hidden strengths, development opportunities and blind spots.

Question and Behaviours Details

Each page in this section is organized by behaviours. At the top of each page are the overall behaviours results. The results for each question included in the behaviours are listed on the bottom portion of the page.

The detail for each question and behaviours includes:

- average score by respondent group and overall;
- gap by respondent group and overall;
- ranking by respondent group and overall.

Comments

This section displays your respondents' verbatim responses to the open-ended questions. The comments are organized by question and respondent.

Respondent Group:

Feedback providers who share a similar relationship to you are grouped together. For example, Direct Reports, Peers, etc. (minimum of 3 raters per category)

Overall Score:

The average of all responses, excluding those from self.

Strength:

The behaviours and questions for which you received the highest scores.

Hidden Strength:

Questions and behaviours where you gave yourself lower scores than overall group gave you. Only the top five items are listed and the rating is 3 or higher with a minimum gap of .5.

Development Opportunity:

The behaviours and questions for which you received the lowest scores.

Blind Spot:

Questions and behaviours where you gave yourself higher scores than overall group gave you. Only the bottom five items are listed and the average rating is 2.5 or lower with a minimum gap of -.5.

Score:

The average of all responses for a specific respondent group for a specific question or behaviours

Gap:

The difference between your score and the scores from a respondent group or the overall score. Negative gaps indicate that you scored yourself higher than you were scored.

Range:

The lowest and highest scores given by a particular respondent group.

Number of Respondents (# Resp.):

Total number of raters who responded on this question item.

Effectiveness:

The perceived effectiveness of the participant's behaviour as assessed by the feedback provider.

Importance:

The perceived importance of a particular attribute as it pertains to a participant's role, as assessed by the participant and manager.